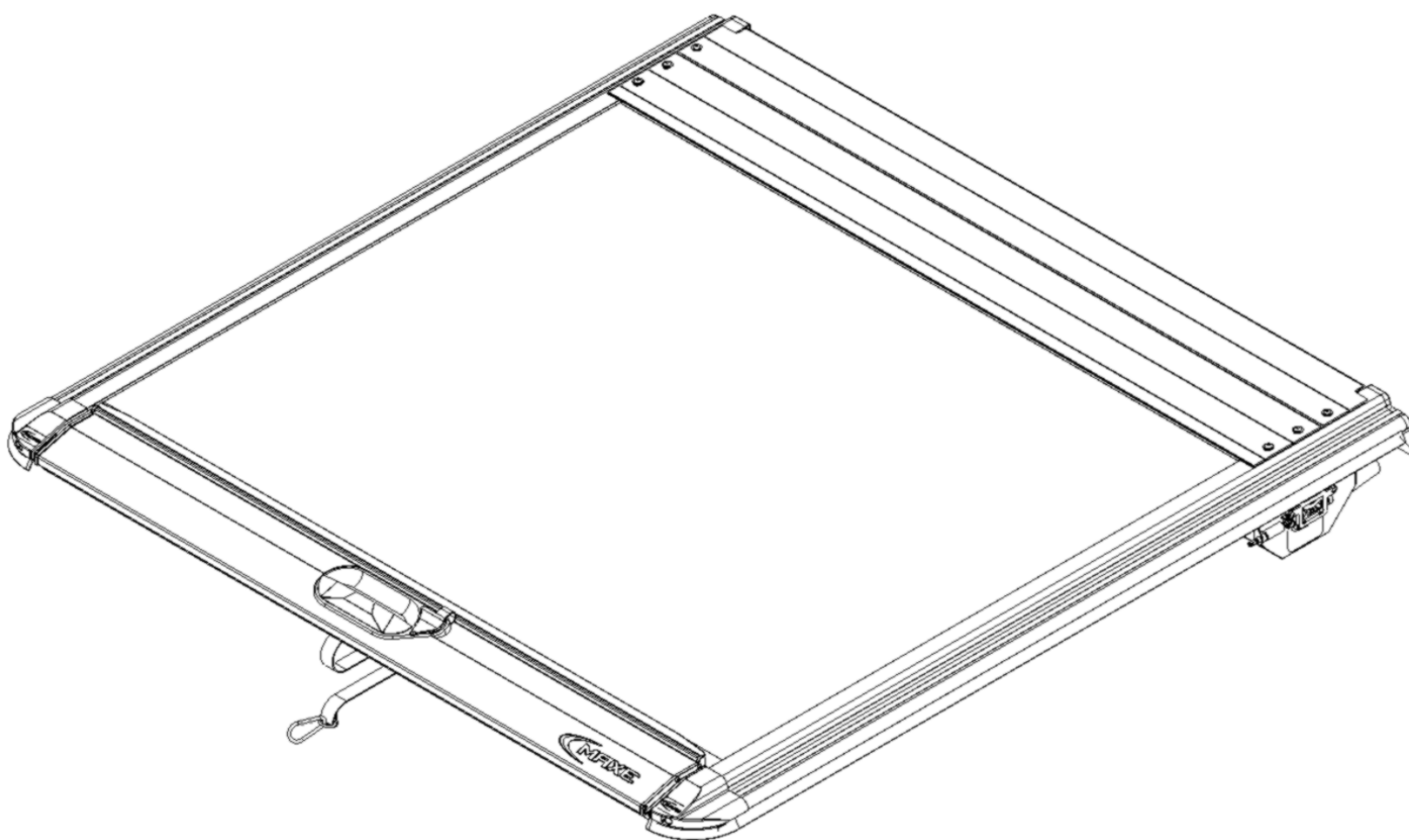


MAXE ROLLATOP

TROUBLESHOOTING MANUAL



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1. THE ROLLATOP COVER DOES NOT OPEN OR CLOSE FREELY

1A. The side rails are dry / dirty.

If not regularly cleaned the side rails will become dry or dirty, this will prevent the Rollatop from operating correctly. To correct this problem, first clean the white plastic strips on either side rail with a rag / cloth. Ensure to remove all the dirt build up along the length of the plastic strips and any other items / dirt that may be in the channels such as leaves & stones. A cleaning agent may be used such as a degreaser. Once free from dirt a silicone-based grease is recommended to lightly lube the white plastic strips on either side. A Q20 / WD40 spray may be applied to a rag and used to wipe the white plastic strip though this method might not last as dust will stick to the plastic strips and build up in a short period of time causing the operation to not work correctly / smoothly.

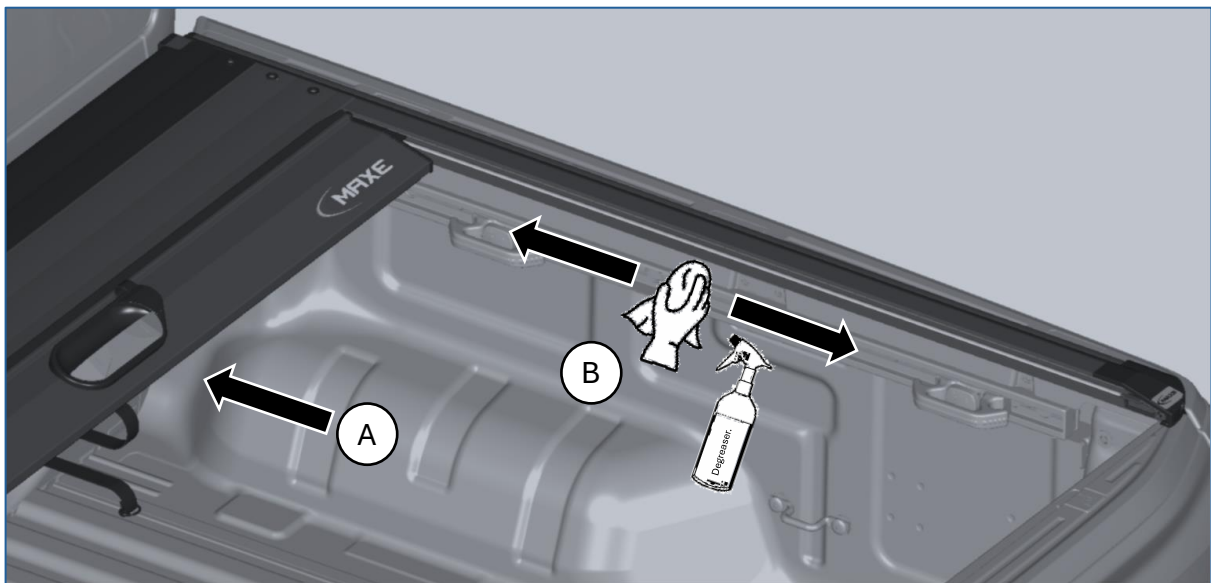


Figure.1 - Open RollaTop completely then clean the channels and white plastic strips with a brush or cloth.

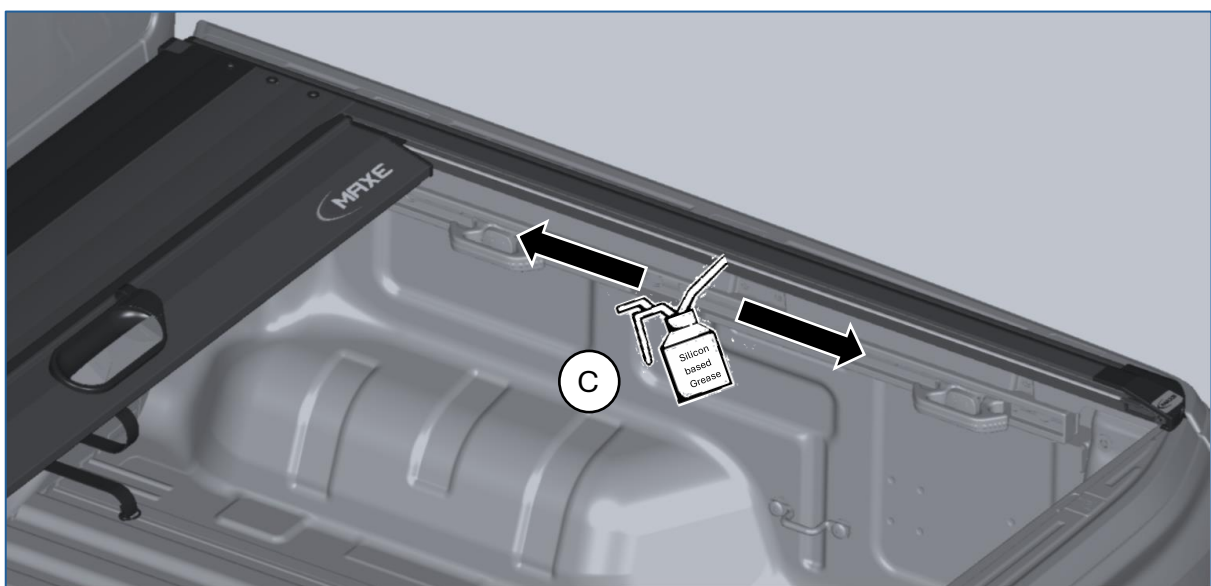


Figure.2 - Apply a silicon-based grease to the white plastic strips.

1B. The side rails have not been aligned correctly / have shifted.

Ensure that the side rails have been cleared of all dirt and a silicone based greased has been applied to both sides. (as per Section 1A – Figures 1 & 2) prior to further adjustment.

If the side rails have not been installed correctly / parallel to each other, the Rollatop will not be able to move / close freely. To Check if this is an issue try closing the Rollatop then move the rear profile side to side. The rear profile should be able to move 3mm to 6mm from side to side.

If this is not the case and the movement is excessive or less than required then to correct the problem, open the Rollatop fully then slightly loosen the rear brackets from the side rails on either side of the tailgate. Next measure the distance between side rails as shown in Figures 4 and 5. Use this measurement to re-align the end of the side rails by then tailgate the tighten the brackets.

See Table 1 for standard side rail cross measurements.

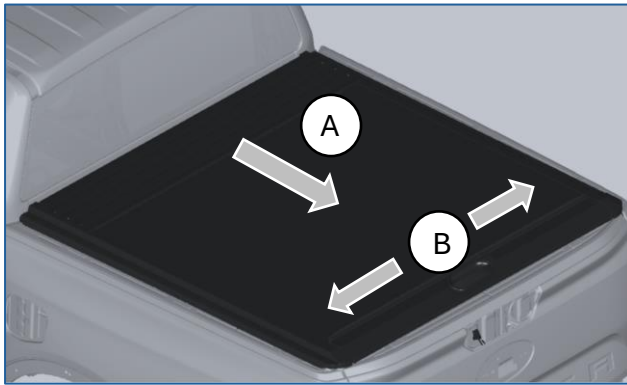


Figure.3 – Close the Rollatop and move the rear profile side to side. Free movement should be 3mm to 6mm.

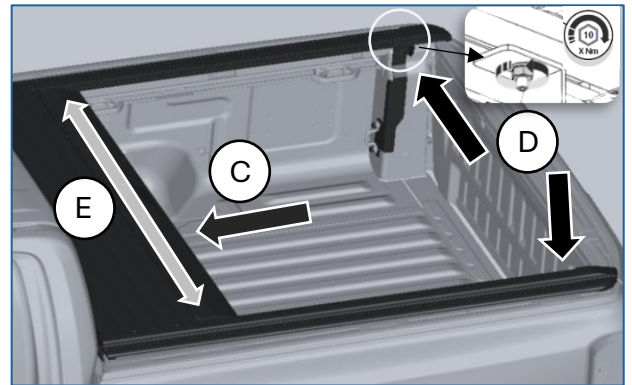


Figure.4 – Open the Rollatop and then slightly loosen the rear brackets from the RH and LH side rails at the tailgate end. Measure between the side rail just after the fixed lid profile.

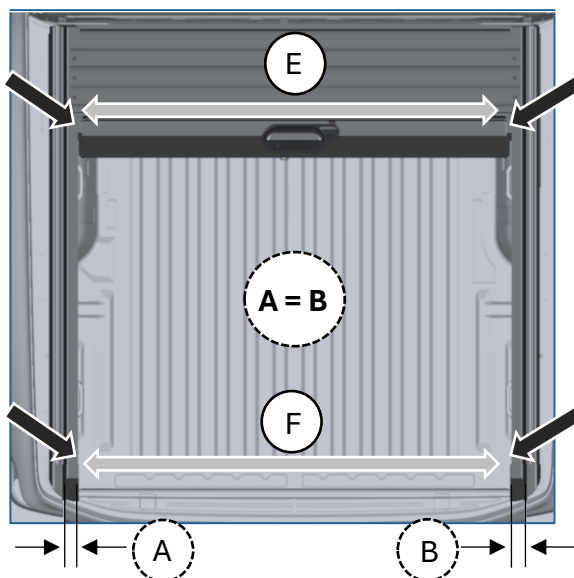


Figure.5 – Measure between the side rail just after the fixed lid profile.

Use this measurement to re-align the side rails at the back. Ensure RollaTop is centred (A=B). See Table 1 for standard measurements.

| Table 1 | |
|---------------------------------------|-----------------|
| Standard side rail cross measurements | |
| Vehicle: | Millimetre (mm) |
| Ford Ranger T6 / T7 | 1400 mm |
| Toyota Hilux | 1400 mm |
| Isuzu D-Max RG06 | 1430 mm |
| P-Series GWM | 1405 mm |
| Mazda BT50 | 1430 mm |
| Mahindra Karoo | 1400 mm |
| Ford Ranger P703 | 1320 mm |
| Nissan Navara H60 | 1360 mm |
| VW Amarok J73 | 1320 mm |

1C. The Rollatop is making the opening and closing of the tailgate difficult.

Ensure that the side rails have been correctly aligned & are parallel. (as per Section 1B – Figures 3 to 5) prior to further adjustment.

If the side rails have not been installed correctly the Rollatop will not be able to move / close freely and closing or opening the tailgate will be difficult.

To Check if this is an issue try closing the Rollatop & opening the tailgate finally close the tailgate if this action difficult or requires excessive force to get the tailgate closed, then the Rollatop has been installed incorrectly.

To correct this, open the Rollatop and Tailgate, locate the two end brackets on either side of the tailgate. An adjustment needs to be made to these to either increase or decrease the gap between the Rollatop rear profile and the tailgate top surface.

Finally ensure that the vertical **gap** between the underside of the rear profile and the top surface of the tailgate in a closed position is 10mm as shown in Figure 7.

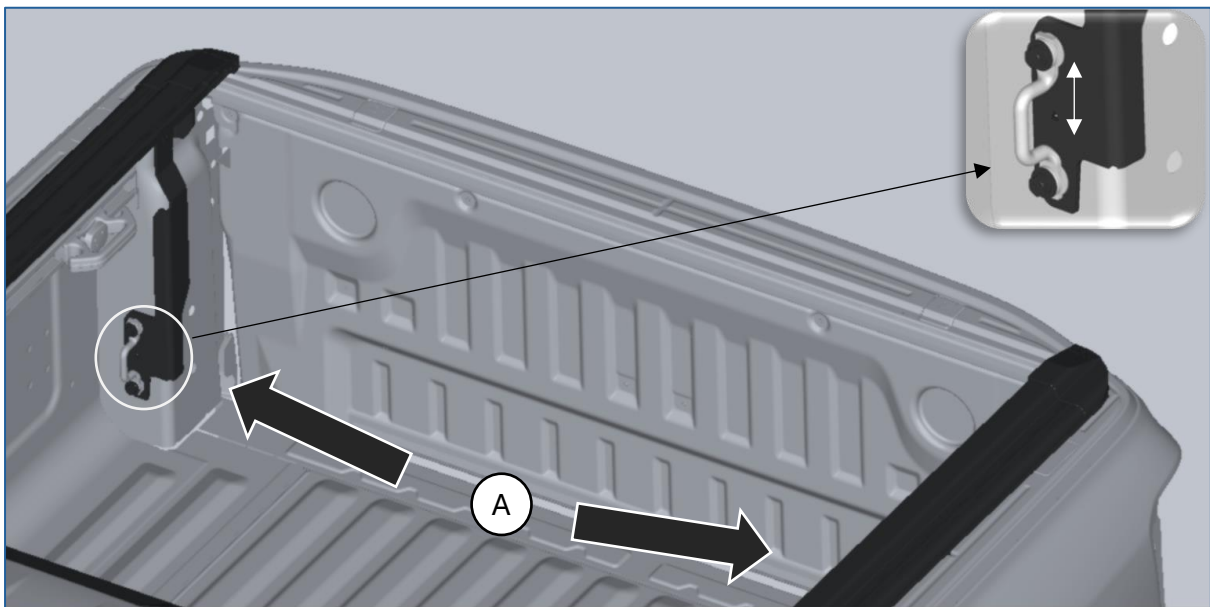


Figure.6 – Open the Rollatop and Tailgate. Slightly loosen the 2x M8 bolts on either side bracket.



Figure.7 – Adjust the two rear brackets up or down until the gap between the rear profile and the top of the tailgate surface is 10mm.

1D. The main spring has not been tightened / has lost tension / is too tight.

Overtightening the main spring will cause damage to the Rollatop. Before tightening it further, make sure nothing else is preventing the Rollatop from operating correctly.

Ensure that the side rails have been cleared and aligned / adjusted (as per Sections 1A to 1C – Figures 1 to 7) prior to further adjustment.

The Rollatop comes with a preset tension on the main spring which when fitted correctly and serviced regularly will operate with no issue.

See Section 5 for servicing information.

Adjusting the main spring in clockwise rotation will increase the tension and make manually closing the cover harder but opening the cover will be easier.

Then if the opposite is done, adjusting the spring in an anti-clockwise rotation the tension shall be reduced making the cover easier to manually close but opening will become semi-automatic / manually assisted too fully manual.



Please note reducing the tension of the main spring too much will cause the Rollatop to be noisy as tension is released the slats become free to bump into the collection cylinder casing & fixed lid. Furthermore, when opening the Rollatop the slats will bunch up and jam during opening due to not enough tension on the main spring.

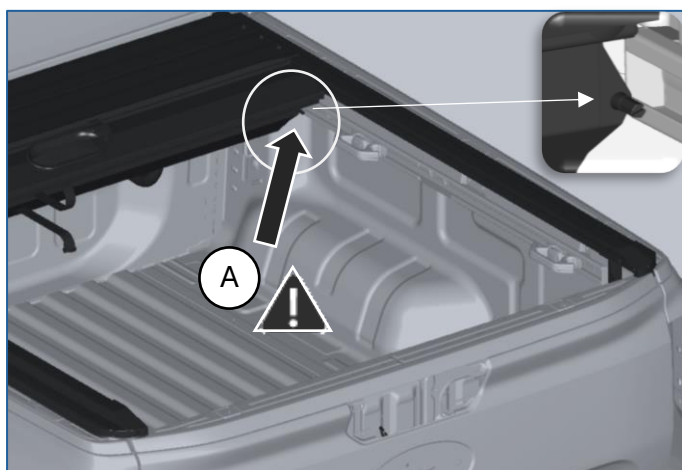


Figure.8 – Open the Rollatop and locate the index tensioning pin.

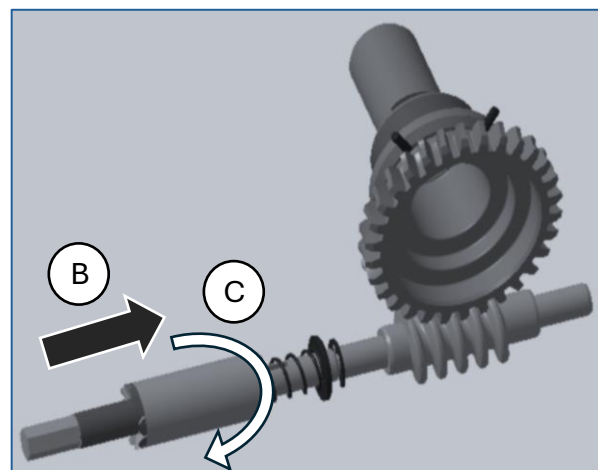


Figure.9 – Press the index tensioning pin inwards and rotate. Clockwise to increase and anti-clockwise to decrease the spring tension.

Adjust the tension in increments, a cordless drill with a 7mm socket may be used. Try rotating the index tensioning pin by ten (10) rotations and then try closing and opening the Rollatop. If the result isn't satisfactory then try adjusting the tension further.



If damage has been done and the collection cylinder tensioning system needs to be replaced. Please contact Maxe or your dealer for replacement parts.

2. THE ROLLATOP COVER DOES NOT OPEN OR CLOSE FREELY

2A. While opening the Rollatop the lid stops & won't open further.

While opening the Rollatop, the lid stops and won't continue opening even if pushed.



It is important to know that while opening, the lid will stop at 400mm from the fully closed position, this position is known as the mid-stopping position. Do not force the lid open from this position. As this may result in damages to the locking pins.

To continue opening please use the handle or draw cord to unlatch from the mid-stopping position and continue to the fully open position.

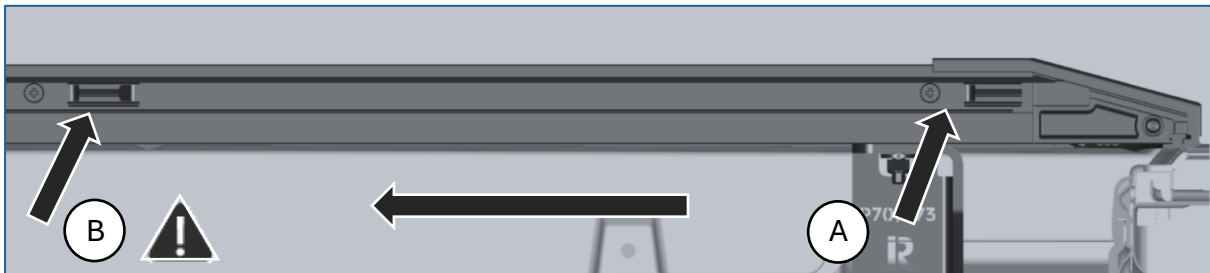


Figure.10 – When opening the Rollatop the lid will stop at a mid-stopping position which is 400mm from the fully closed position.

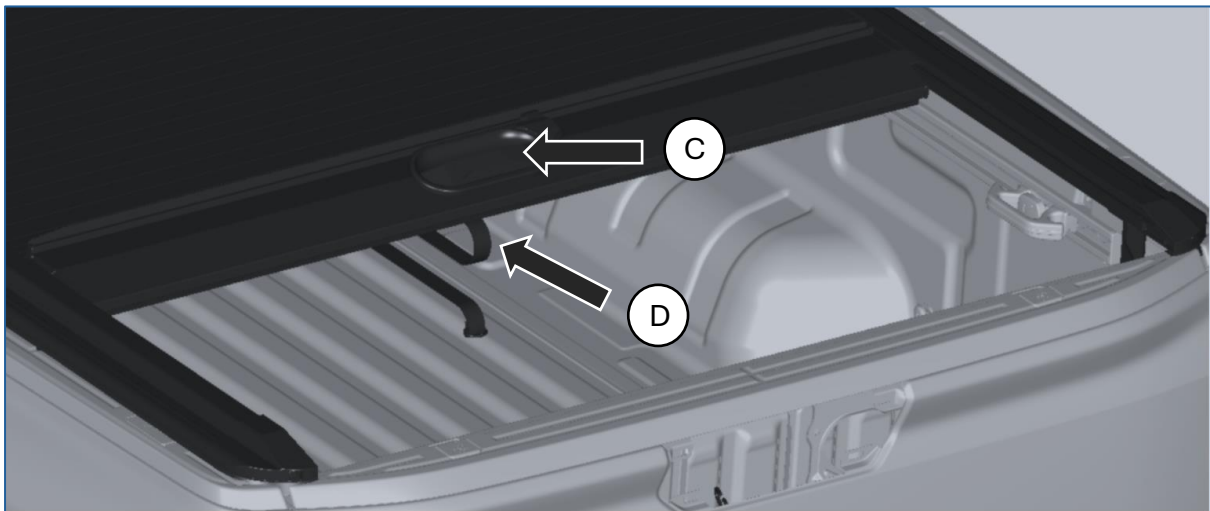


Figure.11 – Opening the lid from the mid-stopping position either use the handle and gently push the lid to unlatch or gently pull on the draw chord, this will unlatch the locking pins.

If this doesn't move the lid from the mid-stopping position, the Side rails may require cleaning / re-alignment adjustments (as per Sections 1A and 1B – Figures 1 to 5).

Or the tension setting on the spring is set to a manually assisted tension setting and will require a gentle push (as per Section 1D – Figures 8 & 9).

2B. The side rails have not been installed correctly / have shifted.

If the side rails have not been installed correctly (not parallel to each other) the lid and the locking mechanism will not function correctly. To correct this problem, loosen the rear brackets and re-align the side rails and re-tighten the brackets correctly.

See Section 1B – Figures 3 to 7.

2C. The Rollatop cover has not been installed correctly / locking positions do not align.

If the side rails have not been installed correctly / off centre from each other. The locking pins will not engage / lock as they are mis-aligned.

To correct this problem, loosen the rear brackets, re-align the side rails by measuring the angles between the side rails and the rear profile. Ensure that these angles are 90 degrees and re-tighten the brackets correctly.

See Section 1B – Figures 4 & 5, then see Figures 12 to 15 below.

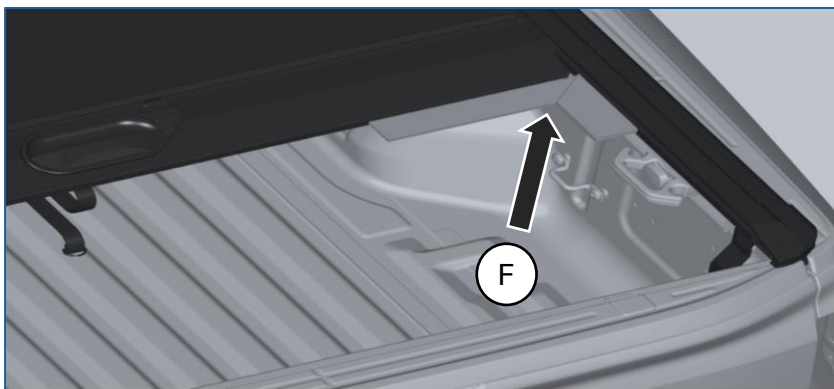


Figure.12 – Measure the angles between the side rails and the rear profile. These measurements should be 90 degrees.

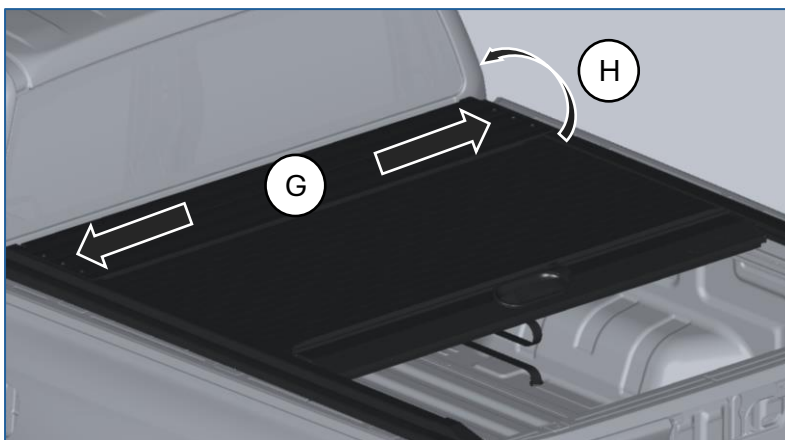


Figure.13 – If 90 degrees setting can't be achieved in previous step – Loosen 6x button head caps screws on the fixed lid and rotate the fixed lid to the open maintenance inspection position.

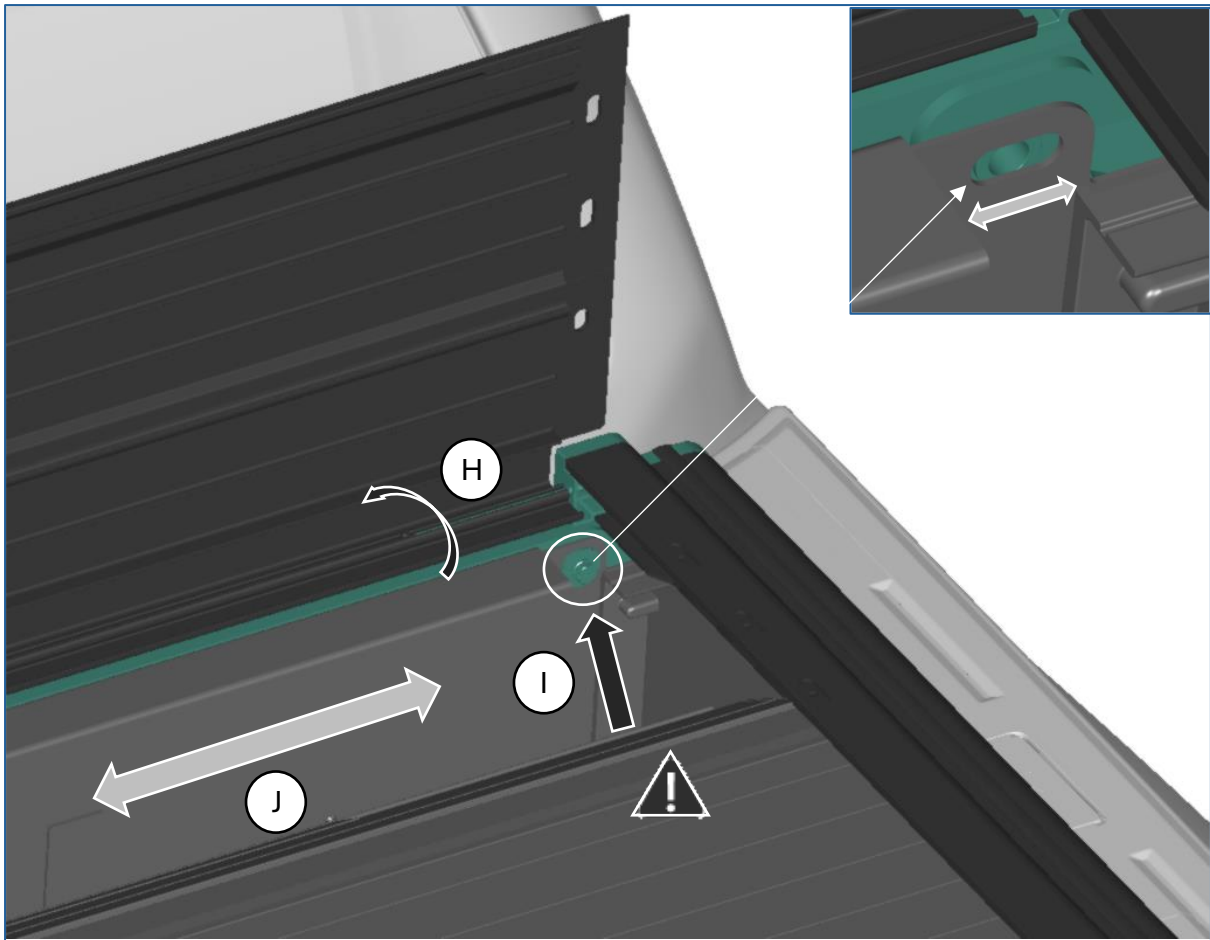


Figure.14 – Loosen 6x button head caps screws on the fixed lid and rotate the fixed lid to the open maintenance inspection position.

Next locate the 2 (two) M6 hex bolts on either end, slightly loosen these and shift the collection cylinder either to the left or to the right. By doing this the Rollatop will be shifted slightly on top of the load body / vehicle bin. Once set re-tighten the two hex bolts.

Please not there is about 5mm travel either way with the slotted hole.

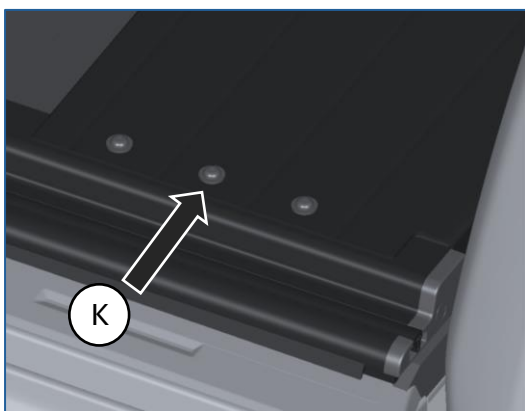


Figure.15 – Rotate the lid back into its closed position and tighten the 6x button head caps screws on the fixed lid.

2D. The bolts holding the side rails have come loose.

If the Rollatop is not regularly tightened. The side rail bolts may become loose. Loose bolts can prevent the locking mechanism from operating correctly.

To correct the problem, tighten the loose bolts on the rear brackets.

See Sections 1B & 1C – Figures 3 to 7.

3. THE LOCKING SYSTEM DOES NOT WORK / JAMS

3A. The Rollatop cannot be locked / unlocked with the key / key won't turn.

If the Rollatop is not locking or unlocking, firstly check to see if the key is damaged.

If the Rollatop is used in dusty areas the lock unit may become stuck. To correct this problem, apply a small amount of Q20 / WD40 spray into the key slot to loosen up the internals. Next insert the key and rotate the key 90 degrees back and forth to loosen up the lock cylinder.

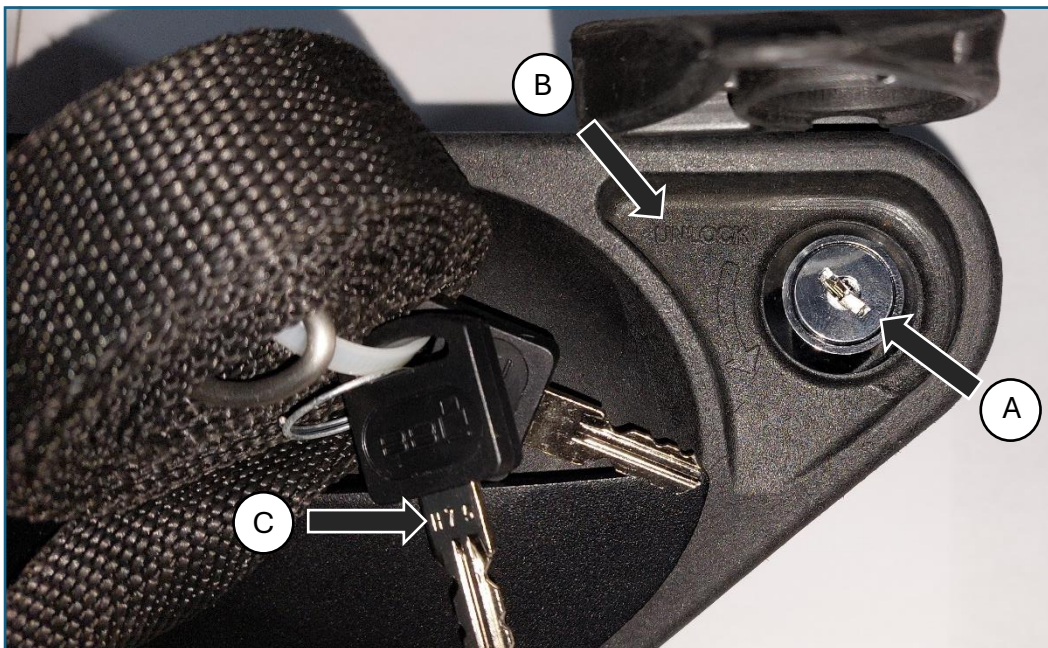


Figure.16 – Shown above is the lock cylinder, unlocking direction and the location of the BBL key serial number.

3B. The Rollatop locking system won't release the key in unlocked / lock position.

If the Rollatop is not releasing the key, then either the lock cylinder is swollen with dust and requires a bit of lubrication spray as mentioned in Section 3A or the key is not fully rotated.

It is important to know that the key when inserted must be rotated a full 90 degrees in a clockwise motion to lock the Rollatop and release the key. To unlock the Rollatop the key must be inserted and rotated a full 90 degrees in an anti-clockwise direction as shown in Section 3A – Figure 16.

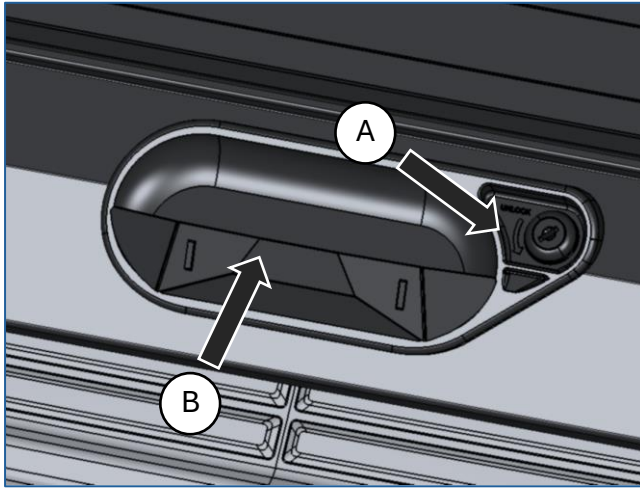


Figure.17 – Shown above is the lock mechanism and the direction to unblock the Rollatop. Once unlock the key has been released pull the handle to open the Rollatop.

3C. The Rollatop does not open when the handle is pulled open.

If the Rollatop is not opening when the handle is pulled check to see if the lock is unlocked. Insert the key and rotate 90 degrees in an anti-clockwise direction.



If the problem persists and all the methods described in Sections 3A to 3C have been used, please replace the rear profile assembly.

In the case that something has been damaged / broken please contact Maxe or take your Rollatop to the nearest dealer for an assessment.

sales@maxe.co.za or contact your nearest branch.

Our sales team will be able to assist you with accessories, replacement parts, repairs and servicing.

3D. The Rollatop keys have been misplaced / damaged.



In the case of a lost key please contact Maxe (Pty) Ltd.

Alternatively, you may use the second key provided and have a replacement key cut.

In the case where both keys provided have been misplaced or damaged, please contact Maxe.

sales@maxe.co.za or contact your nearest branch.

Our sales team will be able to provide you with a replacement key & spares parts if required.

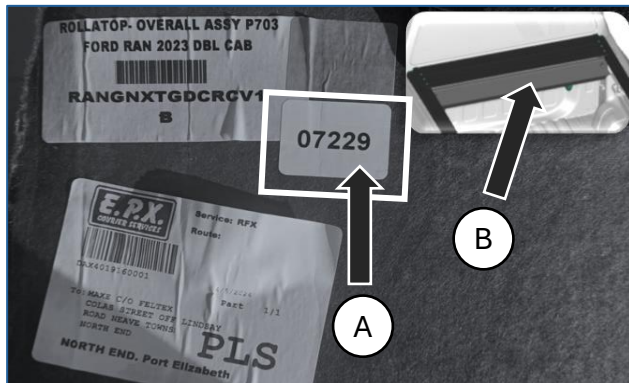


Figure.18 – Shown above is the tracking number, which is specific to each individual Rollatop. This number can also be found on the collection cylinder, either on the outside surface or on the inside under the fixed lid. Please supply Maxe with this number to order replacement keys, for warranty claims & spare parts.

Vehicle registration number:

Tracking number:

Key serial number:

Figure.19 – Please fill in your Rollatop information on the tag above for safe keeping.

4. ITEMS STORED IN THE LOAD BIN BECOME WET / DIRTY

4A. Water / dirt is entering into the Rollatop at the front of the load bin.

Water and dirt can access the bin in the areas shown below. Follow the methods mentioned for each area to prevent further water or dirt from entering the load bin.

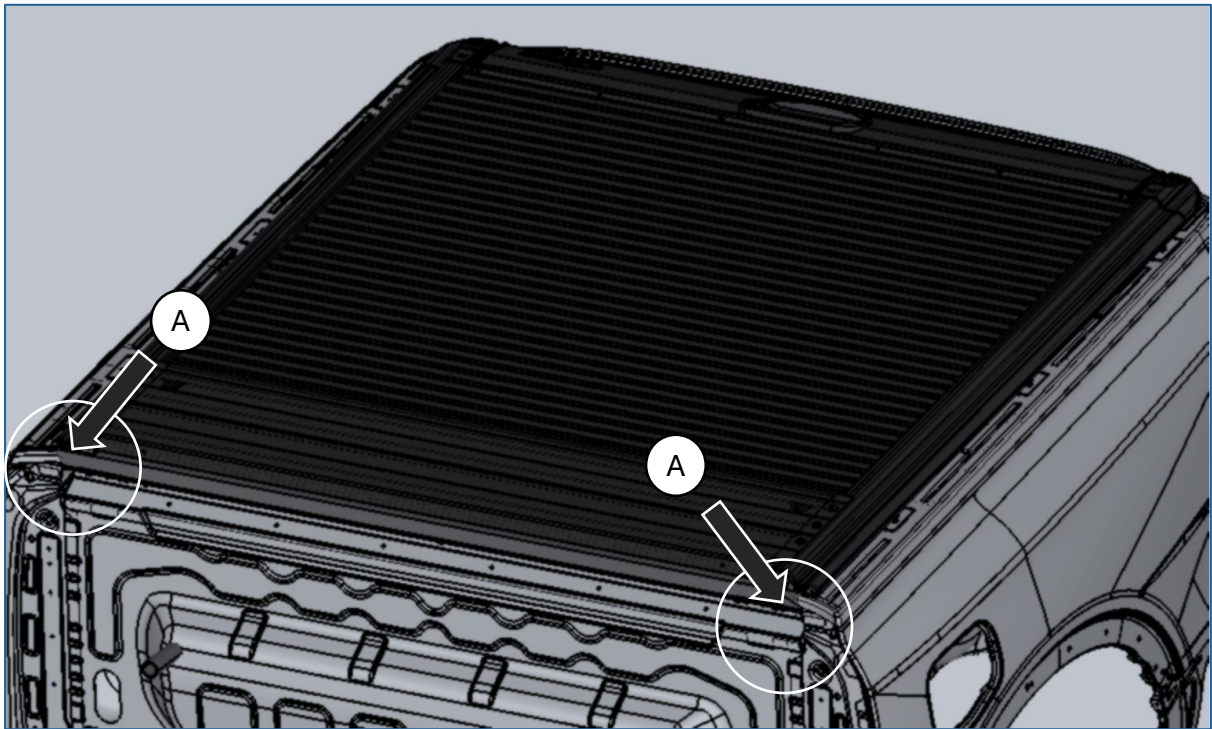


Figure.20 – Locate the front right-hand and left-hand sides.

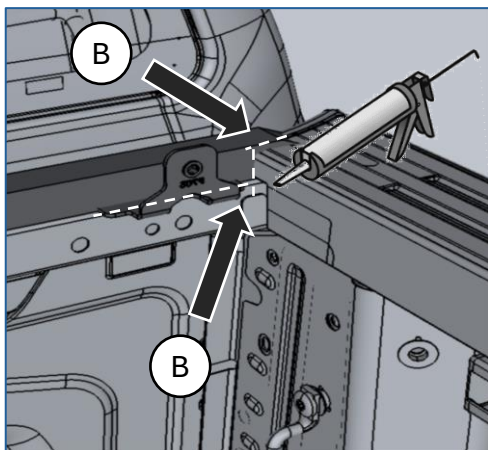


Figure.21 – Apply a silicone sealer to the area (RHS) shown above, once completed apply to the opposite side (LHS).

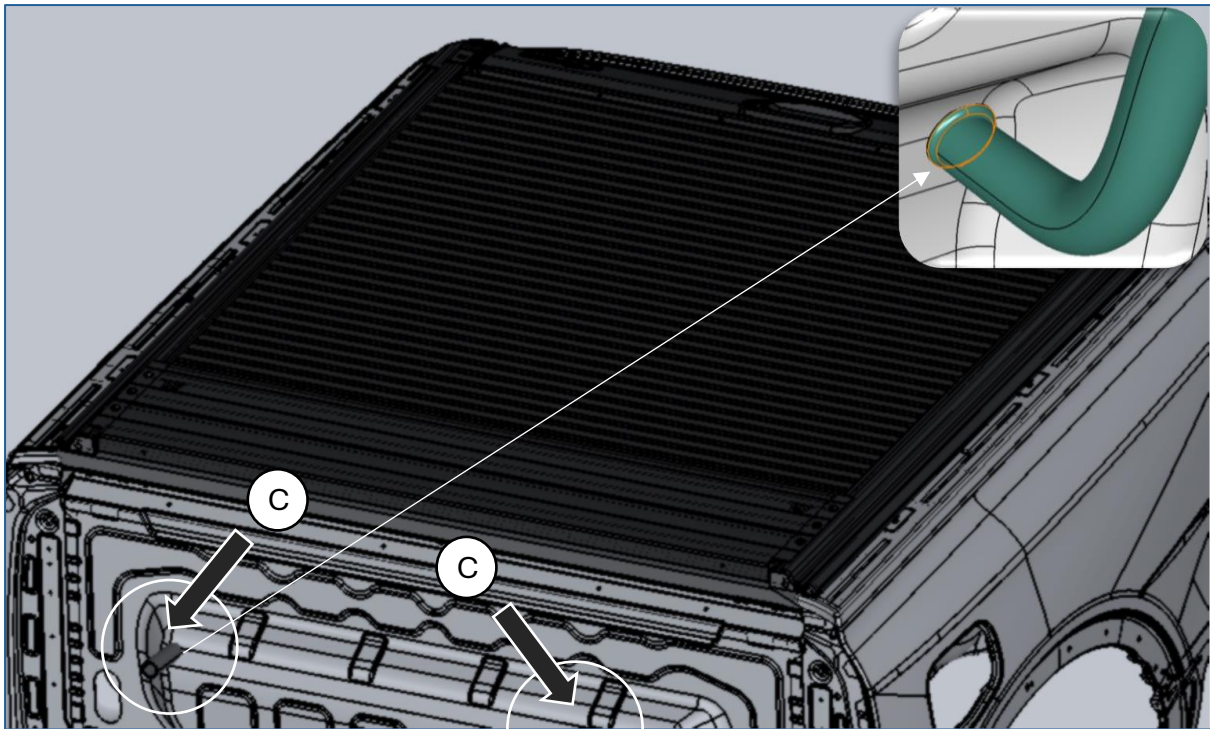


Figure.22 – Locate the front right-hand and left-hand PVC drain tubes. Ensure that these tubes are draining the water out of the bin.

Two Ø32mm holes need to be drilled through the bulkhead panel of the load bin for the two PVC tubes to drain water out of the bin.

If your vehicle has two rubber grommets you can remove these and place the PVC tubes through these holes. If the above-mentioned vehicle grommets are too large you may have to drill holes in them and use the Rollatop supplied rubber grommets.

After drilling the holes in the load bin, a rust preventative sealer / spray needs to be applied to the holes.

Two black rubber grommets are supplied to fit into the holes then the PVC tubes are pushed through the grommets.

4B. Water / dirt is entering into the Rollatop at the back of the load bin.

Water and dirt can access the bin in the areas shown below. Follow the methods mentioned for each area to prevent further water or dirt from entering the load bin.

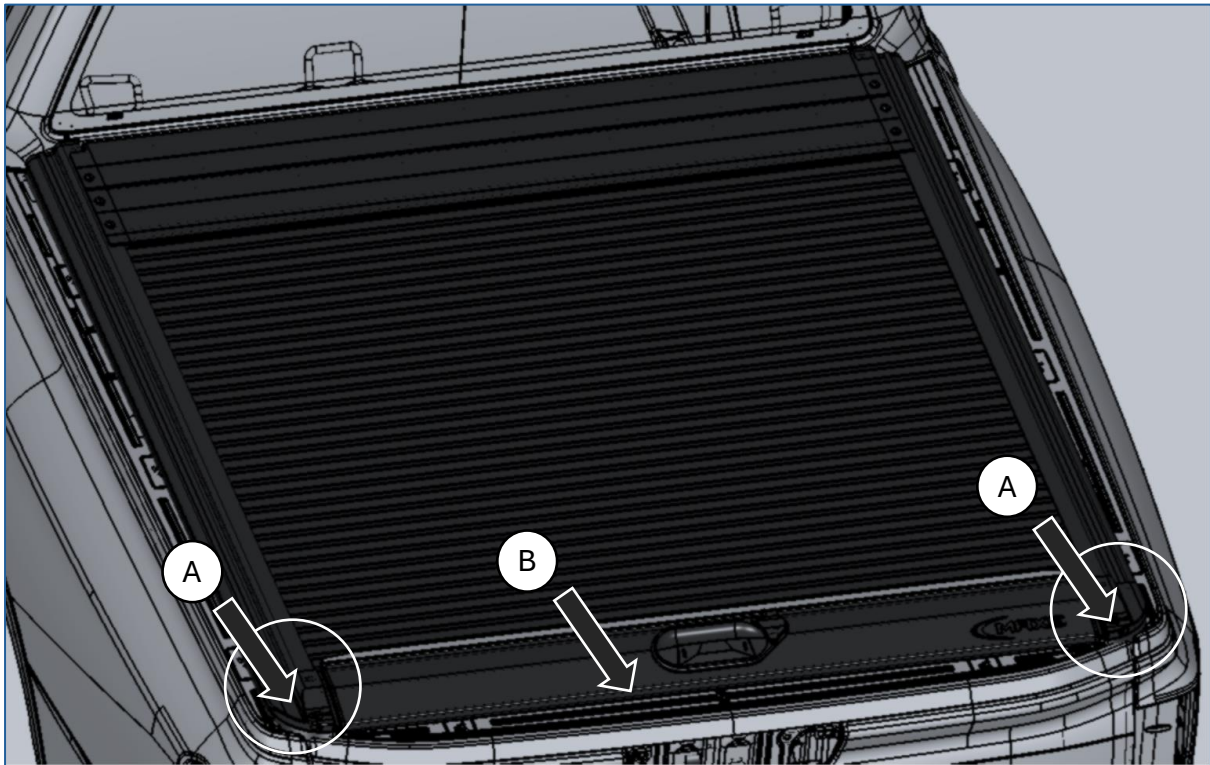


Figure.23 – Locate the plastic corner caps on the rear right-hand and left-hand sides. Then check the length of the rear profile seal.

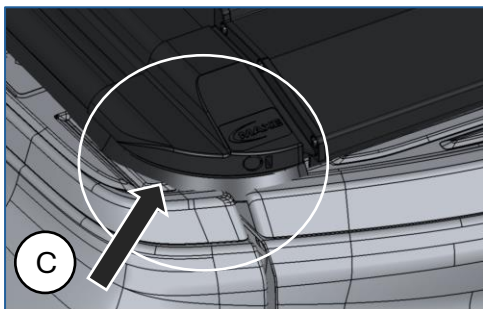


Figure.24 – Ensure that the rubber sill seal is placed correctly and not squashed under neath the side rail or trimmed too short allowing water to bypass.



Figure.25 – Ensure that the rubber tailgate seal is forming a sealing along the full length of the tailgate. Excessive squish between the seal and the load bin may result in a poor seal join.

See section 1C – Figures 6 & 7 for correct placement.

4C. Water / dirt is entering into the Rollatop at the side rails of the load bin.

Water and dirt can access the bin in the areas shown below. Follow the methods mentioned for each area to prevent further water or dirt from entering the load bin.

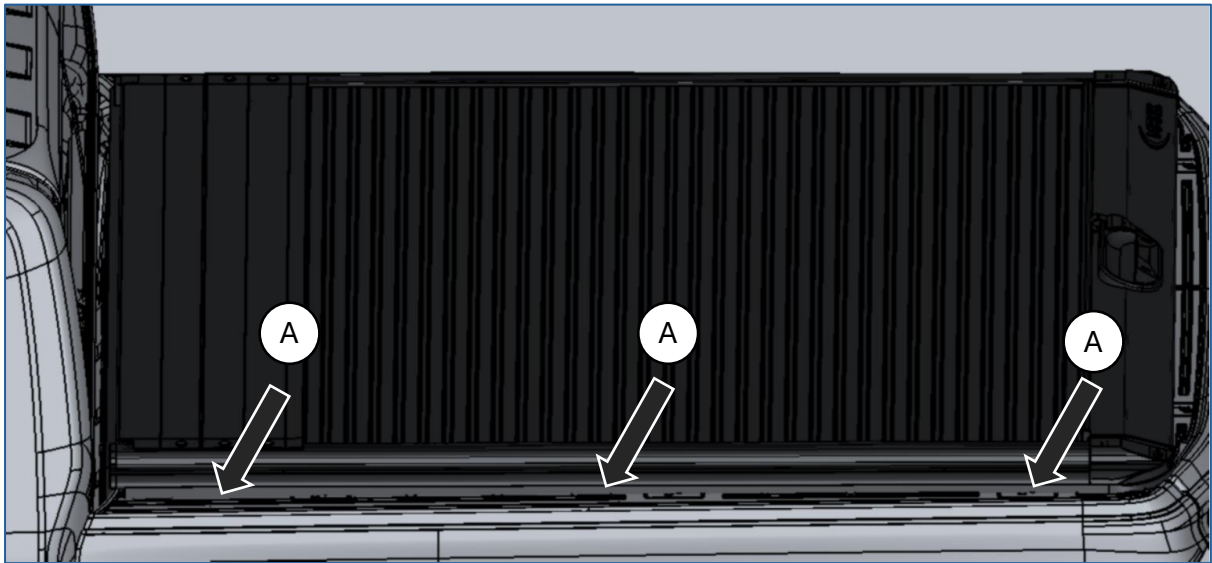


Figure.26 – Ensure that the rubber sill seals along the right-hand and left-hand side of the side rails are not squashed under the rails. Check for any visible damage or tears in the seal.

5. SERVICING, MAINTENANCE AND SPARE PARTS

5A. General maintenance.

General maintenance on the Rollatop, depending on your usage or environment (snow, gravel roads, 4x4 trails, etc.) general maintenance is required to continue the operation / function of the Rollatop.

Ensuring that the side rails are tightly secured to the load bin and are clear of dirt build up and or stones will ensure that your Rollatop will continue to function correctly.

The following maintenance checks are recommended based on fair usage.

Checking to see if the side rails are free of dirt – **every 3 to 6 months**, (as per section 1A)

Checking to see if the rear brackets are tight – **every 6 months**, (as per section 1B)

Checking the tension of the main spring – **every 6 to 12 months**, (as per section 1D)

Checking the lock unit for dust or dirt build up – **every 3 to 6 months**, (as per section 3A)

Checking the load bin seal – **every 12 months**, (as per section 4)

Checking / clearing out dirt in the collection cylinder – **every 12 months**, (as per section 5B)

5B. Clearing the collection cylinder.

Closing the Rollatop will ensure maximum access to the internals of the collection cylinder is available.

Cleaning of the collection cylinder, as per section 2C – Figure 14. Loosen the 6x button head cap screws from the fixed lid.

Once the 6x button head caps screws have been removed, rotate the lid 90 degrees to an open position to access the internals of the collection cylinder.

It is now possible to check for dirt build-up such as dust, leaves etc. remove all the unwanted dirt. Finally check to see if the two (2) drain tubes holes are clear for water to exit the cylinder.

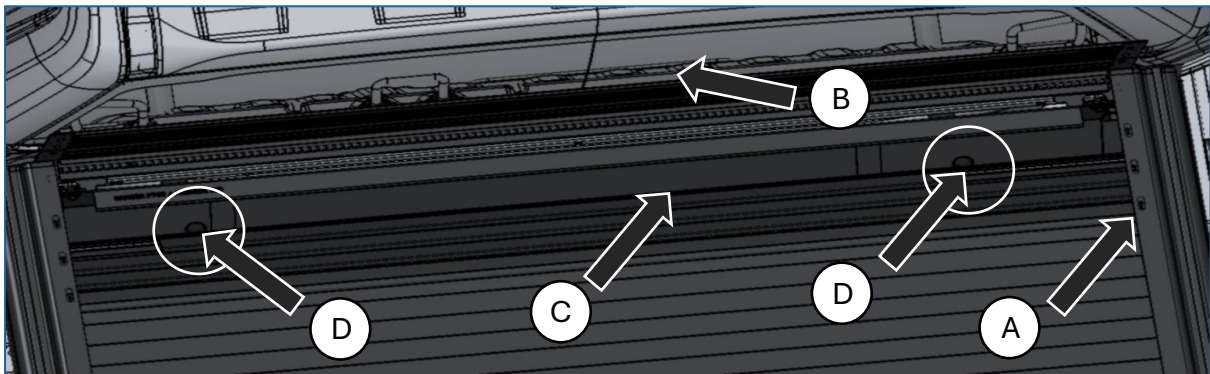


Figure.27 – Cleaning of the collection cylinder.

5C. Spare parts

If you require spares, please contact Maxe (Pty) Ltd.

sales@maxe.co.za or contact your nearest branch.

Our sales team will be able to provide you with replacement spares and repairs if required.

5D. Accessory parts

If you require accessories, please contact Maxe (Pty) Ltd.

- Sports bars
- Compatible brackets for OEM sports bars.
- Styling bars
- Dust defence kits.
- Rear hoops.
- Tonneau covers.
- Bicycle racks & carriers
- Roof racks & brackets.
- Tie down fastener kits for the Rollatop side rails.
- Internal bin LED lighting.

Compatible Thule products:

- Thule Kit VW T5 & T6 T-Profiles 03 - (187009)
- Thule Evo Fixpoint Footpack (4 pack) - (710700)
- Thule Professional bar 1750mm – (393000)
- Thule ProRide Roof mount Bike Carrier – Silver – (598001)

Compatible Maxe dust defence kits:

- 2024 ISUZU D-Max DUST DEFENCE KIT – (ISUZUGEN7DDK)
- FORD RANGER 2023 DUST DEFENCE KIT – (RANNXGNDDK)
- TOYOTA HILUX - DCAB DUST DEFENSE KIT – (PZN76DD201)

Compatible Maxe sports bars:

- 2023 NISSAN NAVARA D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (NAVMY21DCRBRCCB)
- 2023 NISSAN NAVARA D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (NAVMY21DCRBRCCP)
- 2023 TOYOTA HILUX D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (HILXGD6DCSBRCCB)
- 2023 TOYOTA HILUX D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (HILXGD6DCSBRCCP)
- 2023 FORD RANGER D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (RANGT67DCDBRCCP)
- 2023 FORD RANGER D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (RANGT67DCDBRCCP)
- 2023 ISUZU D-MAX D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (DMAXG67DCSBRCCP)
- 2023 ISUZU D-MAX D/CAB MAXE ROLLER COVER COMPATIBLE SPORT BAR – (DMAXG67DCSBRCCP)
- FORD RANGER 2023 - MLA SILL MOUNT SPORTS BAR - DCAB- POLISHED OVAL-304ss – (RANG703DCSBSMTP)
- FORD RANGER 2023 - MLA SILL MOUNT SPORTS BAR - DCAB - POWDER COATED BLACK OVAL-409ss – (RANG703DCSBSMTB)
- FORD RAPTOR 2023 - MLA SILL MOUNT SPORTS BAR - DCAB - POWDER COATED BLACK OVAL-409ss – (RAPT703DCSBSMTB)
- VW AMAROK 2023 - MLA SILL MOUNT SPORTS BAR - DCAB- POLISHED OVAL-304ss – (AMARJ73DCSBSMTP)
- VW AMAROK 2023 - MLA SILL MOUNT SPORTS BAR - DCAB - POWDER COATED BLACK OVAL-409ss – (AMARJ73DCSBSMTB)

Compatible OEM Sports bar bracket kits:

- VW Amarok J73 DC OEM sports bar compatible brackets – (VWRTSBCONBRK)
- Ford Ranger P703 DC OEM sports bar compatible brackets – (RANGNGRTSBCONBRK)

Compatible Maxe Sports bar bracket kits:

- MAXE ROLLATOP VERSION 1 COMPATIBLE BRACKETS – (RTSBCONBRK)