

# Troubleshooting

If you cannot get your Fuel Cell X7 to run, troubleshoot the problem here.

## Does the fuel cell produce hydrogen and oxygen gas?



1 Did you prime the fuel cell with water on both sides? See page 8.

2 Did you use distilled water? You must use distilled water. If you did not, flush the fuel cell by filling it with distilled water three times and try again.

3 Are the batteries charged? Make sure the batteries are fresh.

4 Are all of the connections secure? Are the wires coming out of the battery holder and into the fuel cell making good contact?

5 Is only one gas being produced? Re-prime the fuel cell on both sides, as shown on page 8.

6 Is the fuel cell seated in the chassis the correct way? See assembly step 15.

## Are both collector tanks filled with gas (clear bubbles in the inner tanks?)



1 Are the tubes that go into the tanks properly sealed? See assembly step 12.

2 Are the plugs on the short tubes? See assembly step 17.

3 Is there enough water in the outer tank to keep the gases in the inner tanks? See charging step 13.

## Does the oxygen tank fill up much faster than the hydrogen tank?



1 Is the fuel cell seated properly and are the gas tanks inserted properly? See assembly steps 13, 15, and 17.

## Do you have two full gas tanks, but the motor does not run when you connect it to the fuel cell?



1 Is the motor working? Test the motor by connecting it directly to a AA battery for a few seconds. It should run when connected.

2 Are all of the connections secure? Are the wires coming out of the motor and into the fuel cell making good contact?

**If none of these tips helped solve the problem, go through the instructions from the beginning and make sure you followed each step completely.**

**If the car still does not work, contact Thames & Kosmos technical support at [support@thamesandkosmos.com](mailto:support@thamesandkosmos.com) or 1-800-587-2872.**