



# FREQUENTLY ASKED QUESTIONS

Additional information is available at <https://www.buyersproducts.com/>

## HISTORY

- Buyers Products Company has always been about providing value to our dealers and the end user. Since 2007, our SnowDogg plows have come standard with a premium brush finished 304 Stainless moldboard at a better price than any other plow on the market regardless of moldboard material.
- SnowDogg continues to develop and improve our products to provide the value that our dealers and end users have come to expect.

## HOW DOES SNOWDOGG HELP DEALERS?

- We use common parts across models everywhere we can. Every SnowDogg uses the same trip spring. Every straight blade regardless of size uses the same power unit – and every power unit uses the same motor and pump. Every plow uses the same truck side harnesses. And so on...
- Our dealers know why this matters – because this means they don't have to bring in 34 new service parts every time we expand or improve our line. We value backwards compatibility, and respect the cost to our dealers when we make change that requires new service inventory.

## HOW DOES SNOWDOGG SELL STAINLESS PLOWS AT SUCH A GOOD PRICE? (\*)

- Buyers uses more US sourced 304 Stainless Steel than any of our competitors for use in our toolboxes, snowplows, and salt spreaders. That means we get the best available pricing.

*\* This made more sense 2 years ago! Now NOBODY gets good pricing – but we still have an advantage.*

## WHY DOESN'T SNOWDOGG USE DIFFERENT/CHEAPER GRADES OF STAINLESS STEEL? (201, 430, ETC.)

- AISI 304 Stainless Steel is only produced in the US. The problem with some other grades (in addition to not being as good in a salty environment) is that they can be sourced overseas and sometimes are not quite “as advertised”. With AISI 304 you know what you're getting, which is why it's the benchmark for the snow and ice industry.

## WHY DID SNOWDOGG DEVELOP A CHAIN LIFT PLOW? IS DIRECT LIFT BETTER?

No, direct lift isn't better. It's different and has different advantages and disadvantages. Chain lift is better for:

- Higher stacking height
- Quicker response to unexpected “obstacles”
- Short chaining if there is a problem with the hydraulics. Drive into a snowbank to lift the plow and adjust the chain.

## WHY ARE DOUBLE ACTING CYLINDERS BETTER THAN SPRING RETURN SINGLE ACTING CYLINDERS?

- Durability - Springs fatigue and fail - Cylinders do not.
- Real back dragging without the need for complicated valving in the cylinders
- Simpler/less expensive cylinder design



## USAGE/OPERATION

### MY CONNECTORS HAVE LOOSENED AND KEEP COMING APART.

- Check that your spring cages are intact. Missing spring cages can cause the connector to become very loose.
- Clean out the connector to ensure that no debris/dirt is built up.
- **NEW (available Oct 2022) – 16160515 retainer kit will work with any SnowDogg plow and provides a simple and reliable mechanism to keep grill connectors tight.**

### I'M HAVING A VERY HARD TIME MOUNTING MY PLOW – THE HOLES DON'T SEEM TO LINE UP WHEN I PUSH UP.

#### *Most likely not enough slack was left in the chain*

- Make sure that the plow is in float
- Push down on the chain lift BEFORE you remove it from the truck. *You MUST have slack in the chain when you are attaching the plow.*
- If you forgot to do this – connect the plow harness (with the plow disconnected), put the controller in float, and press the chain lift down to fully retract the lift cylinder.
- Check the video library at <https://www.buyersproducts.com/video-library/> for your specific plow. If you are still having trouble, contact your dealer.

### WHY IS MY CUTTING EDGE WEARING UNEVENLY?

- With the G2 patented floating a-frame, this could only happen if the mount is mounted much higher or lower than recommended. Your A-Frame should be roughly parallel to the ground when the plow is dropped. If it's not, raise or lower your pushbar to get it level.
- For all G2 full size plows the center of the solid bar should be 11", while MD/VMD/VMX should be 10" from centerline to ground.
- Older (pre-2017) full size plows should be closer to 8-3/4"

### CAN I ADJUST THE DROP SPEED ON THE PLOW?

- Every plow has a drop speed adjust on the front of the power unit. This is a flat blade screwdriver adjustment with a jam nut. With the plow on the ground, loosen the jam nut and spin the adjustment out ¼ turn at a time. Once the drop speed is satisfactory, retighten the jam nut.

### MY PLOW SEEMS "SOFT" OR "MUSHY" WHEN I MOVE IT

- The G2 controller has "soft stop" on by default, which means the plow doesn't BANG to a stop. You can turn this feature off.
  1. Turn the Controller OFF
  2. Press and hold the DOWN button while pressing the ON/OFF button
  3. Release the DOWN button and the status light should blink blue
  4. Hit the "RIGHT" button until the status light is RED. (RED=OFF, GREEN=ON)

### MY PLOW ISN'T MOVING AS EXPECTED WHEN I PRESS THE CONTROLLER

- Start by inspecting the grill connector. Check for damaged or burnt pins, and make sure that all spring cages are in place. A missing spring cage can cause intermittent problems and will



eventually cause heat buildup. Spring cages are easy to replace and are a great preventative maintenance item.

- 16160402 – 2 large spring cages (power pins)
- 16160405 – 20 small spring cages (smaller pins)
- Make sure your grill connectors are tight and stay together when connected.
- If none of that addresses your issue – contact your dealer for additional assistance. You can troubleshoot the plow using the logic table in your HPU cover.

## APPLICATION

### WHAT PLOW SHOULD I USE FOR MY TRUCK?

- Run your truck through the plow selector [buyersproducts.com](http://buyersproducts.com) to determine which plows will work with your truck configuration.
- From the available options, determine the length and style of plow that you need. You want to make sure you're wider than the total width of your truck tires. This usually means at least 8FT for 3/4T+ and 8'6" for dually rear axle trucks.
- The decision between V-plows, Expanding plows, and straight blades is a matter of personal preference and the application.

### MY TRUCK APPLICATION ISN'T ON THE SELECTOR, WILL A PLOW FIT?

- If an application isn't shown, it's typically because the plow will be too heavy for the truck in that configuration. While the mount may fit, it would exceed the front axle rating and is not recommended.

*It is the operator's responsibility to ensure that vehicle axle ratings are not exceeded with the plow and all ballast mounted. The selector is for reference only.*

### WHAT IS BALLAST? WHERE DO I GET IT?

- Ballast is weight added to rear of your truck (between the axle and the tailgate) to help offset the weight of the plow. Sandbags, salt, etc. can all be used. Be sure to restrain to ballast to prevent unintended motion. You can determine recommended ballast using the plow selector.

### I HAVE A 3/4T+ TRUCK (F250/2500) TRUCK AND WANT AN MD PLOW, WHY AREN'T THOSE SHOWN?

- MD plows are designed for 1/2T and smaller trucks. Larger trucks should use HD or larger plows.
- Mounts do exist, but installation of an MD plow on a larger truck will void the mechanical warranty on your snowplow.

### I BOUGHT A NEW TRUCK, WHAT DO I NEED TO PUT MY PLOW ON IT?

- **If you are completely removing all harnesses from your old truck**, you will just need a new truck mount (1606####) and light adapter (1607####). Run your truck through the plow selector to get the part numbers.
- **If you want both trucks set up to run your plow** – then you will also need a 16160052 – Truck Side Kit. This does NOT come with a controller – that would need to be purchased separately.

### WILL MY EXISTING MOUNT WORK ON MY NEW TRUCK?

- Most mounts work for a limited range of years on a given model. Run your old and new trucks through the selector and see if the same mount is used.
- You can also check the application guide.

### CAN MY TRUCK RUN ANY SNOWDOGG PLOW (STRAIGHT/VEE/XP)?

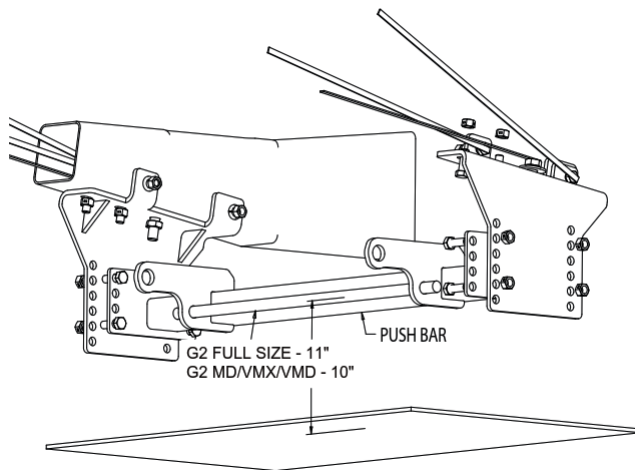
- YES – the truck side harnesses are all the same. As long as you have the correct controller you can run any plow.
- *For older plows a controller adapter may be required*
  - 16160370 – G2 controller on older plow install with 2x8 controller connector
  - 16160372 – Older controller on G2 plow with 3x4 controller connector

## INSTALLATION

### HOW HIGH SHOULD MY MOUNT BE?

- For all G2 full size plows the center of the solid bar should be 11", while MD/VMD/VMX should be 10" from centerline to ground.

*With the floating a-frame, you do have some leeway on both sides of that to suit your truck and preference.*



### MY PUSHBAR SEEMS TO BE TOO LONG/SHORT.

- ALWAYS wait until the very end to tighten bolts – if the side plates are tightened prior to the pushbar installation, they may spring out or in, making fitting the pushbar difficult.

### WHAT ARE THOSE RED AND BLUE WIRES FOR THAT ARE TUCKED INTO THE TRUCK AND PLOW SIDE LIGHT HARNESSSES?

- Those are “auxiliary” wires that use the 2 “extra” pins in the grill connectors that allow you to put additional work lights or strobes on the plow without needing to run a separate connector.
- You can use them for two separate circuits and run ground to the HPU ground.
- They run from the truck side relay harness to both passenger and drive side plow light harness connectors.



- These are not connected to any plow circuits. They have been provided solely as a convenience to the installer.

#### MY PLOW LIGHTS AREN'T WORKING PROPERLY AFTER INSTALL.

1. Did you check that the truck lights were working BEFORE you installed the plow? Remove the headlight adapters and see if the truck lights work correctly without the plow.
2. Review the application guide that confirm that you have the correct headlight adapter.
3. Pay special attention to any instructions specific to your truck.
4. Review all installation instructions in your manual and headlight adapter instructions.
5. Contact your dealer for further assistance and DON'T start cutting/moving wires unless specifically instructed to.

*A "bad" headlight adapter is VERY uncommon – the problem is typically the wrong adapter was grabbed for the install. Just because it fits doesn't mean it's the right adapter. GM loves to reuse the same connector with different wiring.*

## MAINTENANCE/SERVICE

#### WHAT TYPE OF HYDRAULIC FLUID SHOULD I USE?

- SnowDogg uses low temperature hydraulic fluid specially designed for snowplow applications. SnowDogg P/N 16150010 is recommended and is available at any SnowDogg dealer. SAM P/N 1307005/1307010 fluid is also acceptable and is available at many plow installers and auto parts stores.
- In an emergency, any plow oil or mineral oil based hydraulic fluid may be used to top off without damage to the seals. Synthetic oils are not recommended.
- ATF is not recommended as it thickens at low temperatures and will slow down the plow.

#### SHOULD I USE DIELECTRIC GREASE? WHERE?

- Yes, it should be used regularly on all pins, contacts, and exposed connections.

#### WHERE CAN I GET MY SNOWDOGG PLOW SERVICED?

- The SnowDogg dealer you purchased your plow from is the best place to start. All SaltDogg dealers should do warranty service, but typically will service their own customers first.

#### WHERE CAN I GET SNOWDOGG PARTS?

- Visit the [Dealer locator](#) at buyersproducts.com for a complete list of authorized dealers.

#### WHERE CAN I GET MANUALS AND OTHER LITERATURE?

- Visit [Tech Support/Service Manuals](#) at buyersproducts.com – all installation/owner's manuals are shown and available for download.

#### WHAT IS MY PLOW WARRANTY?

- More information is available at <https://www.buyersproducts.com/warranty>.