Troubleshooting Guide / Support Request Form

Troubleshooting guide

We're sorry you're having a problem with your SBrick.
Before contacting Support, let's get through the most common pitfalls.
Please carefully go through the steps described below.

1. Prepare the essentials for a basic test:

a. Get an original, unmodified LEGO battery box, and an extension cable

b. Get an original, unmodified M, L or XL motor or LED

c. Get your SBrick or SBrick Plus that is misbehaving.

d. DO NOT connect them together. If any of these are connected, disconnect them.

2. Verify the battery box, the extension cable and the motor or LED are all working properly:

a. Make sure there are batteries in the battery box, and are not leaking. Any amount of white, powdery residue on or around the batteries are a sign of leaks.

i. If there are any leaks, you have to remove all of the batteries, clean the battery box of the residue including the electrical contacts.

ii. Equip the box with new batteries, and continue the troubleshooting process.

b. Turn on the battery box. The Green LED near the switch should light up.

i. If it doesn't, either the batteries are discharged, the electrical contacts are contaminated with residue from leaking batteries, are contaminated with something else, or your battery box is faulty.

ii. Try replacing the batteries, cleaning the contacts, or getting an other, working battery box.

c. Connect ONE END of the extension cable to the battery box.

d. Connect the OTHER END of the extension cable to the motor or LED.

e. Turn on the battery box. Try it in both ways. The motor should turn in both direction, the LED should also light up in both cases.

3. Try turning the SBrick on.

a. Connect the SBrick to the battery box with the extension cable. Use the battery box and extension cable you have just tested.

b. Turn on the battery box. The LED on the battery box should turn on.

c. The LED on the SBrick should also turn on after about a second.

d. If your SBrick fails to turn off, it's either faulty, or it has a very old firmware. (Old SBricks came with a firmware that did not turn the LED on by default.

4. Try connecting to the SBrick

a. Use an iPhone or Android phone and the official SBrick app to search for the SBrick

b. If your SBrick is not on the list, then one of the following things is causing your trouble:

i. Your SBrick is faulty

1. If your phone has no problem showing and connecting to other SBricks, then this is likely the case.

ii. There is a compatibility issue between your phone and the SBrick

1. If your phone can't list more then one SBricks, or behaves erratically with more than one, then this is probably true.

iii. There's a problem with your phone.

1. If you're having problems with other BLE devices such as your smart watch, thermometer or any other appliance, then this could be the culprit.

5. Try to control the motor or LED

a. Connect to your SBrick with your phone.

b. Connect the motor or LED to port A.

c. Try controlling the motor or LED on port A.

d. Try steps b and c with ports B, C, and D too.

e. Take note of anything that you find isn't working, and contact support to get further help.

Support request Form

Please help us by providing the following information:

1. Make sure to check our Troubleshooting Guide. It helps you gather important pieces of information about your problem, and might even help you solve it.

2. Did your device came faulty out of the box, or was working OK for a while before it failed?

3. Check the date of purchase of your SBrick.

4. What is the device you're trying to use with SBrick? (e.g. "OnePlus 5T")

5. What operating system version does your device run? (e.g. "Android 9.0")

6. Check your SBrick app version (e.g. "v4.4 Update 13")

7. Check the SBrick's hardware and firmware version (if it's connectable, e.g. "hardware 12, firmware 25")