CHECK

* A bug?
* Incorrect control configuration?
* Usage in unsupported scenario?
* Integration incompatibility between controls?
* Incorrect (old) jQuery version?  
  current version 2.1.4
* Invalid HTML/CSS?  
  <https://validator.w3.org/#validate_by_input>  
  <https://jigsaw.w3.org/css-validator/#validate_by_input>
* JavaScript implementation?   
  <http://oscarotero.com/jquery/>
* Server implementation (C#, PHP, etc.)?

TRY

* Remove other controls and code
* Replace custom controls with standard ones
* Remove configuration options
* Remove event handlers
* Try to find solution/workaround
* Google it

IF

* Not enough information or missing code   
  - Request more information, code, a complete runnable demo or live URL  
  - Send screenshots or a video of the testing process  
  - Request more time  
  - Organize a remote web assistance session