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TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	CORRECTION
1 Motor Not Running	1. <i>Low Battery</i>	Check battery for power
	2. <i>Ground Strap is Loose</i>	Repair/Replace Ground Strop
	3. <i>Main Switch is OFF</i>	Turn Switch On (Red Key)
	4. <i>Blown Fuse in Power Pack</i>	Replace inline fuse on main battery cable wire. 12V = 25 Amp
	5. <i>Master Control Switch is Defective</i>	Put test light on wire to check for current. If no current switch is bad
	6. <i>Check Power to Up Button</i>	If no power- button or remote is bad
	7. <i>No Power</i>	Push UP Button and put test light on hot cable on motor. If power on cable then motor is bad. If no power go to starter solenoid. Check battery side of solenoid. If no power on battery side either ground is bad or low/bad battery. Next push "up" button and put light on hot wire on motor side. If no power then starter solenoid is bad.
2 MOTOR RUNS SLOWLY	1) <i>Low Voltage</i>	a) Check & clean all battery connections & make sure battery is charged b) Replace motor

PROBLEM	CAUSE	CORRECTION
3 EMPTY PLATFORM WILL NOT RAISE	1) <i>Low hydraulic oil</i>	-Put platform on ground. Check oil level. Add new oil to within 1” from top of tank.
	2) <i>Suction Filter is plugged</i>	-Check hydraulic system for leaks. **Recommended oil is 22 viscosity** - Drain oil from hydraulic tank and check & clean filter
4 PLATFORM WILL NOT RAISE OR LOWER – MOTOR NOT RUNNING	1. <i>Low Battery</i>	- Check battery for power
	2. <i>Ground Strap is Loose</i>	- Repair/Replace Ground Strop
	3. <i>Main Switch is OFF</i>	- Turn Switch On (Red Key)
	4. <i>Blown Fuse in Power Pack</i>	- Replace inline fuse on main battery cable wire. 12V = 25 Amp
	5. <i>Master Control Switch is Defective</i>	- Put test light on wire to check for current. If no current switch is bad
	6. <i>Check Power to Up Button</i>	- If no power- button or remote is bad
	7. <i>No Power</i>	- Push UP Button and put test light on hot cable on motor. If power on cable then motor is bad. If no power go to starter solenoid. Check battery side of solenoid. If no power on battery side either ground is bad or low/bad battery. Next push “up” button and put light on hot wire on motor side. If no power then starter solenoid is bad.
5 MOTOR RUNS - PLATFORM WILL NOT RAISE	1) <i>Low hydraulic oil</i>	- Put platform on ground. Check oil level. Add new oil to within 1” from top of tank.
	2) <i>Suction Filter is plugged</i>	- Drain oil from hydraulic tank and check & clean filter
	3) <i>Flow Control valve is closed.</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	4) <i>No current on lift valve in power pack</i>	- Check C30 Valve in Power pack for current. If no power replace solenoid.
	5) <i>If Current to solenoid</i>	- Switch the two valves in power pack (outside is lift valve & inside is tilt valve) Clean the valve and blow out with air. Switch valves. If it starts working then valve needs replaced.

PROBLEM	CAUSE	CORRECTION
6 PLATFORM WILL NOT OPEN	<i>1) No current on tilt valve in power pack</i>	- Check for current at tilt valve (inside valve) by energizing "OPEN" button. If no current replace solenoid
	<i>2) If current to solenoid</i>	- Switch the two valves in power pack (outside is lift valve & inside is tilt valve) Clean the valve and blow out with air. Switch valves. If it starts working then valve needs replaced.
	<i>3) Flow Control valve is closed.</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	<i>4) Shuttle valve is defective</i>	- Remove shuttle valve, dismantle it and blow it out with air. Reassemble and reinstall. Be careful not to over tighten. If still not working replace.
	<i>5) Mechanical Hose Burst Valve Defective or out of adjustment.</i>	- Mechanical Hose Burst Valve screws into top of cylinder. Remove from cylinder, clean & adjust. Check small screw that adjusts flow. Replace if defective
7 PLATFORM WILL NOT LOWER *must have power to C30 lift valve to lower*	<i>1) No current on lift valve in power pack</i>	- Check for current at lift valve by energizing "Down" button. If no current replace solenoid.
	<i>2) If Current to solenoid</i>	- Switch the two valves in power pack (outside is lift valve & inside is tilt valve) Clean valve and blow out with air. Switch valves. If it starts working then valve needs replaced.
	<i>3) Mechanical Hose Burst Valve Defective or out of adjustment.</i>	- Mechanical Hose Burst Valve screws into top of cylinder. Remove from cylinder, clean & adjust. Check small screw that adjusts flow. Replace if defective
	<i>4) Flow control valve is closed</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	<i>5) Shuttle valve is defective</i>	- Remove shuttle valve, dismantle it and blow it out with air. Reassemble and reinstall. Be careful not to over tighten. If still not working replace.
8 PLATFORM LOWERS SLOW	<i>1) In winter, it is normal</i>	- Can try lower 10 viscosity oil
	<i>2) Flow control valve is closed or adjusted wrong</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	<i>3) Lift arm pins are seized</i>	- Lubricate all 12 points. Check operator's manual for locations. Most books page 21

PROBLEM	CAUSE	CORRECTION
9 PLATFORM RAISES SLOW	1) <i>Low current to motor</i>	- Charge battery and check for poor ground.
	2) <i>Low hydraulic oil</i>	- Put platform on ground. Check oil level. Add new oil to within 1" from top of tank.
	3) <i>Flow control valve is closed or adjusted wrong</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	4) <i>Suction Filter is plugged</i>	- Drain oil from hydraulic tank and check & clean filter
	5) <i>Lift arm pins are seized</i>	- Lubricate all 12 points. Check operator's manual for locations. Most books page 21
10 PLATFORM RAISES SLOW – MOTOR RUNNING NORMAL	1) <i>Lift arm pins are seized</i>	- Lubricate all 12 points. Check operator's manual for locations. Most books page 21
	2) <i>Low hydraulic oil</i>	- Put platform on ground. Check oil level. Add new oil to within 1" from top of tank.
	3) <i>Flow control valve is closed or adjusted wrong</i>	- Flow control valve is on the block opposite the C30 cartridge valves. Loosen nut and turn valve stem counter clockwise. Retighten nut.
	4) <i>Suction Filter is plugged</i>	- Drain oil from hydraulic tank and check & clean filter
	5) <i>Pump defective</i>	- Check pump pressure. (220 BAR or 3150 psi) Replace if not working
11 PLATFORM STOPS WHILE LOWERING	1) <i>Lift arm pins are seized</i>	- Lubricate all 12 points. Check operator's manual for locations. Most books page 21
	2) <i>(One) Lift Cylinder Valve wiring is defective. (Only applies to LA Model gates)</i>	- Check wire to solenoid on C10 cartridge valves. (valve is on top of lift cylinder) Check both lift cylinders. One of the wires is broken. Replace solenoid. (Only on LA Models with Electrical Hose Burst Valves)
12 MOTOR SOUNDS STRANGE	1) <i>Low hydraulic oil</i>	- Put platform on ground. Check oil level. Add new oil to 1" from top of tank.
	2) <i>Shuttle Valve Defective</i>	- Remove shuttle valve, dismantle it and blow it out with air. Reassemble and reinstall. Be careful not to over tighten. If still not working replace.
	3) <i>Motor Defective</i>	- Replace motor
13 LOADED PLATFORM STOPS WHEN LIFTING BUT THE MOTOR IS STILL RUNNING	1) <i>Load is too heavy or too far out towards end of platform.</i>	- Correct load
	2) <i>Low hydraulic oil</i>	- Put platform on ground. Check oil level. Add oil to within 1" from top of tank.
	3) <i>Relief valve is set too low</i>	- Reset relief valve in Power Pack to 220 Bar or 3150 PSI. (A calibrated pressure gauge is necessary to properly adjust relief valve)

