

## GENERAL TROUBLESHOOTING DIAGRAM

Symptom / Failure	Possible Cause / Malfunctioning parts	Check item	LED check on PCB	Solution
No operation	• Low battery voltage	• Battery voltage: 11-14V/22-28V • Check main fuse	• +BAT12/24V • +Rbat	• Charge battery • Replace broken fuse
	• Fuse	• Check Fuses 15A	• +BAT12/24V • +Rbat	• Replace broken fuse
	• Lift is not powered ON	• SWpower: ON (power switch)	• SWpower	• Swith on the electrical power to the lift
	• Battery relay	• Output +Rbat	• +Rbat	• Check wiring
	• Start-up conditions are not met	• Parking Brake signal • Door open signal • Interlock signal	• PARKING BRAKE • DOOR OPEN • INTERLOCK	• Check condition of the vehicle • Check condition of the vehicle • Check condition of the vehicle
	• Emergency stop: ON	• Platform lights flashing rapidly		• Disengage emergency stop (rotate clockwise)
	• Remote control failure	• Remote control correctly plugged in • All button lights are active • Button check	• SWup • SWdown • SWout • SWin	• Plug in remote control • Check wiring and connector, replace remote control • Check wiring and connector, replace remote control
	• Check connectors	• Check connections between lift and power pack		• Check pins and plug of connectors • Check wiring
Lift will not slide OUT	• Emergency Motor Release (S0): ON	• EMR switch on side of the electric box		• Disengage EMR switch (rotate counterclockwise)
	• Automatic lock release malfunction	• Output 'LOCK'	• Lock	• Release lock manually by pulling the red handle • Check wiring and connector • Replace lock actuator
	• Automatic Fuse 5A	• Automatic Fuse 5A	• 5A Me Power	• Wait 10 sec or replace damaged fuse
	• Relay failure R1	• Relay R1	• R1 • COIL R1	• Replace R1
	• Lift is stuck inside cassette box	• Resistance while opening the lift manually after engaging the EMR switch • Input SW0	• SW0	• Disengage the EMR switch. Push the DOWN button (2-button controller) or the DEPLOY button (4-button controller) of the remote control for 5 sec • Check wiring
• Motor drive failure	• Resistance while opening the lift manually after engaging the EMR switch		• Replace motor • Fix gear rack wheel	
Lift will not slide IN	• Emergency Motor Release (S0): ON	• EMR switch on side of the electric box		• Disengage EMR switch (rotate counterclockwise)
	• Switch SW0	• Hand rails and bridge plate position • SW0 function • Movement of mechanical swing on right side of lift arm that actuates switch SW0	• SW0	• Fold hand rails and bridge plate • Check wiring and connector • Make swing free for rotating, lubricate
	• Automatic Fuse 5A	• Automatic Fuse 5A	• 5A Me Power	• Wait 10 sec or replace damaged fuse
	• Relay failure R2	• Relay R2	• R2 • COIL R2	• Replace R2
	• Motor drive failure	• Resistance while opening the lift manually after engaging the EMR switch		• Replace motor • Fix gear rack wheel
	• Lock is closed	• Check automatic lock	• STOW	• Release lock manually by pulling the red handle
	• Switch SW1	• SW1 function • SW1 set-up	• SW1 • SW1	• Check wiring and connector • Adjust SW1 position closer towards the platform
Lift will not go UP	• Pump relay	• Output R	• R	• Check wiring
	• Oil pressure to low	• Pressure relief valve setting • Descent electrovalve function • Descent electrovalve blocked/open	• D	• Reset pressure relief valve • Check wiring • Remove valve and check for debris, replace valve
	• Low oil level	• Check oil level		• Re-fill oil tank to correct level
	• Hose	• Oil leak, hose burst • Quick couplings on power pack		• Change damaged hoses • Plug in quick connector couplings
	• Descent electrovalve D	• Descent electrovalve output D • Descent electrovalve blocked	• D	• Check wiring, operate manually • Remove valve and check for debris, replace valve
Lift will not go DOWN	• Lift is blocked	• Check obstacles • Bridge plate blocked		• Remove obstacles • Release bridge plate
	• Switch SW1	• Lift is pushed back inside the cassette box		• Raise the lift while empty and lower back to the ground
Roll stop doesn't lower down upon arriving at the ground	• Roll stop electrovalve V0	• Oil return • Roll stop electrovalve output V0 • Roll stop electrovalve blocked	• V0	• Push DOWN button for minimum 5 sec • Check wiring, operate manually • Remove valve and check for debris, replace valve
	• Roll stop is blocked	• Check working mechanical lock on right side of platform • Movement of the roll stop cylinder • Check obstacles on ground • Movement of the roll stop		• Check movement, operate manually • Adjust roll stop cylinder shims • Remove obstacles • Check movement of the roll stop, operate manually, lubricate
Roll stop will not go up	• Roll stop electrovalve V0	• Roll stop electrovalve blocked		• Remove valve and check for debris, replace valve
	• Roll stop is blocked	• Movement of the roll stop cylinder • Movement of the roll stop		• Adjust roll stop cylinder shims • Check movement of the roll stop, operate manually, lubricate
Bridge plate doesn't align with the vehicle floor	• Maximum elevation setting of the lift	• Alignment of bridge plate at maximum elevation		• Reset maximum height of the lift
	• Cam system	• Setting of the cam and rod • Cam system failure		• Reset cam system according to the maximum lift height • Replace damaged parts
Bridge plate is not returning to vertical pos.	• Cam system	• Setting of the cam system • Cam system failure		• Reset cam system according the maximum lift height • Replace damaged parts
	• Bridge plate blocked	• Check obstacles		• Remove obstacles
Hand rails falling down	• Hand rail lock malfunction	• Firm locking of the hand rails		• Remove lock and check for debris, lubricate

Disclaimer: Check the OPERATION- and MAINTENANCE & REPAIR manual prior to performing any actions. When in doubt, contact your national DHOLLANDIA distributor.