

Troubleshoot

This chapter provides information on how to investigate or rectify problems that may occur. Actions marked with (*) must be carried out by TAWI or a TAWI authorised service technician.

Main unit

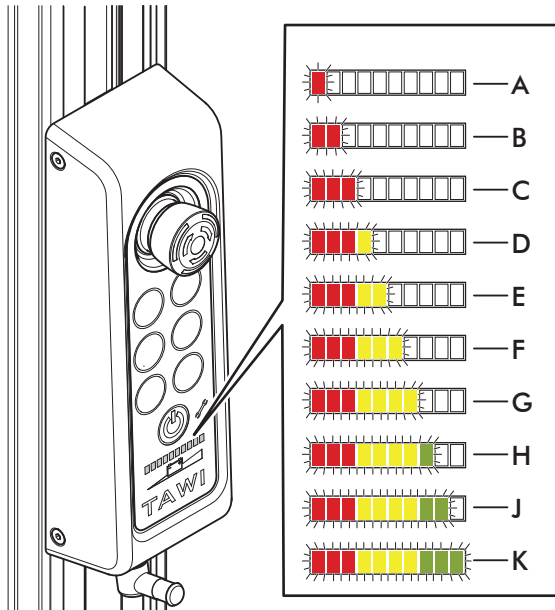
Problem	Likely caused by	Action required
Tool does not move up or down	Main switch is turned off.	→ Turn main switch on.
	Emergency stop is engaged.	→ Disengage the emergency stop.
	Batteries need charging.	→ Charge batteries according to manual.
	Batteries are drained.	→ Change batteries.*
	Charger is damaged.	→ Check if charger supplies correct voltage, if not replace charger.*
	Overload protection is activated.	→ Reduce load to max stated capacity.
	Limit switches are broken/damaged.	→ Check functions of limit switches, replace if needed.*
	No signal from hand control.	→ Check if the hand control or connection cable are damaged. Replace if necessary.
	No signal from control panel.	→ Check signal from the control panel to circuit board.*
	Wires or connections are loose in battery pack.	→ Check wire connection on batteries. Connect if necessary.
	Fuse has tripped.	→ Check fuse, replace if broken.
	Mother board is damaged.	→ Replace mother board.*
	Control board is damaged.	→ Replace the control panel.*
Circuit board damaged.	→ Replace circuit board.*	
Tool moves slowly up/down	Batteries are weak.	→ Charge batteries according to manual.
	Excessive friction in sleigh.	→ Check if sleigh moves smoothly upwards with manual force, if jammed, contact a TAWI authorised service technician.*
The belt slams at descent	Belt needs tension.	→ Tighten the belt.*

Problem	Likely caused by	Action required
Noise from belt drive	Belt transmission is worn in an inappropriate way.	→ Check belt and belt wheels for wear, replace if needed.*
Brake does not work	Brake has been misused.	→ Replace rear wheels.
Battery status display is not lit	Wires or connections are loose.	→ Check wires and connections between mother board and control panel.
	Control panel is damaged.	→ Replace control panel.*
	Emergency stop is activated.	→ Deactivate emergency stop.
Charge indicator is not lit	LED has come loose from position.	→ Check if LED has come loose. Fasten or replace if necessary.
	Charger is broken.	→ Replace battery charger.*

Tools

Problem	Likely caused by	Action required
EasySqueeze arms do not move	Any faults of main unit.	→ Check if main unit is working properly.
	Overload protection is activated.	→ Release pressure from ES arms, make sure lifted object is in secure position before releasing pressure.
	Actuators are damaged.	→ Replace actuators.*
	No electrical connection in slip ring.	→ Check connection in slip ring, replace if needed.*
	No signal from control panel.	→ Check signal from control panel to circuit board.*
	Mother board is damaged.	→ Replace mother board.*
	Control board is damaged.	→ Replace control panel.*
	Circuit board for squeeze function damaged.	→ Replace circuit board.*
EasyTurn does not turn	Any faults of main unit.	→ Check if main unit is working properly.
	Overload protection is activated.	→ Place center of gravity of load in rotation center.
	Turn motor is damaged.	→ Replace turn motor.*
	No signal from control panel.	→ Check signal from control panel to circuit board.*
	Mother board is damaged.	→ Replace mother board.*
	Control board is damaged.	→ Replace control panel.*
	Circuit board for turn function is damaged.	→ Replace circuit board.*
EasyTurn does not stop at pre-defined angle	Angle sensor broken.	→ Replace angle sensor.*
	No signal from control panel.	→ Check signal from control panel to circuit board.*
	Circuit board for turn function is damaged.	→ Replace circuit board.*

Codes on the battery status display



Message	Action required
A. The battery needs charging.	→ The lifter is shut down and needs charging. Switch it back on and lower the tool to a safe level. Charge immediately.
B. There is a bad connection to the motor.	→ Check all connections.
C. The motor has a short circuit to a battery connection.	→ Contact a TAWI authorised service technician.
D. N/A	
E. N/A	
F. Sleepmode (follows a preset period of inactivity, the function is there to save the battery).	→ Restart the lifter.
G. Throttle fault.	→ Make sure the throttle is in rest position before the lifter is started.
H. Controller fault.	→ Make sure all controller connections are secure.
J. N/A	
K. An excessive voltage has been applied to the control.	→ Often caused by a poor battery connection. Check the battery connections.