

TROUBLE SHOOTING

FAULT	CAUSE	REMEDY
Platform lowers slowly or will not lower	1. Insufficient lubrication	Lubricate all pivot points
	2. Undue wear of mechanical components causing binding	Check freedom of all moving parts
	3. Incorrect or contaminated oil in system	Oil should be clean Dextron III Automatic Trans. Oil
	4. Restricted hydraulic hose	Check hoses for external damage or pinching
	5. Blocked hydraulic hose	Check for blockages in hoses
	6. Battery flat, not enough voltage to solenoid	Re-charge or replace battery
	7. Electrical connections corroded or disconnected	Check connections
	8. Mechanical components seized or damaged	Lubricate all pivot points and replace all damaged items
Platform is tilted	1. Incorrect platform adjustment. Incorrect installation	Adjust leveling bolts. Remove and reinstall according to directions
Unit will not lift capacity load	1. Relief valve setting too low	Adjust relief valve setting
	2. Hydraulic pump worn	Change worn parts or entire pump
	3. Hydraulic cylinder leaking internally	Replace seals or complete cylinder
	4. Hydraulic system not plumbed properly	Check to see that the hose connected to the C1 port (high pressure) is plumbed to the rod end of the cylinder
Platform descends too slow with load	1. Flow control valve blocked	Replace valve
	2. Flow control incorrectly installed	Check location and direction of arrow on valve
Oil expels from reservoir when lowering	1. Too much oil in reservoir	Ensure level of oil allows displacement of rods
	2. Wrong flow control fitting	Check that the number stamped on flow control fitting is opposite to the number of cylinders on your tailgate.
	3. Motor is not running when lowering platform	Check for faulty down button on push button control box
Pump will not operate	1. battery flat	Re-charge or replace battery
	2. (Tractor / Trailer vehicles only) Electrical coupling to trailer not complete	Connect coupling
	3. Electrical wiring to pump broken or corroded	Check wiring to pump
	4. Remote control switch broken or shorted	Check wiring to control switch
	5. Solenoid switch on pump faulty	Check solenoid switch
Control handle won't operate to lower gate from folded position	1. Latches binding on lock pins	Move handle to raise position to lift gate to clear latches, then lower.
	2. Linkage broken or disconnected	Repair linkage
	3. Linkage won't move freely	Lubricate linkage, repair broken or seized parts or check for interference between linkage and rear sill of tailgate.

TROUBLE SHOOTING

FAULT	CAUSE	REMEDY
Platform will not raise	1. Battery flat	Re-charge or replace battery
	2. Voltage too low	Check voltage
	3. Insufficient oil in reservoir	With platform on ground, fill tank to within 2" of top with Dextron III Transmission fluid
	4. Pump solenoid switch burned out	Replace pump solenoid switch
Motor runs but will not raise platform	1. liftgate is loaded past rated capacity	Reduce the load on the platform
	2. Hose or fitting leak	Check and retorque fittings
	3. Leaking check valve or relief valve	Clean or replace valve
	4. Broken pump shaft	Replace shaft or coupling as necessary
	5. Pivot points seized	Lubricate
	6. worn or scored piston	Replace cylinder
	7. Worn piston seals	Replace seals
	8. Pump is worn out	Replace pump
Platform will not raise smoothly	1. Insufficient oil in reservoir	Fill reservoir
	2. Air lock in hydraulic system	Operate raise control for a few seconds at top of stroke. Repeat two times pausing between operations
	3. Undue mechanical wear or lack of lubrication	Lubricate pivots, replace worn parts
Platform creeps down when stationary	1. Cylinder seal leak	Replace seals or cylinder if scored
	2. Dirt under check valve	Clean valve
Platform raises slowly	1. Battery flat	Recharge battery
	2. liftgate is loaded past rated capacity	Reduce the load on the platform
	2. Faulty cable connections. Electrical connections corroded or disconnected	Check connections
	3. Pump motor not grounded adequately	Check grounding to truck frame
	4. Hose leaking	Tighten or replace hoses
	5. Cylinder internal leak	Replace seals or replace cylinder
	6. Lack of lubrication or undue mechanical wear	Lubricate all pivot points, replace worn parts
	7. Incorrect relief valve setting	Check relief valve setting
8. Worn pump or clogged filter.	Check pump and filter	
Platform tips up when being lowered to the ground	1. The lifting mechanisms are worn due to either severe wear or an overload situation	Requires a rebuild. Replace parallel arms, shackles, pins, and possibly the lift frame.