

8 TROUBLESHOOTING

The following list of encountered problems and their solutions will assist you in determining what may be causing your Lumex lift not to function as designed. If you have a problem occurring which is not listed below, please contact your distributor or Graham-Field Technical Support for help. Do not attempt to repair components or parts on your lift, as this may invalidate your warranty or cause further problems that may result in patient injury. Stop using your lift immediately if it is not functioning correctly or any warning beeps are heard.

SYMPTOM	POSSIBLE CAUSE	ACTION
The actuator is stalled and a clicking sound is audible	Actuator plug is not seated properly into control box Actuator is defective or at end of its life cycle Control box is defective	Firmly plug actuator plug into control box Replace actuator if control box is good Replace control box if bad; replace control box if pendant is good; replace pendant if bad
The actuator will either go up or down, but not both	Hand pendant or control box defective	Replace control box if pendant is good Replace pendant if it is bad
The actuator makes a grinding sound while lifting, but works fine without a load	The internal gear is stripped, likely due to overloading	Stop using the lift immediately! Repair or replace the actuator
The actuator stops and starts during lifting or lowering	Bad batteries	Check battery indicator; confirm if lights drop quickly to red light; replace batteries
The lift will not operate even though battery indicator shows charge	Battery charger still plugged in Poor connection between control box and pendant, or defective pendant Poor connection between actuator and control box	Unplug battery charger Plug hand pendant firmly into control box, or replace pendant Plug actuator cord firmly into control box
The lift will not operate and battery indicator has no lights illuminated	Control box may be in OFF position Internally, batteries may be loose from their connections Batteries are in need of being charged Batteries are dead and won't hold a new charge	Turn the red emergency stop button until it pops up to the ON position Check inside control box to ensure batteries are connected Use charger to charge batteries, ensuring the red emergency stop button is in ON or UP position Replace the batteries
During charging, the battery indicator is not illuminated and won't charge	The red emergency stop button is in OFF or DOWN position The battery charger is defective or at end of its life cycle	Turn the red emergency stop button until it pops up to the ON position Inspect the battery charger for damage and replace if required
The battery indicator indicates need for frequent charging and/or lift loses power	The batteries are at end of life cycle	Replace the batteries
The lift will not operate, and there is no clicking sound or light when pendant is pressed	The pendant is loose/defective or at end of its life cycle	Check battery indicator; replace pendant if battery indicator shows full charge

⚠ WARNING: If you experience a problem with your lift and are unable to solve it yourself, contact your Graham-Field authorized distributor.