

## 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 GF Health Products, Inc. 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 & SOLUTION
I need to recharge my batteries often or they fail to hold a charge when I charge them	Replace the two internal batteries as they are at the end of their life cycle
	Batteries should be changed every 18-24 months depending on usage
When I plug my charger into the control box I see no lights on the battery indicator	Check to make sure the red reset button is in the up position
	Check to make sure the charger is firmly in the control box and plugged into a wall socket
	Replace the charger as it is at the end of its life cycle
	If the charger is transmitting current, then you need to replace the control box PCB
My actuator makes a clicking sound when I attempt to use my lift	Check to make sure the actuator plug is pushed into the control box so the O-ring is not visible
	The actuator needs to be replaced as it is at the end of its life cycle
	The control box PCB may be malfunctioning
The actuator will either go up or down but not both	Replace the hand control as it is at the end of its life cycle
	The control box PCB may be malfunctioning
There is a grinding sound inside the actuator when lifting	Replace the actuator as the internal gears are stripped
The actuator stops and starts while lifting or lowering	Replace the batteries as they are at the end of their life cycle
My lift will not operate even though it shows the batteries are charged	Disconnect the charger from the control box as the lift will not work when the charger is attached
	Check to make sure the hand control is properly inserted to control box
	Check to make sure the actuator is properly connected to the control box
	The hand control needs to be replaced as it is at the end of its life cycle
My lift will not operate and battery indicator has no lights illuminated	Check to make sure the red re-set button is in the up position
	The internal batteries may not be connected together properly with the connection wires
	Batteries will no longer hold a charge and must be replaced
	The control box PCB is damaged and must be replaced
When lifting I hear 3 long beeps from the control box	You are attempting to lift someone heavier than the safe working load
	Stop the lift and lower safely to bed or chair immediately
When lifting I hear short beeping sounds from the control box	Charge the batteries
	Replace the batteries if they fail to hold a charge

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