

5-STEP CUSTOMER SERVICE PROCESS

Step 1:

Ask for Serial Number and Mfg Date if possible. This will tell you what warranty is left and be able to let your customer know what will be covered and how. Serial number label is silver in color and is generally found on the main frame of the lift. If purchased through distribution, proof of purchase from distributor is required in order to provide warranty coverage from date of purchase from distributor rather than from the date the distributor purchased lift from us.

Step 2:

Start with general troubleshooting process then address specific issue using the attached flow charts.

Step 3:

Send out replacement parts. We charge for parts up front and provide reimbursement upon return and confirmation of failed parts. We send a return label in the shipment which is included in the charges to the customer. Shipping costs are not covered under warranty.

Step 4:

Upon return of and confirmation of defective parts; issue credit to customer based on remaining warranty of original product. Any replaced parts are only covered under products original warranty.

Step 5:

Follow up with customer at least one time to verify the problem has been resolved and if they have any other questions.

Tools you will need for troubleshooting:

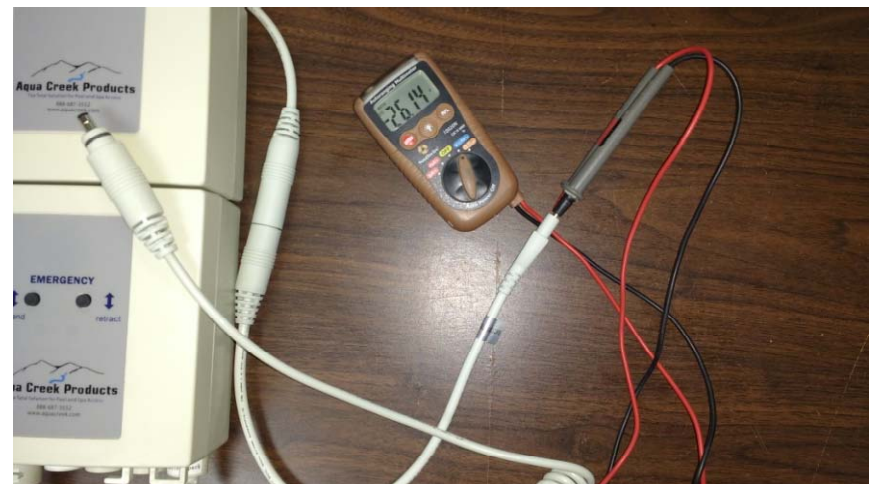
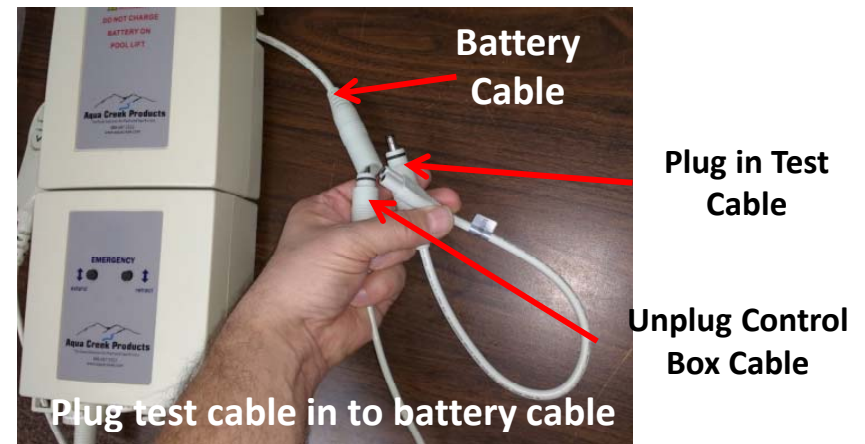
- ✓ Voltage test meter
- ✓ Aqua Creek Test Light
- ✓ Extra known good hand set
- ✓ Stethoscope (Optional but helpful especially if you do not have the test light)

GENERAL TROUBLESHOOTING PROCESS

1. Make note of the complaint, such as lift is not operating at all, lift won't return to deck, etc...
2. Make note of any noises the lift may be making, such as grinding, clicking, buzzing, beeping. Try to identify where the noises are coming from, i.e. the actuator, battery, control box, etc... *(This is where the stethoscope may come in handy)*
 - a) *If a 'beeping' noise is coming from the battery, chances are the battery is dead or not charged enough to operate the lift. It is designed to have an audible alarm when it reaches below a certain charge level. Have them check the battery voltage (Should read >24 volts DC) and either charge the battery or replace it with a new one.*
3. If they say the battery just came off the charger and is fully charged, check to make sure the charger is plugged in and charging properly. This can be done with the volt meter; a functioning charger should read 27v or higher. *(Note: in order to 'turn on' the charger you must place a functioning battery on the charger for at least 10-15 seconds. Then test using the voltage test meter).*
4. Verify the cords are properly seated in the control box ports and are not damaged or corroded. We suggest that the customer unplug and then plug back in making sure they are seated properly.

TESTING THE BATTERY

- Verify the customer has the battery test cable that shipped with lift. If not, they will need to purchase one. We suggest that they purchase a test light at this time as well.
- Unplug the male plug of the control box from the battery cable and connect the male end of the test cable into the female end of the battery cable.
- Insert both probes of the voltage tester into the two female ports on the test cable and test the voltage of the battery. A fully charged, good battery will test at 24volts DC or better. If it says a negative number, it just means you have the positive probe in the negative port.



TESTING THE CHARGER

- Verify the charger is plugged into a working wall outlet.



- To activate the charger, place a battery on the charger and plug a battery in to it for about 10-15 seconds.

- Unplug the battery cable from the charger cable and place one probe from your volt meter inside the male portion of the charger cord and the other probe on the outside of the male portion of the charger cord. Voltage should be reading at least 27 volts DC.

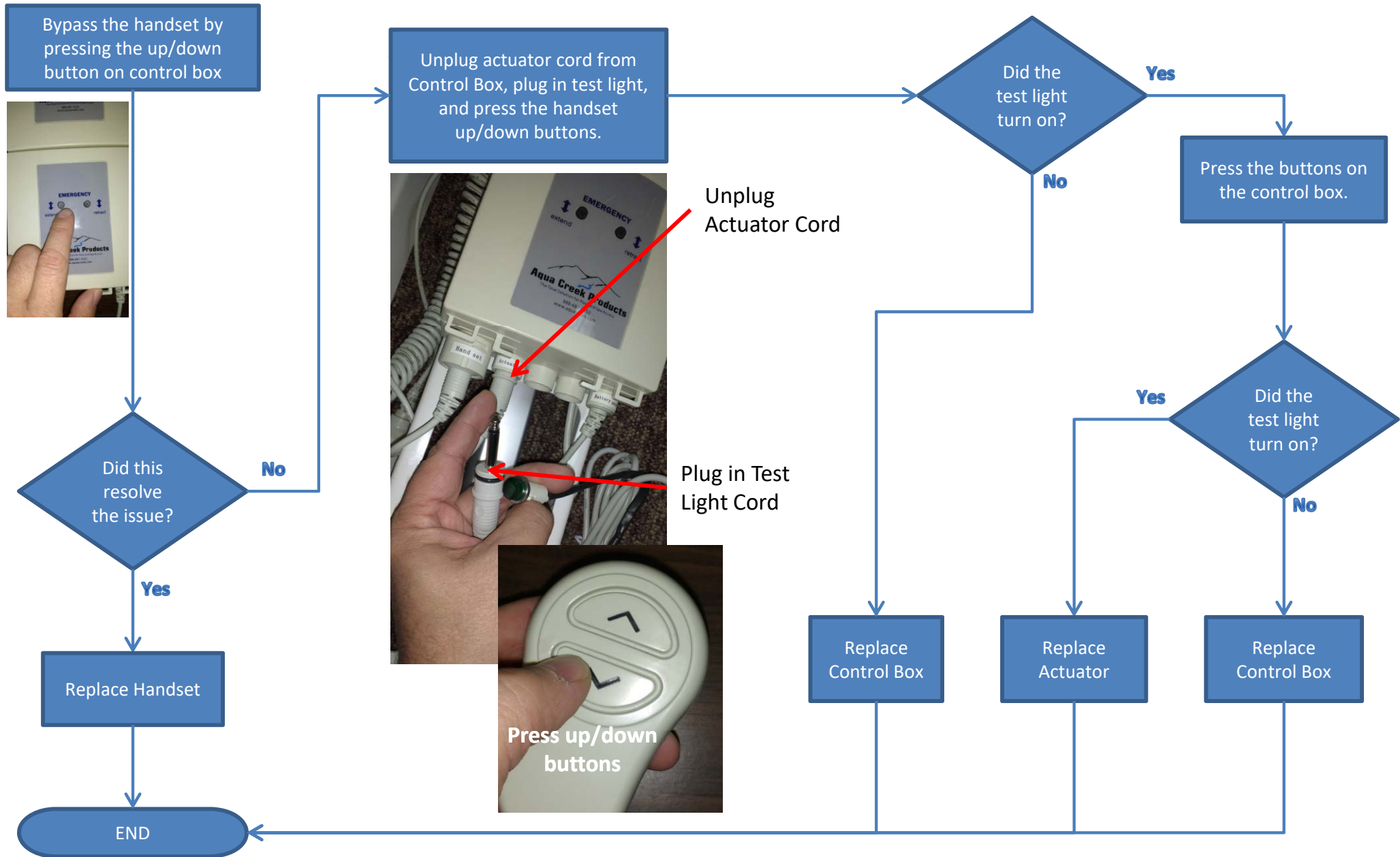


Battery Cord

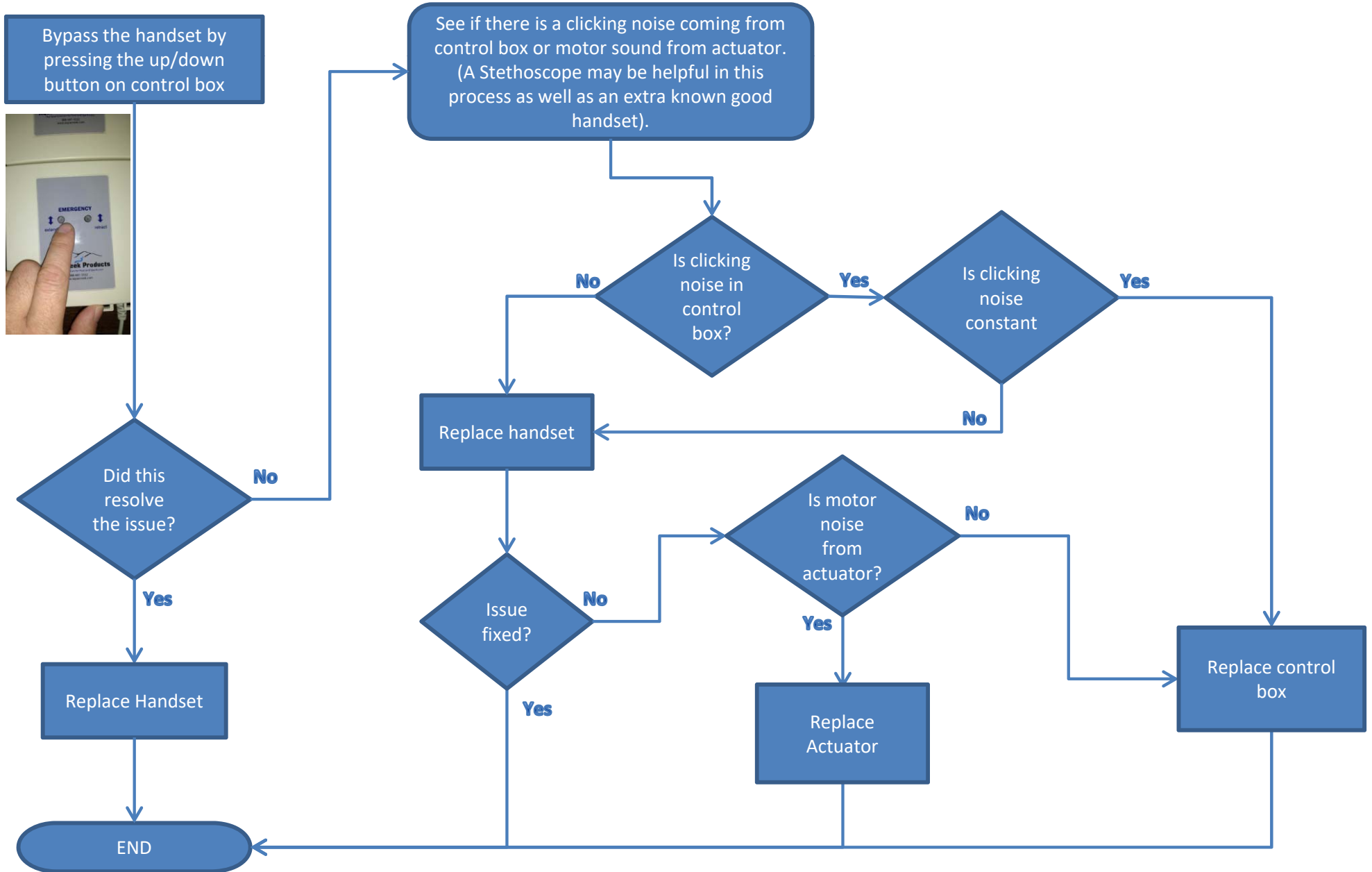
Charger Cord



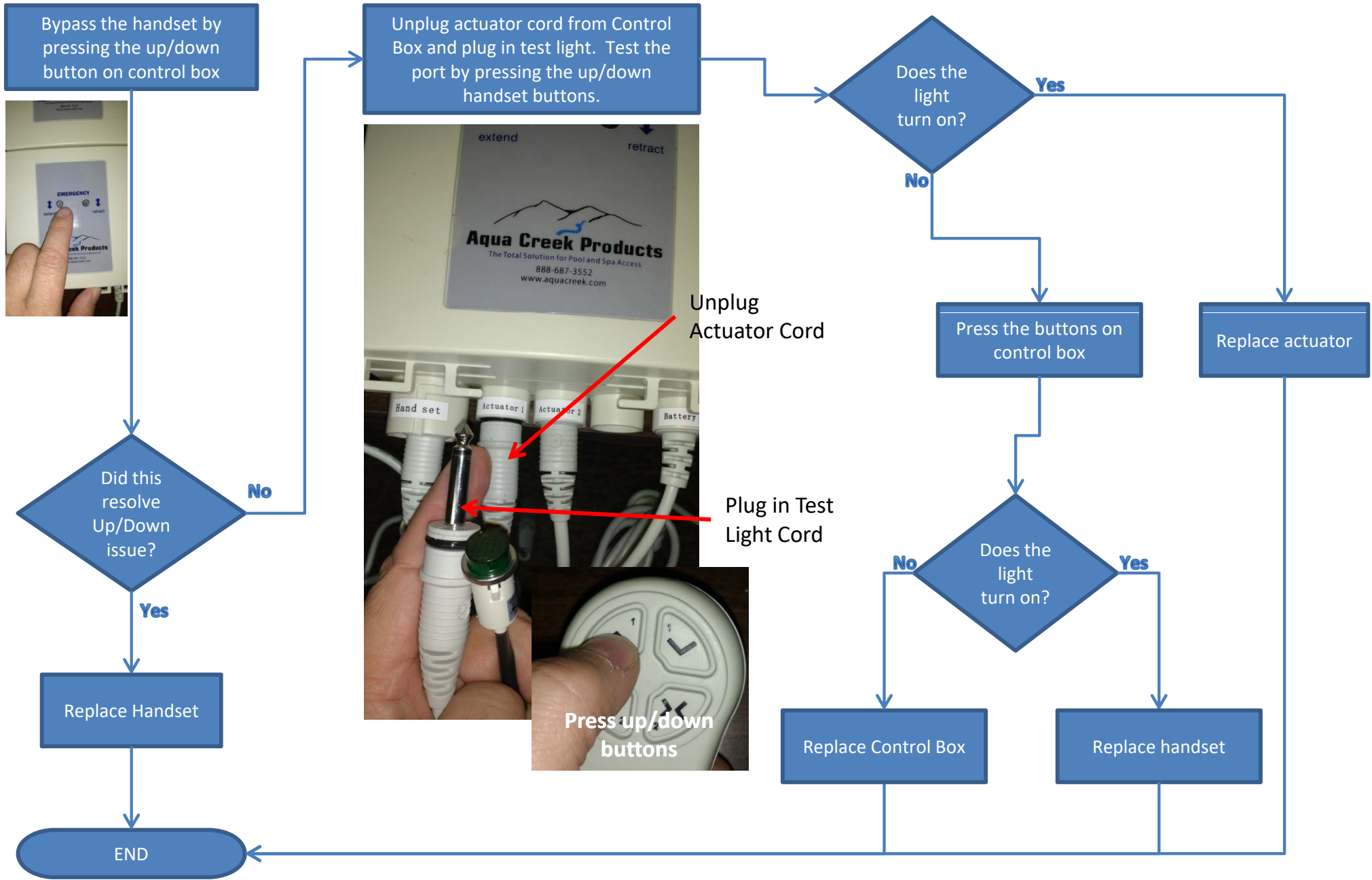
1 PORT VITO CONTROLS UP/DOWN TESTING w/TEST LIGHT



1 PORT VITO CONTROLS UP/DOWN TESTING w/NO TEST LIGHT



2 PORT VITO CONTROLS UP/DOWN TESTING w/TEST LIGHT



2 PORT VITO CONTROLS UP/DOWN TESTING w/NO TEST LIGHT

FIRST - Verify the rotation function works using the handset.
THEN - Swap the actuator cord and the rotating cord at the control box. Press rotate buttons on handset.

Does lift go left/right with up/down button?

No

Bypass the handset by pressing the up/down button on control box

Yes

Did this resolve the issue?

Yes

No

Replace actuator

Replace Control Box

Replace handset

END

Press rotate buttons

Swap cords



2 PORT VITO CONTROLS ROTATE TESTING w/TEST LIGHT

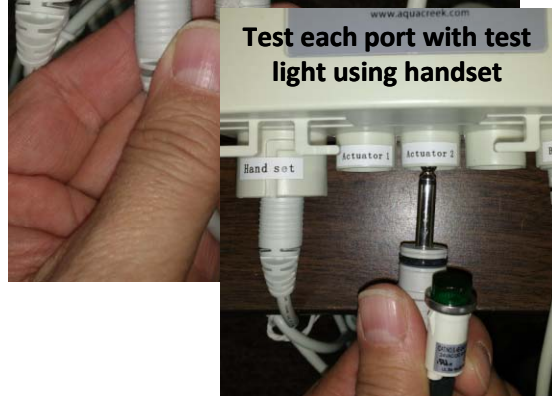
Remove both actuator and rotate plugs from ports and plug test light into each port.



Unplug both cords



Test each port with test light using handset



Does the test light turn on in each port?

Yes

Plug in the rotate cord again and listen for the motor at the base of the lift

Can you hear the rotate motor trying to rotate?

Yes

Remove Rotation Housing and inspect Rotate gear for damage and also if the rotate motor has moved away from the gear on its mounting base

No

Replace handset with known good handset

Does the test light turn on?

Yes

Remove rotation cover and replace rotate motor. Test lift prior to re-assembling the housing



Motor may have slid away from gear

Replace damaged gear and/or re-adjust the rotate motor so it engages with the gear. Test lift prior to re-assembling the housing



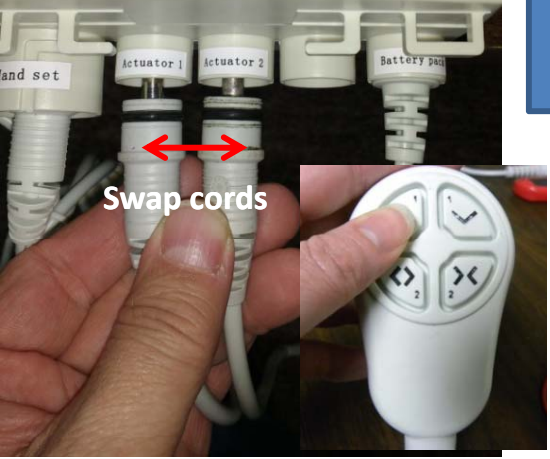
No

Replace Control Box

END

2 PORT VITO CONTROLS ROTATE TESTING w/NO TEST LIGHT

FIRST - Verify the up/down function works using the handset.
THEN - Swap the actuator cord and the rotating cord at the control box. Press up/down on handset.



Remove Rotation Housing and inspect Rotate gear for damage and also if the rotate motor has moved away from the gear on its mounting base.



END