

Troubleshooting Guide for TiMotion TC12 System

Symptom 1 - The LCD display is not showing anything and actuator won't extend or retract.

- Check to make sure the Control unit is turned "ON" i.e. the red "Emergency Stop" button is at the "UP" position (Picture 1).
- Otherwise turn the red "Emergency Stop" button clockwise (Picture 2) to turn on the Control unit. (Note: when charging the batteries, the Control unit needs to be turned "ON").
- Remove and reinsert the battery pack to make sure the connection between the battery pack and control unit makes good contact.



Picture 1



Picture 2

Symptom 2 - The message "Attention recharge or exchange" appears on the LCD display or the batteries need to be recharged often or won't charge at all.

- Check to make sure the charger plug is properly inserted to the Control box (Picture 3).
- Check to make sure the battery is fully charged when recharging. (Charger LED indicator should be turned green after the batteries are fully charged)
- If the problem persists,
 - Remove the battery pack and plug in the charger (Picture 4). If "Attention recharge or exchange" appears on the LCD display, replace the battery pack. (Battery Pack may need to be replaced every 12-18 months depending on usage)
 - If when plugging in the charger without the battery pack on the lift and nothing appears on the LCD display, replace the charger (the connection between the charger and control box is not good).



Picture 3



Picture 4

- Check to make sure the output of the charger is over 26.5V DC (Picture 5).
- If the charger was already replaced or the voltage for the charger is good, replace the Control box.



Picture 5

Symptom 3 - Display shown the batteries are charged, but the actuator won't extend or retract.

- Check to make sure both the actuator & hand pendant plug are properly inserted all the way into the control box (Picture 6).
- Check to make sure the charger is not plugged in to the control box (the lift will not work during charging).
- If the problem persists.
 - Replace the actuator if it is running with a loud grinding noise and the actuator won't extend or retract, as the internal gears are stripped.
 - Both plugs are all the way in properly and the lift works with the buttons on the control box but not with the hand pendant, replace the hand pendant.



Picture 6

Warning!

If the actuator is stuck while a patient is in the air, use the "Emergency lowering mechanism" to lower the lift.

