Troubleshooting Guide

Doc No. 990678-1

Mackworth TX Ceiling Lift Troubleshooting Guide

Scenario: Ceiling Lift does not turn on

Revision: A

Revision Date: 08/08

When operating the hand controls, the ceiling lift does not indicate any power output.

Was the emergency pull-cord been actuated?

YES

Push the pull cord back into the ON position

When the emergency cord has been pulled, this will isolate all of power to the ceiling lift

Retest the function by operating the hand controls

NO

Unresolved?

Is the handset connected to the ceiling lift?

NO

Connect the handset back into the handset port

Retest the function by operating the hand controls

YES

Unresolved?

See Handset Testing Guide - **Document No. 990D-04**

Unresolved?

Is the ceiling lift charging when docked in the charger?

NO

Check that the charging unit is turned on at the power supply

The charging unit will display a steady green LED when turned on, or a flashing orange during charging.

Check the ceiling lift into the charging station to see if the charging LED changes to orange, the LED will indicate.

Allow the ceiling lift to charge for 20 minutes, then retest the function by operating the hand controls.

Unresolved?

YES

Allow the ceiling lift to charge for 20 minutes

20 minutes will allow the ceiling lift to charge sufficiently to power up

Retest the function by operating the hand controls

Inspect the full length of the charging cable for any damage such as exposed wires and cuts

Damaged?

Replace Charging Unit Assembly.

Retest the function by operating the hand controls.

Undamaged?

Unresolved?

Is there any visible damage to the charging beak?

YES

Replace Charging Beak Assembly.

Retest the function by operating the hand controls.

NO

See Charging Dock Test Guide - **Document No. 990D-03**

Unresolved?

Unresolved?

Are the battery cables disconnected or damaged?

YES

Connect the battery leads back into the terminals. Always connect the power lead last

Damaged?

Replace Batteries Leads

Damaged or disconnected battery leads will cut power to the ceiling lift. Ensure the leads are connected and inspect the full length for exposed wires and cuts.

Retest the functions by operating the hand controls

Retest the functions by operating the hand controls

NO

Unresolved?

Unresolved?

Has the battery lead fuse blown?

YES

Replace Battery Fuse.

The battery fuse will blow when a high surge or current passes through the circuit. Usually caused by a faulty charging dock.

Retest the functions by operating the hand controls.

Blown Again?

Replace Charging Dock Assembly.

NO

Unresolved?

Unresolved?

Is there any visible damage to the PCB?

YES

Replace PCB.

Visual damage includes broken components or clear burns on the circuit

Retest the functions by operating the hand controls.

Unresolved?

NO

See PCB & Battery Test Guide (No Power) - **Document No. 990D-05**

Key:

Question

Action

Component Replacement

Supporting Document

Additional Context and Actions