Troubleshooting Guide for TiMotion TC12 System

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

- The LCD display is not showing anything, and actuator won’t extend or retract.
  - Check to make sure the red “Emergency stop” button is turned “ON”, otherwise turn the red “Emergency stop” button clock-wise to turn on the control unit.

- If the problem persists,
  - Remove and reinsert the battery pack to make sure the connection between the battery pack and control unit make good contact.
  - Recharge the batteries. The batteries could be discharged.
  - Replace batteries or battery pack as they are at the end of their life cycle. (Batteries should be changed every 18-24 months depending on usage)
  - Replace the control box as it may be malfunctioning.
Display shown the batteries are charged, but the actuator won’t extend or retract.

✓ Check to make sure the actuator plug is properly inserted all the way into the control box.

✓ Check to make sure the hand control is properly inserted all the way into the control box.

✓ Check to make sure the charger is not plugged in to the control box. (The lift will not work during charging)

If the problem still persists, replace the control box as it may be malfunctioning.

The actuator will either extend or retract but not both, or stops and starts while lifting or lowering

✓ Check to make sure if the batteries need to be recharged.

If it happens when using the hand control, try to operate using the up and down buttons on the control box.

If there is no problem when using the control box, replace your hand control as it may be malfunctioning.

If the problem still persists, replace your control box as it may be malfunctioning.
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.
- Check to make sure the red “Emergency stop” button is turned “ON”, otherwise turn the red “Emergency stop” button clock-wise to turn on the control unit. (The battery will not be charged when control box is turned off)
- Check to make sure the battery is fully charged when recharging. (Charger LED indicator should turned green after the batteries are fully charged)
- Check to make sure the output of the charger is over 26.5V DC

If problem persists,

- Replace batteries or battery pack as they are at the end of their life cycle. (Batteries should be changed every 18-24 months depending on usage)
- Replace the charger as it may be bad.

The actuator is running with a loud grinding noise and the actuator won’t extend or retract.

- Replace your actuator as the internal gears are stripped.