

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.

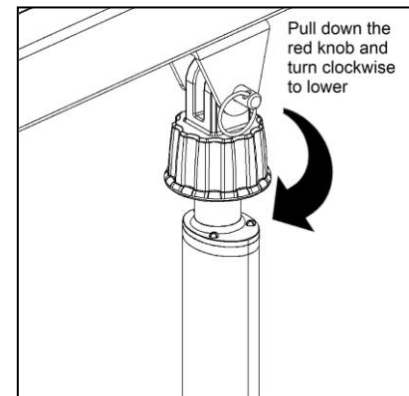
➔ If the problem persists,

➔ 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.



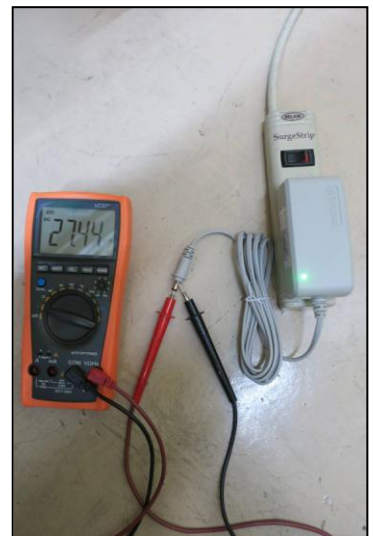
➡ The batteries need to be recharged often or won't charge at all.

- ✓ 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 be 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.