

# Lift Troubleshooting

Helpful info for Lifts and afterhours issues... We have had a series of operator errors that many at the night desk would not recognize. Contacting the Lift vendor can allow for some necessary troubleshooting over the phone, which is free.

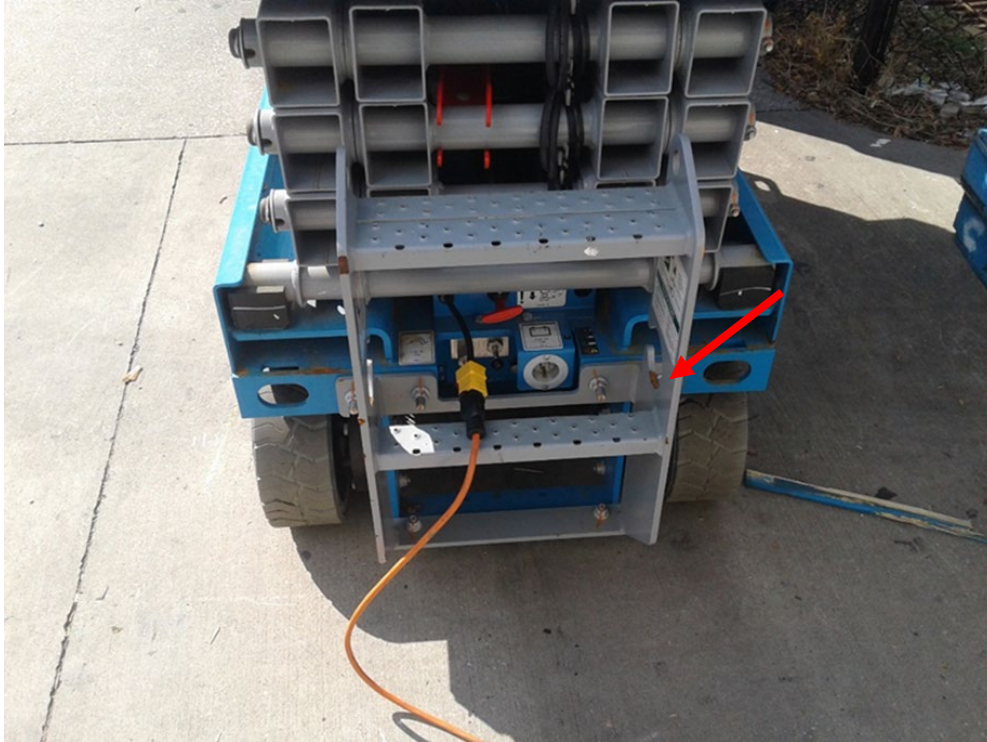
Some standard tips for Troubleshooting Lifts:

- 1.) If the lift will not move forward while in the air, the sensors might be off. To reset this, open the side doors and slam the doors shut. This should reset the sensors and solve the problem. If not, the lift vendor needs to be notified.
- 2.) If the lift is not powering up and will not move, it is possible that the Emergency Shut off switch is engaged, which will prevent the lift from being operational. (Please see picture attached).
- 3.) Another issue that will prevent the lift from moving would be the Platform Joystick not being adjusted for use. Both E-Stops and the operator platform joystick also need to be pulled out for operation.

Sometimes, technicians will plug in to charge the lift in the incorrect Receiver. It takes 8-10 hours to charge a lift from dead to fully charged. The lift was fully charged (1st picture attached) when our tech arrived. The second picture is how our tech found the lift being plugged in. The plug it is plugged into is for electric to the operator's platform. The plug to the right (white with the picture of the battery) is where the lift needs to be plugged into to charge.



**\*\*\*The arrow is pointing to where the cord should have been plugged into\*\*\***



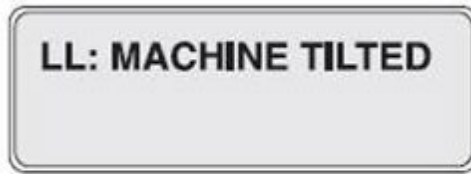
- 4.) Operational issues: Turn the key 1 way – operate lift from the controls by the key – near the ground on the side of the lift.
- 5.) Ops issues 2.0: Turn the key the other direction – operate the controls up in the lift basket/work platform.
- 6.) If we are receiving alerts from our lift, it is always a good idea to have the technician take a picture of the alert message that he/she is receiving.

### **Operational Indicator Codes:**

If the platform controls LED or ground controls LCD diagnostic readout displays an operational indicator code such as LL, the fault condition must be repaired or removed before resuming machine operation. Push in and pull out the red Emergency Stop button to reset the system.



LED Readout



LCD Readout

## Operational Indicator Codes:

- LL - Off-Level
- OL - Platform Overloaded
- CH - Chassis Mode Operation
- PHS - Pothole Guard Stuck
- Nd - No Drive (option)
- Ld. - Lifting Disabled (GS-3232 only)

For further information, please consult the appropriate Genie, Skyjack, JLG, etc. Manual. A code and a description of a code can also be viewed at the ground controls LCD display.

## Operation from Ground with Controller:

Maintain safe distances between the operator, machine and fixed objects. Be aware of the direction the machine will travel when using the controller.

## Battery Level Indicators:

Use the LED diagnostic readout to determine the battery level.

Note: When a blinking LO code appears on the platform controls LED display, the machine must be taken out of service and charged, otherwise all machine functions will be disabled. It takes 8 hours to fully charge a lift.





7.) What if we do not know where the key is? The key is not very big. It is usually stored in the Control Box. This is a black box on the side. Sometimes, it can hide in the box, so feeling around for it and looking thoroughly is necessary. Other times the lift drivers will give the key to a store manager. The Manager on duty should be able to determine if a member of management or a store employee has the key **if it is not in the ignition or in the control box**. Genie Lift keys and JLG lift keys are universal per the brand, many techs do not know that. You cannot use a Genie key in a JLG and vice versa. These keys may be purchased at any Lift vendor and sometimes at Hardware stores.

\*\*\*If none of these tips work for whatever the issue might be, engage with the lift vendor and have them work with our onsite technician. Many times, troubleshooting over the phone with our technicians will have the lift working within minutes, rather than hours. They will service our lifts and replace our lifts if necessary within 2 hours. Needless Service calls have been placed for Lifts that are 100% charged and fully functioning. This has resulted in costly service charges and unnecessary revisits. Please note that we are not billed for service calls when there is an actual issue.

### **Missing Lifts:**

We should be working with the night manager to locate our lift. Nine times out of ten the **lift is delivered inside and outside of the receiving area; possibly hiding behind boxes**. Home Depot will typically not take our lifts into the building but will park them outside of receiving.

At Walmart, store associates have the habit of taking our lifts. They might be found in Lawn and Garden, the manager's hallways, Sporting Goods or the Tire Center. We should be calling the vendors to see if they can confirm where the lift was dropped and who signed for the lift. Some of our vendors can GPS the equipment.

Our lift vendors can provide equipment numbers and share valuable information. Occasionally, our lift vendors will outsource from another vendor. For example, we might think that we have a HD lift, when onsite is a Mom and Pop owned lift or a United Rentals lift. It is important to provide the Lift PO, found on the summary page or under the documents tab in the contract, the reservation number and the site address. This will ensure that the issue gets resolved swiftly, effectively, and real time.

During regular hours, please reach out to the Lift team with these questions and issues. For afterhours emergencies when everything else has been exhausted, please call Erin at 860-334-2835 or the "On Call" Lift line at 860-772-4804.

This information should also cut down on unnecessary revisits.

### Lift Vendors:

Vendor	Phone
United	877-487-6285
All Access	714-647-1552
Home Depot	888-730-9287/Afterhours M-F 866-827-2423; Joe Parrot directly (803) 230-6577
Herc	877-690-8365
Ahern	800-400-1610
Sunbelt	800-633-7411/800-No-SWEAT afterhours

**Sunbelt** Lifts are Green

**United Rentals** Lifts are blue

**Home Depot** Lifts are usually blue with an orange sticker that says Home Depot but might also display Compact Power. Sometimes a HD lift is a used United Rentals Lift. Almost always HD will have the Lift Driver write Telaids on one or two sides of the machine.

Most Vendors label our Lift with **TELAID** on multiple sides of the lift.

### Lift sizes and types:

Lift Description
19' to 20' Electric Narrow Scissor
26' Electric Narrow Scissor
30' to 33' Electric Scissor
37' to 44' Electric Scissor
Rough Terrain Scissor 25' to 28'
Rough Terrain Scissor 29 to 33'
Rough Terrain Scissor 40' to 49'
Rough Terrain Scissor Lift 50' to 59'
12' to 15 ' Single Man Drivable
20' to 24' Single Man Drivable
15' to 24' Push Around Electric
25' to 29' Push Around Electric
30' to 40' Push Around Electric

15' to 20' Mast Style Boom Lift
21' to 26' Mast Style Boom Lift
27' to 33' Mast Style Boom Lift
34' to 39' Manlift Articulating Towable
50' to 59' Manlift Art. Towable
30' to 39' Articulating Electric Boom
40' to 49' Manlift Articulating Boom Electric
60' to 69' Manlift Articulating Boom Electric
30' to 39' Manlift Articulating Combustion
Manlift Articulating 40' to 49' Combustion
Manlift Articulating 60' to 69' Combustion
Manlift Articulating 80' to 89' Combustion
Manlift Articulating 120' to 135' Combustion
Manlift Straight Boom 40' to 49'
Manlift Straight Boom 60' to 69'
Manlift Straight Boom 80' to 89'



## Switch Locations

### **UPC SWITCHES –**

These switches are in the UPC office. If the technician asks where your switches in the store are, the managers usually take the switches back to the UPC office. They will be in 2 or 3 racks in the room.

### **GM SWITCHES –**

These are in the front of the store, usually in the front of the store on the General Merchandise side of the store. These will be in vestibule closet (entrance/exit) between the doors. OR these are also sometimes located behind the Customer Service area, they'll have an area where they throw returns; there will be a door. Neighborhood Markets generally do not have GM Switches. Usually in floor mounted Racks

### **GRC SWITCHES –**

These will be located on the Grocery side of the store in the Vestibule closet (entrance/exit) between the doors. The switches can also be located behind Customer Service where the returns are. They can also be located behind the Deli/Bakery area in a closet. Neighborhood Markets generally have 1 switch, located in the front of the store in a TE Cabinet by cash office door or site to store storage area. Usually in floor mounted Racks

### **PICS SWITCH –**

This will be in the electronics area in a box behind the WOE (Wall of Eyes; this is where the TV Wall where the TVs sit). Look for the conduit going to the ceiling, this would be a good indication where/what side of the box is located.

### **TLE SWITCHES –**

This switch will be in a white name box in the TLE manager's office located usually behind the counter where the register sits.

### **GDC SWITCHES –**

This will be in the garden center, typically in a white nema box, above the stanley doors leading to the outside part of the Garden Center. It also could be on the wall in the Garden Center or right when you into the inside part of the of the store.

### **RCVING SWITCHES (2)**

There are usually 2 rcving switches rcv-1 and rcv-2 which are in the GM and GRC receiving departments in a white Nema box or a TE Cabinet. Most of the time these are located by the DSD (direct store delivery) door.

### **LP SWITCHES –**





Located generally in the AP office or can be located in Cabinets hanging in front of the registers. This cabinet can be located in the action alley in front of the registers, might not be directly in front of the Registers.

#### **RX SWITCHES –**

Located in the pharmacy bathroom. If not in the bathroom can be located on an outside wall in a TE cabinet of the pharmacy. Neighborhood markets, switch is in the TE Cabinet located in the front of the store either by the cash office or site to store storage.

#### **EDC Room –**

EDC – stands for Electrical Distribution Center. This is where the Utilities like Electrical/Telephone/Internet come into the building. Located in the back of the building, this area is usually a shipping container that has some sort of cage wiring (like a baseball field at a park) to the ceiling. There will be signs on the door that say danger high voltage. If you investigate the door, you may find old telephone system still on the wall, paging amps, red alarm boxes, and Electrical panels.

**Not all switches are in the exact area they are supposed to be in. We can get the tech into the general area. Color may vary as some cabinets may be older and some newer.**

Some stores have what's called IPTV switch (multiple). These switches, I believe are getting phased out. I would try to only use if in a tight spot or cable pull is way to long.

Cable pulls are only to be 300 feet in length. Anything beyond this we will run into issues with the cable.

The Tech can also find a switch by following the cable to the switch, this does take a bit longer but might be an option.

There may be locations that are not of the "norm" we'll have to work thru this with the Tech. We can log into the switch to see if there is a device that stands out and direct the tech to device to trace cable.

TE Cabinet





Nema Box

# TELAID



PICs Nema behind the Wall of Eyes

