

## Procedure 6.5 - Troubleshooting the Lift System (mechanical)

### Potential Symptoms

This procedure will cover two separate areas, a mechanically frozen lift system and a noisy lift symptom. A mechanically frozen lift system is a lift system in which the lift motor is powered but the lift does not move. Noise issues, will be segregated into two areas. Noises occurring as the lift motor operates and noises from the front of the unit that occur as the stairarms are operated

1. If the lift system is mechanically frozen continue with step 2. If lift system is noisy skip to step 10.
2. Set the circuit breaker in the off position and remove the front cover. Remove the lower lift shaft. Set the circuit breaker in the on position. If the lift motor operates normally with the lower lift shaft removed continue with step 3. If the lift motor does not operate normally with the lower lift removed, go to Procedure 6.4.
3. Set the circuit breaker in the off position and unplug the unit from the wall outlet. Grasp the lift bracket (aluminum bracket) and slide it up or down on the lift guide (plastic bar). If the lift guide is very difficult to move, skip to step 4. Using a clean dry cloth, wipe the surface of the lift guide clean. Slide the lift bracket out of your way so that you can wipe the entire surface of the bracket. Apply a fresh coat of teflon anti-seize (paste) lubricant. Skip to step 8.
4. Remove the bolts securing the lift guide to the frame. You may need to force the lift bracket out of way to access some of the lift guide bolts. If, after the lift guide and lift bracket have been removed, the lift bracket does not move freely on the lift guide, replace it with part number 50548-101. This is a matched set and will provide optimum performance.
5. If the steel bar that is between the lift guide and the frame is welded onto the frame skip to step 7. If the steel bar that is between the lift guide and the frame is not welded onto the frame, continue with step 6.
6. Apply a fresh coat of teflon anti-seize lubricant to the lift guide. Apply a small amount of blue loctite to the five lift guide mounting bolts. Set the lift bracket/lift guide on the steel bar and remount all three onto the frame. Torque the mounting bolts to 100 in/lbs. Allow the loctite to fully set (per label instructions) before the unit is used. If the lift tube has not been rotated and the lift motor drive screw is well lubricated, remount the lift motor per Procedure 5.3 steps 23 to 33. Otherwise, this procedure is complete.

7. Apply a fresh coat of teflon anti-seize lubricant to the lift guide. Apply blue loctite to the lift guide mounting bolts and mount the lift bracket/lift guide onto the frame. If the lift guide mounting bolts were hypothetically numbered from 1 to 5, with bolt 1 on top and bolt 5 on the bottom, tighten the bolts in the following order; 3,2,4,1,5. As the lift guide mounting bolts are tightened the lift bracket may start to bind on the lift guide. Tighten the bolts as tight as possible without causing the lift bracket to bind on the lift guide. It will be necessary to check lift bracket movement after each bolt is tightened. If the lift bracket starts to bind, back out the bolt just enough to allow the lift guide to move freely. Allow the loctite to fully set (per label instructions) before the unit is used. If the lift tube has not been rotated and the lift motor drive screw is well lubricated, remount the lift motor per Procedure 5.3 steps 23 to 33. Otherwise, this procedure is complete.
8. If the lift motor drive screw requires lubrication, thread the lift tube (T shaped tube) off of the lift motor drive screw. Wipe the lift motor drive screw clean with a dry cloth. Apply a fresh coat of bearing grease to the lift motor drive screw. Recalibrate the lift per Procedure 5.3.
9. If the C544 is noisy when the stairarms are operated, skip to step 12. If the C544 is noisy when the lift motor is operated continue with step 10.
10. If the noise is coming from the lift motor, lubricate the drive screw as in step 8. If the motor is noisy after the drive screw has been lubricated, replace the lift motor per Procedure 5.3 steps 23 to 33.
11. If the noise is coming from the lift guide/lift bracket area the correct procedure will depend on the type of lift guide, lift bracket and lower lift shaft that is on the unit.
12. If the unit contains a 3 piece lift bracket, replace the lift guide and lift bracket with part number 50548-101. If the unit contains a one piece lower lift shaft, replace it with part number 50533-104. Skip to step 5.
13. If the unit contains a aluminum lift bracket and the fit between the lift bracket and lift guide is too loose, replace the lift guide and lift bracket with part number 50548-101. Skip to step 5.