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Product Troubleshooting Guide

Product #

Date:

Thank you for choosing LTW! We apologize for this inconvenience.
Below you will find a step-by-step guide to get your product back up and working fast!

STEP 1: BASIC TESTING OF SYSTEM

Follow these initial steps before proceeding to the final Troubleshooting: Process of Elimination found on the back of this page.

- 1) Make sure you have proper power supplied to the product's power cord.
- 2) Make sure all cable connections are plugged in securely.
- 3) Test system for proper function.
- 4) If system does not function, disconnect the power cord. Proceed to disconnect and re-connect each and every cable connection. Once completed, reconnect the power cord and test system for proper function.
- 5) If system does not function properly, proceed to Step 2 below.

STEP 2: SYNCHRONIZING THE LIFT SYSTEM

NOTE: Make sure nothing will interfere with the motion and that conditions are safe, as the lift system has power to damage items in its path.

SYNCHRONIZATION: After plugging in all actuators to the controller, plugging in the hand switch, and plugging in the main power cable, ensure that the area around the lift is safe to operate. Press the down button until all actuators are lowered, then release the button. Press the down button once again and continue holding the down button for a minimum of five seconds. You should see all actuators lower and raise up slightly. This will re-sync the actuators.

RE-SYNCHRONIZATION IF NEEDED: If there becomes a situation where these systems do not raise, repeat the synchronizing process above. This will re-sync the actuators, and proper operation should be restored.

Note: If full functionality of the lift system is not restored after these steps, please contact us at Support@LTW1.com or call us at 269-674-8877.

PREVENTATIVE MAINTENANCE

LUBRICATION OF STEEL SLIDER FRAMES: Your product is manufactured with a heavy duty welded steel frame. The slider frames utilize a combination of bearings that ride on the steel tubing. To ensure that these frames slide properly and efficiently, we recommend using one of two factory dry PTFE lubricants below on each of the inner slider frame legs on a monthly basis or as needed.

- WD-40 Specialist Anti-Friction Dry PTFE Lubricant
- CRC Industrial Dry PTFE Lube No. 03044

Enjoy the benefits of our ergonomic product, and let us know how we can help your company in other areas and ways! Go to www.LTW1.com to see all of our dynamic ergonomic solutions, and *share us everywhere!*