



311 S. Paw Paw St. POB 680 Lawrence, MI 49064  
Phone: 269-674-8877 Email: Sales@LTW1.com

## 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!

### WHAT IS INCLUDED IN THE TROUBLESHOOTING KIT

**Actuators:** Depending on your product, there will be a single actuator as on your product. Verify that this Actuator is the same as the one(s) on your product.

**Controller:** Verify that the controller is the same as the one on your product.

**Power Cord:** Verify that the power cord is the same as the one on your product.

**Actuator Cables:** Depending on your product, there should be one of each type of actuator cables.

### STEP 1: BASIC TESTING OF SYSTEM

Follow this procedure in the “LTW How To – Product Troubleshooting Guide – BASIC” before proceeding.

### STEP 2: SYNCHRONIZING THE LIFT SYSTEM

Follow this procedure in the “LTW How To – Product Troubleshooting Guide – BASIC” before proceeding.

### BASIC 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

### STEP 3: NEXT PAGE

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](http://www.LTW1.com) to see all of our dynamic ergonomic solutions, and *share us everywhere!*



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### STEP 3: TROUBLESHOOTING: PROCESS OF ELIMINATION

**Note:** Each time you replace one of the components in the system, you will need to “Re-Sync” the system, per instructions above.

You will now proceed to replace each component(s) at a time in order of the list below, and test the system to see if normal operation is restored. If the system still does not operate, change back out the last component(s) to the original one(s), and proceed to replace the next component(s) on the list below. Continue this process of elimination until normal operation is restored.

#### A. Hand Switch:

- a. Un-plug the Hand switch from the controller on your product. This should be Port A1 on the controller. Take the new Hand switch from the box that has a Green Dot Sticker on it, and plug it into the controller port A1.
- b. Proceed with Step 2 (Synchronizing the Lift System) on front of this document.
- c. If the system is restored to proper function, then great job!
- d. If the system is not restored to proper function, please un-plug the Hand switch with the Green Dot Sticker from the controller and put it back in the box, and plug back in your original Hand switch to the controller port A1, and proceed to step B below.

#### B. Controller:

- a. Un-plug the Power cord, Hand switch, and all Actuator(s) from the Controller, and replace the Controller with the new Controller in the box that has a Green Dot Sticker on it. Plug the Hand switch into port A1, the Actuator(s) into the Controller starting with Port 1. Lastly, plug the power cord into the controller.
- b. Proceed with Step 2 (Synchronizing the Lift System) on front of this document.
- c. If the system is restored to proper function, then great job!
- d. If the system is not restored to proper function, please un-plug the Controller with the Green Dot Sticker and put it back in the box, and plug back in your original Controller, and proceed to step C below.

#### C. Actuators:

- a. Un-plug the Actuator(s) from the Controller, and replace with the Actuator(s) in the box that have a Green Dot Sticker. Plug the Actuator(s) into the Controller starting with Port 1.
- b. Proceed with Step 2 (Synchronizing the Lift System) on front of this document.
- c. If the system is restored to proper function, then great job!
- d. If the system is not restored to proper function, please call LTW for Tech Support at 269-674-8877, and have your product Serial Tag Number ready to give to the Support Team Member.

**After your system is restored to proper function**, please package all remaining new components with green dot stickers back in the box, along with the failed components, and ship it all back to LTW for testing.

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