

## Electric Patient Lift - Troubleshooting

### “Beeping sound when remote control is pressed”

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<b>Problem:</b>	Low voltage alarm
<b>Cause:</b>	Battery needs to be charged
<b>Solution:</b>	Do not ignore this alarm. Complete the lifting operation and place the battery on charge. For more information, refer to manual.

### “Light is on / blinking”

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<b>Problem:</b>	LCD indicates colors (red, amber, yellow, orange) or icons
<b>Cause:</b>	Battery needs to be charged or weight overload
<b>Solution:</b>	Determine the manufacturer of the lift (Best Care, Invacare, or Medline) and then refer to the manual links provided on this page.

### “Lift will not operate”

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<b>Problem:</b>	Lift fails to go up or down
<b>Cause:</b>	Charger is still plugged in
<b>Solution:</b>	Unplug power cord from wall outlet. When the battery is connected to AC power, <i>the lift will not work</i> . Ensure the actuator plug is properly connected and inserted all the way into control box port.

Refer to manufacturer diagrams (provided below)

<b>Cause:</b>	Emergency Stop button is engaged
<b>Solution:</b>	Locate the red Emergency Stop button on front of control box. It is activated by pressing in. This will cut all power to the lift. It can be reset by twisting the red button and releasing.

<b>Cause:</b>	Hand control (remote pendant) is disconnected or upside down
<b>Solution:</b>	Examine connections. The cord should be plugged firmly into the socket at base of control box. Ensure snug connection at both ends. If installed upside down, press UP to go down, press DOWN to go up.

<b>Cause:</b>	Hand control (remote pendant) error
<b>Solution:</b>	Locate the emergency lower down button on the front of the control box. This is operated by inserting the tip of a ballpoint pen or similar object into the pinhole button highlighted with the DOWN arrow. This will bring the boom down should the hand control fail.

\*See diagrams below

<b>Cause:</b>	Power Source
<b>Solution:</b>	<ul style="list-style-type: none"> <li>➤ Charge battery (charging instructions below)</li> <li>➤ In the case of a complete electrical failure, the actuator is fitted with mechanical lowering device (RED TRIGGER). This will only operate when the lift is under load. The device must be pulled upwards to activate, and the boom will descend slowly</li> <li>➤ <b>Note:</b> The mechanical emergency down lowering device is to be used for emergency purposes only. Repeated use may cause permanent damage to the actuator</li> </ul>

\*See diagrams below

## “Oil leaking from hydraulics”

<b>Problem:</b>	Oil is running out along the outside bearings of the lift
<b>Cause:</b>	Hydraulic pump
<b>Solution:</b>	<b>Switch out</b> unit because additional maintenance may be required

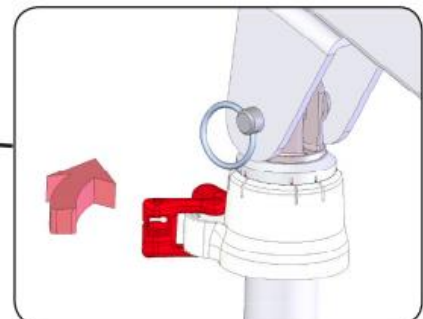
## “Patient stuck in a lifted position”

<b>Problem:</b>	Stopped while lifted
<b>Cause:</b>	Power source / other
<b>Solution:</b>	<p>If troubleshooting efforts did not remedy the situation, utilize the mechanical emergency down feature.</p> <p>The actuator is fitted with mechanical lowering device (RED TRIGGER). This will only operate when the lift is under load. The device must be pulled upwards to activate, and the boom will descend slowly. For Best Care lift, pinch the red tabs (see photo).</p> <p><b>Note:</b> The mechanical emergency down lowering device is to be used for emergency purposes only. Repeated use may cause permanent damage to the actuator</p>

**Refer to the following diagrams**

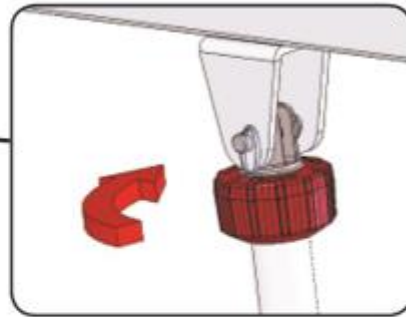


**Best Care: Emergency release**



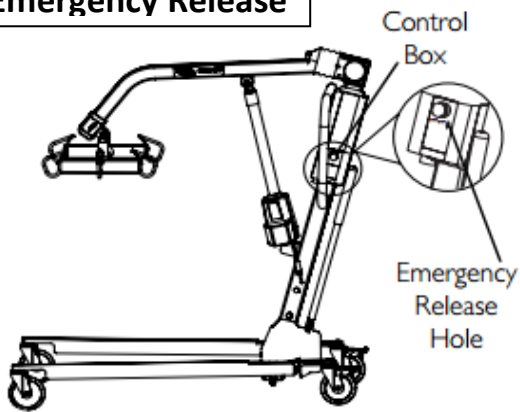
**Pinch pinion red tabs together**

**Best Care:  
Emergency Release**



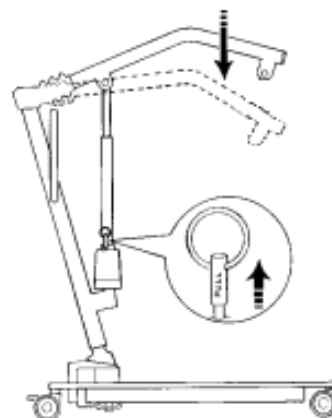
Turn clockwise to lower

**Invacare:  
Emergency Release**



**Invacare**

Primary Emergency Release



**Invacare**

Secondary Emergency Release

Push DOWN  
on Boom

Pull UP on  
EMERGENCY  
Ring.



**Medline**

The red CAM is found at the base of actuator.  
This is the emergency release tab.



**Invacare – Pull pin release**

## “Won’t stay up”

<b>Problem:</b>	The unit lifts up, but immediately goes down slowly
<b>Cause:</b>	Hydraulic pump
<b>Solution:</b>	If troubleshooting instructions (above) did not remedy the situation, enter a <b>switch out</b> for this unit. Hydraulic pump might need repair.

### Battery Charging:

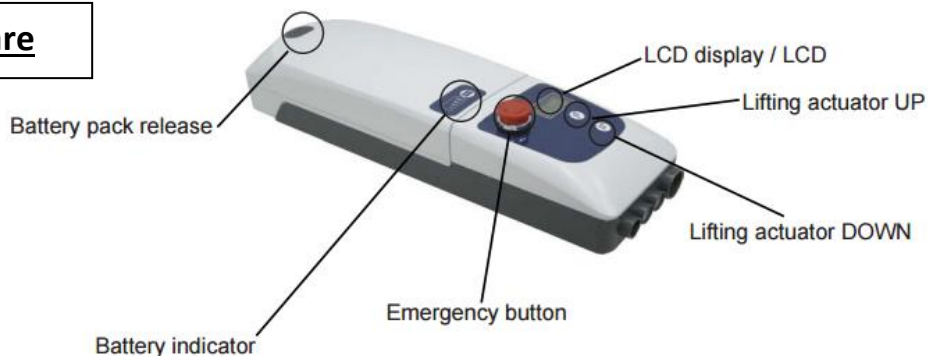
When the power pack needs charging, it must be removed from the lift and attached to the charger.

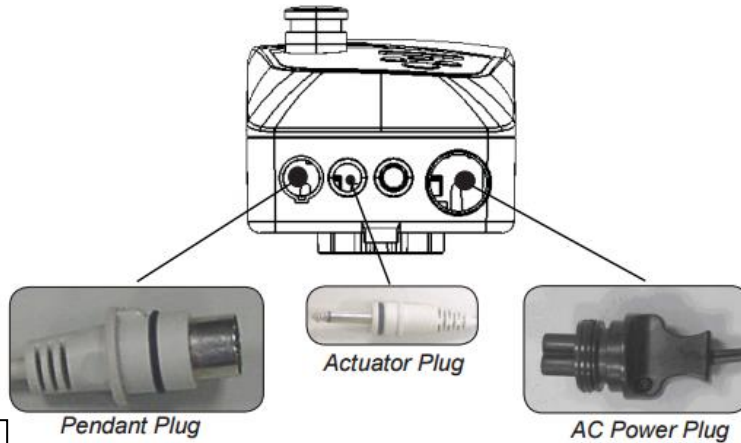
1. Remove the battery pack from the lift. It is retained by a simple latch at the top. Lift the latch and pull towards you and the power pack will be released.
2. Fit the power pack to the charger. The latching to the charger is the same system as used on the lift.
3. Plug the charger cord into a suitable outlet.
4. Charging is automatic and will fully charge the batteries over a period of eight to twelve hours.

Note: Regular overnight charging is recommended.

**Manufacturer instructions are provided below**

### **Best Care**





### **Best Care**

Best Care lifts have 1 control box (with red button, shown right) and 1 battery. The control box charges the battery *and* powers the actuator. **The lift will not work and charge battery at the same time.**



### **CHARGING THE BATTERY**

- Ensure the power is switched "ON" (the red "RESET" button should be up).
- Insert charging plug into charging port on the control box.
- Plug charger to power supply.
- All lights of battery indicator should be "ON" while charging.
- It takes approximately 2-3 hours to fully charge the batteries from one green light.
- It takes approximately 7-9 hours to fully charge the batteries from the red light.
- Do not leave the batteries on charging for an extensive period of time. This will shorten the life of the batteries.
- Do not let the batteries run down to the last red light. This might shorten the life of the batteries or damage the batteries.
- Unplug the charger first before using the lift.

### **Invacare**



Invacare lifts have 1 box to control the actuator (with red button, shown left) and a separate charging unit / battery.

**2 batteries are sent out with this lift.**

They are swapped: batteries must be changed from charger to control box every few days to avoid draining battery.

**Important:** Listen for an audible "click" when securing battery onto control box and/or charging unit.

## Charging the Battery

*NOTE: For this procedure, refer to FIGURE 3.5.*

*NOTE: Invacare recommends the battery be recharged daily to prolong battery life.*

*NOTE: An audible alarm will sound when battery is low.*

1. Lift up on the handle on the back of the battery.
2. Lift the battery up and away from the control box.

### CAUTION

**Make sure there is an audible click when mounting battery on the battery charger to ensure proper mounting. Otherwise, injury or damage may occur.**

3. Place the battery on the battery charger. Push the top of the battery against the mounting bracket until there is an audible click.

*NOTE: The charge LED will illuminate. When charged, the LED will stop illuminating.*

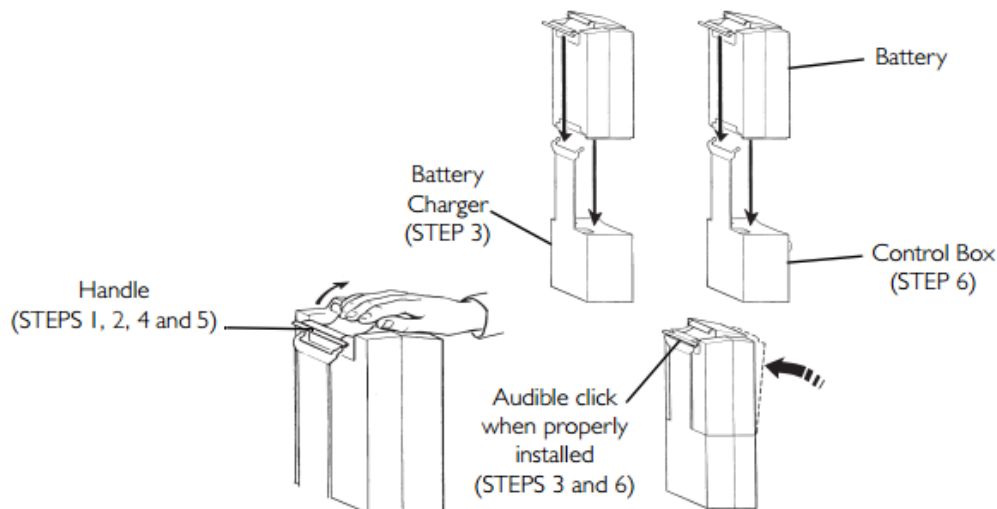
*NOTE: It will take approximately four hours to charge a battery that requires a full charge.*

4. Lift up on the handle on the back of the battery.
5. Lift the battery up and away from the battery charger.

### CAUTION

**Make sure there is an audible click when mounting battery onto the control box to ensure proper mounting. Otherwise, injury or damage may occur.**

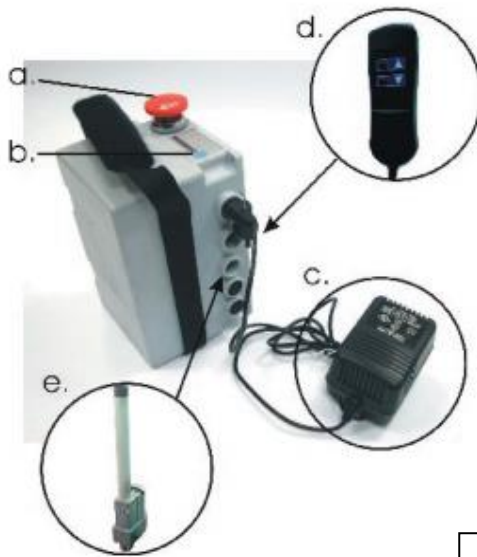
6. Place the battery on the control box. Push the top of the battery against the mounting bracket until there is an audible click.





## Medline

### DIAGRAM OF CONTROL BOX



- a. Emergency Reset/ Stop Button
- b. Battery Testing Button
- c. Charger (plug into top hole)
- d. Handset (plug into second hole from top)
- e. Actuator (plug into third hole from top)

## Medline

### CHARGING THE BATTERIES

- Make sure the battery box red reset/emergency stop button is "ON" (i.e. the red button is up).
  - Insert the charger into the charging socket on the battery box (the top slot).
  - Plug the charger to the power supply.
  - All LED indicator lights should be "ON" while charging.
  - When only one green LED indicator light is illuminated, the batteries require approximately 7-9 hours to be fully charged.
  - A complete initial charge should take approximately 12 hours. Subsequent recharges should take 4 hours or less. Do not charge the batteries over 12 hours to avoid premature charger wear. Charging longer than 12 hours will not affect battery life.
  - Unplug the charger FIRST before using the lift.
  - Replace the two internal batteries when frequent charging is required.
- The Medline MDS600EL will not operate while the batteries are being charged.

#### IMPORTANT NOTES ON CHARGING

Push lift to an appropriate location and charge the batteries with the charger provided. Avoid unplugging the hand control and motor from the control box. Frequent plugging and unplugging of the hand control and motor to and from the control box may damage the control box.

### Link to Manufacturer Manuals

Best Care - PL500 E Series: <http://www.spinlife.com/files/03132013%20PL400-500-600%20manual.pdf>

Invacare Reliant 450 RPL: [http://www.invacare.com/doc\\_files/1078987.pdf](http://www.invacare.com/doc_files/1078987.pdf)

Invacare RPA 600: [http://www.invacare.com/doc\\_files/1078988.pdf](http://www.invacare.com/doc_files/1078988.pdf)

Medline MDS 600EL:

[https://www.godasco.com/newpages/products\\_services/equipment\\_manuals/Patient%20Lifts/Medline/Electric%20600%20Lift%20User%20Manual.pdf](https://www.godasco.com/newpages/products_services/equipment_manuals/Patient%20Lifts/Medline/Electric%20600%20Lift%20User%20Manual.pdf)

\* Examine the patient lift labeling stickers to determine manufacturer

Troubleshooting Guide is provided for informational purposes only.

Patient safety is our #1 priority. Please call 888-233-7677 and schedule a service order when needed.