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QUICK TROUBLESHOOTING GUIDE

SCISSOR & BOOM LIFTS

OVERVIEW

Welcome to our Troubleshooting Guide for Scissor Lifts and Boom Lifts. This guide is designed to assist users in diagnosing and resolving common issues that arise due to unfamiliarity with a specific type or brand of equipment. Whether you are new to operating these lifts or need a quick refresher, this guide provides practical solutions to ensure safe and efficient operation. By following the step-by-step instructions and tips provided, you can minimize downtime and maximize the productivity of your scissor and boom lifts.

HOW TO USE THE GUIDE

1. Describe the issue
2. Use the table of contents to find the issue that best fits your description
3. Find the pages the coincide with the described issue
4. Follow the guide's instructions, directions, and page redirects.
5. If none of the presented solutions fix the issue, then contact the BigRentz to schedule a service tech.

IF YOU ELIMINATE ALL POSSIBLE TROUBLESHOOTING OPTIONS RELATED TO THE DESCRIBED ISSUE AND NORMAL OPERATION IS NOT RESTORED – CALL BIGRENTZ AND HAVE A SERVICE TECH SCHEDULED AS SOON AS POSSIBLE.

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SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT TROUBLESHOOTING GUIDE

LIFT WON'T START OR TURN ON

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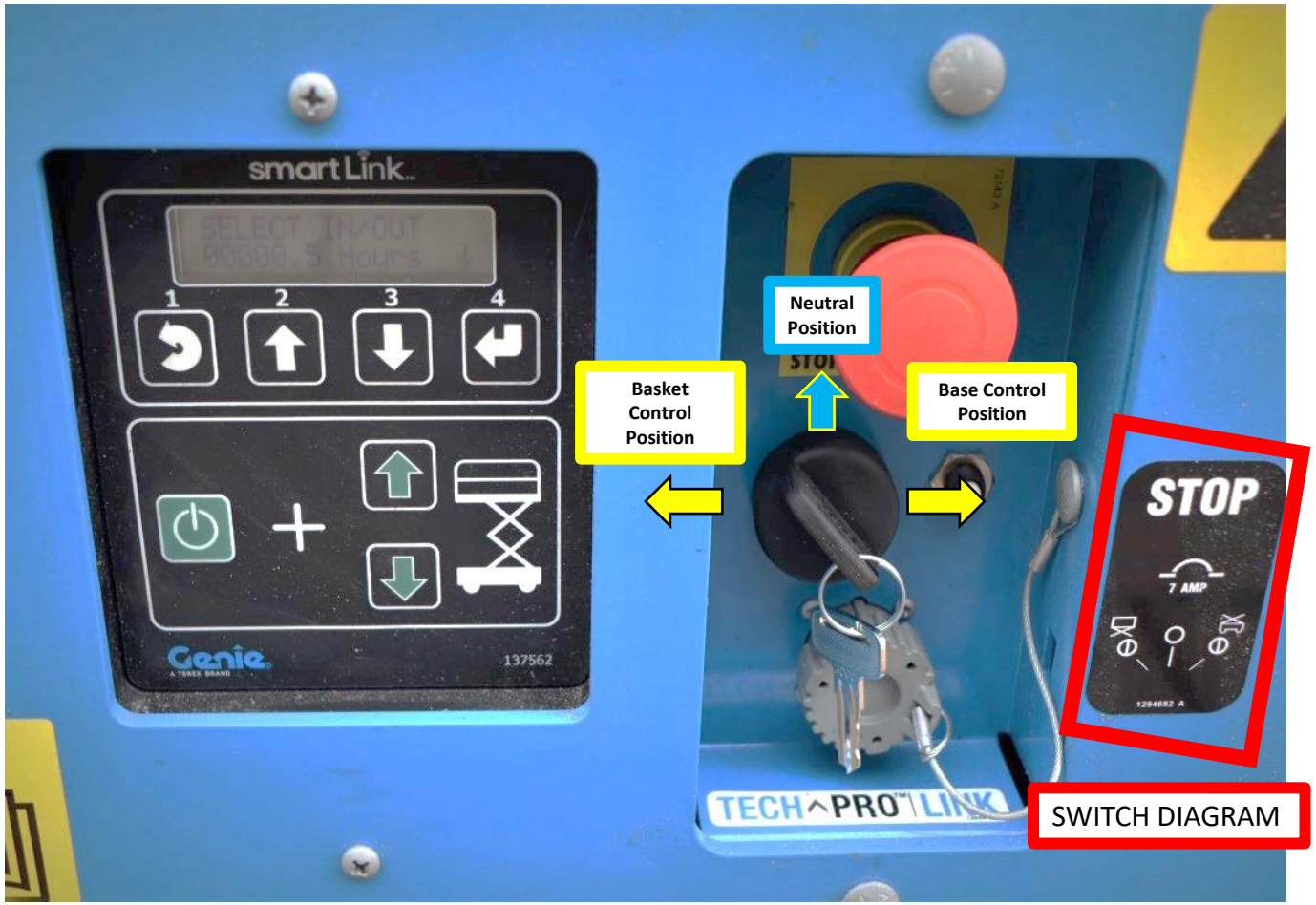
SCISSOR LIFT WON'T START



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every Scissor lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:

Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

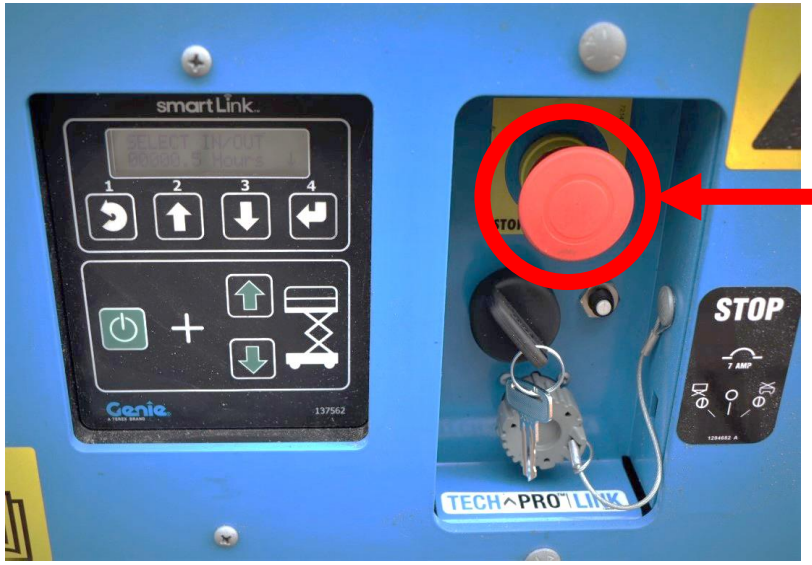
Disables both base and basket controls – Not all brands / models are equipped with this position

SCISSOR LIFT WON'T START

QUESTION 2:
Are both emergency stop switches in the "ON" (pulled up/out) position?

RESPONSE:
On each control panel there is a large red button / switches. The emergency stop buttons have two positions: OFF (pushed down) and ON (pulled up).

If either the base or basket emergency stop switch is in the OFF (pushed down) position the machine will not start. Examine both switches and ensure both are in the ON (pulled out) position.



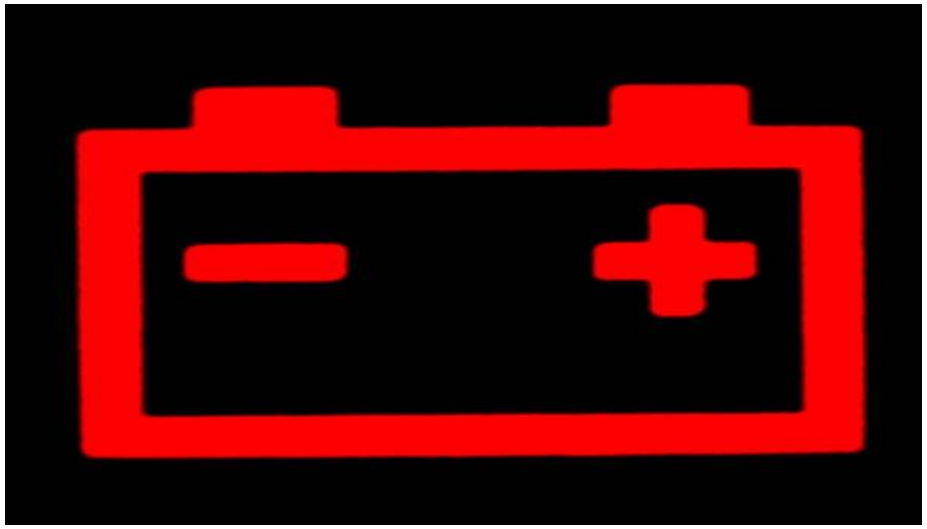
To toggle the Emergency Stop switch to the **ON** position, simply grab the button and gentle pull outward.

SCISSOR LIFT WON'T START

QUESTION 3:

When all switches are in the proper position, does the machine make any noise? Do the control panels light up or display anything?

RESPONSE: NO



DIESEL POWERED:

The electronics may have been left on after the engine was turned off resulting in a drained battery.

The machine may be started by connecting the lift to a vehicle via "jumper cables" and jump starting the machine. Alternatively, the batter may be removed and charged separately. If charging or jumping off the battery resolves the issue, then a technician may need to examine the machine.

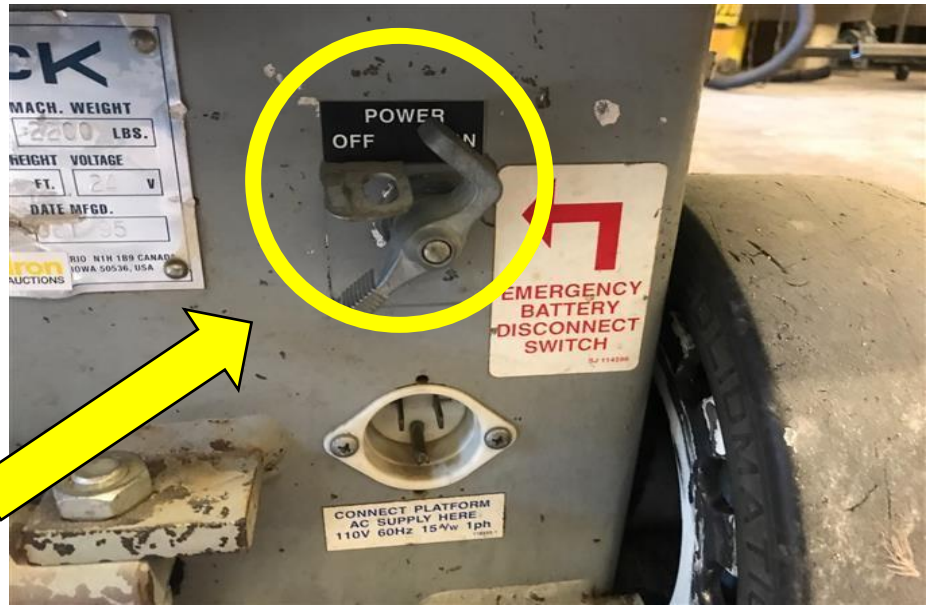
ELECTRIC / BATTERY POWERED:

The machine may not have been properly shut down after usage ceased resulting in a drained battery. To achieve a full charge the machine will need 6-8hrs of uninterrupted charging time.

ALTERNATIVELY:

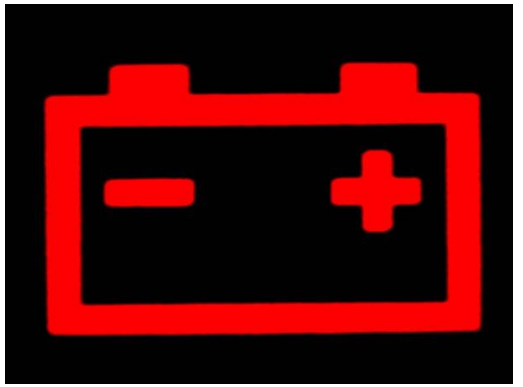
the **EMERGENCY BATTERY DISCONNET SWITCH** may be in the engaged.

Also known as the battery breaker, check to ensure this switch is not in the OFF position. If in the OFF position then simply turn the lever or switch into the ON position.



SCISSOR LIFT WON'T START

(GAS / DIESEL ONLY)



QUESTION 4:

When trying to attempting to start the engine, does the engine sound like it is trying engage but it just won't start?

RESPONSE: NO

The electronics may have been left on after the engine was turned off resulting in a drained battery. Simply charging the battery or jumping it off with a vehicle should be sufficient to solve this problem.

RESPONSE: YES

Source of the problem may be fuel related. Two potential causes:

1) The machine may be out of fuel. Check the fuel levels and refuel the machine as needed.
   NOTE: If the machine runs on propane, the tank control valve must be turned to the off.
   Then the tank may be disconnected from the fuel line and taken for exchange or refueling.

2) The machine may have been refueled with the wrong fuel:
   If the machine has been refueled prior to the start of this problem, check the type of fuel that was added. If the wrong fuel was placed in the machine (diesel engine but refueled with gasoline) then stop all attempts to use the machine.
   A technician must be called, and the fuel system drained, and fuel filters replaced. This mistake will result in additional charges to the rental.

SCISSOR LIFT WON'T START

(ELECTRIC)

PROBLEM:

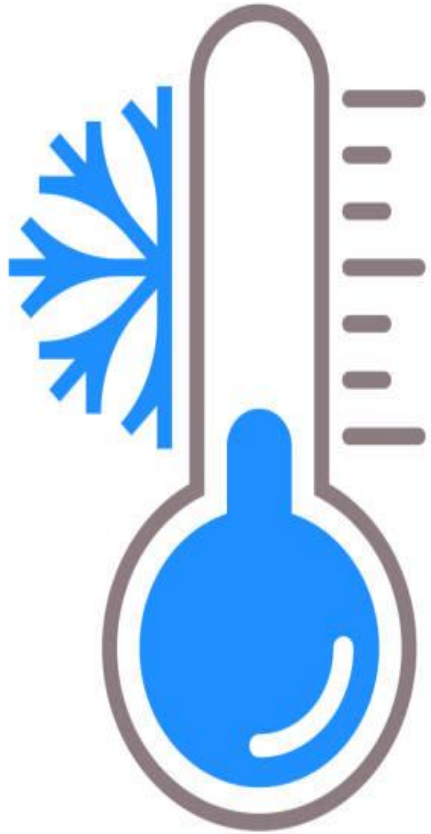
Batteries store energy and release that energy through a chemical process. Unfortunately, the efficiency of battery's chemical reactions can be slowed or stopped when the temperature drops too low for an extended period without being used.

SOLUTION:

1) At the end of your shift make sure the machine is plugged in properly so an electric current will flow to the batteries throughout the night and keep the battery temperature from dropping too low.

2) If the operator is starting their shift – advise them to plug in the machine to a power source, as if you were going to charge it. Over time, the electric current supplied to the batteries will raise their temperature enough to begin operation.

3) If the above two solutions did not work then the only thing do to is wait. Wait for the ambient temperature to increase enough, either naturally or artificially.



MOST SCISSOR LIFT BATTERIES ARE DESIGNED TO OPERATE IN TEMPERATURES RANGING FROM -4*F to 122*F (-20*C to 50*)

BATTERY AGE AND USAGE CAN AFFECT THE EFFICIENCY AND RESILIENCY OF THE BATTERIES TOO.

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT WILL NOT HOLD CHARGE

(ELECTRIC UNITS ONLY)

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SCISSOR LIFT WILL NOT HOLD A CHARGE
(ELECTRIC UNITS ONLY)

QUESTION 1:

Was the Scissor lift given an adequate amount of time to charge?

RESPONSE: NO

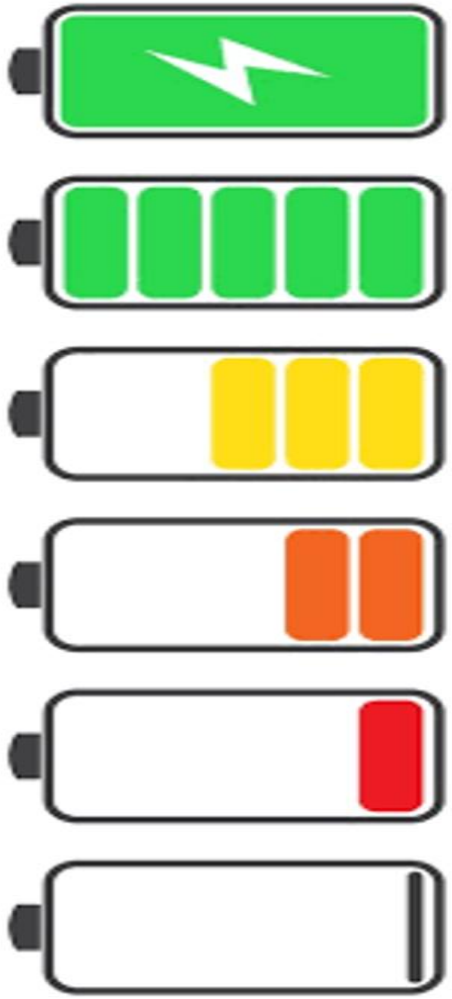
When completely depleted, the charge cycle for Scissor lift batteries is 6-8 hrs. of uninterrupted charging time to charge completely

Ensure the machine has a dedicated outlet and extension cord to prevent accidental disconnect from others on site.

Also, if the machine was plugged in while still on, it cannot properly initiate the charging cycle.

RESPONSE: YES

1) Check the extension cord and make sure there is no connection issue with the machine or the power outlet.
2) Check the extension cord used to charge the machine for any damage. A damaged cable may cause arcing which may cause a short and interrupt the charging cycle
3) Check the power source or outlet to make sure adequate power is being supplied. It is possible the circuit breaker may have tripped due to a power surge or possible electrical short.



SCISSOR LIFT WILL NOT HOLD A CHARGE
(ELECTRIC UNITS ONLY)

QUESTION 2:

Was the external power source (extension cord) connected to the charging port on the scissor lift?

EXPLANATION:

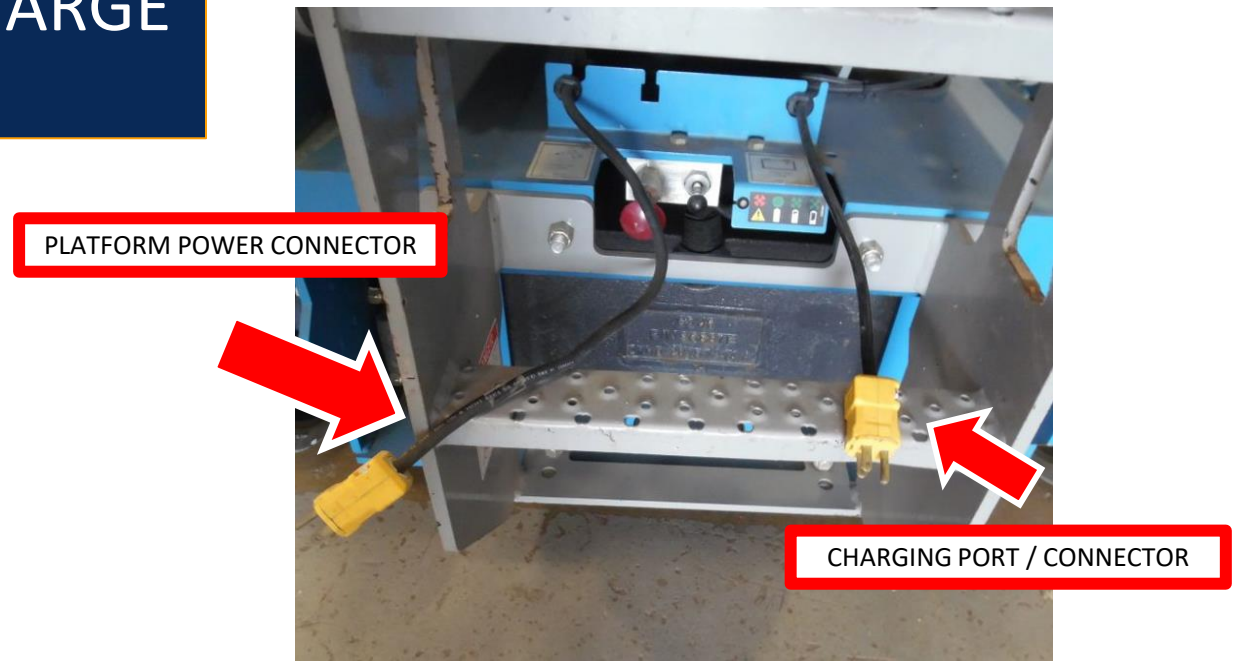
A typical scissor lift has two places to connect an extension cord. These connection points are usually at the rear of the machine next to the steps used to enter the basket or platform.

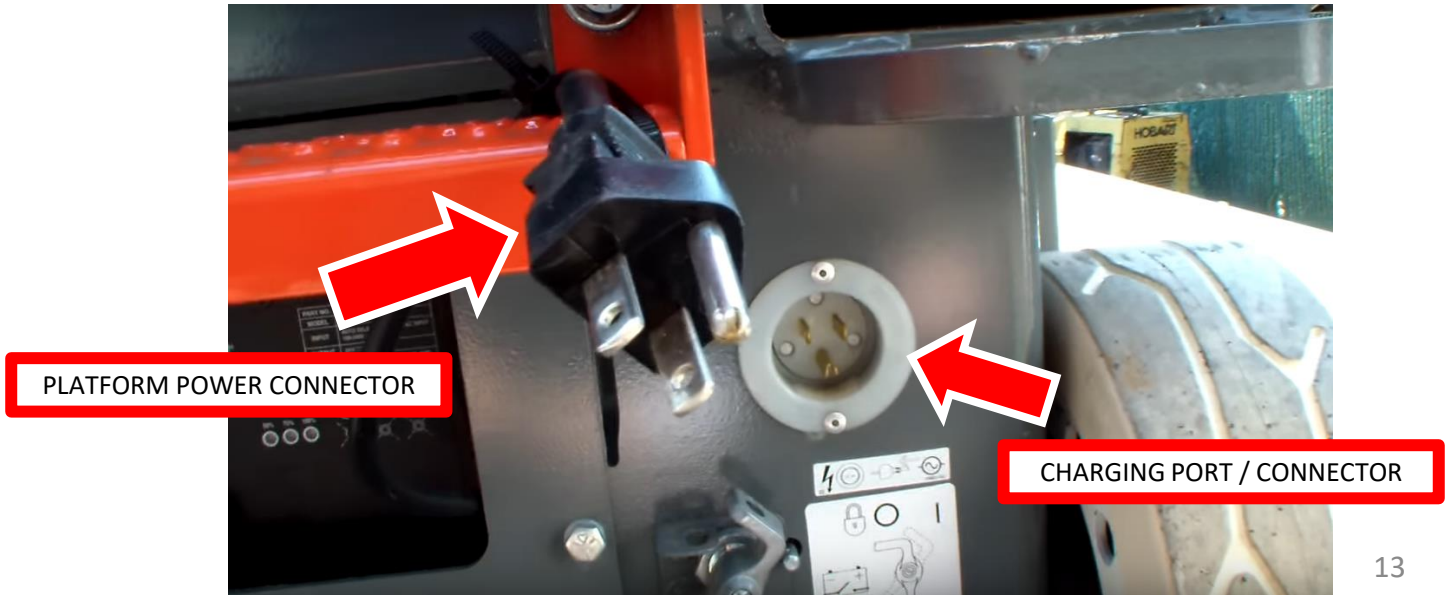
1) One connector channels power to the outlets on the platform/basket enabling the operator use powered tools.

2) The other connector is the battery charging port on the machine.

On most machines there are clear indicators informing the operator which connector is used for platform power and which is used to charge the machine. However, over time these labels can be worn away. Check and ensure the extension cable is connected to the charging port and not the platform power connector.

IF CONNECTED PROPERLY THE BATTERY CHARGING INDICATORS WILL TURN ON





SCISSOR LIFT WILL NOT HOLD A CHARGE
(ELECTRIC UNITS ONLY)

QUESTION 3:

Have you checked the battery water levels?

EXPLANATION:

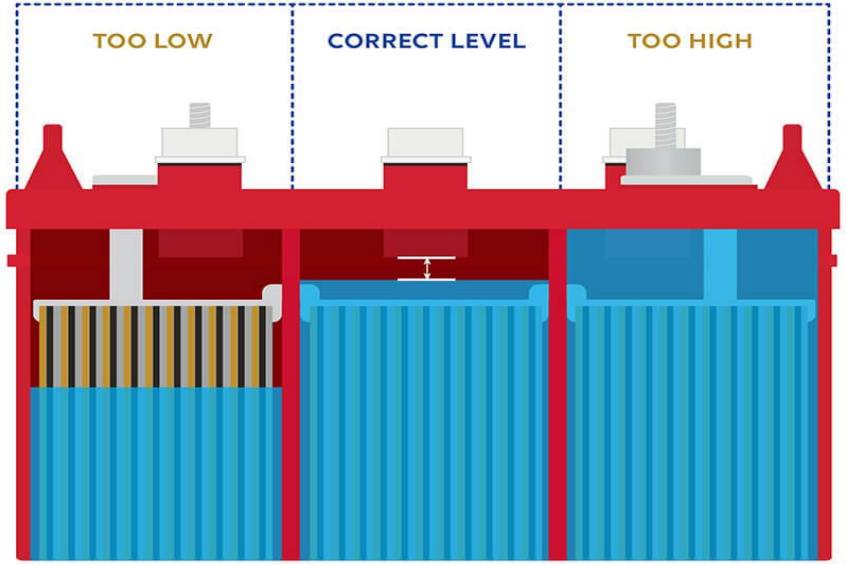
Scissor lifts use deep cycle batteries and deep cycle batteries require water to properly function. If the water levels get too low then the battery cells cannot generator or hold an electric charge as designed.

SOLUTION:

Open the battery compartment at the base of the scissor lift.
Remove the cap on the top of the battery and check the fluid level.

1) If the cell is exposed then water needs to be added.
2) If the water is just above the cell, no water is needed.
3) If the compartment is completely full or near overflowing then water needs to be drained from the cell.

After checking the batteries, if your lift meets the criteria of number 2 or 3 then a technician may need to be dispatched to examine the machine.



SCISSOR LIFT NOT HOLDING A CHARGE
(ELECTRIC)

PROBLEM:

Batteries store energy and release that energy through a chemical process. Unfortunately, the efficiency of battery's chemical reactions can be slowed or stopped when the temperature drops too low for an extended period without being used.

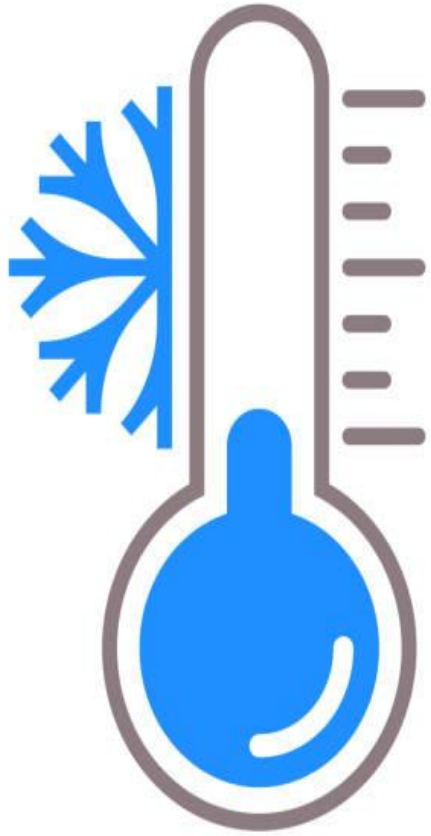
If the battery temperature was too low for too long it will be able to charge however the charging speed will be significantly slower than normal which could affect use and productivity

SOLUTION:

1) At the end of your shift make sure the machine is plugged in properly so an electric current will flow to the batteries throughout the night and keep the battery temperature from dropping too low.

2) If the operator is starting their shift – advise them to plug in the machine to a power source. Over time, the electric current supplied to the batteries will raise their temperature and as the temperature increases the charging efficiency increases.

3) If the above two solutions did not work then the only thing do to is wait. Wait for the ambient temperature to increase enough, either naturally or artificially,



MOST SCISSOR LIFT BATTERIES ARE DESIGNED TO OPERATE IN TEMPERATURES RANGING FROM -4*F to 122*F (-20*C to 50*)

BATTERY AGE AND USAGE CAN AFFECT THE EFFICIENCY AND RESILIENCY OF THE BATTERIES TOO.

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT WILL NOT RAISE / LIFT

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SCISSOR LIFT WILL NOT RAISE / LIFT

QUESTION 1:

Is the machine flashing a warning light and sounding an alarm / beeping constantly?

EXPLAINATION:

The machine could be on unlevel terrain. Scissor Lifts are designed to be operated (lift) on flat, level surfaces. If the surface exceeds the machine's safety thresholds the safety features will engage limiting the functionality of the lift.

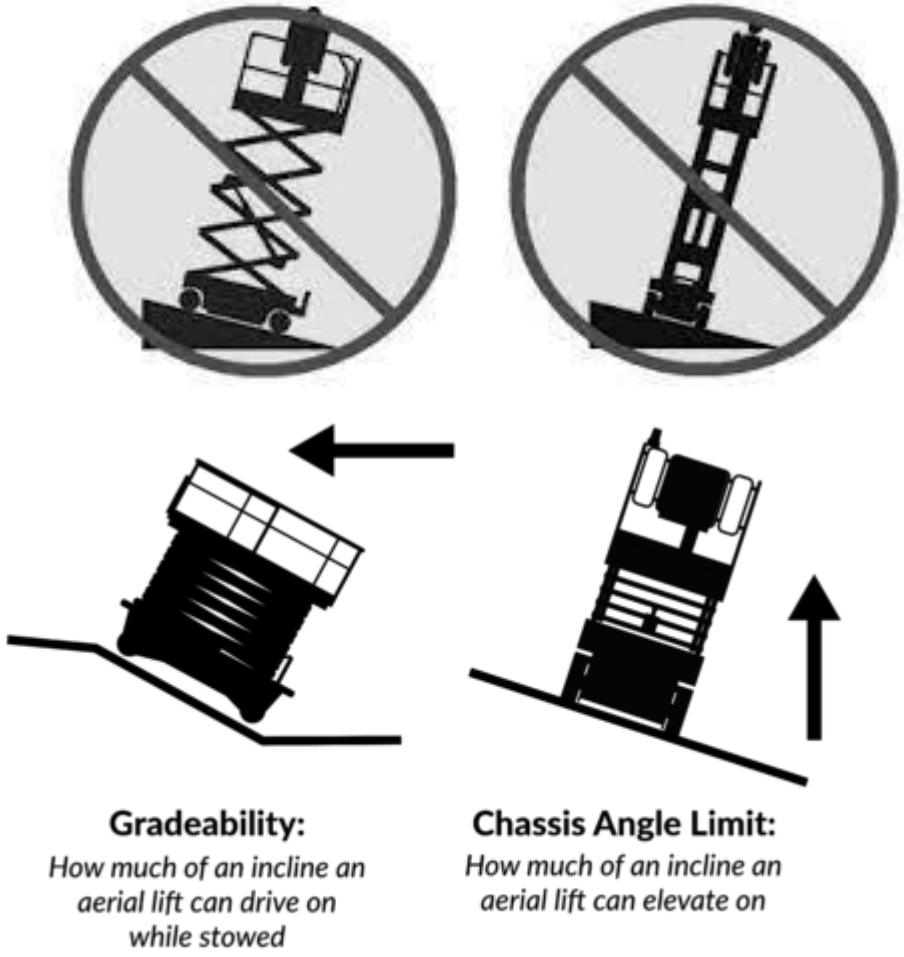
Electric Scissor Lifts can lift /raise on unlevel terrain that does not exceed a 3% grade or 1-degree from center.

Rough Terrain Scissor Lifts can lift/raise on unlevel terrain that does not exceed a 5% grade or 2-degrees from center.

This is a safety feature that prevents the Scissor lift basket from being raised too high if unlevel which will cause a severe imbalance which could tip or roll the machine resulting in injury or death.

SOLUTION:

Drive the machine to a spot or location where the ground is as level or flat as possible to restore the lifting functionality



WHEN PLATFORM IS AT LOWEST POINT:

- Electric Scissors Lifts can **drive** up a 25% grade / 14-degree slope
- R/T Scissor Lifts can **drive** up a 35% grade / 20-degree slope

SCISSOR LIFT WILL NOT RAISE / LIFT
(ELECTRIC LIFTS)

QUESTION 2:

Is the machine in drive mode or lift mode?

EXPLAINATION:

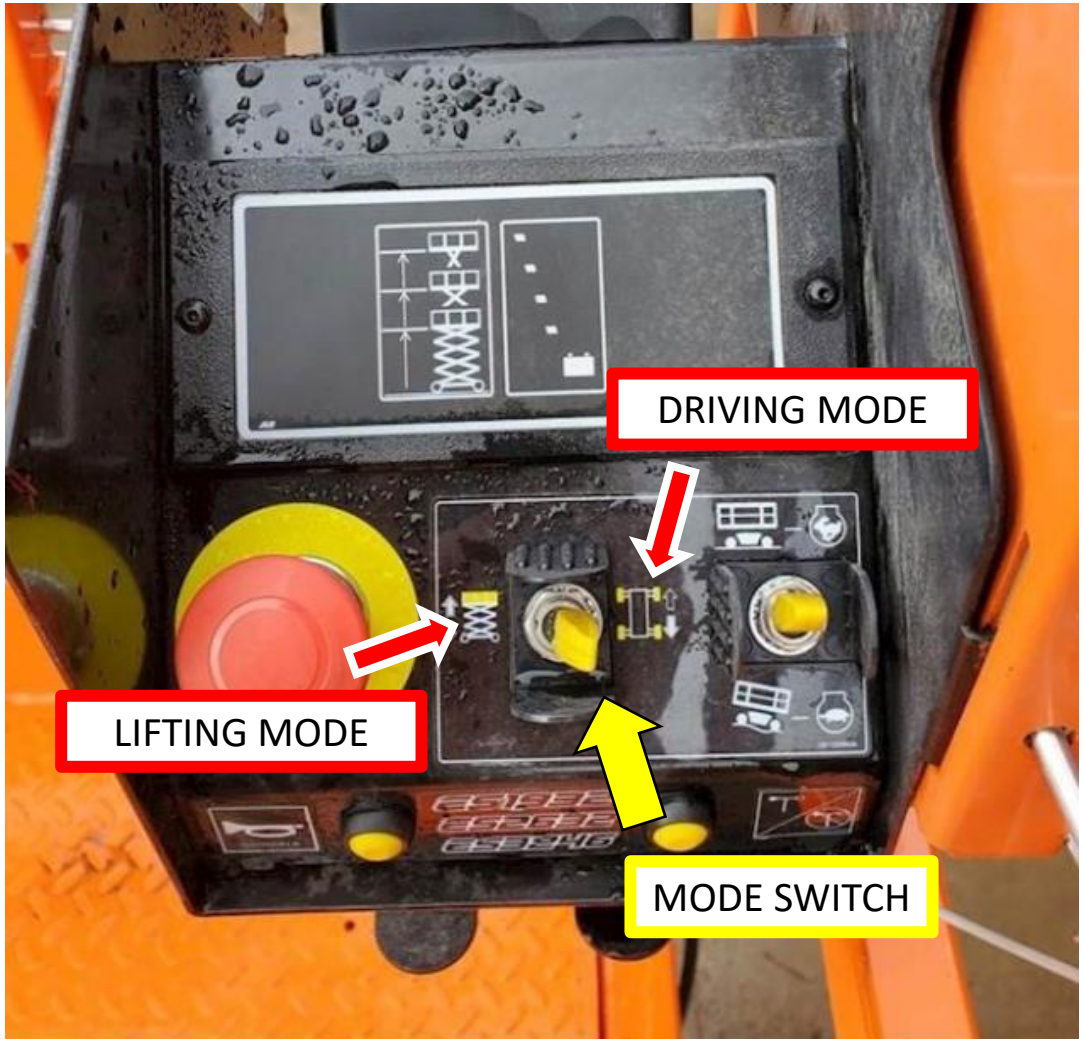
All scissor lifts have design elements that limit the number of operational functions a scissor lift can do at one time. Basically, you can't drive the scissor lift and raise the platform at the same time.
On the platform controls there is a toggle switch/button that allows the operator to change between driving mode and lifting mode (this switch also has a neutral position).
Occasionally operators forget to switch modes and sometimes the switch may be placed in the neutral position accidentally.

SOLUTION:

Check the Drive / Lift toggle switch to ensure it is in the proper position.
If this does not solve the problem, then turn the machine off then back on using the emergency stop switch on the platform control panel (big red button).

Alternatively, make sure the power/data cables are connected to the control panel securely. Its possible the cable may have a loose connection causing the control issue.

If the problem persist then a technician may need to examine the machine



SCISSOR LIFT WILL NOT RAISE / LIFT
(ELECTRIC LIFTS)

QUESTION 3:

Is there anything preventing the pothole protectors (pothole guards) from deploying properly?

PROBLEM:

The scissor lift will not raise if the pothole protectors cannot deploy fully.

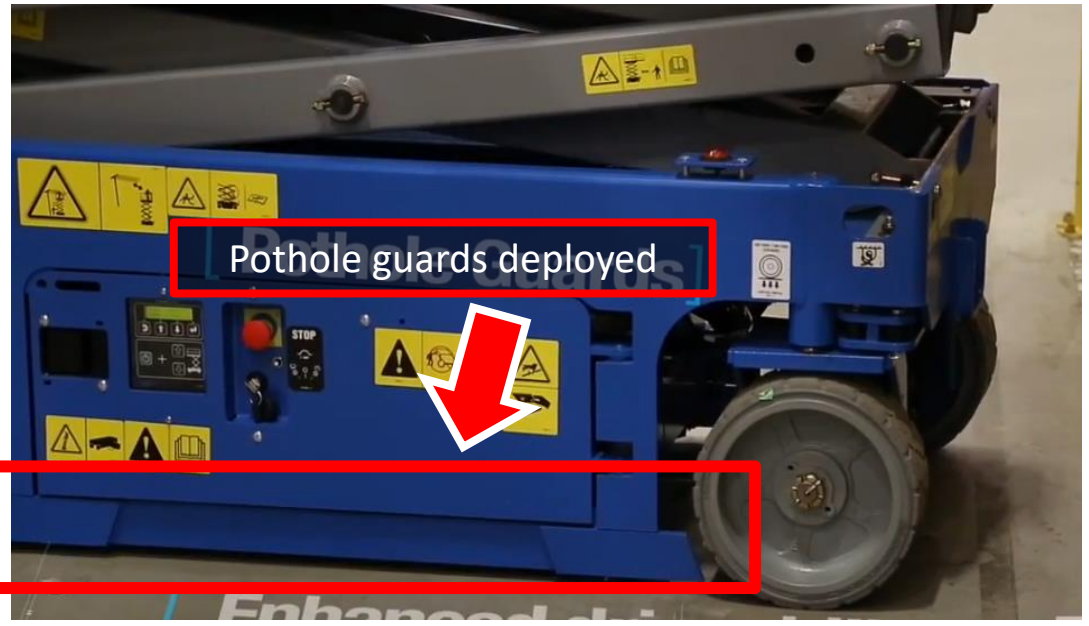
EXPLAINATION:

Pothole protectors, also known as "pothole guards“ are safety mechanisms found on scissor lifts and other types of aerial work platforms. The pothole protectors are deployed automatically from the bottom of the lift when the platform is raised. They are meant to prevent a rapid change in elevation in the event an operator were to drive the lift into a hole or off a ledge. A sudden change in elevation could eject the operator from the platform or cause the machine to tip resulting in serious injury or death.

SOLUTION:

Lower the platform to its lowest position. Exit the machine and look under the lift to ensure nothing is preventing the pothole protector from deploying fully. Remove any object that may be under the machine.

If nothing is found under the machine, then you must test the pothole protector deployment. To do this you may use the base controls or you may remove the control box from the platform and operate the machine from the ground.
When raising the platform – look at the bottom of the machine and see if pothole protectors deploy. If the pothole protectors do not deploy or only partially deploy or if they are stuck and will not retract then a service technician must be called to perform repairs on the machine immediately.



SCISSOR LIFT WILL NOT RAISE / LIFT
(OUTRIGGERS - ROUGH TERRAIN LIFTS ONLY)

QUESTION 4:

Are the outriggers deploying correctly? Is there anything blocking the outriggers from stabilizing the machine?

PROBLEM:

The scissor lift platform will not raise on uneven terrain if the outriggers are not fully deployed.

EXPLAINATION:

Some Rough Terrain scissor lifts are equipped with four hydraulically controlled legs, called outriggers. These outriggers are meant to level and stabilize the rough terrain scissor lifts while operating on uneven terrain.

SOLUTION:

Lower the platform to its lowest position. Exit the machine and observe whether or not each outrigger is lowered. If so look under each outrigger to ensure nothing is preventing the outriggers from deploying fully. Remove any obstruction.

If the outriggers will not deploy then the machine may be too unlevel for safe operation. Check the control panel for any codes or signal lights that may indicate whether the lift is too unlevel.

If there are no obstructions and the outriggers seem to be deploying correctly but the lift will still not raise, then a service tech should be called to address the malfunction.

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT WILL NOT DRIVE

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SCISSOR LIFT WILL NOT DRIVE
(ELECTRIC LIFTS)

QUESTION 1:

Is the machine flashing a warning light and sounding an alarm / beeping constantly?

EXPLAINATION 1:

The machine could be on unlevel terrain. Electric scissor lifts are designed to be operated on flat, level surfaces.

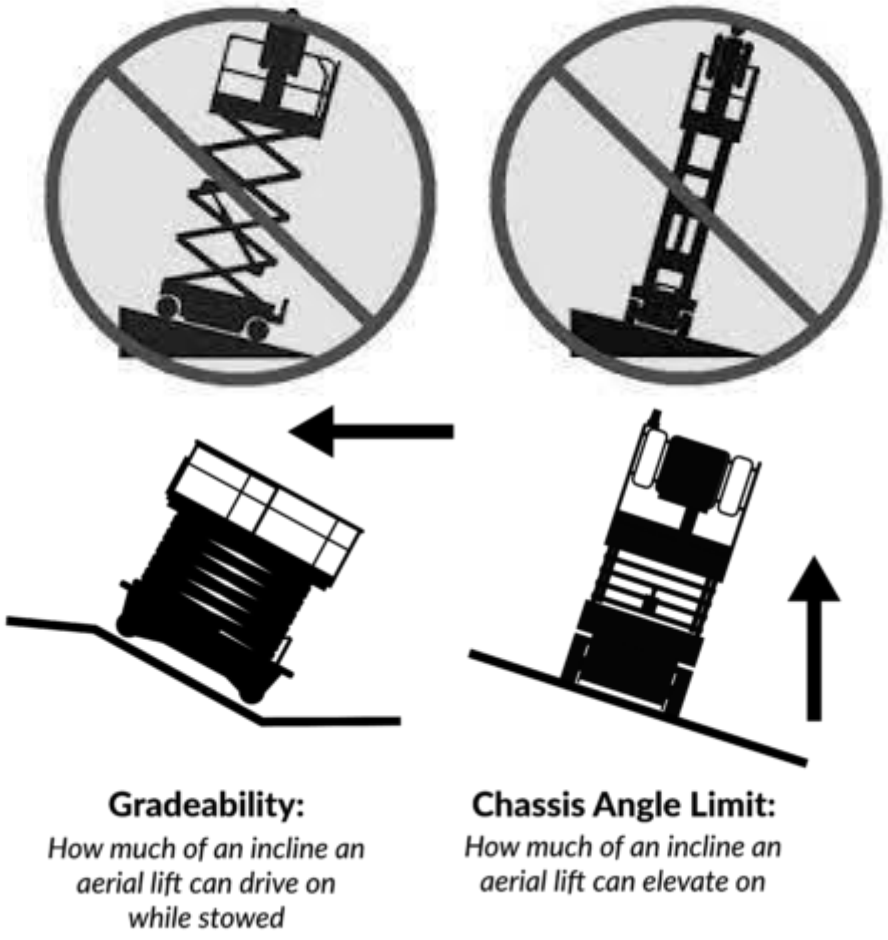
Electric Scissor Lifts can lift /raise on unlevel terrain that does not exceed a 3% grade or 1-degree from center.

Rough Terrain Scissor Lifts can lift/raise on unlevel terrain that does not exceed a 5% grade or 2-degrees from center.

This is a safety feature that prevents the Scissor lift basket from being raised too high if unlevel which will cause a severe imbalance which could tip or roll the machine resulting in injury or death.

SOLUTION 1:

Drive the machine to a spot or location where the ground is as level or flat as possible to restore the lifting functionality



WHEN PLATFORM IS AT LOWEST POINT:

- Electric Scissors Lifts can **drive** up a 25% grade / 14-degree slope
- R/T Scissor Lifts can **drive** up a 35% grade / 20-degree slope

SCISSOR LIFT WILL NOT DRIVE

QUESTION 2:

Is the machine in drive mode or lift mode?

EXPLAINATION:

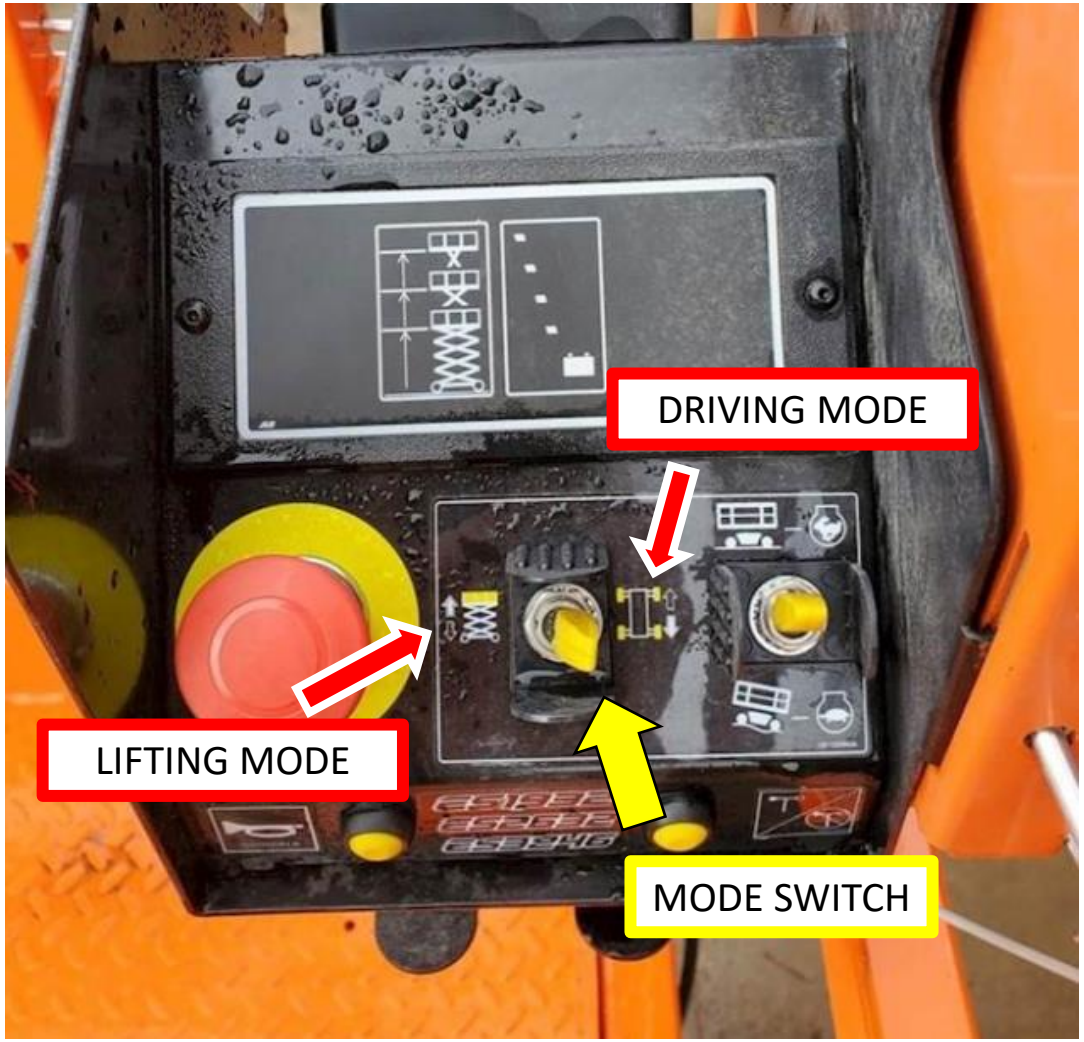
All scissor lifts have design elements that limit the number of operational functions a scissor lift can do at one time. Basically, you can't drive the scissor lift and raise the platform at the same time.
On the platform controls there is a toggle switch/button that allows the operator to change between driving mode and lifting mode (this switch also has a neutral position).
Occasionally operators forget to switch modes and sometimes the switch may be placed in the neutral position accidentally.

SOLUTION:

Check the Drive / Lift toggle switch to ensure it is in the proper position. If this does not solve the problem, then turn the machine off then back on using the emergency stop switch on the platform control panel (big red button).

Alternatively, make sure the power/data cables are connected to the control panel securely. Its possible the cable may have a loose connection causing the control issue.

If the problem persist then a technician may need to examine the machine



SCISSOR LIFT DRIVING SLOWLY

QUESTION 3:

If the machine is on a level surface, does the machine only drive slowly when the platform is elevated?

EXPLAINATION :

Scissor lifts have safety features that automatically engage in specific conditions. All scissor lifts automatically reduce the movement speed of the scissor lift when elevated above a specific height. For electric scissor lifts, some brands restrict movement altogether when the scissor lift platform is elevated above a specific height (restriction depends on brand and model).

SOLUTION:

Lower the scissor lift platform to bring it closer to the base of the machine until movement functionality is restored.

Move the machine to the next position and raise the lift as needed. Repeat until the job is completed.

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT DRIVING SLOWLY

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SCISSOR LIFT DRIVING SLOWLY

QUESTION 1:

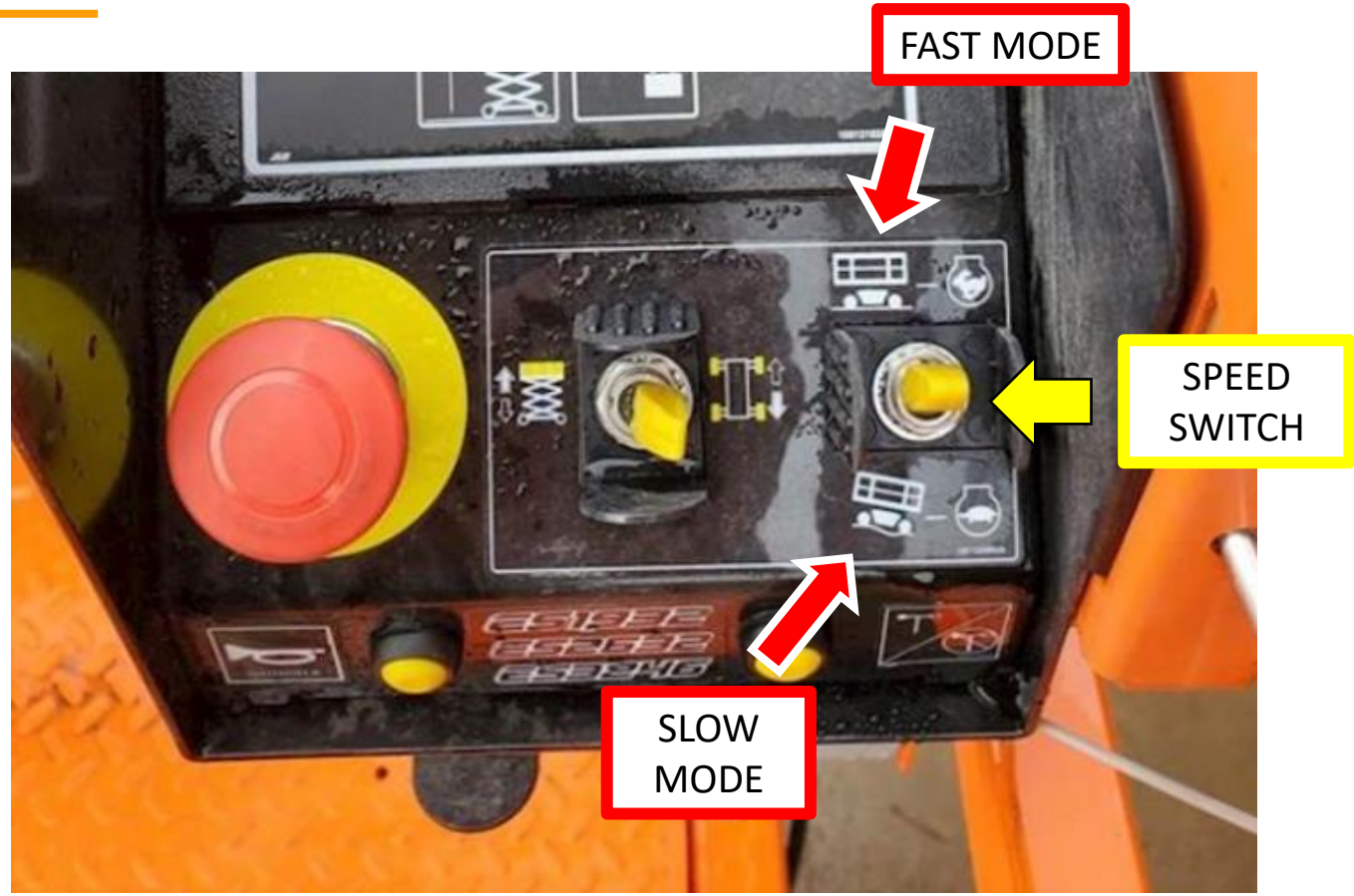
Have you checked the speed setting on the basket control panel?

EXPLAINATION :

On the basket control panel is a speed control switch. This switch allows the operator to toggle between two operating speeds. The fast setting is indicated by the symbol of a rabbit and the slow setting is indicated by a turtle as shown in the image to the right.

SOLUTION:

Check the settings and make sure the switch is set to the desired position. Toggle the switch between settings and move the machine to see if the switch is working properly.



SCISSOR LIFT DRIVING SLOWLY

QUESTION 2:

Are you operating the Scissor lift on an incline or unlevel surface?

EXPLAINATION :

Scissor lifts have safety features that automatically engage in specific conditions. The machine could be on unlevel terrain. For the most part, Scissor lifts are designed to be operated on flat, level surfaces. Most scissor lifts may be operated on unlevel terrain that does not exceed a 5% grade (2 degrees). This is a safety feature that prevents the Scissor lift basket from being raised too high causing a severe imbalance resulting in tipping / rolling.

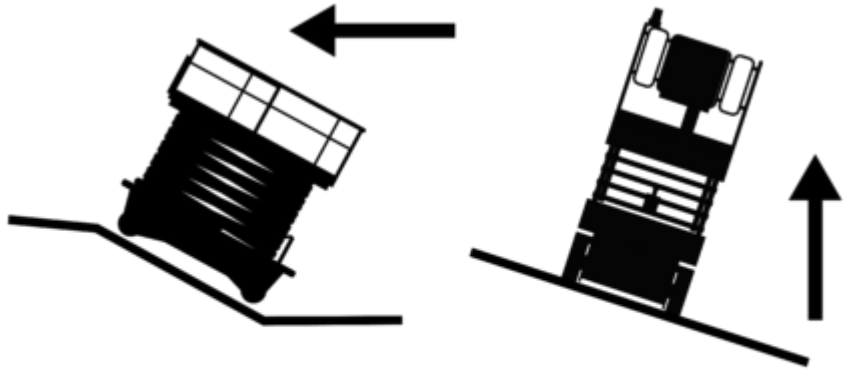
SOLUTION:

Lower the scissor lift platform to bring it closer to the base of the machine. This will restore the machine's balance and enable faster driving speeds.

Alternatively, drive or maneuver the machine to level or flat area to disengage the safety features to restore faster mobility speeds

NOTE:

If the work being performed necessitates operating the Scissor lift on an incline / grade / ramp then there is no way to increase the movement speed of the Scissor lift aside from the options presented above



WHEN PLATFORM IS AT LOWEST POINT:

- Electric Scissors Lifts can **drive** up a 25% grade / 14-degree slope
- R/T Scissor Lifts can **drive** up a 35% grade / 20-degree slope

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT CONTROLS NOT RESPONDING
(NO POWER TO PANEL)

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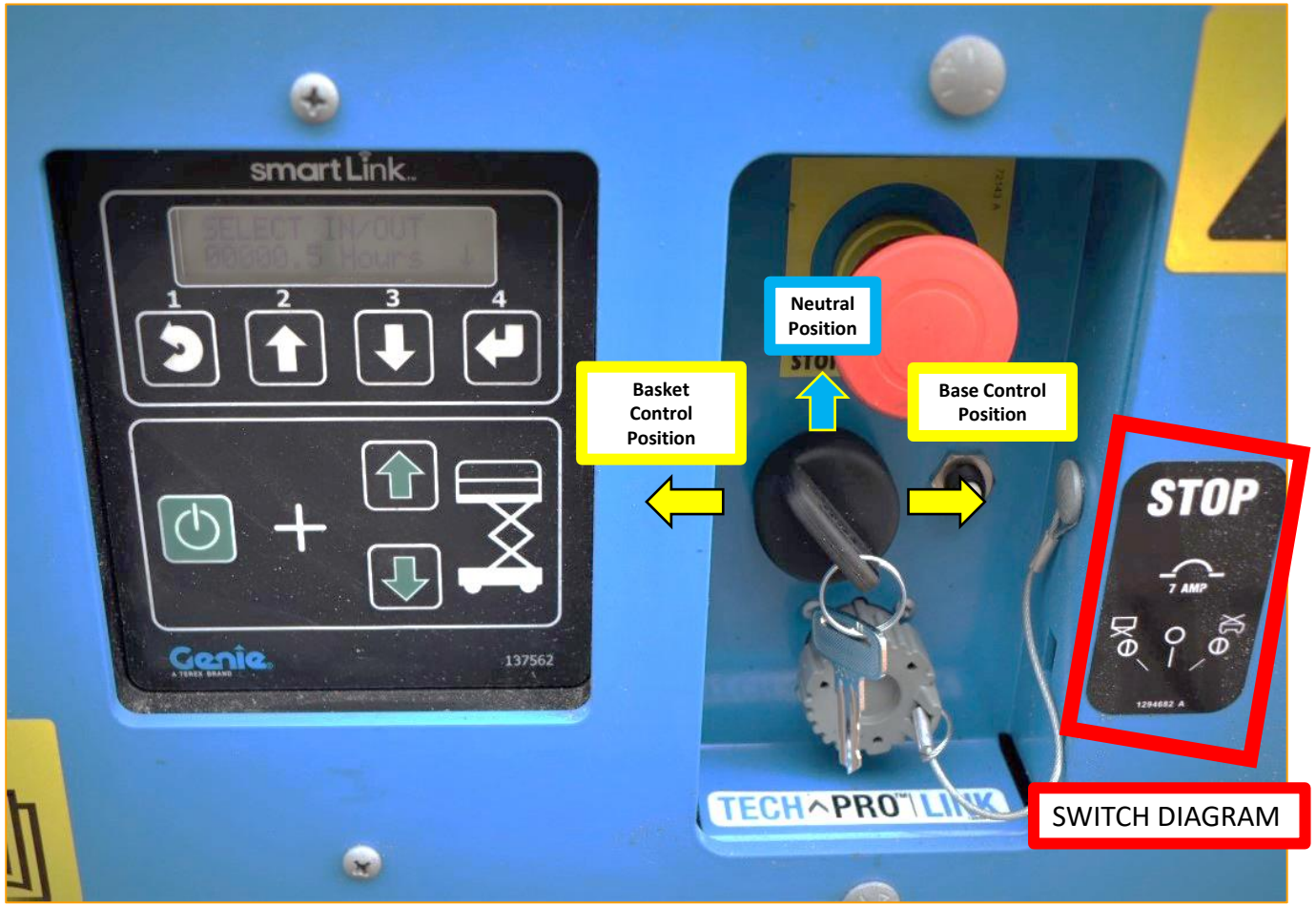
SCISSOR LIFT CONTROLS NOT RESPONDING
(NO POWER TO PANELS)



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every Scissor lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:

Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

Disables both base and basket controls – Not all brands / models are equipped with this position

SCISSOR LIFT CONTROLS NOT RESPONDING (NO POWER TO PANELS)

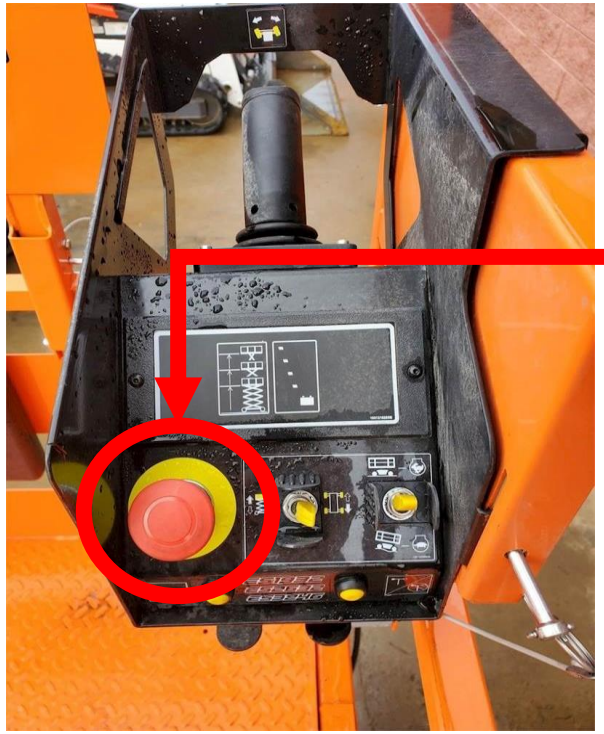
QUESTION 2:

Are both emergency stop switches in the "ON" (pulled up/out) position?

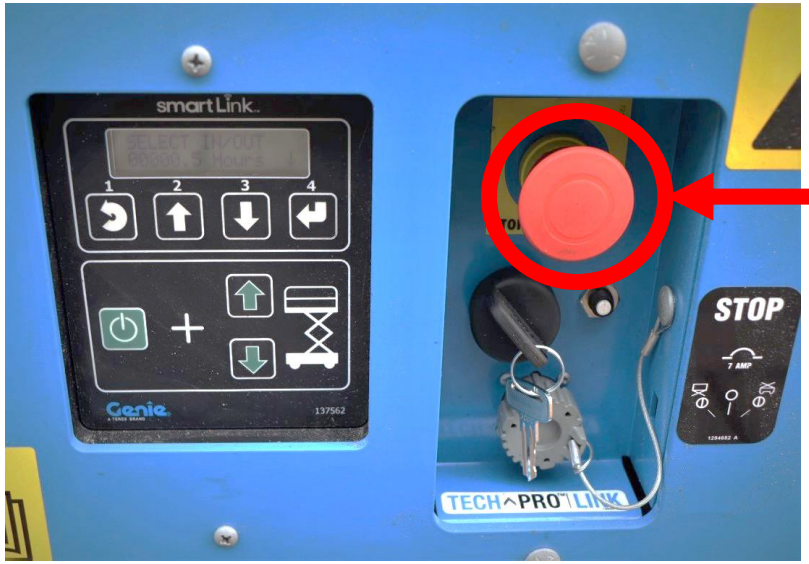
RESPONSE:

On each control panel there is a large red button / switches. The emergency stop buttons have two positions: OFF (pushed down) and ON (pulled up).

If either the base or basket emergency stop switch is in the OFF (pushed down) position the machine will not start. Examine both switches and ensure both are in the ON (pulled out) position.



To toggle the Emergency Stop switch to the **ON** position, simply grab the button and gentle pull outward.



SCISSOR LIFT CONTROLS NOT RESPONDING (NO POWER TO PANELS)

QUESTION 3:

Is the Battery Disconnect Switch in the on position?

EXPLANATION:

The **EMERGENCY BATTERY DISCONNET SWITCH** also known as the “battery breaker”. This is the master power supply circuit. If in the OFF position it will cut power from the batteries to the machine entirely. No panels will operate regardless of other troubleshooting methods.

SOLUTION:

Find the Emergency Batter Disconnect Switch.
Determine whether it is in the ON or OFF position.
If in the OFF position then simply flip it to the ON position.
Then check the base and platform control panels.

If in the on position and there is still no power to either the base or platform controls then the batteries may be dead and will require charging for 6-8hrs to complete a full charge.

SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT STUCK IN THE AIR

bigrentz

SCISSOR LIFT STUCK IN THE AIR

QUESTION 1:

Assuming the control panel has power - Do the platform controls respond at all?

RESPONSE: NO

SOLUTION:

See page 28 of this guide

RESPONSE: YES

SOLUTION:

See pages 12 through 14 of this guide

SCISSOR LIFT STUCK IN THE AIR

QUESTION 2:

Have you tried using the base controls to lower the platform?

RESPONSE: YES

SOLUTION:

See page 29 of this guide

RESPONSE: **NO**

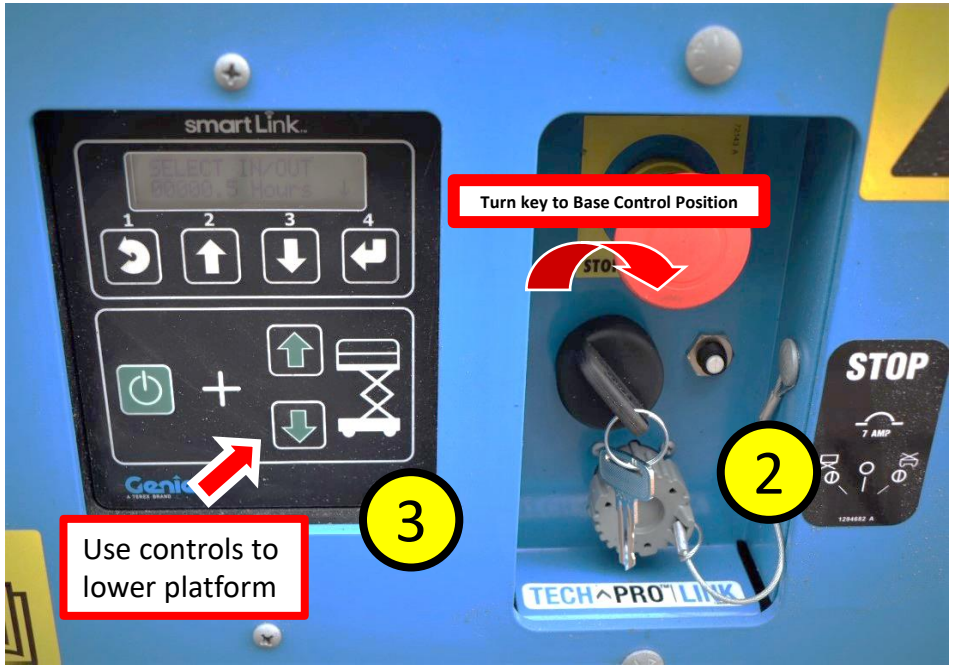
SOLUTION:

1) Find the control panel at the base of the machine. Depending on the brand and model the base control panel could be on the side or the rear of the machine.

2) Turn the key switch to the base control settings

3) Find the elevation controls on the base panel and use the controls to lower the platform to the desired level.

4) Schedule a service technician to examine the machine as soon as possible.



SCISSOR LIFT STUCK IN THE AIR

QUESTION 3:

Have you tried using the emergency release control?

EXPLANATION:

The Emergency Lowering Control (also known as the Emergency Hydraulic Release Valve) is located at the base of the machine and is used to release all hydraulic pressure within the hydraulic system. This safely as slowly lowers the platform completely so the operator may exist the lift.

SOLUTION:

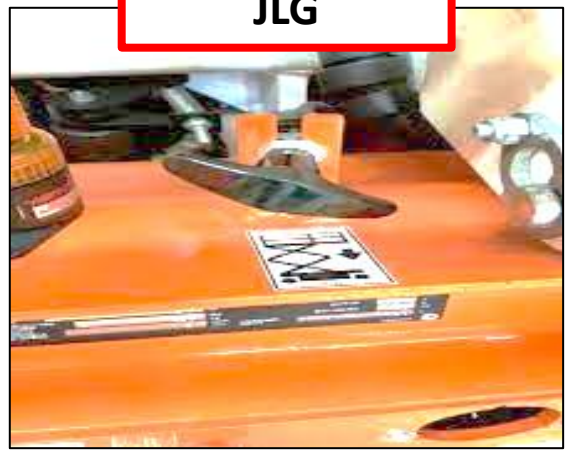
- Check the scissor lift brackets to make sure there is nothing impeding the movement of the descent of the platform
- Find the Emergency Lowering Control (see example pics)
- Depending on the brand, push or pull the control handle until you lift begins lowering. You will hear a hissing sound. This means the hydraulic pressure is being released the the hydraulic fluid is being forced back into its fluid reservoir tank.
- Keep objects and people clear of the lift while the platform is descending.

IF ALL THIS METHOD DOES NOT LOWER THE PLATFORM THEN CALL A SERVICE TECHNICIAN IMMEDIATELY

SKYJACK

GENIE

JLG



SCISSOR LIFT TROUBLESHOOTING GUIDE

SCISSOR LIFT TOO TALL FOR DOORWAY

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END OF SCISSOR LIFT SECTION

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT TROUBLESHOOTING GUIDE

LIFT WON'T START

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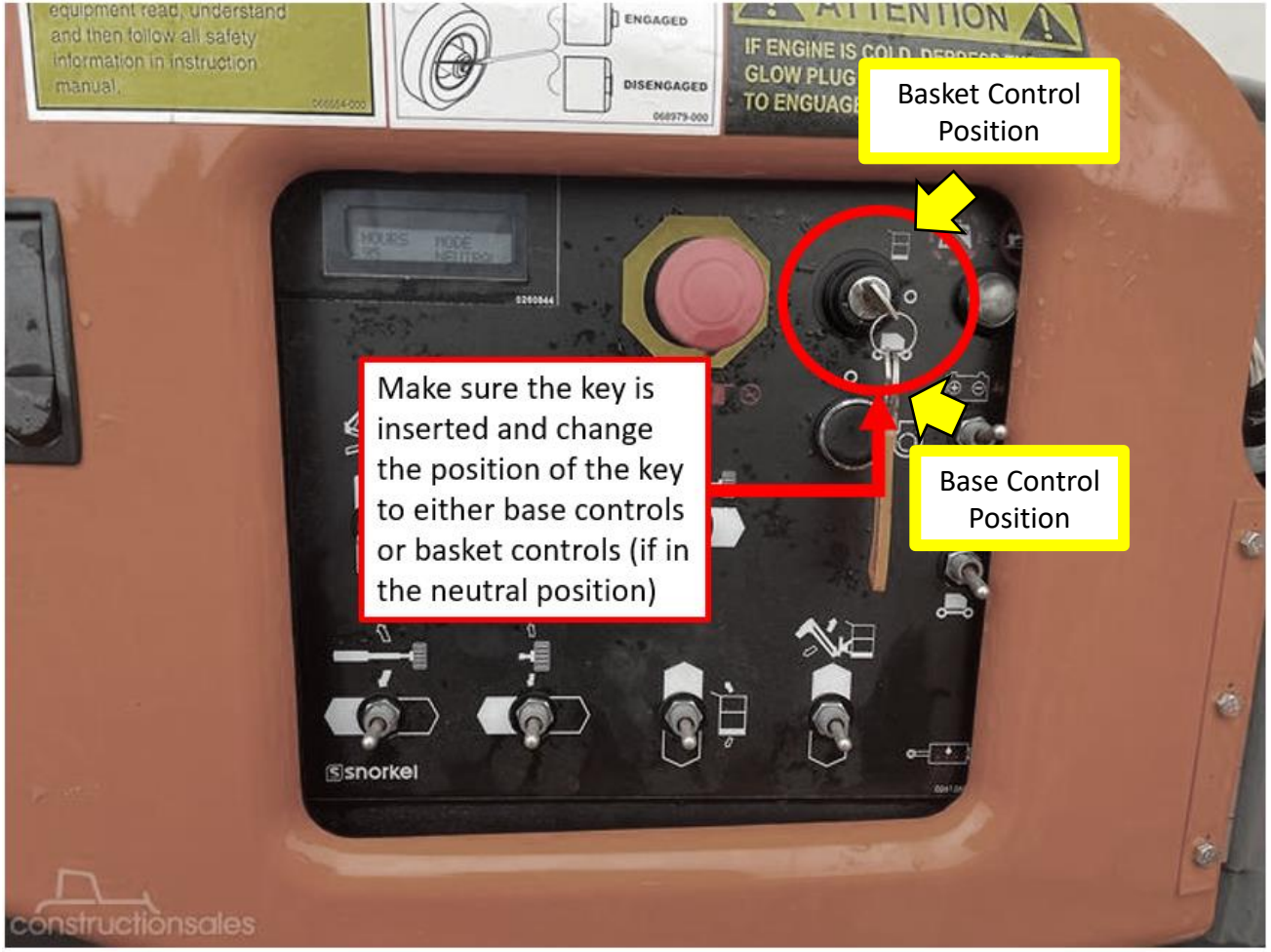
BOOM LIFT WON'T START



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every boom lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the boom lift from the ground

Basket Control Position:

Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

Disables both base and basket controls – Not all brands / models are equipped with this position

BOOM LIFT WON'T START

QUESTION 2:

Are both emergency stop switches in the "ON" (pulled up/out) position?

RESPONSE:

On each control panel there is a large red button / switches. The emergency stop buttons have two positions: OFF (pushed down) and ON (pulled up).

If either the base or basket emergency stop switch is in the OFF (pushed down) position the machine will not start. Examine both switches and ensure both are in the ON (pulled out) position.

To toggle the Emergency Stop switch to the **ON** position, simply grab the button and gentle pull outward.

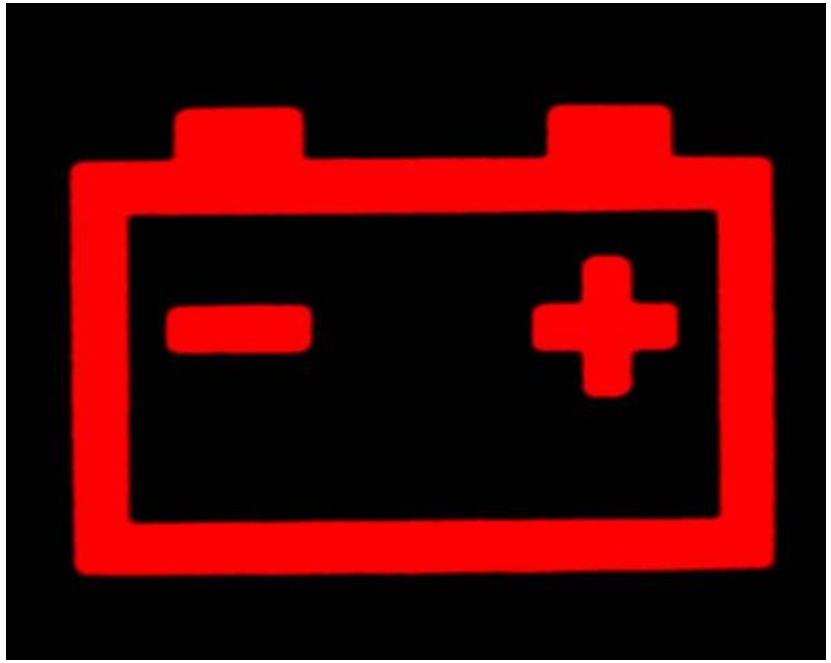
BOOM LIFT WON'T START

QUESTION 3:

When all switches are in the proper position, does the machine make any noise or do the control panels light up or display anything on the LCD screens?

RESPONSE: NO

The electronics may have been left on after the engine was turned off resulting in a drained battery. Simply charging the battery or jumping it off with a vehicle should be sufficient to solve this problem.



BOOM LIFT WON'T START

QUESTION 4:

When trying to attempting to start the engine, does the engine sound like it is trying engage but it just won't start?

RESPONSE: NO

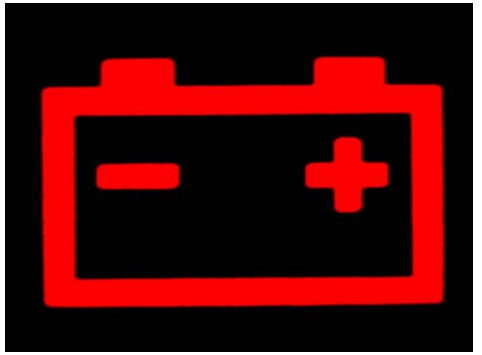
The electronics may have been left on after the engine was turned off resulting in a drained battery. Simply charging the battery or jumping it off with a vehicle should be sufficient to solve this problem.

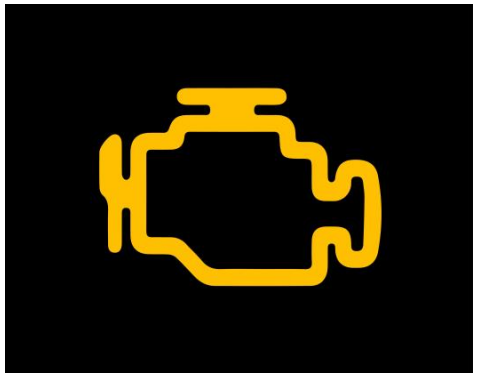
RESPONSE: YES

Source of the problem may be fuel related. Two potential causes:

1) The machine may be out of fuel. Check the fuel levels and refuel the machine as needed.
   NOTE: If the machine runs on propane, the tank control valve must be turned to the off.
   Then the tank may be disconnected from the fuel line and taken for exchange or refueling.

2) The machine may have been refueled with the wrong fuel:
   If the machine has been refueled prior to the start of this problem, check the type of fuel that was added. If the wrong fuel was placed in the machine (diesel engine but refueled with gasoline) then stop all attempts to use the machine.
   A technician must be called, and the fuel system drained, and fuel filters replaced. This mistake will result in additional charges to the rental.





BOOM LIFT TROUBLESHOOTING GUIDE

LIFT WILL NOT HOLD CHARGE

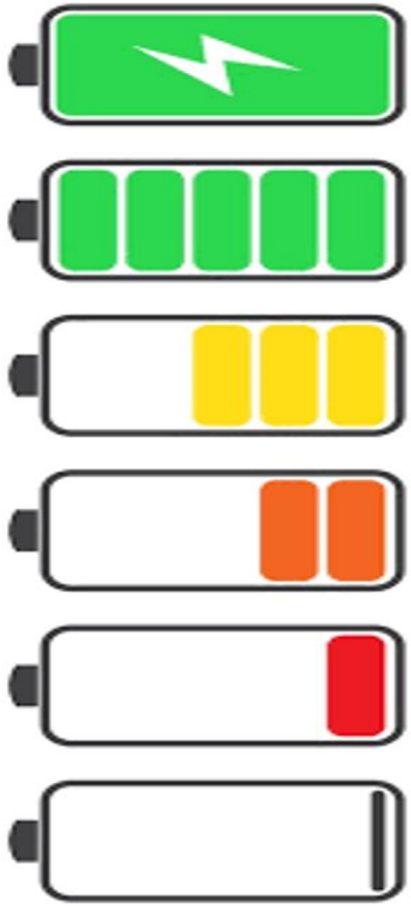
(ELECTRIC UNITS ONLY)

bigrentz

BOOM LIFT WILL NOT HOLD A CHARGE
(ELECTRIC UNITS ONLY)

QUESTION 1:

Was the boom lift given an adequate amount of time to charge?



RESPONSE: NO

When completely depleted, the charge cycle for boom lift batteries is 6-8 hrs. of uninterrupted charging time.

Ensure the machine has a dedicated outlet and extension cord to prevent accidental disconnect from others on site.

Also, if the machine was plugged in while still on, it cannot properly initiate the charging cycle.

RESPONSE: YES

1) Check the extension cord and make sure there is no connection issue with the machine or the power outlet.
2) Check the extension cord used to charge the machine for any damage. A damaged cable may cause arcing which may cause a short and interrupt the charging cycle
3) Check the power source or outlet to make sure adequate power is being supplied. It is possible the circuit breaker may have tripped due to a power surge or possible electrical short.

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT WILL NOT RAISE / LIFT

bigrentz

BOOM LIFT WILL NOT RAISE / LIFT

QUESTION 1:

Is the machine flashing a warning light and sounding an alarm / beeping constantly?

EXPLAINATION 1:

The machine could be on unlevel terrain. For the most part, boom lifts are designed to be operated on flat, level surfaces. Depending on the brand, boom lifts can be operated on unlevel terrain that does not exceed a 3% grade or 1-degree from center. If that threshold is exceeded the machine will automatically reduce or eliminate certain functions. This is a safety feature that prevents the boom lift basket from being raised too high causing a severe imbalance resulting in tipping / rolling.

SOLUTION 1:

Drive the machine to a spot or location where the ground is as level or flat as possible to restore the lifting functionality

EXPLAINATION 2:

Most boom lifts are equipped with a dead man switch or “safety pedal”.
These switches are usually a pedal locate on the floor of the basket just in front of the control panel. If the operator is not depressing (stepping on) the pedal the machine will not respond to any control input made by the operator.

SOLUTION 2:

Ensure the “safety pedal” is engaged correctly prior attempting to move or maneuver the machine from the basket.

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT DRIVING SLOWLY

bigrentz

BOOM LIFT DRIVING SLOWLY

QUESTION 1:

Have you checked the speed setting on the basket control panel?

EXPLAINATION :

On the basket control panel is a speed control switch. This switch allows the operator to toggle between two operating speeds. The fast setting is indicated by the symbol of a rabbit and the slow setting is indicated by a turtle as shown in the image to the right.

SOLUTION:

Check the settings and make sure the switch is set to the desired position. Toggle the switch between settings and move the machine to see if the switch is working properly.

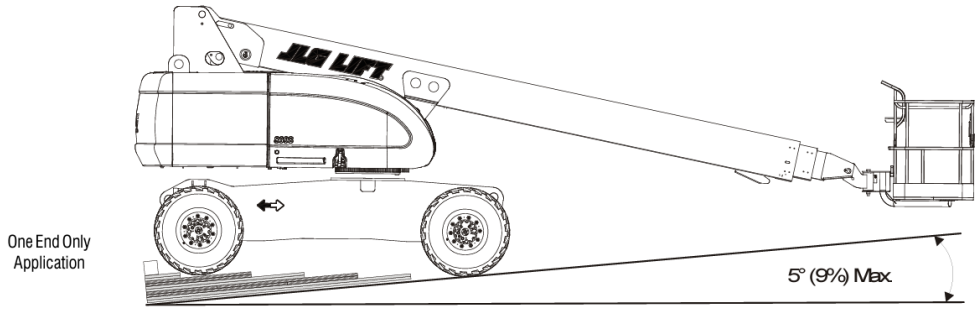
BOOM LIFT DRIVING SLOWLY

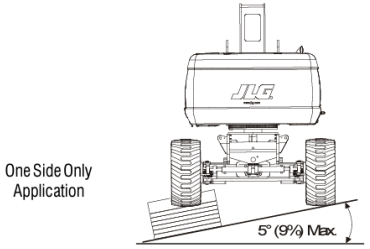
QUESTION 2:

Are you operating the boom lift on an incline or unlevel surface?

EXPLAINATION :

Boom lifts have safety features that automatically engage in specific conditions. The machine could be on unlevel terrain. For the most part, boom lifts are designed to be operated on flat, level surfaces. Depending on the brand, boom lifts can be operated on unlevel terrain that does not exceed a 9% grade (5 degrees). Electric boom lifts can only tolerate a 3% grade (1 degrees) at best. This is a safety feature that prevents the boom lift basket from being raised too high causing a severe imbalance resulting in tipping / rolling.





SOLUTION:

Lower and retract the boom lift to bring the man basket closer to the base of the machine. This will redistribute the balance and stabilize the machine.

Alternatively Drive or maneuver the machine to level or flat area to restore disengage the safety features and restore faster mobility options.

NOTE:

If the work being performed necessitates operating the boom lift on an incline / grade / ramp then there is no way to increase the movement speed of the boom lift aside from the options presented above

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT WILL NOT DRIVE UP/DOWN INCLINE

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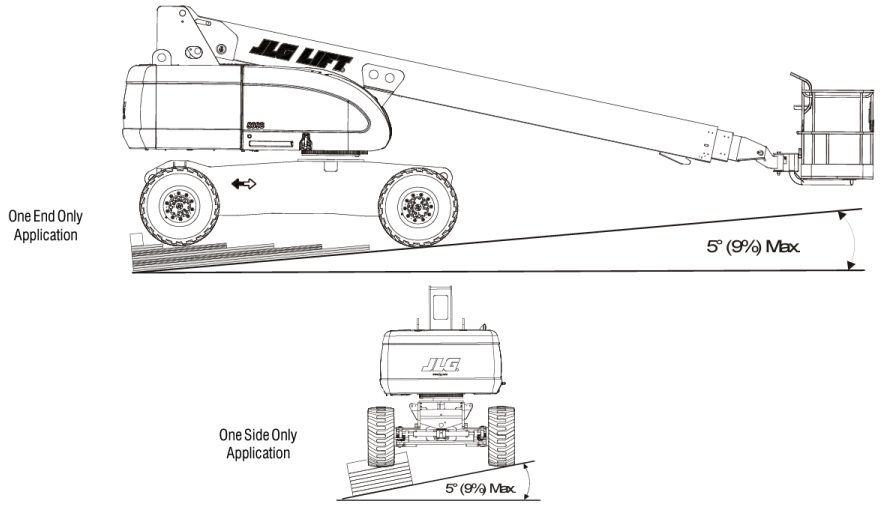
BOOM LIFT WILL NOT DRIVE UP/DOWN INCLINE

QUESTION 1:

Is the man basket in the lowest possible position and inline with the wheels of the machine?



EXPLAINATION :

Boom lifts have safety features that automatically engage in specific conditions. The machine could be on unlevel terrain. For the most part, boom lifts are designed to be operated on flat, level surfaces. Depending on the brand, boom lifts can be operated on unlevel terrain that does not exceed a 9% grade (5 degrees). Electric boom lifts can only tolerate a 3% grade (1-degrees) at best. This is a safety feature that prevents the boom lift basket from being raised too high causing a severe imbalance resulting in tipping / rolling.

SOLUTION:

- Firstly, maneuver the boom and man basket until it is inline with the wheels on the machine.
- Secondly, retract arm of the boom lift (if extended) to bring the center of balance closer to the base of the machine to increase stability.
- Lastly, lower the man basket to the lowest possible position to further lower the center of gravity and stabilize the machine.

Once the machine's sensors determine the machine is within balance parameters the driving function will be restored to the machine.

NOTE:

It is possible the incline is too great, and the machine is unable to drive regardless of proper basket and weight alignment

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT CONTROLS NOT RESPONDING
(NO POWER TO PANEL)

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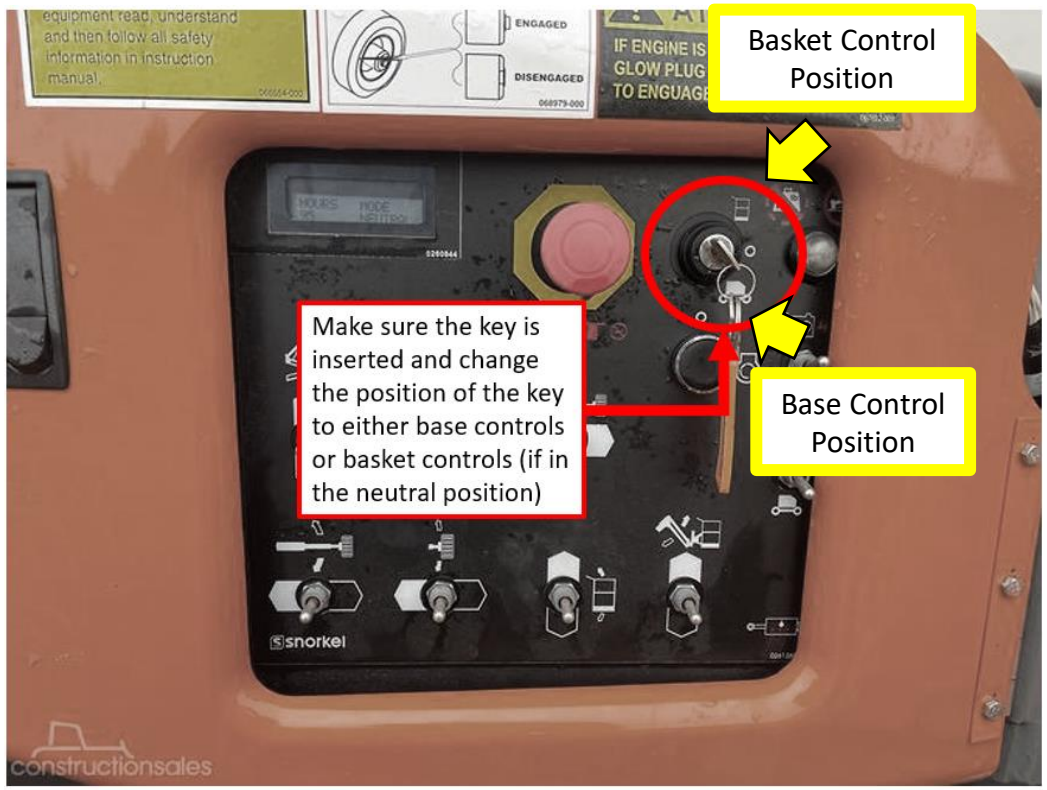
BOOM LIFT CONTROLS WILL NOT RESPOND
(NO POWER)



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every boom lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:
Disables basket controls - Enables an operator to control and maneuver the boom lift from the ground

Basket Control Position:
Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:
Disables both base and basket controls – Not all brands / models are equipped with this position

Make sure the key is inserted and change the position of the key to either base controls or basket controls (if in the neutral position) depending on which panel you want to use to manipulate the machine.

BOOM LIFT CONTROLS WILL NOT RESPOND
(NO POWER)

QUESTION 2:

Are both emergency stop switches in the ON (pulled out / up) position?

RESPONSE:

On each control panel there is a large red button / switches. The emergency stop buttons have two positions: OFF (pushed down) and ON (pulled up).

If either the base or basket emergency stop switch is in the OFF (pushed down) position the machine will not start. Examine both switches and ensure both are in the ON (pulled out) position.

To toggle the Emergency Stop switch to the **ON** position, simply grab the button and gentle pull outward.

BOOM LIFT TROUBLESHOOTING GUIDE

BOOM LIFT STUCK IN THE AIR

bigrentz

BOOM LIFT STUCK IN THE AIR

QUESTION 1:

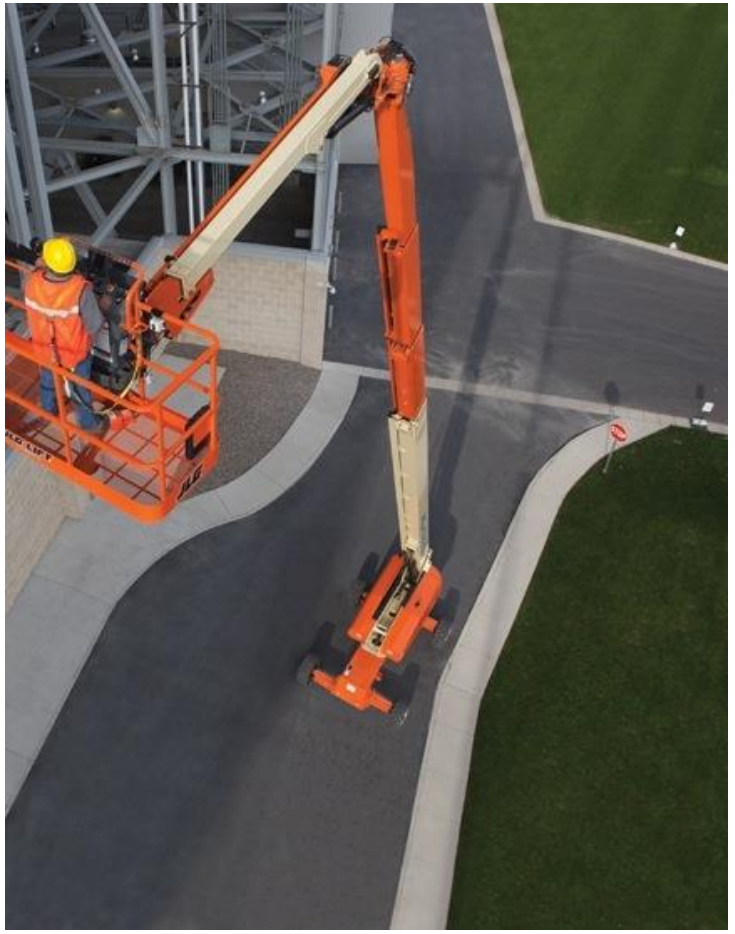
Assuming the control panel has power - Do the platform controls respond at all?

RESPONSE: NO
SOLUTION:
See page 50

RESPONSE: YES
SOLUTION:
Machine may be unlevel see page 38-39

If the machine is not having level issues but the operator is still unable to lower the platform, review the chart and go to the page the corresponds with the brand of boom lift the operator has on site then follow the instructions.

PLATFORM EMERGENCY LOWERING GUIDE	
BRAND	PAGE #
JLG	57
GENIE	58
SKYJACK	59



BOOM LIFT STUCK IN THE AIR

QUESTION 2:
Have you tried using the base controls to lower the platform?

RESPONSE: **YES BUT ITS NOT RESPONDING**
SOLUTION:
Use the table shown here and navigate to
the corresponding Base Control Emergency Lowering Guide

EMERGENCY LOWERING GUIDE

BRAND	PAGE #
JLG	54-55
Genie	56
Skyjack	57

RESPONSE: NO
SOLUTION:
Use the table below and navigate to the corresponding Base Control Operations Guide

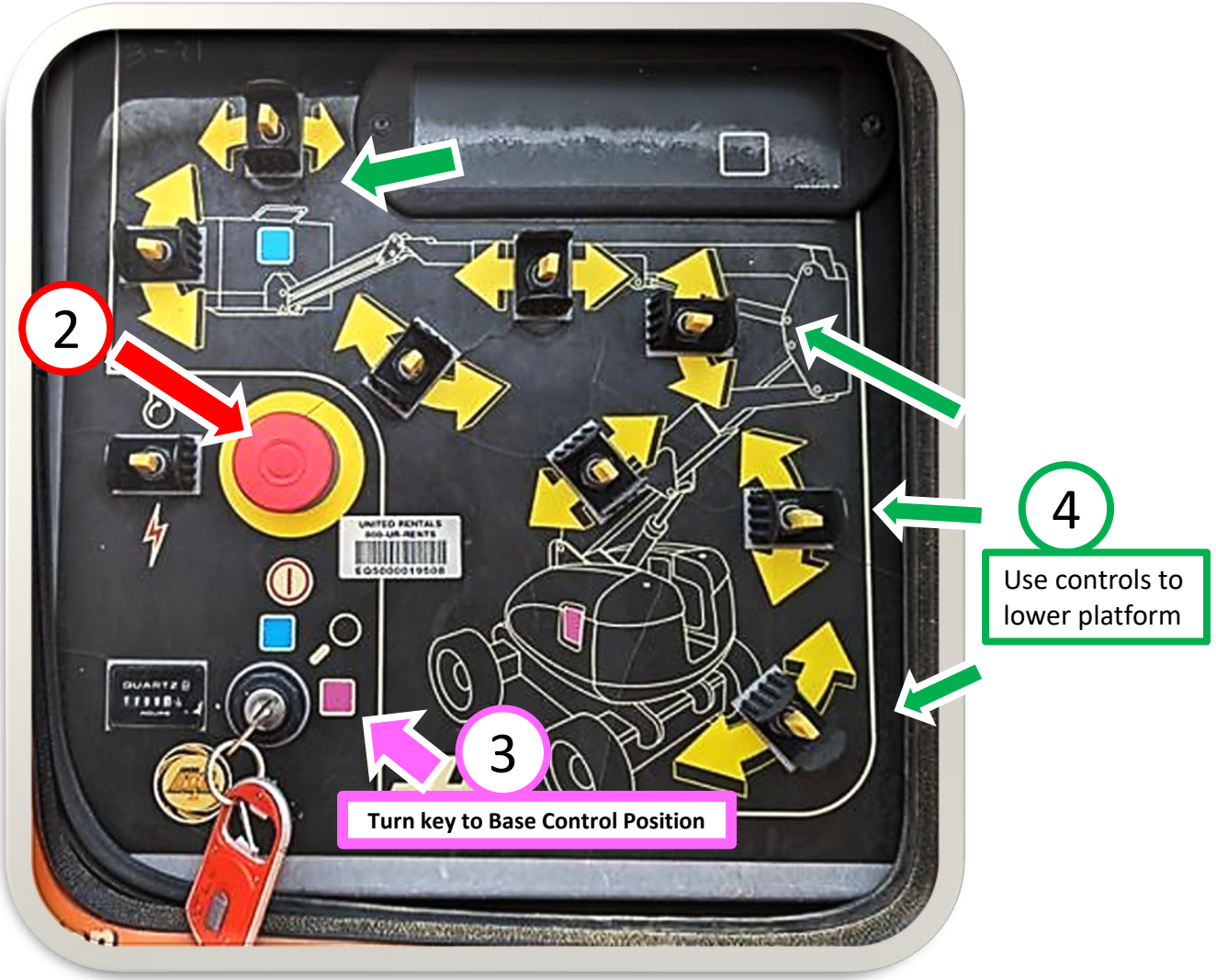
BASE OPERATIONS GUIDE

BRAND	PAGE #
JLG	51
Genie	52
Skyjack	53

BOOM LIFT STUCK IN THE AIR

JLG BASE CONTROL GUIDE – NORMAL

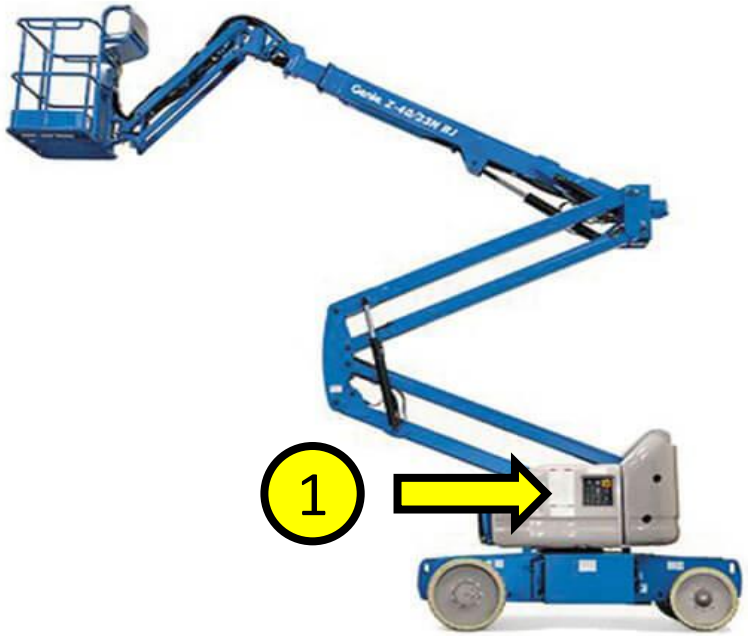
1. Find the control panel at the base of the machine.
2. Make sure the Stop Switch is in the ON position (pulled out)
3. Turn the key switch to the base control settings
4. Find and use the boom controls to lower the basket down to a safe position and level to allow the operator to disembark the machine.
5. Schedule a service technician to examine the machine as soon as possible.



BOOM LIFT STUCK IN THE AIR

GENIE BASE CONTROL GUIDE - NORMAL

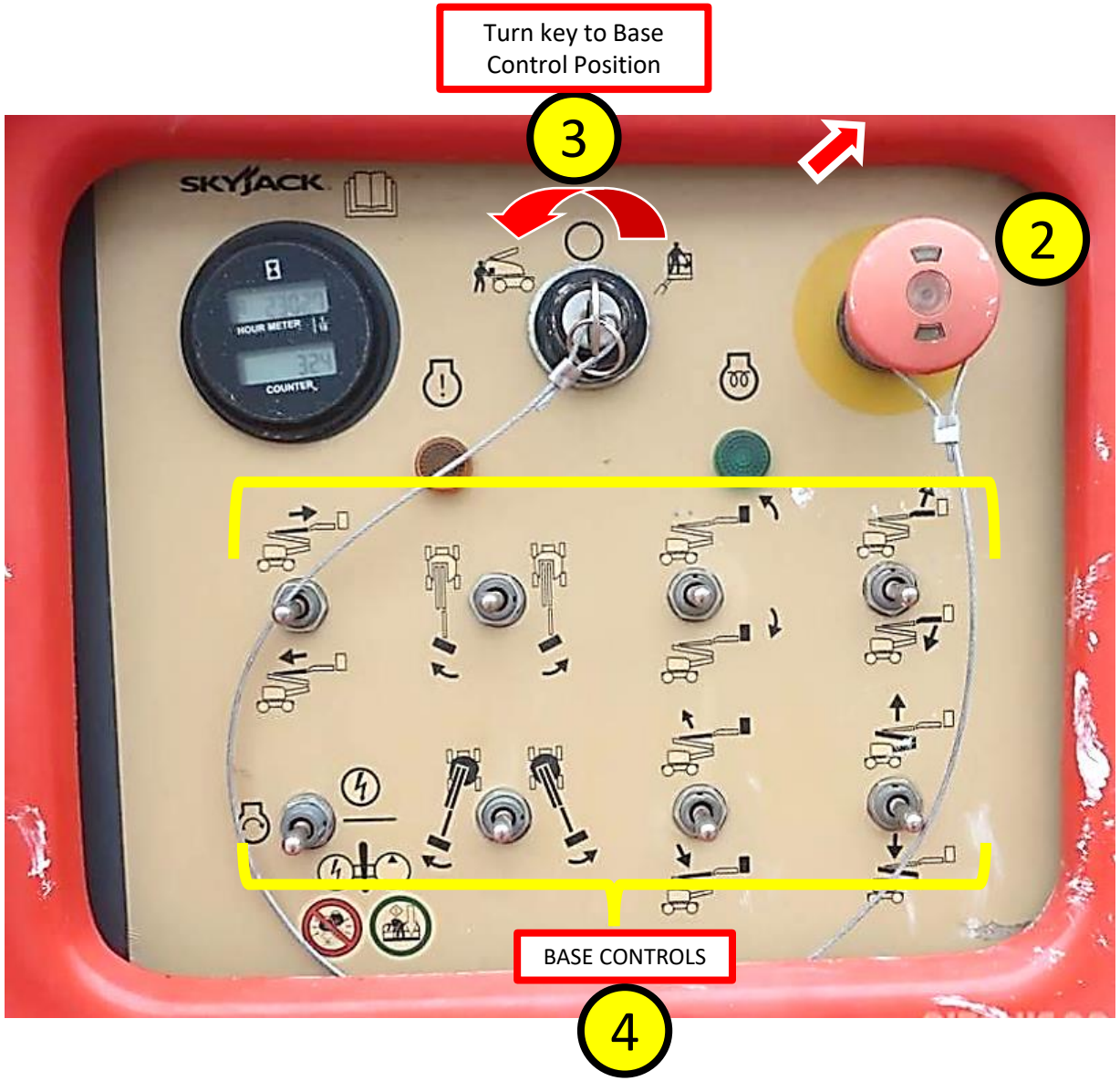
1. Find the control panel at the base of the machine.
2. Make sure the Stop Switch is in the ON position (pulled out)
3. Turn the key switch to the base control settings
4. Find and use the boom controls to lower the basket down to a safe position and level to allow the operator to disembark the machine.
5. Schedule a service technician to examine the machine as soon as possible.



BOOM LIFT STUCK IN THE AIR

SKYJACK BASE CONTROL GUIDE - NORMAL

1. Find the control panel at the base of the machine.
2. Make sure the Stop Switch is in the ON position (pulled out)
3. Turn the key switch to the base control settings
4. Find and use the boom controls to lower the basket down to a safe position and level to allow the operator to disembark the machine.
5. Schedule a service technician to examine the machine as soon as possible.



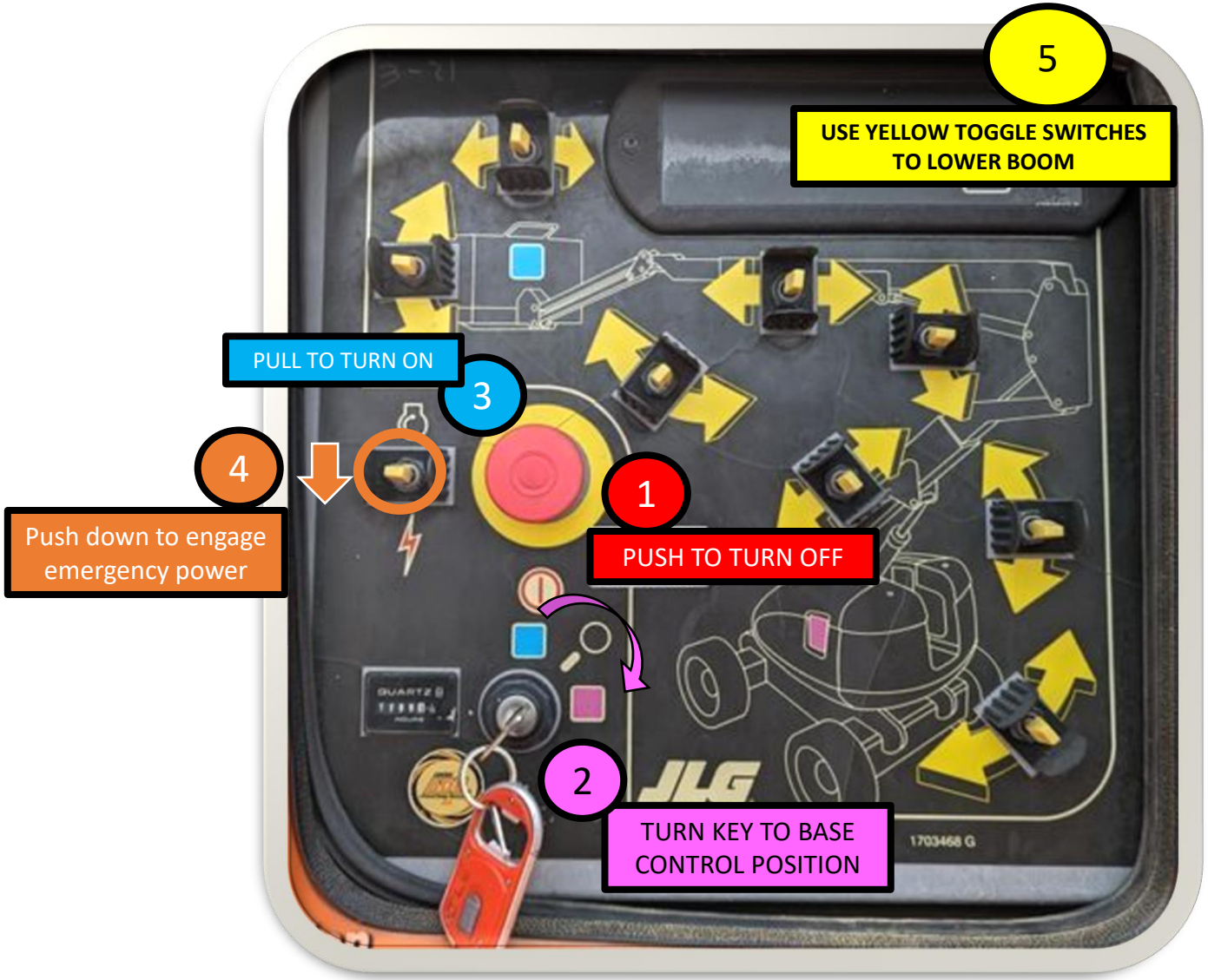
BOOM LIFT STUCK IN THE AIR

JLG – EMERGENCY LOWERING GUIDE – BASE CONTROL

1. Push the emergency stop switch to turn the machine off.
2. Turn the key to the base control setting
3. Pull the emergency stop switch to turn the machine on
4. Push and hold the auxiliary power button
5. Use the boom control toggle switches to safely lower the basket (the auxiliary power button must be pressed)
6. Schedule a service technician to come and inspect the machine as soon as possible

WARNING

1) DO NOT ENGAGE MULTIPLE FUNCTIONS AT ONCE – EMERGENCY BATTERY WILL OVERLOAD
2) EMERGENCY BATTERY ONLY HAS A 2 MIN. LIFE SPAN – BEFORE REQUIREING A RECHARGE



BOOM LIFT STUCK IN THE AIR

GENIE – EMERGENCY LOWERING GUIDE – BASE CONTROL

1. Push the emergency stop switch to turn the machine off.
2. Turn the key to the base control setting
3. Pull the emergency stop switch to turn the machine on
4. Push and hold the auxiliary power button
5. Use the boom control toggle switches to safely lower the basket (the auxiliary power button must be pressed)
6. Schedule a service technician to come and inspect the machine as soon as possible

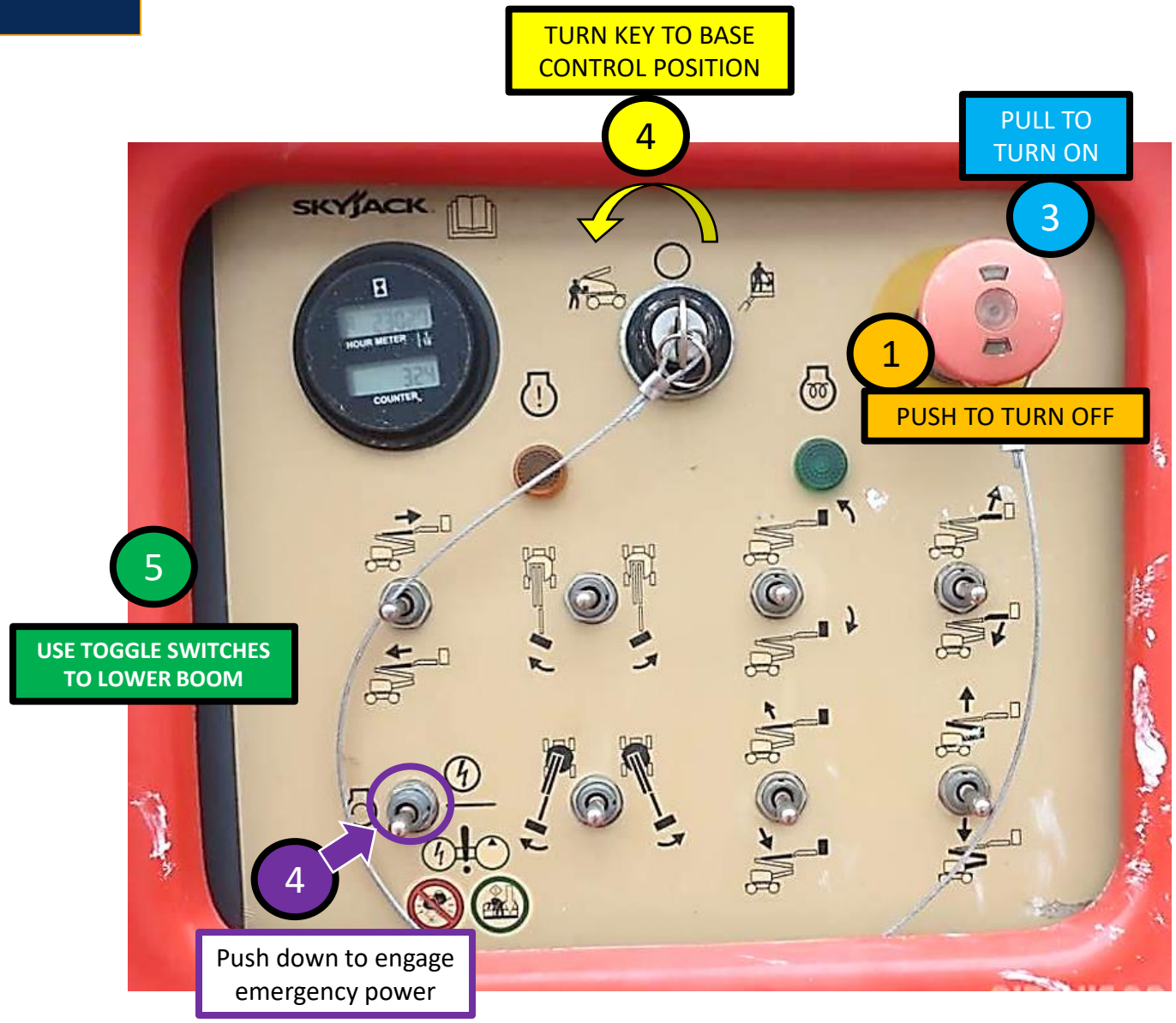
BOOM LIFT STUCK IN THE AIR

SKYJACK – EMERGENCY LOWERING GUIDE – BASE CONTROL

1. On the base control panel, push the red button turn the engine off.
2. On the platform controls make sure the red button is also pushed and in the off position.
3. Pull the red button to place in the ON position.
4. Turn the key to the base control position
5. Find the power source switch and select the emergency power option.
6. Use the boom control toggle switches to lower the basket to a safe position
7. Schedule a service technician to come and inspect the machine as soon as possible

WARNING

1) DO NOT ENGAGE MULTIPLE FUNCTIONS AT ONCE – EMERGENCY BATTERY WILL OVERLOAD
2) EMERGENCY BATTERY ONLY HAS A 2 MIN. LIFE SPAN – BEFORE REQUIREING A RECHARGE

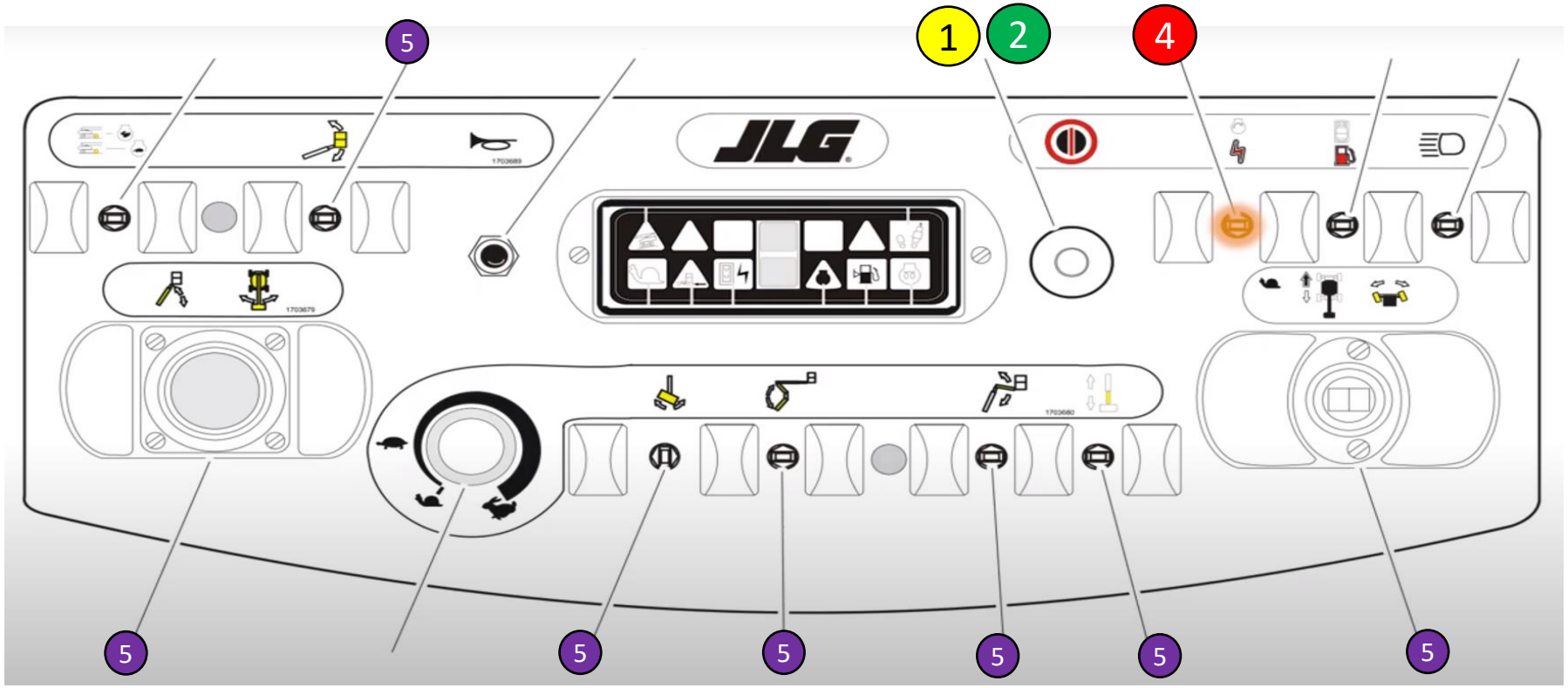


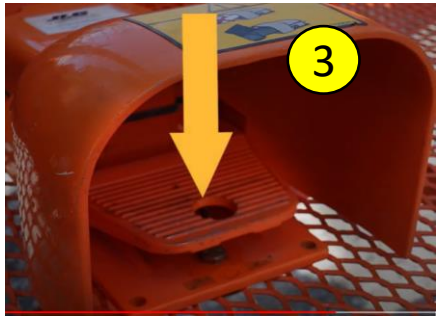
BOOM LIFT STUCK IN THE AIR

JLG – EMERGENCY LOWERING GUIDE – PLATFORM CONTROL

1. •Push in the emergency button to turn off the engine
2. •Pull out the emergency button to reengage the platform controls
3. •Depress and hold the foot pedal
4. •Push and hold auxiliary power switch in the on position
5. •Use the boom toggle controls to safely lower the boom lift
6. •Once lowered, release the aux. power switch then disengage the foot switch

DO NOT ENGAGE MORE THAN ONE BOOM CONTROL SWITCH AT A TIME OR YOU WILL OVERLOAD THE EMERGENCY BATTERY

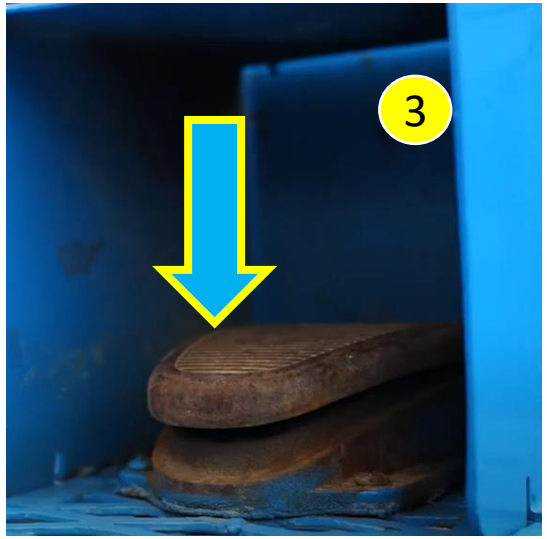




BOOM LIFT STUCK IN THE AIR

GENIE – EMERGENCY LOWERING GUIDE – PLATFORM CONTROL

1. Push in the emergency button to turn off the engine
2. Pull out the emergency button to reengage the platform controls
3. Depress and hold the foot pedal
4. Push and hold the emergency power switch
5. Use the boom control toggle switches to lower the boom lift
6. Do not engage more than one boom movement switch at a time or emergency battery will be overloaded

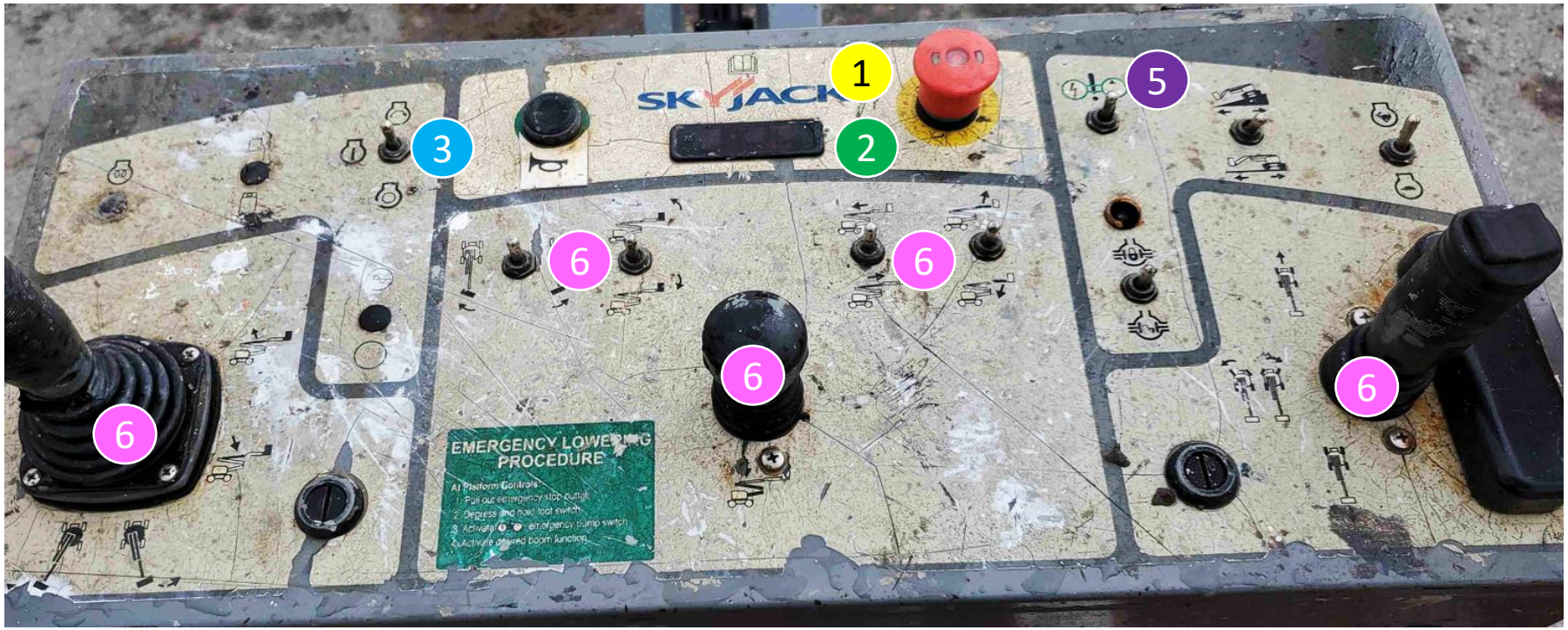


BOOM LIFT STUCK IN THE AIR

SKYJACK – EMERGENCY LOWERING GUIDE – PLATFORM CONTROL

1. Push in the emergency button to turn off the engine
2. Pull out the emergency button to reengage the platform controls
3. Turn the engine enable switch to the on position
4. Depress and hold the foot pedal
5. Push and hold the emergency power switch
6. Use the boom control toggle switches to lower the boom lift. Drive function will not work

DO NOT ENGAGE MORE THAN ONE BOOM CONTROL SWITCH AT A TIME OR YOU WILL OVERLOAD THE EMERGENCY BATTERY



END OF BOOM LIFT SECTION

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

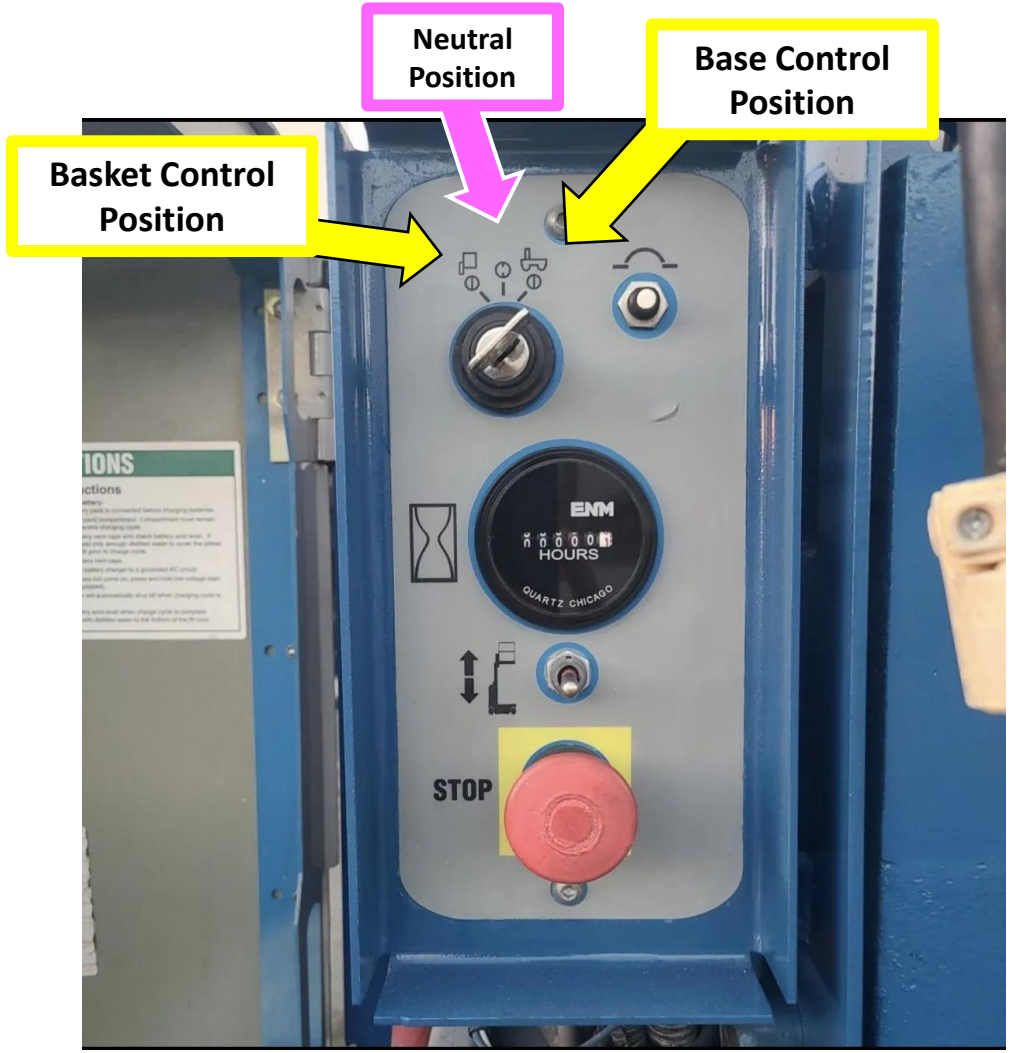
SINGLE MAN LIFT TROUBLESHOOTING GUIDE

LIFT WON'T START OR TURN ON

SELF PROPELLED UNITS

bigrentz

LIFT WON'T START / TURN ON
(SELF PROPELLED)



QUESTION 1:
Is the base key switch in the correct position?

QUESTION 1:
Is the base key switch in the correct position?

RESPONSE:
On every Single Man Lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:
Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:
Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:
Disables both base and basket controls – Not all brands / models are equipped with this position

LIFT WON'T START / TURN ON
(SELF PROPELLED)

QUESTION 2:

Are both of the emergency stop switch disengaged (pulled outward)?

PROBLEM:

If either of the emergency stop switched are engaged the lift will not turn on.

RESPONSE:

On the base control panel and platform control box there is a red button. The button has two positions:

- **ENGAGED (pushed in):**
  - Stops all functions on the machine
- **DISENGAGED (pulled out):**
  - Enables all functions

Have the operator check both buttons. Instruct the operator to pull the buttons outward.

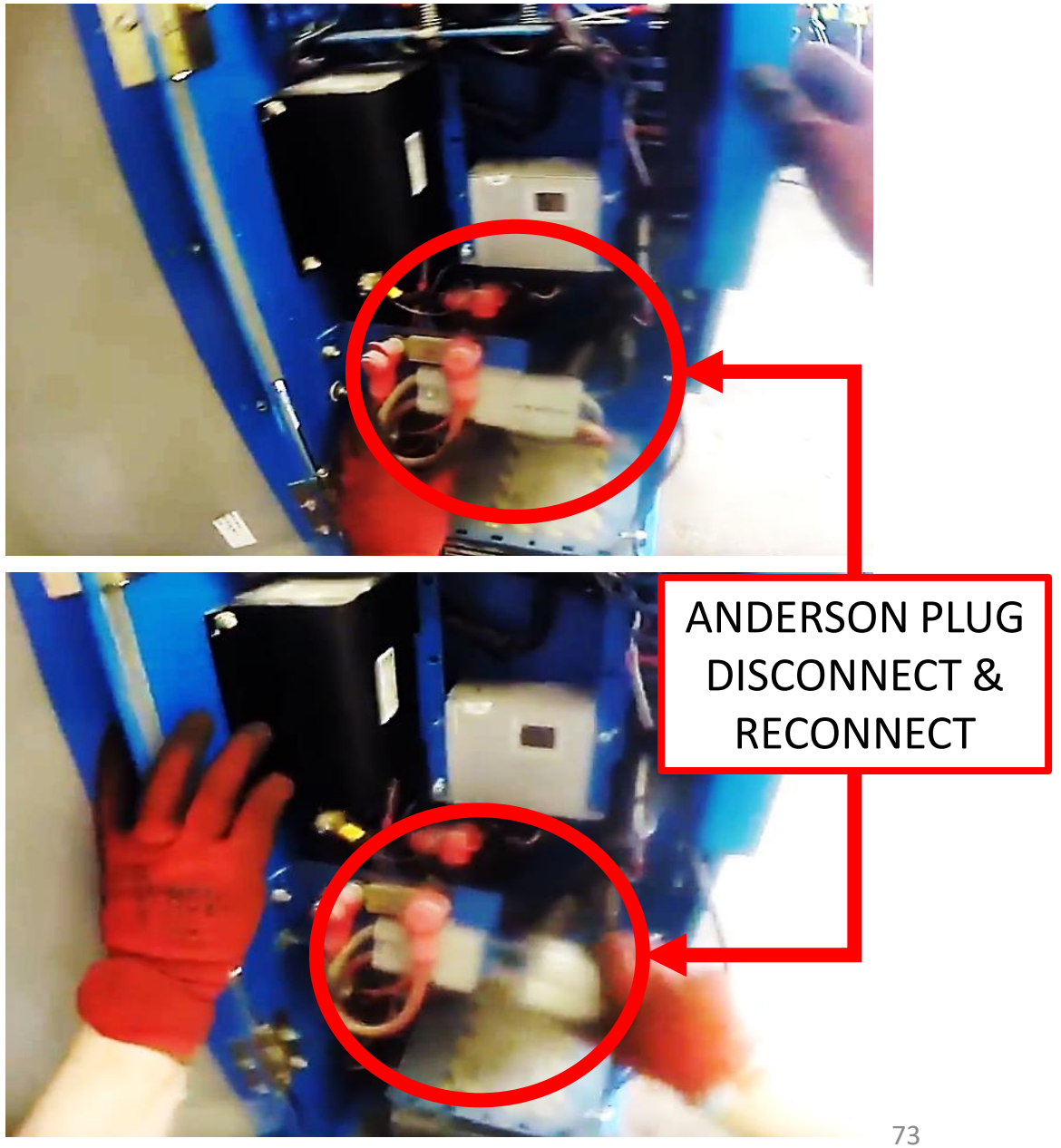
LIFT WON'T START / TURN ON
(SELF PROPELLED)

QUESTION 2:
Have you checked the Anderson Plug in the circuit and wiring compartment?

PROBLEM:
Occasionally during transport this connection can become loose. A loose connection will eventually cause operational issues.

RESPONSE: NO
Tell the operator to open the circuit / wiring compartment on the back of the lift. There is a large plug near the bottom of the compartment. Tell the operator to make sure the connection is secure. You may instruct the operator to disconnect the Anderson plug and reconnect it just to be sure.

RESPONSE: YES
If the operator has tried this and there is no change then move on to page 73



LIFT WON'T START OR TURN ON

(SELF PROPELLED)

PROBLEM:

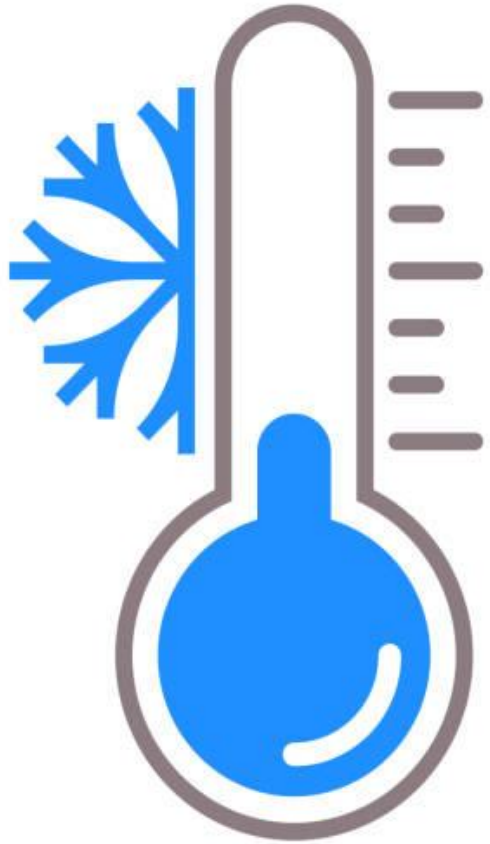
Batteries store energy and release that energy through a chemical process. Unfortunately, the efficiency of battery's chemical reactions can be slowed or stopped when the temperature drops too low for an extended period without being used.

SOLUTION:

1) At the end of your shift make sure the machine is plugged in properly so an electric current will flow to the batteries throughout the night and keep the battery temperature from dropping too low.

2) If the operator is starting their shift – advise them to plug in the machine to a power source, as if you were going to charge it. Over time, the electric current supplied to the batteries will raise their temperature enough to begin operation.

3) If the above two solutions did not work then the only thing do to is wait. Wait for the ambient temperature to increase enough, either naturally or artificially.



MOST LIFT BATTERIES ARE DESIGNED TO OPERATE IN TEMPERATURES RANGING FROM -4*F to 122*F (-20*C to 50*)

BATTERY AGE AND USAGE CAN AFFECT THE EFFICIENCY AND RESILIENCY OF THE BATTERIES TOO.

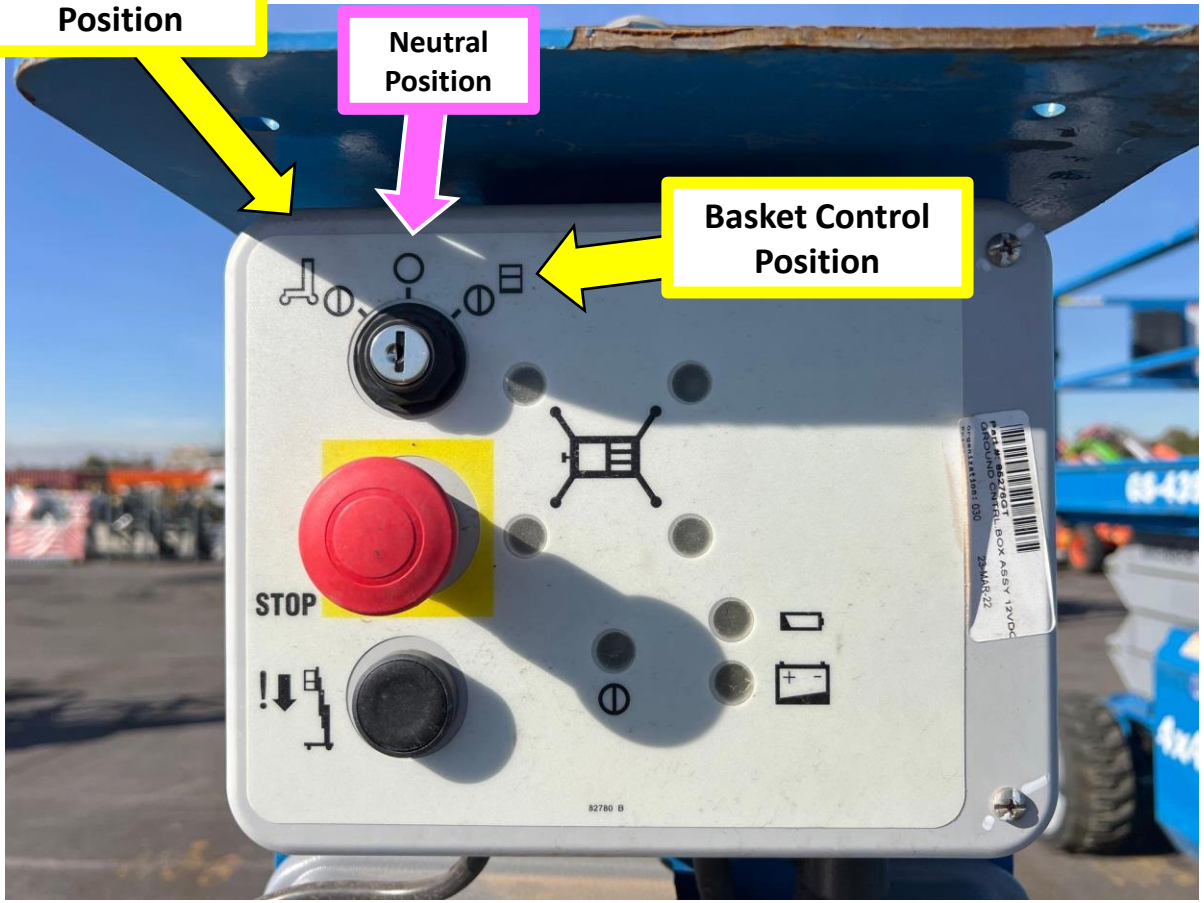
SINGLE MAN LIFT TROUBLESHOOTING GUIDE

LIFT WON'T START OR TURN ON

MANUAL (PUSH AROUND) UNITS

bigrentz

LIFT WON'T START / TURN ON
(MANUAL / PUSH AROUND TYPE)



QUESTION 1:
Is the base key switch in the correct position?

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Is the base key switch in the correct position?

RESPONSE:
On every Single Man Lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

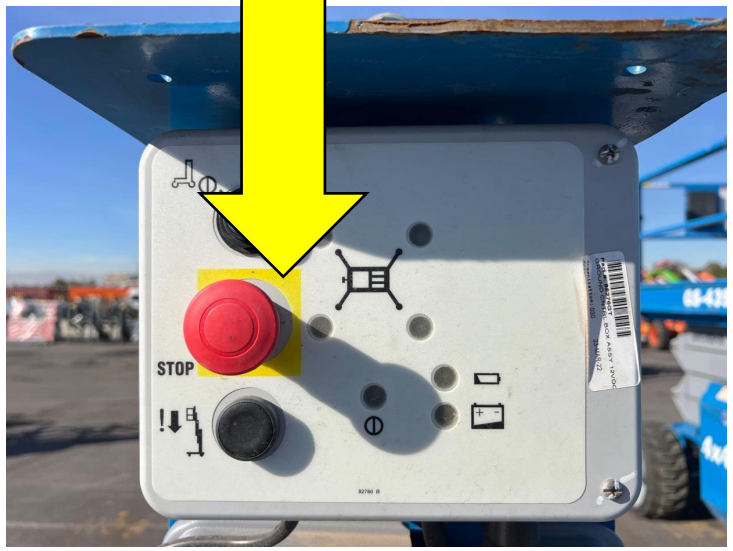
Base Control Position:
Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:
Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:
Disables both base and basket controls – Not all brands / models are equipped with this position

LIFT WON'T START / TURN ON
(MANUAL PUSH AROUND TYPE)

BASE EMERGENCY STOP SWITCH



PLATFORM EMERGENCY STOP SWITCH

QUESTION 2:

Are both of the emergency stop switch disengaged (pulled outward)?

PROBLEM:

If either of the emergency stop switched are engaged the lift will not turn on.

RESPONSE:

On the base control panel and platform control box there is a red button. The button has two positions:

- **ENGAGED (pushed in):**
  - Stops all functions on the machine
- **DISENGAGED (pulled out):**
  - Enables all functions

Have the operator check both buttons. Instruct the operator to pull the buttons outward.

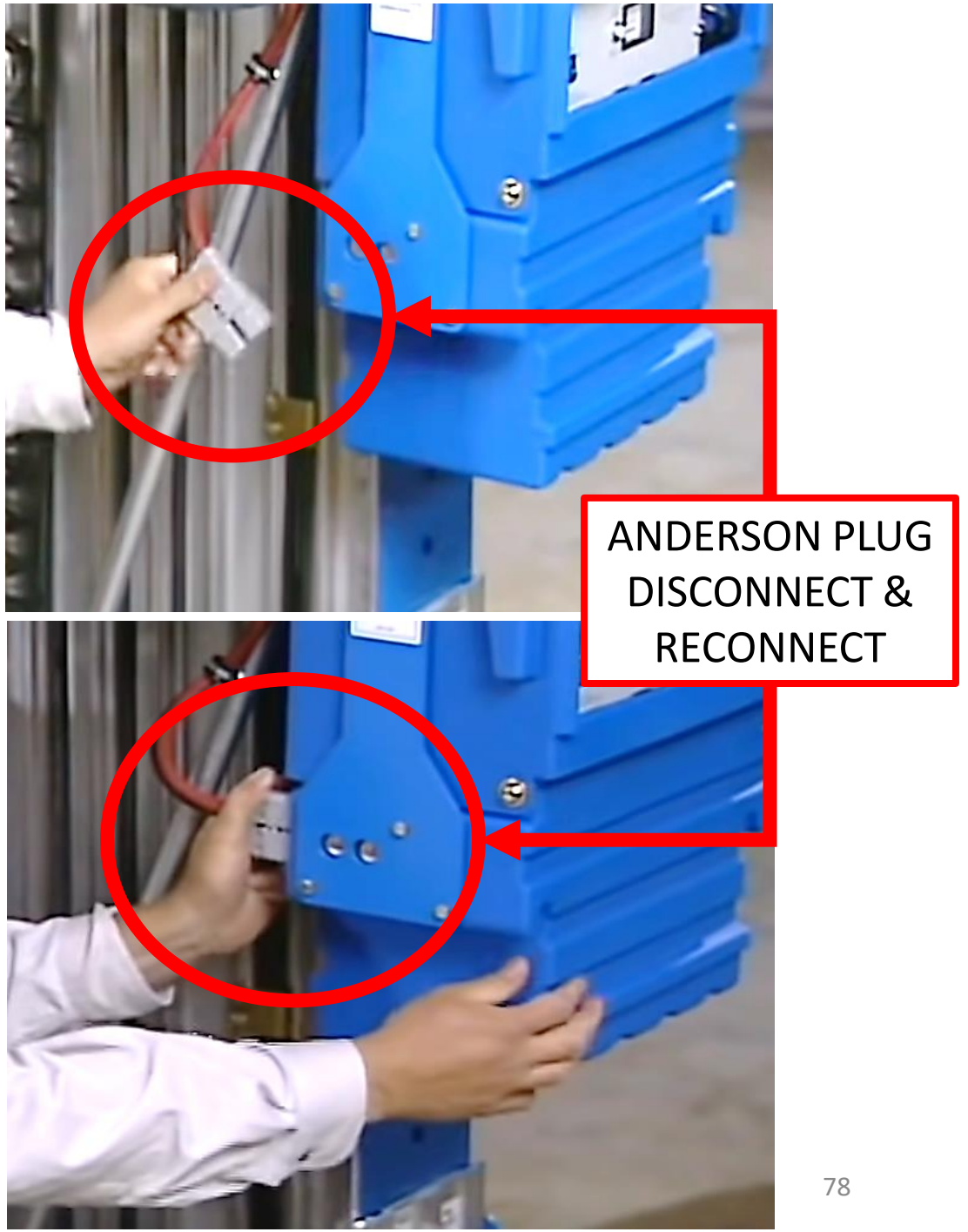
LIFT WON'T START / TURN ON
(MANUAL / PUSH AROUND TYPE)

QUESTION 2:
Is the battery back connected? Is connection secure?

PROBLEM:
Manual or Push Around Single Man Lifts are different than other electric man lifts.

RESPONSE: NO
Tell the operator to open the circuit / wiring compartment on the back of the lift. There is a large plug near the bottom of the compartment. Tell the operator to make sure the connection is secure. You may instruct the operator to disconnect the Anderson plug and reconnect it just to be sure.

RESPONSE: YES
If the operator has tried this and there is no change then move on to page 73



LIFT WON'T START OR TURN ON

(MANUAL / PUSH AROUND TYPE)

PROBLEM:

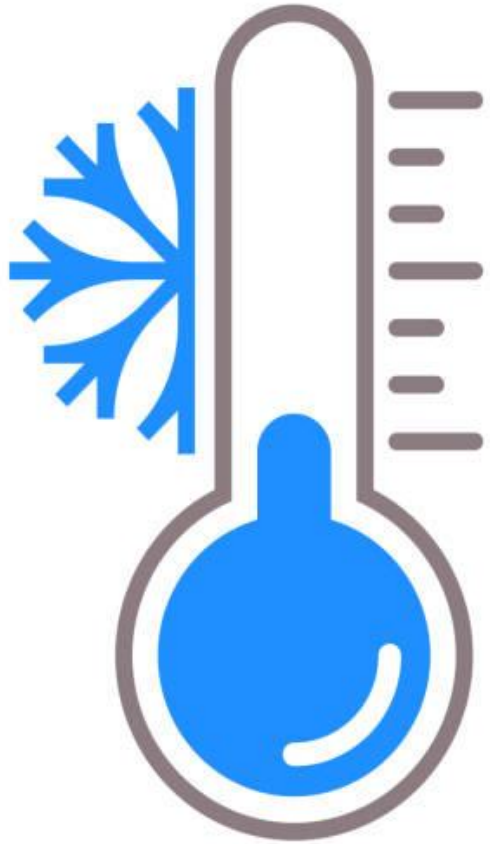
Batteries store energy and release that energy through a chemical process. Unfortunately, the efficiency of battery's chemical reactions can be slowed or stopped when the temperature drops too low for an extended period without being used.

SOLUTION:

1) At the end of your shift make sure the machine is plugged in properly so an electric current will flow to the batteries throughout the night and keep the battery temperature from dropping too low.

2) If the operator is starting their shift – advise them to plug in the machine to a power source, as if you were going to charge it. Over time, the electric current supplied to the batteries will raise their temperature enough to begin operation.

3) If the above two solutions did not work then the only thing do to is wait. Wait for the ambient temperature to increase enough, either naturally or artificially.



MOST LIFT BATTERIES ARE DESIGNED TO OPERATE IN TEMPERATURES RANGING FROM -4*F to 122*F (-20*C to 50*)

BATTERY AGE AND USAGE CAN AFFECT THE EFFICIENCY AND RESILIENCY OF THE BATTERIES TOO.

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

LIFT NOT HOLDING A CHARGE

SELF PROPELLED TYPE

bigrentz

LIFT WILL NOT HOLD A CHARGE
(SELF PROPELLED)

QUESTION 1:

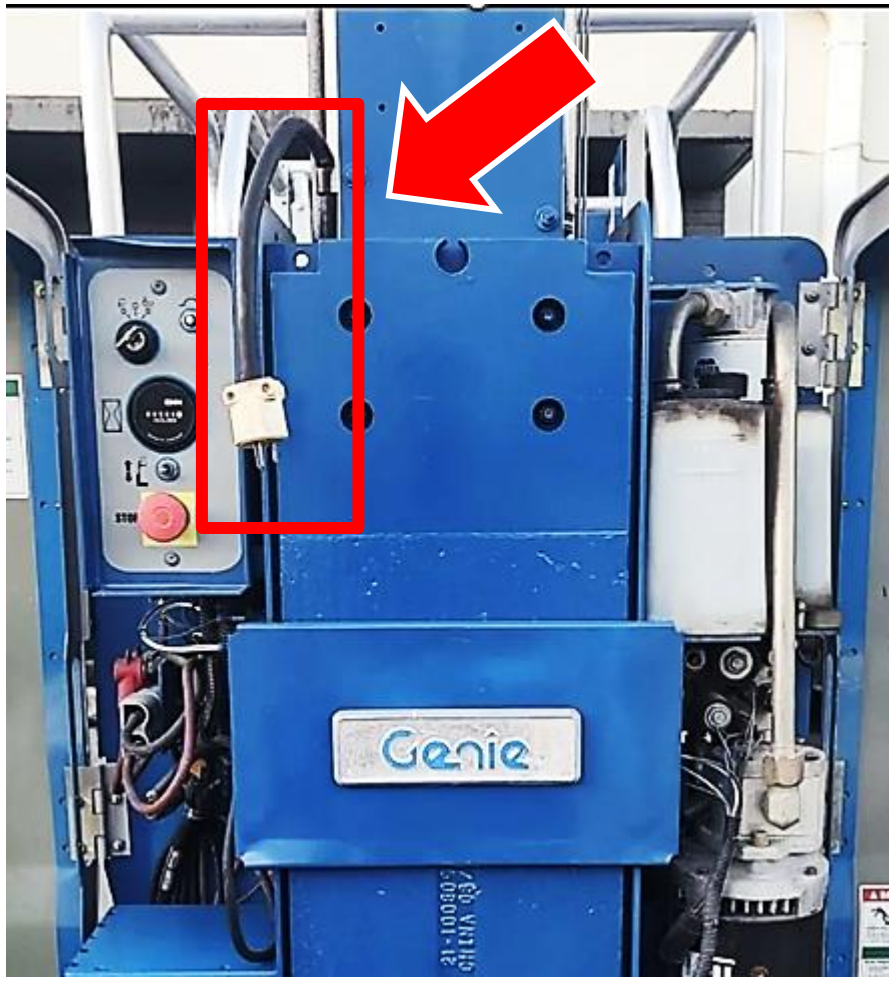
Was the external power source (extension cord) connected to the charging port on the lift?

EXPLANATION:

Unlike scissor lifts, Single Man Lifts only have one electrical cord connector.

The charging cable is on the rear of the machine just above the ground control panel. For most Single Man Lifts, this cable has a yellow plastic covering at the end.

BATTERY CHARGING CONNECTOR



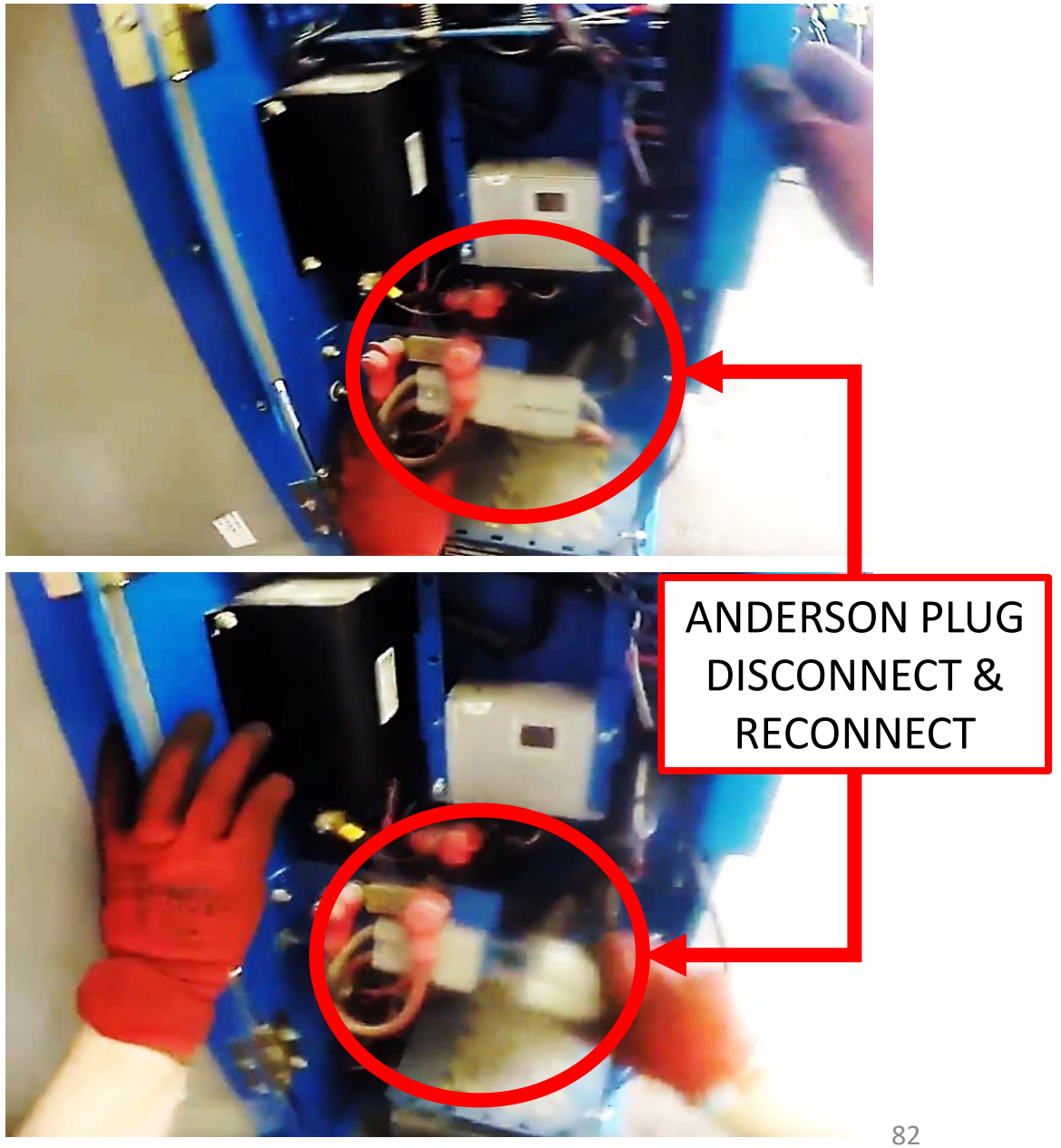
LIFT WON'T START / TURN ON
(SELF PROPELLED)

QUESTION 2:
Have you checked the Anderson Plug in the circuit and wiring compartment?

PROBLEM:
Occasionally during transport this connection can become loose. A loose connection will eventually cause operational issues.

RESPONSE: NO
Tell the operator to open the circuit / wiring compartment on the back of the lift. There is a large plug near the bottom of the compartment. Tell the operator to make sure the connection is secure. You may instruct the operator to disconnect the Anderson plug and reconnect it just to be sure.

RESPONSE: YES
If the operator has tried this and there is no change then move on to page 73



LIFT WILL NOT HOLD A CHARGE
(SELF PROPELLED / MANUAL TYPE)

QUESTION 3:

It normally takes 6-8 hrs of uninterrupted charging to time charge completely. Was the lift given an adequate amount of time to charge?

RESPONSE: NO

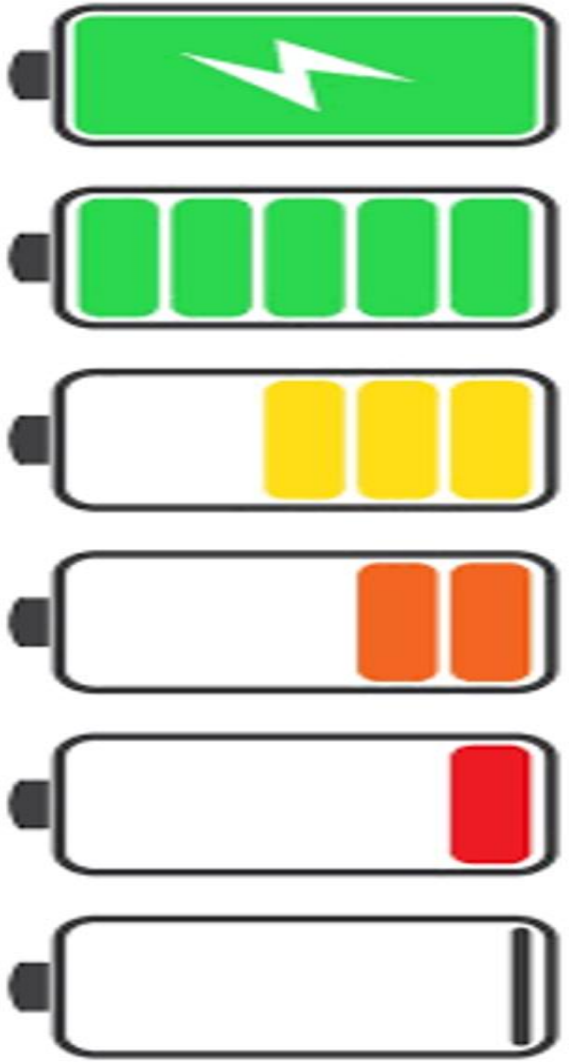
When completely depleted, the charge cycle for Scissor lift batteries is 6-8 hrs. of uninterrupted charging time to charge completely

Ensure the machine has a dedicated outlet and extension cord to prevent accidental disconnect from others on site.

Also, if the machine was plugged in while still on, it cannot properly initiate the charging cycle.

RESPONSE: YES

1) Check the extension cord and make sure there is no connection issue with the machine or the power outlet.
2) Check the extension cord used to charge the machine for any damage. A damaged cable may cause arcing which may cause a short and interrupt the charging cycle
3) Check the power source or outlet to make sure adequate power is being supplied. It is possible the circuit breaker may have tripped due to a power surge or possible electrical short.



LIFT WILL NOT HOLD A CHARGE
(SELF PROPELLED)

QUESTION 4:
Have you checked the battery water levels?

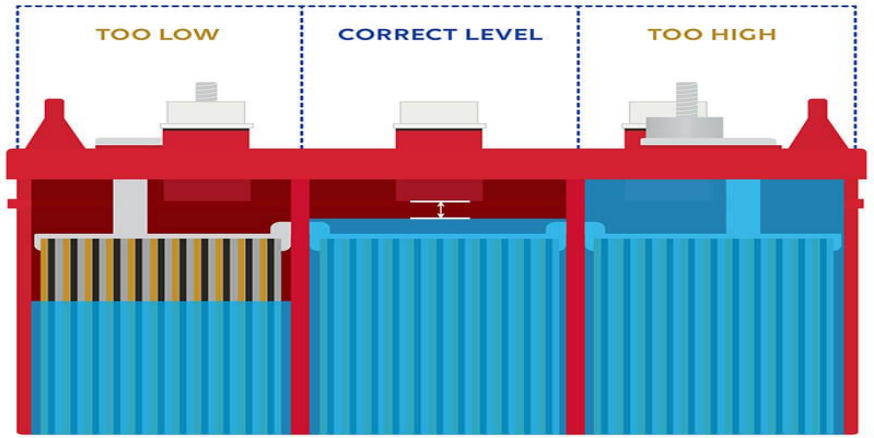
EXPLANATION:
Man lifts use deep cycle batteries and deep cycle batteries require water to properly function. If the water levels get too low then the battery cells cannot generator or hold an electric charge as designed.

SOLUTION:
Open the battery compartment at the base of the lift. The battery compartment is located directly under the man basket, covered by a lid. Remove the cap on the top of the battery and check the fluid level.

1) If the cell is exposed then water needs to be added.
2) If the water is just above the cell, no water is needed.
3) If the compartment is completely full or near overflowing then water needs to be drained from the cell.

After checking the batteries, if your lift meets the criteria of number 2 or 3 then a technician may need to be dispatched to examine the machine.

IF WATER IS NEEDED – the operator MAY ***ADD DISTILLED WATER*** TO THE BATTERIES TO FILL AS INDICIATED



LIFT NOT HOLDING A CHARGE

(SELF PROPELLED & MANUAL SINGLE MAN LIFTS)

PROBLEM:

Batteries store energy and release that energy through a chemical process. Unfortunately, the efficiency of battery's chemical reactions can be slowed or stopped when the temperature drops too low for an extended period without being used.

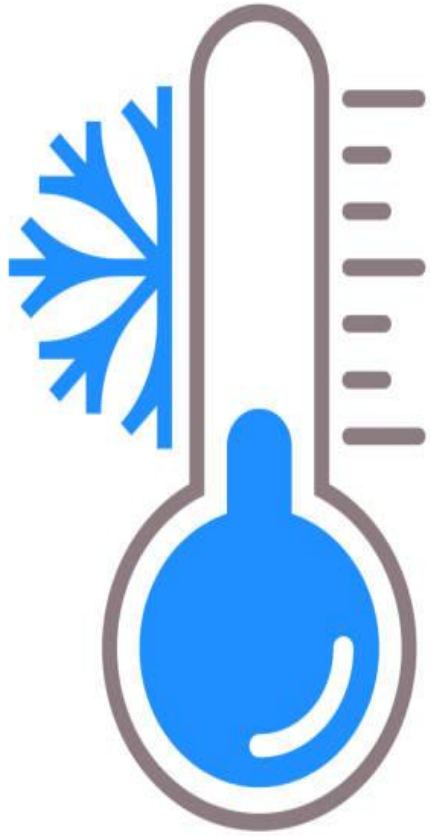
If the battery temperature was too low for too long it will be able to charge however the charging speed will be significantly slower than normal which could affect use and productivity

SOLUTION:

1) At the end of your shift make sure the machine is plugged in properly so an electric current will flow to the batteries throughout the night and keep the battery temperature from dropping too low.

2) If the operator is starting their shift – advise them to plug in the machine to a power source. Over time, the electric current supplied to the batteries will raise their temperature and as the temperature increases the charging efficiency increases.

3) If the above two solutions did not work then the only thing do to is wait. Wait for the ambient temperature to increase enough, either naturally or artificially,



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BATTERY AGE AND USAGE CAN AFFECT THE EFFICIENCY AND RESILIENCY OF THE BATTERIES TOO.

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

MACHINE WILL NOT RAISE / LIFT

SELF PROPELLED TYPE

bigrentz

LIFT WILL NOT RAISE / LIFT
(SELF PROPELLED)

QUESTION 1:

Are you operating the lift on a slope of any kind? If so does a warning light flash on the control box or does an alarm sound before the platform stops lifting?

EXPLAINATION:

The machine could be on unlevel terrain. Single Man Lifts are designed to be operated (lift) on flat, level surfaces. If the surface exceeds the machine's safety thresholds the safety features will engage limiting the functionality of the lift.

This is a safety feature that prevents the Scissor lift basket from being raised too high if unlevel which will cause a severe imbalance which could tip or roll the machine resulting in injury or death.

Maximum slope rating, stowed position: 30% (17°)

Maximum side slope rating, stowed position: 30% (17°)

SOLUTION:

Lower the platform to the stowed position (lowest possible position). Then, drive the machine to a spot or location where the ground is as level or flat as possible to restore the lifting functionality

LIFT WILL NOT RAISE / LIFT
(SELF PROPELLED)

QUESTION 2:

Is the machine in drive mode or lift mode?

EXPLAINATION:

Single Man Lifts have design elements that limit the number of operational functions a scissor lift can do at one time. Basically, you can't drive the scissor lift and raise the platform at the same time.

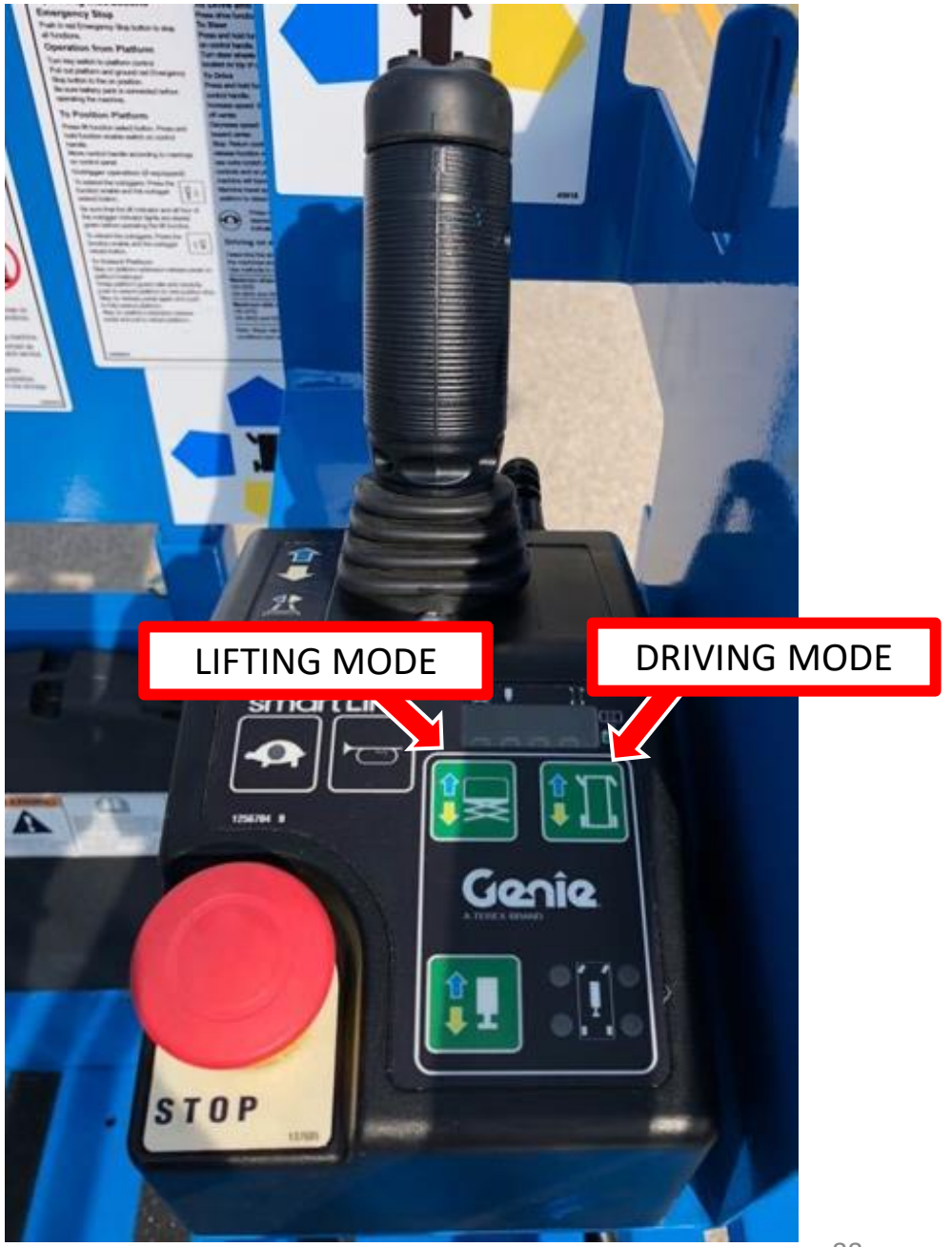
On the platform controls there is a toggle switch or buttons that allows the operator to change between driving mode and lifting mode. Occasionally operators forget to switch modes.

SOLUTION:

Check the Drive / Lift toggle switch to ensure it is in the proper position.
If this does not solve the problem, then turn the machine off then back on using the emergency stop switch on the platform control panel (big red button).

Alternatively, make sure the power/data cables are connected to the control panel securely. Its possible the cable may have a loose connection causing the control issue.

If the problem persist then a technician may need to examine the machine



LIFT WILL NOT RAISE / LIFT
(SELF PROPELLED TYPE)

QUESTION 3:

Is there anything preventing the pothole protectors (pothole guards) from deploying properly?

PROBLEM:

The scissor lift will not raise if the pothole protectors cannot deploy fully.

EXPLAINATION:

Pothole protectors, also known as "pothole guards“ are safety mechanisms found on types of aerial work platforms. The pothole protectors are deployed automatically from the bottom of the lift when the platform is raised. They are meant to prevent a rapid change in elevation in the event an operator were to drive the lift into a hole or off a ledge. A sudden change in elevation could eject the operator from the platform or cause the machine to tip resulting in serious injury or death.

SOLUTION:

Lower the platform to its lowest position. Exit the machine and look under the lift to ensure nothing is preventing the pothole protector from deploying fully. Remove any object that may be under the machine.

If nothing is found under the machine, then you must test the pothole protector deployment. To do this you may use the base controls or you may remove the control box from the platform and operate the machine from the ground.
When raising the platform – look at the bottom of the machine and see if pothole protectors deploy. If the pothole protectors do not deploy or only partially deploy or if they are stuck and will not retract then a service technician must be called to perform repairs on the machine immediately.

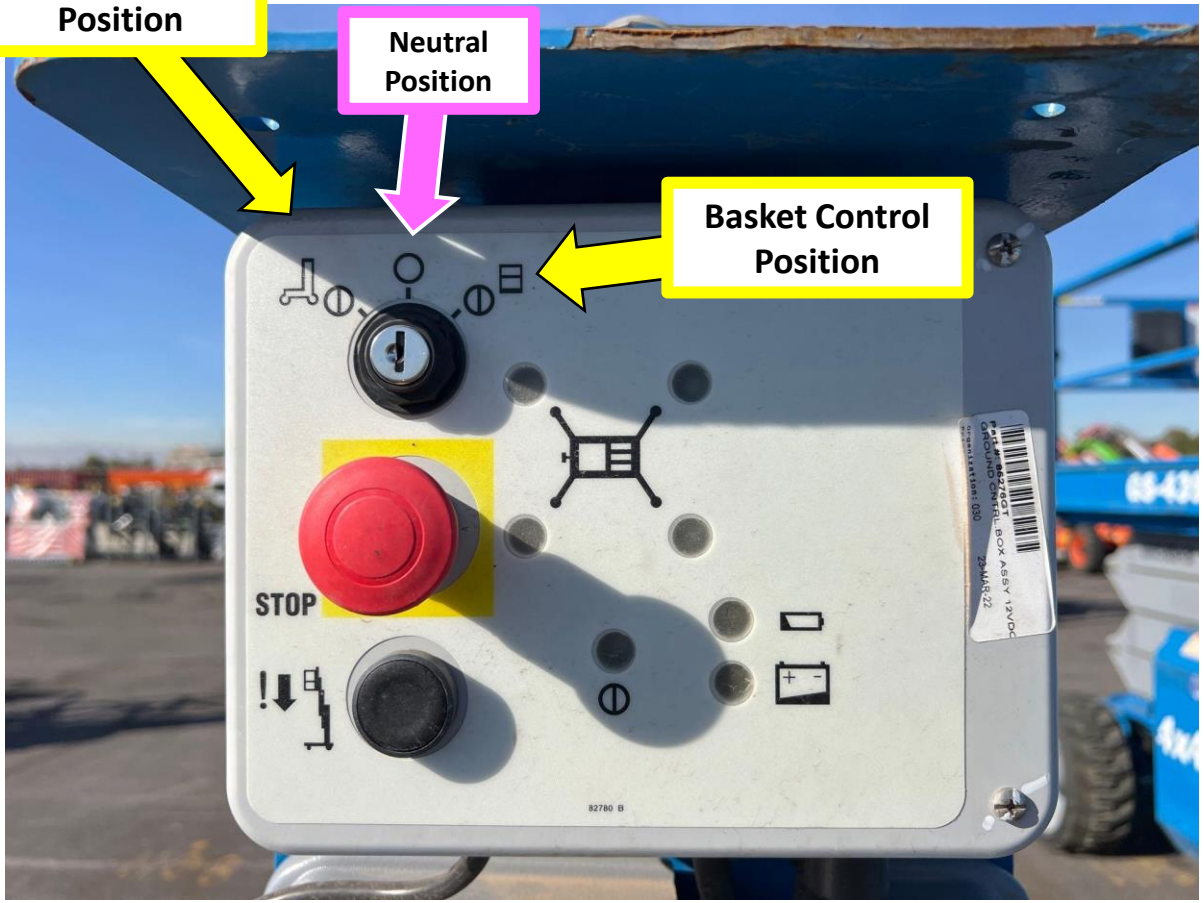
SINGLE MAN LIFT TROUBLESHOOTING GUIDE

MACHINE WILL NOT RAISE / LIFT

MANUAL / PUSH AROUND

bigrentz

MACHINE WILL NOT RAISE / LIFT
(Manual / Push Around)



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every Single Man Lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:

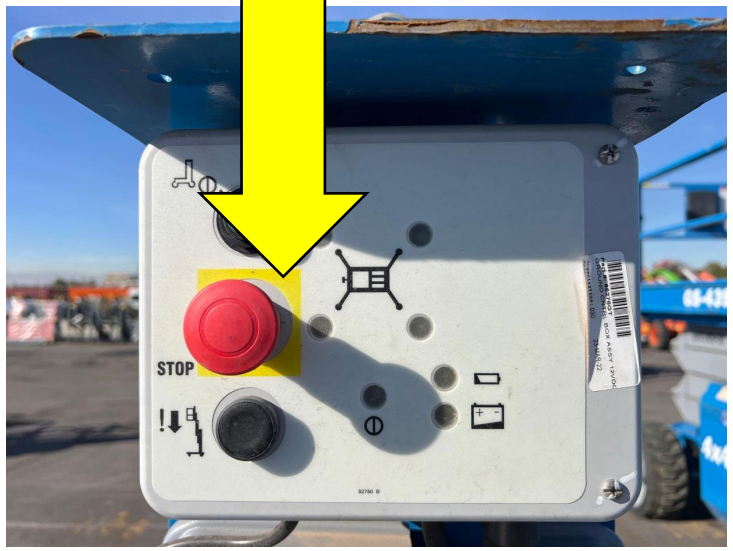
Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

Disables both base and basket controls – Not all brands / models are equipped with this position

MACHINE WILL NOT RAISE / LIFT
(Manual / Push Around)

BASE EMERGENCY STOP SWITCH



PLATFORM EMERGENCY STOP SWITCH

QUESTION 2:

Are both emergency stop switch disengaged (pulled outward)?

PROBLEM:

If either of the emergency stop switched are engaged the lift will not turn on.

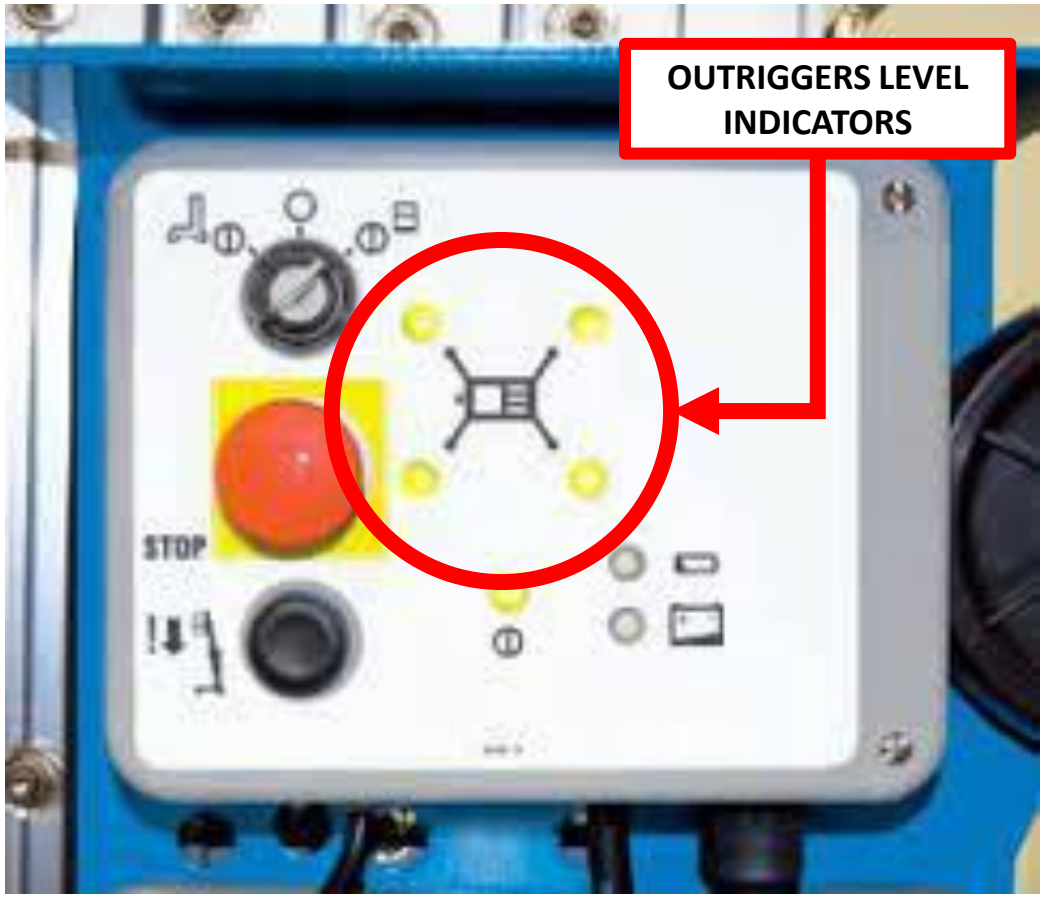
RESPONSE:

On the base control panel and platform control box there is a red button. The button has two positions:

- **ENGAGED (pushed in):**
  - Stops all functions on the machine
- **DISENGAGED (pulled out):**
  - Enables all functions

Have the operator check both buttons. Instruct the operator to pull the buttons outward.

MACHINE WILL NOT RAISE / LIFT
(Manual / Push Around)



QUESTION 3:

Are all of the outrigger properly engaged (all green lights on)?

PROBLEM:

Manual Single Man Lifts are a bit different from other man lifts. Because they are light weight they use outriggers to stabilize and level the machine during normal operation.
If all outriggers are not level (indicated by the green lights) then the platform will not raise.
What often happens is the operator will level the machine when it is completely lowered but as the platform is raised the balance of the machine changes and it can through the lift out of level and then the machine will not lift any higher.

SOLUTION:

Instruct the operator to lower the platform to its lowest position and exit the machine. Then adjust the outriggers and necessary. Then use the base controls to raise the platform and monitor the outrigger lights. If any of the outriggers become unlevel the operator may adjust them in real time. Continue this process until the lift can reach max height with no leveling issues.

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

MACHINE WILL NOT DRIVE

SELF PROPELLED TYPE

bigrentz

LIFT WILL NOT RAISE / LIFT
(SELF PROPELLED TYPE)

QUESTION 2:

Is the machine in drive mode or lift mode?

EXPLAINATION:

Single Man Lifts have design elements that limit the number of operational functions a scissor lift can do at one time. Basically, you can't drive the scissor lift and raise the platform at the same time.

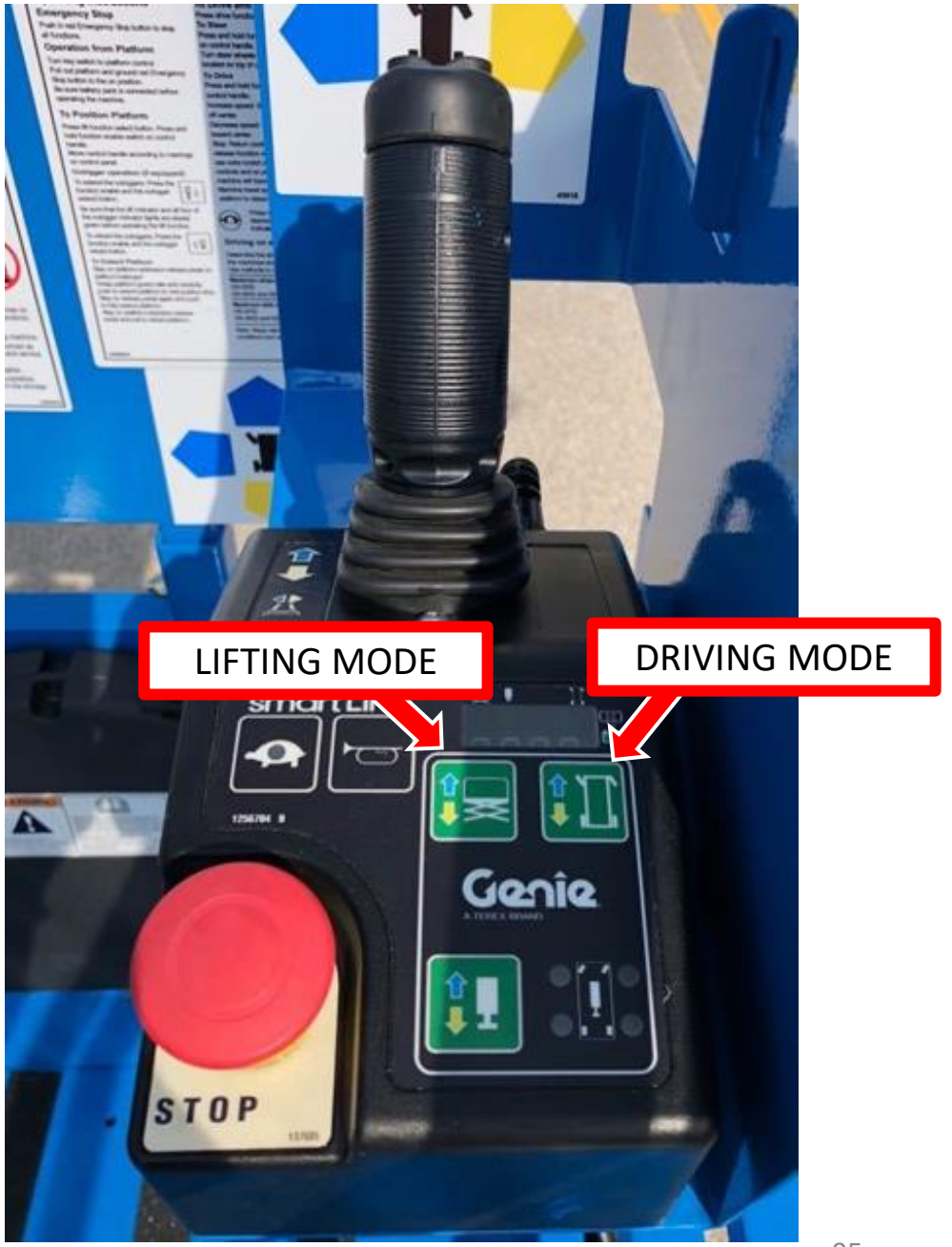
On the platform controls there is a toggle switch or buttons that allows the operator to change between driving mode and lifting mode. Occasionally operators forget to switch modes.

SOLUTION:

Check the Drive / Lift toggle switch to ensure it is in the proper position.
If this does not solve the problem, then turn the machine off then back on using the emergency stop switch on the platform control panel (big red button).

Alternatively, make sure the power/data cables are connected to the control panel securely. Its possible the cable may have a loose connection causing the control issue.

If the problem persist then a technician may need to examine the machine



LIFT WILL NOT RAISE / LIFT

QUESTION 1:

Are you operating the lift on a slope of any kind? If so does a warning light flash on the control box or does an alarm sound before the platform stops lifting?

EXPLAINATION:

The machine could be on unlevel terrain. Single Man Lifts are designed to be operated (lift) on flat, level surfaces. If the surface exceeds the machine's safety thresholds the safety features will engage limiting the functionality of the lift.

This is a safety feature that prevents the Scissor lift basket from being raised too high if unlevel which will cause a severe imbalance which could tip or roll the machine resulting in injury or death.

Maximum slope rating, stowed position: 30% (17°)

Maximum side slope rating, stowed position: 30% (17°)

SOLUTION:

Lower the platform to the stowed position (lowest possible position). Then, drive the machine to a spot or location where the ground is as level or flat as possible to restore the lifting functionality

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

MACHINE DRIVING SLOWLY

SELF PROPELLED TYPE

bigrentz

LIFT DRIVING SLOWLY

QUESTION 1:

Have you checked the speed setting on the basket control panel?

EXPLAINATION :

On the basket control panel, there is a speed control switch or button. This switch / button allows the operator to change between two operating speeds. On Single Man Lifts, to engage slow mode press the slow mode button. When the light is on, slow mode is engaged. Conversely, when the light is off normal movement speed is enabled.

SOLUTION:

Check the settings and make sure the switch is set to the desired position. Toggle between settings and move the machine to see if the switch is working properly.

LIFT DRIVING SLOWLY

QUESTION 3:

Are you operating the lift on a slope of any kind? If so the slope may be too steep.

EXPLAINATION:

A single man lift can be driven up a slope or incline however there are limits. If the slope is too steep the machine will not lift or drive. This is a safety feature that prevents the basket from being raised too high if the ground is too unlevel. Severe imbalance will likely tip or roll the machine resulting in injury or death.

SOLUTION:

Make sure the lift is at its lowest possible position then attempt to drive the lift up the slope.

If the slope or incline is too steep then another machine, such as a forklift, may be needed to move the Single Man Lift to the desired destination.

Maximum slope rating, stowed position: 30% (17°)

Maximum side slope rating, stowed position: 30% (17°)

LIFT DRIVING SLOWLY

QUESTION 3:

If the machine is on a level surface, does the machine only drive slowly when the platform is elevated?

EXPLAINATION :

Scissor lifts have safety features that automatically engage in specific conditions. All scissor lifts automatically reduce the movement speed of the scissor lift when elevated above a specific height. For electric scissor lifts, some brands restrict movement altogether when the scissor lift platform is elevated above a specific height (restriction depends on brand and model).

SOLUTION:

Lower the scissor lift platform to bring it closer to the base of the machine until movement functionality is restored.

Move the machine to the next position and raise the lift as needed. Repeat until the job is completed.

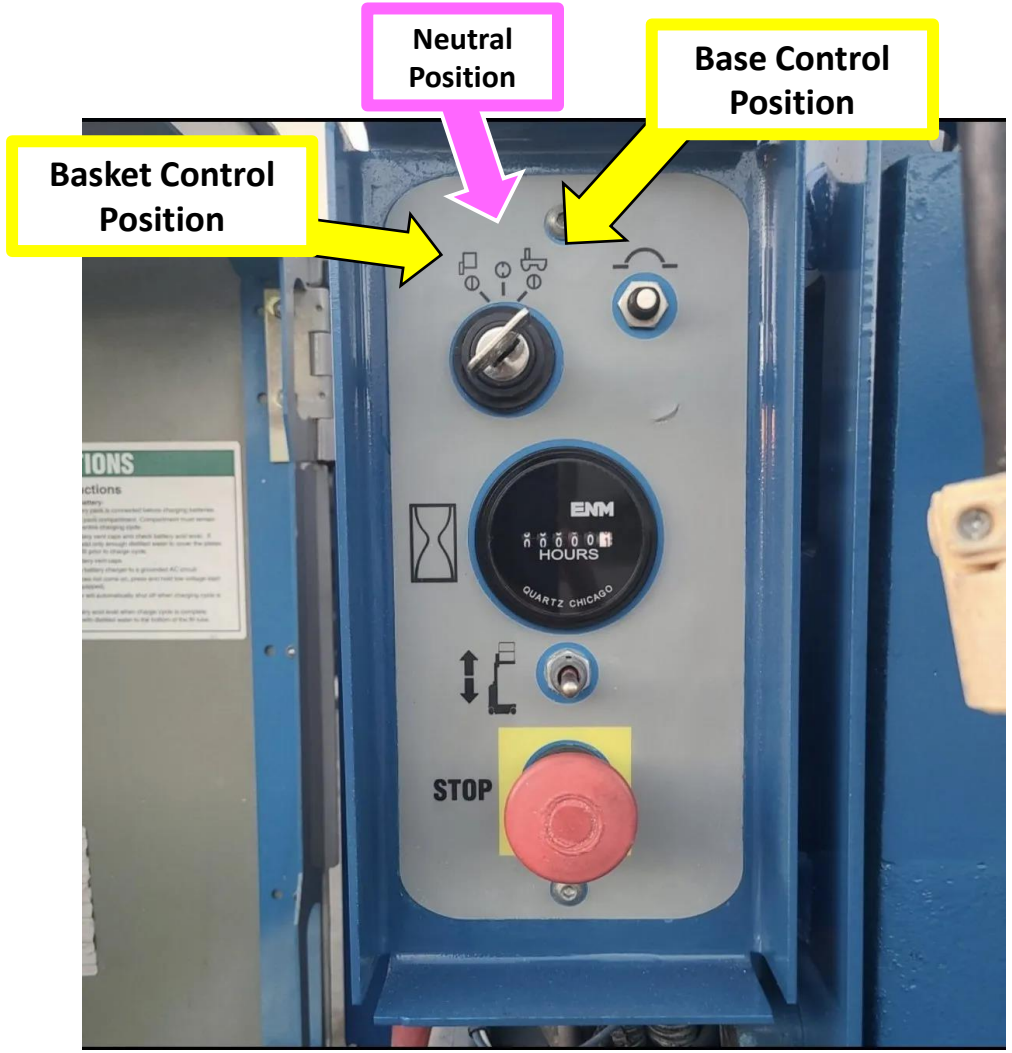
SINGLE MAN LIFT TROUBLESHOOTING GUIDE

POWER ON BUT LIFT CONTROLS NOT RESPONDING

SELF PROPELLED TYPE

bigrentz

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Self Propelled)



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every Single Man Lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:

Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

Disables both base and basket controls – Not all brands / models are equipped with this position

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Self Propelled)

QUESTION 2:
Are both of the emergency stop switch disengaged (pulled outward)?

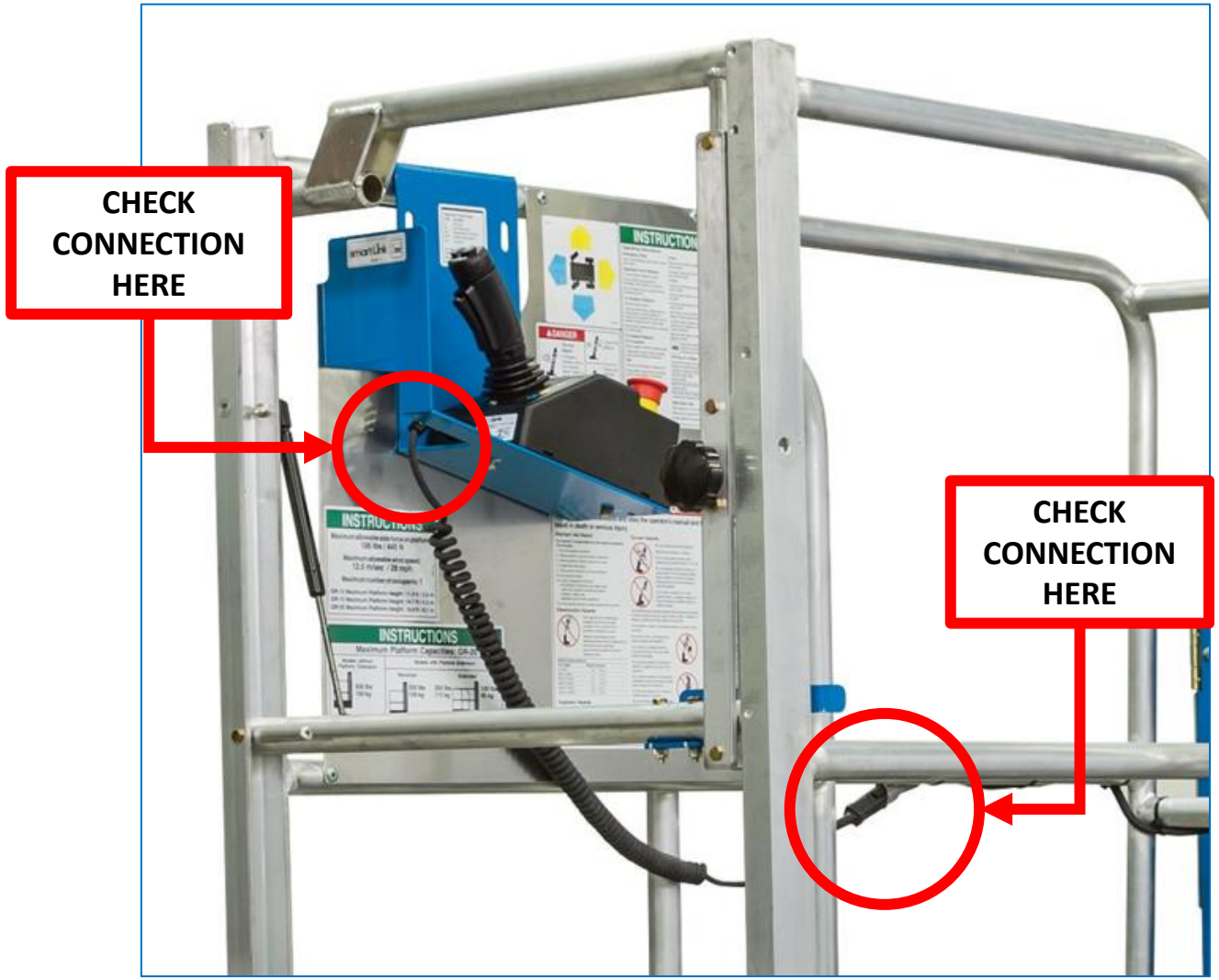
PROBLEM:
If either of the emergency stop switched are engaged the lift will not turn on.

RESPONSE:
On the base control panel and platform control box there is a red button. The button has two positions:

- **ENGAGED (pushed in):**
  - Stops all functions on the machine
- **DISENGAGED (pulled out):**
  - Enables all functions

Have the operator check both buttons. Instruct the operator to pull the buttons outward.

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Self Propelled)



QUESTION 3:

Have you checked the control box connectors?
Have you checked the control cable for damage?
Sometimes during transport or even normal operations the connectors can shake loose and the cable can suffer damage.

PROBLEM:

If the control cable has lost proper connection with the control box or with he control circuits then operation may be hindered.

Also, the operator may have accidentally damaged the cable that runs from the control module to the control box in the basket.

SOLUTION:

Have the operator check the cable for damage. Then have the operator check the connection points (as labeled).

IF ALL TROUBLESHOOTING OPTIONS HAVE FAILED CALL THE SUPPLIER AND SCHEDULE SERVICE AS SOON AS POSSIBLE.

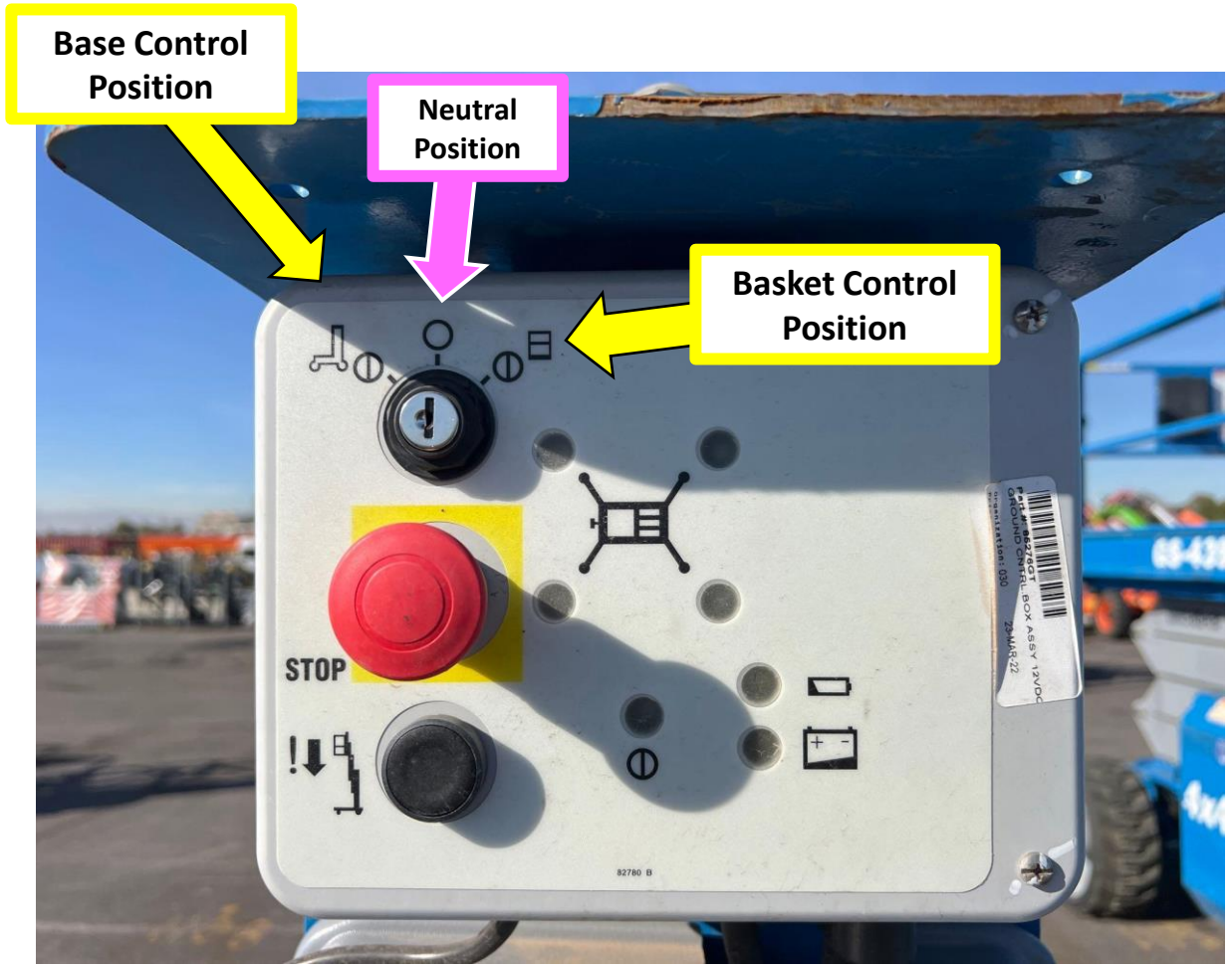
SINGLE MAN LIFT TROUBLESHOOTING GUIDE

POWER ON BUT LIFT CONTROLS NOT RESPONDING

MANUAL / PUSH AROUND TYPE

bigrentz

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Manual / Push Around)



QUESTION 1:

Is the base key switch in the correct position?

RESPONSE:

On every Single Man Lift there are two control panels, one is at the base of the machine and the other is in the basket. On the base control panel there is a switch that can only be changed with the key inserted. Depending on the brand, this switch may have 2 or 3 positions:

Base Control Position:

Disables basket controls - Enables an operator to control and maneuver the Scissor lift from the ground

Basket Control Position:

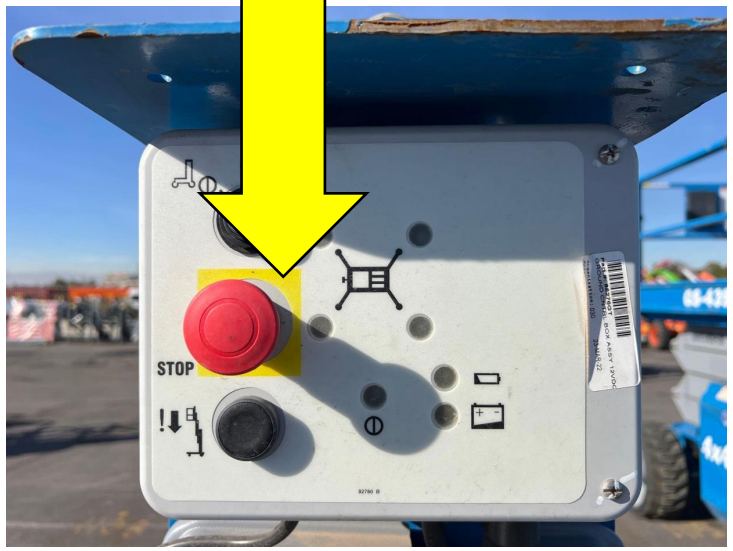
Disables base controls – Enables an operator to control and maneuver the machine from the basket

Neutral Position:

Disables both base and basket controls – Not all brands / models are equipped with this position

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Manual / Push Around)

BASE EMERGENCY STOP SWITCH



PLATFORM EMERGENCY STOP SWITCH

QUESTION 2:

Are both emergency stop switch disengaged (pulled outward)?

PROBLEM:

If either of the emergency stop switched are engaged the lift will not turn on.

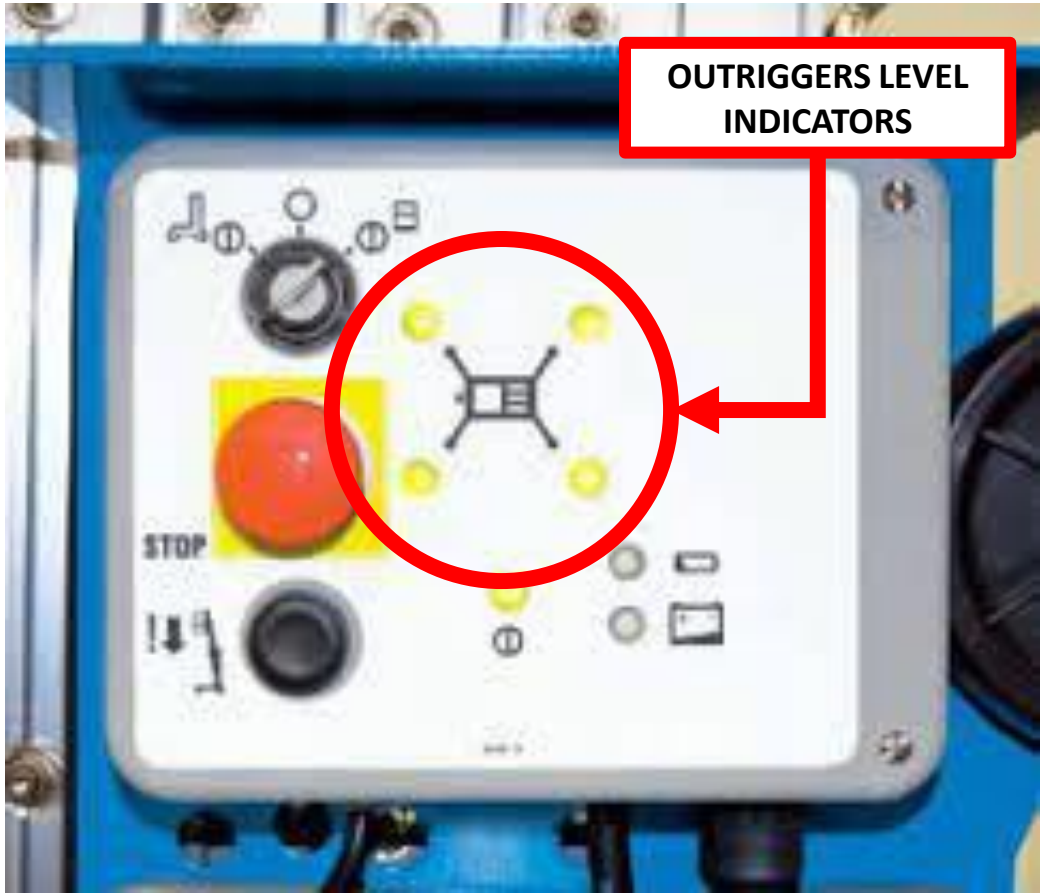
RESPONSE:

On the base control panel and platform control box there is a red button. The button has two positions:

- **ENGAGED (pushed in):**
  - Stops all functions on the machine
- **DISENGAGED (pulled out):**
  - Enables all functions

Have the operator check both buttons. Instruct the operator to pull the buttons outward.

POWER ON BUT LIFT CONTROLS NOT RESPONDING
(Manual / Push Around)



QUESTION 3:

Are all of the outrigger properly engaged (all green lights on)?

PROBLEM:

Manual Single Man Lifts are a bit different from other man lifts. Because they are light weight they use outriggers to stabilize and level the machine during normal operation.
If all outriggers are not level (indicated by the green lights) then the platform will not raise.
What often happens is the operator will level the machine when it is completely lowered but as the platform is raised the balance of the machine changes and it can through the lift out of level and then the machine will not lift any higher.

SOLUTION:

Instruct the operator to lower the platform to its lowest position and exit the machine. Then adjust the outriggers and necessary. Then use the base controls to raise the platform and monitor the outrigger lights. If any of the outriggers become unlevel the operator may adjust them in real time. Continue this process until the lift can reach max height with no leveling issues.

SINGLE MAN LIFT TROUBLESHOOTING GUIDE

LIFT STUCK IN THE AIR

SELF PROPELLED TYPE

bigrentz

LIFT STUCK IN THE AIR
(SELF PROPELLED TYPE)

QUESTION 1:
Have you tried using the base controls to lower the platform?

OPERATOR RESPONSE:
Yes but the lift will not lower the platform

SOLUTION:
See page 111 of this guide for emergency lowering procedure

OPERATOR RESPONSE: **NO**

SOLUTION:

1) Find the control panel at the base of the machine. Depending on the brand and model the base control panel could be on the side or the rear of the machine.

2) Turn the key switch to the base control settings

3) Find the elevation controls on the base panel and use the controls to lower the platform to the desired level.

4) Schedule a service technician to examine the machine as soon as possible.

LIFT STUCK IN THE AIR
(SELF PROPELLED TYPE)

QUESTION 3:

Have you tried using the emergency release control?

EXPLANATION:

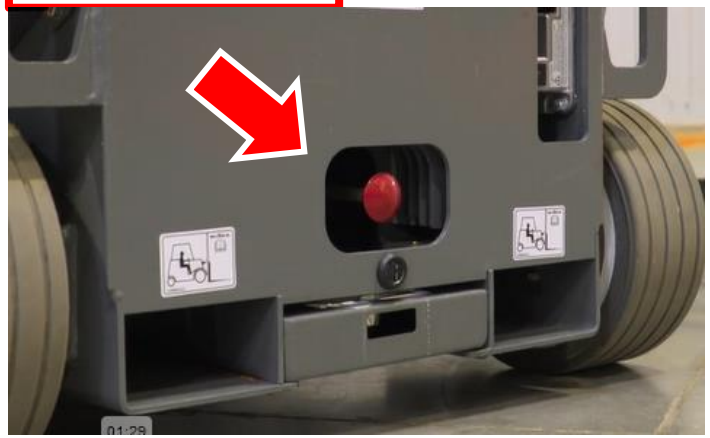
The Emergency Lowering Control (also known as the Emergency Hydraulic Release Valve) is located at the base of the machine and is used to release all hydraulic pressure within the hydraulic system. This safely as slowly lowers the platform completely so the operator may exist the lift.

SOLUTION:

- Check the lift's mast brackets to make sure there is nothing impeding the movement of the descent of the platform
- Find the Emergency Lowering Control (see example pics)
- Depending on the brand, push or pull the control handle until you lift begins lowering. You will hear a hissing sound. This means the hydraulic pressure is being released the hydraulic fluid is being forced back into its fluid reservoir tank.
- Keep objects and people clear of the lift while the platform is descending.

IF ALL THIS METHOD DOES NOT LOWER THE PLATFORM THEN CALL A SERVICE TECHNICIAN IMMEDIATELY

SKYJACK



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SINGLE MAN LIFT TROUBLESHOOTING GUIDE

LIFT STUCK IN THE AIR

MANUAL / PUSH AROUND TYPE

bigrentz

LIFT STUCK IN THE AIR
(MANUAL / PUSH AROUND TYPE)

QUESTION 2:

Have you tried using the base controls to lower the platform?

OPERATOR RESPONSE:

YES but the machine will not lower the platform

SOLUTION:

See page 113 of this guide

OPERATOR RESPONSE: **NO**

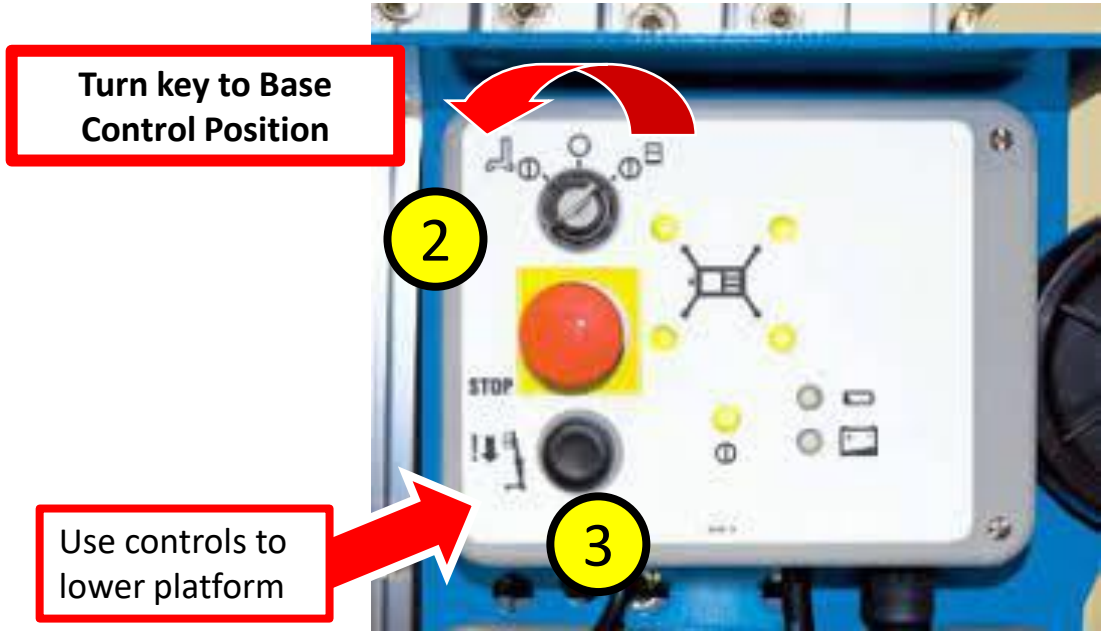
SOLUTION:

1) Find the control panel at the base of the machine. Depending on the brand and model the base control panel could be on the side or the rear of the machine.

2) Turn the key switch to the base control settings

3) Find the elevation controls on the base panel and use the controls to lower the platform to the desired level.

4) Schedule a service technician to examine the machine as soon as possible.



END OF SINGLE MAN LIFT SECTION

If any of the described issues persist after going through the troubleshooting guide then call your equipment rental supplier and place schedule a technician to examine the machine for potential repairs.