


11. Operational status

DISPLAY READOUT	FUNCTIONAL DESCRIPTION
 <p>The display readout section shows a sequence of icons: the ascendor logo, a left-pointing arrow, a right-pointing arrow, a diamond-shaped transmitter icon, a speech bubble with a transmitter icon, a speech bubble with a transmitter icon and a hand holding a transmitter, a speech bubble with a checkmark and a transmitter icon, and a speech bubble with a transmitter icon crossed out by a red circle and a hand holding a transmitter over a trash bin.</p>	<p>MAIN SCREEN DISPLAY</p> <p>LEFT travel command button on lift activated On-board button on lift or PCB has been activated</p> <p>RIGHT travel command button on lift activated On-board button on lift or PCB has been activated</p> <p>Travel command on transmitter activated Travel command on wall-mounted or handheld control has been activated</p> <p>Teach-in procedure for handheld remote control Receiver is in teach-in mode, Transmitter can be memorised (Press and hold platform OPEN & CLOSE buttons simultaneously for 10 secs.)</p> <p>Transmitter has been successfully memorised Receiver has been successfully programmed</p> <p>Transmitter status deleted All memorised transmitters have been deleted</p>

12. Trouble shooting guide

12.1 When technical problems occur

In the event of technical malfunctions, a service technician must be contacted immediately, and the malfunction must be repaired as quickly as possible. Before the repair is carried out, the lift system must be marked with appropriate signs ("Lift out of order") and affected lift users must be informed of the circumstance.

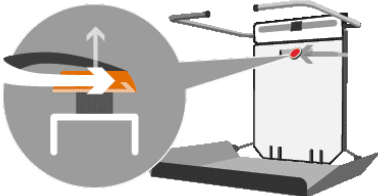



In the event that a person is on the platform during a malfunction, proceed as described in [Paragraph 6.7.1: "Emergency travel operation"](#) and [Section 6.7.2: "Emergency rescue procedure"](#).

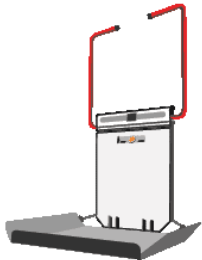
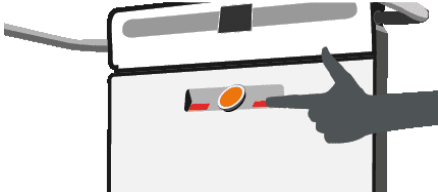
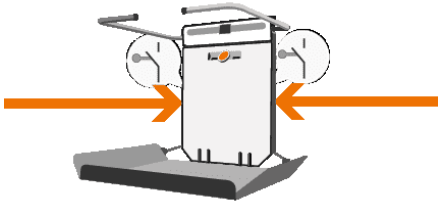
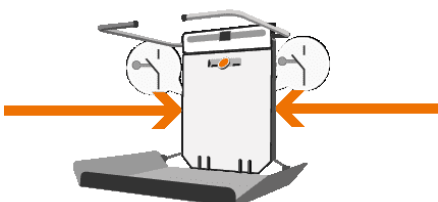
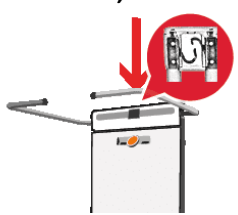

During emergency travel or rescue operation, observe all the safety instructions contained in this manual.


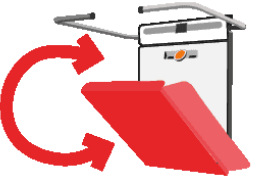
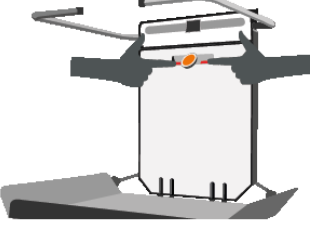
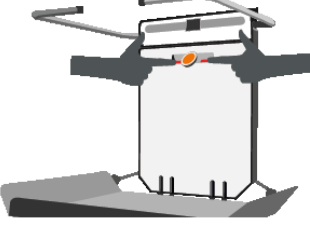
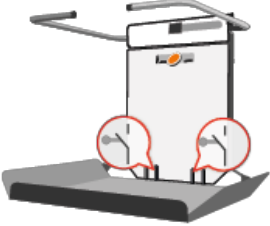

12.2 Responding to technical problems

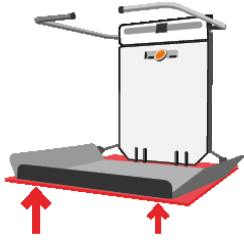
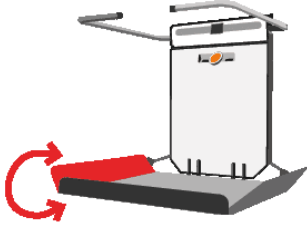

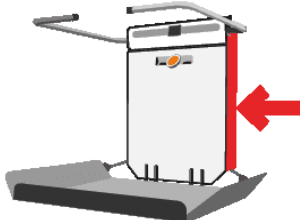
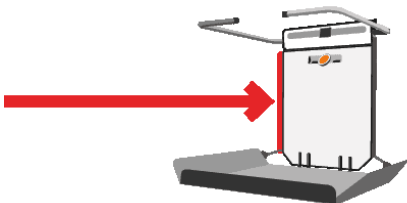
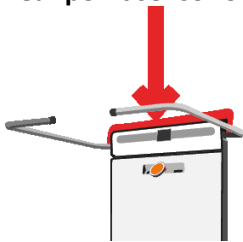
An acoustic signal will sound whenever the on-board diagnostic system detects a fault.

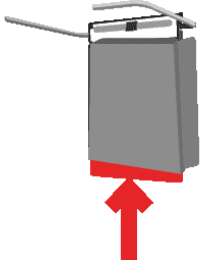
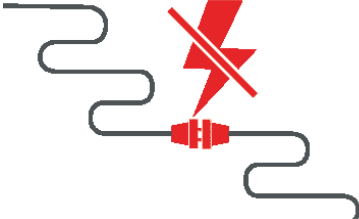
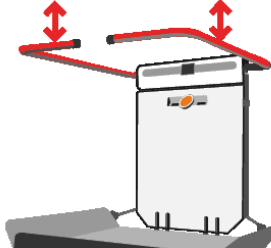
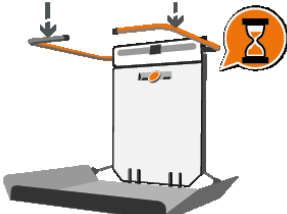
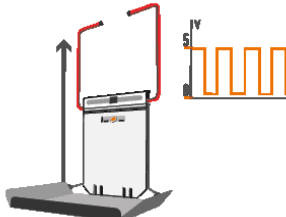
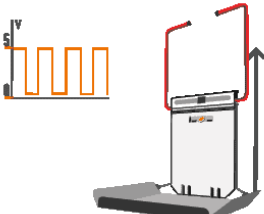
An appropriate graphic image will be displayed on the screen; you should respond to each fault by following the measures outlined in the right-hand column below:

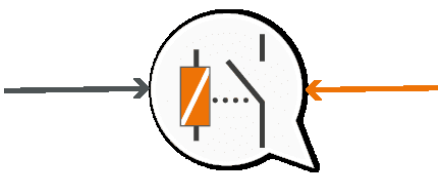





DISPLAY READOUT	FAULT and SOLUTION
<p>Emergency STOP activated</p> 	<p>Fault: Emergency STOP button has been activated.</p> <p>Solution: Release the emergency STOP button (Turn button to the left)</p>
<p>Weak battery charge</p> 	<p>Fault: Battery voltage has fallen below minimum charge. Batteries are damaged, no charge.</p> <p>Solution: Recharge or replace batteries.</p>
<p>Maximum load exceeded</p> 	<p>Fault: Maximum load capacity of lift has been exceeded</p> <p>Solution: Reduce the load on platform</p>
<p>Overload platform motor</p> 	<p>Fault: Platform motor needs too much current</p> <p>Solution: Remove weight from the platform before closing the platform</p>




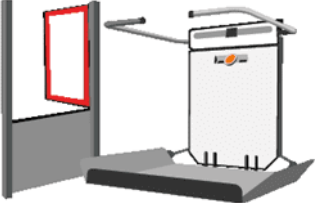


DISPLAY READOUT	FAULT and SOLUTION
<p>Safety bar motors overloaded</p> 	<p>Fault: Safety bars are blocked or move tight</p> <p>Solution: Remove obstruction or check current value of motors</p>
<p>On-board controls activated - platform is closed</p> 	<p>Fault: On-board controls are permanently activated.</p> <p>Solution: Open the platform with remote and check if dirt or water is activating the membrane buttons on lift</p>
<p>Both limit switches activated</p> 	<p>Fault: Upper and lower limit switches are pressed at the same time</p> <p>Solution: Inspect both limit switches Check switches are functioning correctly</p>
<p>Limit switch defective</p> 	<p>Fault: NC and NO contacts do not switch in parallel</p> <p>Solution: Check the limit switches, Check the function of the limit switches</p>
<p>F2 Fuse 7,5A is broken</p> 	<p>Fault: Short circuit of platform or safety bar motors.</p> <p>Solution: Replace F2 Fuse 7,5A</p>
<p>F3 Fuse broken</p> 	<p>Fault: Short circuit of drive motor, Faulty motor controller.</p> <p>Solution: Replace F3 Fuse 40A (PLV9 60A), Inspect motor controller, Inspect drive motor</p>







DISPLAY READOUT	FAULT and SOLUTION
<p>Travel sensor broken</p> 	<p>Fault: Travel sensor broken, Travel sensor incorrectly adjusted, False parameter settings.</p> <p>Solution: Inspect the sensor, Check travel distances, Check parameter settings</p>
<p>Platform not correctly closed</p> 	<p>Fault: Platform has not been correctly closed.</p> <p>Solution: Close (raise) the platform completely using the remote controls</p>
<p>Both travel buttons activated</p> 	<p>Fault: Both travel buttons have been operated at once.</p> <p>Solution: Check if dirt or water is activating the membrane buttons on lift</p>
<p>Both fold buttons (open/close) pressed</p> 	<p>Fault: Both fold buttons (open/close) on remote or in service hatch are pressed</p> <p>Solution: Check whether the button is stuck</p>
<p>Switches b20 and b19 both active</p> 	<p>Fault: Both switches not pressed (NC contact)</p> <p>Solution: Platform opened → adjust switch b19 Platform closed → adjust switch b20</p>
<p>Arresting gear activated</p> 	<p>Fault: Arresting gear has been released.</p> <p>Solution: Reset arresting gear, Check for cause of release, Visually inspect arresting hook</p>







DISPLAY READOUT	FAULT and SOLUTION
<p>Contact tray depressed</p> 	<p>Fault: Obstruction has activated switches in tray</p> <p>Solution: Remove obstruction and inspect platform to ensure it can move freely.</p>
<p>Contact sensor on left side ramp</p> 	<p>Fault: Obstacle has activated ramp sensor on the left.</p> <p>Solution: Remove obstacle and check that ramp can move freely again.</p>
<p>Contact sensor on right side ramp</p> 	<p>Fault: Obstacle has activated ramp sensor on the right.</p> <p>Solution: Remove obstacle and check that ramp can move freely again.</p>
<p>Shear point sensor on right side</p> 	<p>Fault: Obstacle has activated contact sensor on the right.</p> <p>Solution: Remove obstacle and check that contact strip can move freely again.</p>
<p>Shear point sensor on left side</p> 	<p>Fault: Obstacle has activated contact sensor on the left.</p> <p>Solution: Remove obstacle and check that contact strip can move freely again.</p>
<p>Shear point sensor on top</p> 	<p>Fault: Obstacle has activated sensor on the top.</p> <p>Solution: Remove obstacle and check that contact strip can move freely again.</p>


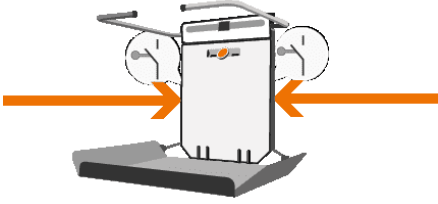
DISPLAY READOUT	FAULT and SOLUTION
<p data-bbox="347 226 619 255">Toe protection sensor</p>  <p data-bbox="363 528 603 557">No electrical power</p> 	<p data-bbox="1107 226 1187 255">Fault:</p> <p data-bbox="874 264 1422 293">Obstacle has activated sensor on the bottom.</p> <p data-bbox="1086 338 1209 367">Solution:</p> <p data-bbox="847 376 1449 443">Remove obstacle and check that contact strip can move freely again.</p> <p data-bbox="1107 528 1187 557">Fault:</p> <p data-bbox="922 566 1374 595">Recharger is not plugged in or broken</p> <p data-bbox="1086 640 1209 669">Solution:</p> <p data-bbox="858 678 1437 745">Inspect the recharger for function and check the mains supply voltage</p>
<p data-bbox="296 831 671 860">Safety bars manually operated</p> 	<p data-bbox="1107 831 1187 860">Fault:</p> <p data-bbox="916 869 1378 898">Safety bars have been raised manually</p> <p data-bbox="1086 943 1209 972">Solution:</p> <p data-bbox="842 981 1453 1010">Operate safety bars with OPEN and CLOSE buttons.</p>
<p data-bbox="328 1137 639 1167">Safety bar motors broken</p> 	<p data-bbox="1107 1137 1187 1167">Fault:</p> <p data-bbox="890 1176 1406 1205">Safety bar motor not connected or broken.</p> <p data-bbox="1086 1249 1209 1279">Solution:</p> <p data-bbox="991 1288 1305 1317">Inspect safety bar motors.</p>
<p data-bbox="193 1442 775 1471">Hall-sensor on upstairs facing safety bar broken</p> 	<p data-bbox="1107 1442 1187 1471">Fault:</p> <p data-bbox="959 1480 1342 1581">Hall-sensor on safety bar motor disconnected or faulty; incorrect parameter settings.</p> <p data-bbox="1086 1626 1209 1655">Solution:</p> <p data-bbox="991 1664 1305 1731">Inspect Hall-sensor, Check parameter settings.</p>
<p data-bbox="172 1742 791 1771">Hall-sensor on downstairs facing safety bar broken</p> 	<p data-bbox="1107 1742 1187 1771">Fault:</p> <p data-bbox="959 1780 1342 1881">Hall-sensor on safety bar motor disconnected or faulty; incorrect parameter settings.</p> <p data-bbox="1086 1926 1209 1955">Solution:</p> <p data-bbox="991 1964 1305 2031">Inspect Hall-sensor, Check parameter settings.</p>

DISPLAY READOUT	FAULT and SOLUTION
<p>Main circuit breaker F1 broken</p> 	<p>Fault: Main circuit breaker F1 is broken.</p> <p>Solution: Replace main circuit F1 Fuse.</p>
<p>Master contact monitoring</p> 	<p>Fault: Master contact broken, incorrect parameter settings.</p> <p>Solution: Inspect master contact, Check parameter settings.</p>
<p>Emergency travel button activated</p> 	<p>Fault: Emergency travel button is pressed.</p> <p>Solution: Release emergency travel button.</p>
<p>Lift is not in parked position</p> 	<p>Fault: Lift unit is not correctly positioned at upper or lower landing or parking place.</p> <p>Solution: Operate lift and move it into the correct position.</p>
<p>Wireless receiver malfunction</p> 	<p>Fault: Signals sent by external transmitters are not correctly received.</p> <p>Solution: Reduce distance between transmitter and receiver, Check receiver module function.</p>
<p>Transmitter batteries low voltage</p> 	<p>Fault: Batteries in wall or handheld controls have no charge.</p> <p>Solution: Replace the batteries.</p>

DISPLAY READOUT	FAULT and SOLUTION
<p>Communication problem wireless transmitter</p> 	<p>Fault: Wireless transmitter reports communications problem.</p> <p>Solution: Reduce distance between transmitter and receiver, Check transmitter module function.</p>
<p>Opening platform not allowed</p> 	<p>Fault: Lift unit is in parking position.</p> <p>Solution: Move lift into normal station position.</p>
<p>Motorised ramp limit switch not reached</p> 	<p>Fault: Motorised ramp not closed, limit switch not set correctly or defective, wrong parameter set</p> <p>Solution: Inspect motorised ramp limit switch, Check parameter settings.</p>
<p>Door not closed</p> 	<p>(Only applies to PLV9)</p> <p>Fault: Door is not properly closed.</p> <p>Solution: Close door, inspect contacts, Check parameter settings.</p>
<p>Door not locked</p> 	<p>(Only applies to PLV9)</p> <p>Fault: Door closed not securely locked.</p> <p>Solution: Inspect door latch mechanism, Check parameter settings.</p>
<p>Door latch blocked</p> 	<p>(Only lift type "Vertical")</p> <p>Cause: Door latch is activated but does not unlock.</p> <p>Measure: Check door latch, check door setting</p>

DISPLAY READOUT	FAULT and SOLUTION
<p>Travel with reserve input</p> 	<p>Fault: A reserve input must be available to allow travel permission.</p> <p>Solution: Inspect wiring of external controls.</p>
<p>Open or close platform with reserve input</p> 	<p>Fault: A reserve input must be available to allow travel permission.</p> <p>Solution: Inspect wiring of external controls.</p>
<p>UMTS_LINK_ERR_WRITE_PHONEBOOK (Code 1)</p> 	<p>Cause: Phone number/name could not be written into the address book of the SIM card</p> <p>Measure: Check phone number, enter shorter name</p>
<p>UMTS_LINK_ERR_WRITE_FLASH (Code 2)</p> 	<p>Cause: An error occurred while writing the update</p> <p>Measure: Start update again</p>
<p>Faulty emergency call module (Code 4)</p> 	<p>Fault: Emergency call module is not dialled into the mobile network</p> <p>Solution: Lift Off/On, check mobile signal</p>
<p>UMTS_LINK_ERR_NO_SIM (Code 8)</p> 	<p>Cause: No SIM card inserted</p> <p>Measure: Insert SIM card</p>

DISPLAY READOUT	FAULT and SOLUTION
<p>UMTS_LINK_ERR_SIM_LOCKED (code 10)</p> 	<p>Cause: SIM card is locked</p> <p>Measure: Delete PIN code from SIM card</p>
<p>UMTS_LINK_ERR_PWROFF (code 20)</p> 	<p>Cause: Modem not ready</p> <p>Measure: Check emergency call module, check parameter settings.</p>
<p>UMTS_LINK_ERR_AUDIO_OFF (code 40)</p> 	<p>Cause: Error Audio Chip</p> <p>Measure: Check emergency call module, check parameter settings</p>
<p>If there are several errors, the codes are to be added (hexadecimal)</p> 	<p>For example: UMTS_LINK_ERR_SIM_LOCKED and UMTS_LINK_ERR_PWROFF = Code 30</p>
<p>Emergency call module not connected</p> 	<p>Fault: Emergency call module is not connected, wrong parameter settings.</p> <p>Solution: Check emergency call module is functioning, Check parameter settings.</p>
<p>On-board controls have priority</p> 	<p>Fault: Lift only operates via on-board controls, Incorrect parameter settings.</p> <p>Solution: Lift may only travel in opened platform state with the use of on-board control buttons.</p>

DISPLAY READOUT	FAULT and SOLUTION
<p>Motor controller + Fault Code</p> 	<p>Fault: Motor controller is broken.</p> <p>Solution: Inspect motor controller, Replace motor controller.</p>
<p>Safety bar switch –b6.1 incorrectly adjusted</p> 	<p>Fault: Micro-switch b6.1 on downstairs facing safety bar is incorrectly adjusted</p> <p>Solution: Adjust the safety switch cams</p>

13. Dismantling and disposal

The dismantling and disposal of the lift unit should only be carried out by an approved Ascendor partner.

In accordance with the European guideline **2012/19/EU** concerning the disposal of used electrical equipment and its implementation in accordance with local regulations, used electrical equipment must be collected separately and recycled in an environmentally friendly manner.



14. Transport details

The size and weight of your platform stair lift will depend on the exact details of the lift ordered.

The weight is displayed on the certification label fitted on each lift.

The transportation of the lift and its ancillaries are only to be undertaken under the supervision of a recognised shipping company or forwarding agent. Damages, which occur during transport under any other circumstances, are not covered by guarantee.

15. Installation and commissioning of lift

The installation and operational commissioning may only be carried out by qualified personnel who have been trained and approved by Ascendor or its partners.

A prior examination of the load bearing capabilities of the walls and supporting elements to which the lift and its equipment will be attached must first be made by installation fitters or a qualified structural engineer.

During installation, special care and attention must be paid to ensure that the operation of the lift cannot be obstructed or disturbed by vibrations or contact from any other appliances in the near vicinity.

These could have an adverse effect upon the electronics or precision engineering of the unit