



Hoist Troubleshooting Guide

The CLH troubleshooting guide is here to help you check for easy to fix solutions when your hoist stops functioning correctly. Follow the 8 steps below and don't hesitate to get in touch with us on 01392 823233 if the issue is not resolved by the time you get to the final step! If you let us know that you have already completed the checks in our guide, we won't need to bore you with the same questions again!



1. Check the emergency stop button

Ensure the emergency stop button is not depressed (on a mobile hoist) or the cord has been pulled (on an overhead hoist). Press the button in and twist out.

2. Check hand control is connected

Check that the hand control is pushed firmly into the socket. If in doubt remove the hand control and plug in firmly.

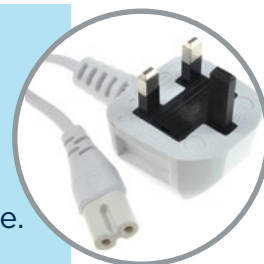


3. Check hand control for obvious signs of damage

Examine the hand control for any obvious signs of damage or breaks in the cable. If you have another hoist of the same model, try swapping the hand controls. If this resolves the issue, call 01392 823233 to order a new one.

4. Check battery is charging (for on-board charging)

Ensure the charging cable is removed before operating the hoist as there is a safety feature that prevents the hoist operating whilst charging. Check for any obvious signs of damage to the charging cable. If you have another cable on site you can test it to identify if it is an issue with the cable.





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5. Check battery is charging (for off-board charging)

Ensure the battery has a full charge cycle and is not accidentally removed shortly after commencement. Check the battery is actually being charged. The battery must be sited correctly on the charging contacts.

6. Check the charger is working (for off-board charging)

The charger will show an illuminated light when it is powered. If this light is not lit check the power is turned on at the wall and the charging cable is firmly connected to the charger. You can also check the fuse hasn't been blown.



7. Is The Battery At The End Of Its Life?

If your charger is working and the battery is not charging your battery is at the end of its life. This can often be seen when the orange charging light illuminates but switches off shortly after placing on charge. This means the charger has been unable to charge the battery.



8. Contact CLH for further assistance

If none of these issues have resolved your issue, please call 01392 823233, let us know that you have completed our troubleshooting steps, and give us as much detail about the issue as possible!



Did you know?

We stock and are able to source a large range parts for many different hoists and other types of care equipment. Do you have a specific need for your equipment? Get in touch today!

