

TROUBLESHOOTING

OBSERVED SYMPTOM TROUBLESHOOTING

Observed failure	Possible cause	Solution
No power	Loose terminal or bad switch connection causes interrupted current	Check battery and wire harness terminals, tighten screw connections, and keep switch contacts clear
Lift speed not uniform	Air in the hydraulic cylinder	Bleed air from cylinder as described in cylinder replacement procedure
No lift	Hydraulic oil is low	Fill with hydraulic oil L-HV32
	Low battery	Recharge battery
	Oil leaking	Inspect and repair hydraulic system, replace seal kit, or tighten oil pile connection screws
	Overload	Reduce the load weight
	Lift limit switch failure	Repair the limit switch
Abnormal noise during lifting	Hydraulic assembly is loose	Tighten the retaining screw
	Hydraulic motor or gear pump failure	Inspect hydraulic motor and gear pump

FAULT CODE TROUBLESHOOTING

When the controller detects a failure, a fault code is displayed on the display in the format **ERR+nn**, where **nn** is the fault code number from this table.

Fault code	Description	Possible cause	Solution
SRO	Operation sequence wrong	Lift, lower, or travel commanded before handle is in the operation position	Turn truck power off and then on, and be sure to pull the handle into operating position before commanding lift, lower, or travel
11	Parameters incorrectly set	Parameters setting is incorrect	Adjust the parameters or replace the controller
12	Overcurrent	Motor short or controller fault or Hall signal interference	Replace motor or controller
14	M+ current zero bit detection error	Controller failure	Replace controller
15	— current zero bit detection error	Controller failure	Replace controller
16	Emergency reverse button has signal when turning on power	Emergency reverse button stuck or LCD monitor fault	Check or replace the belly switch

Maintenance / Battery

Fault code	Description	Possible cause	Solution
18	Motor Hall fault	Motor Hall fault, connector fault or controller fault	Check the motor wiring, replace motor, or replace controller
19	Temperature sensor fault	Temperature sensor failure or open in sensor wiring	Check the motor wiring or replace the motor
21	Potentiometer fault	Potentiometer failure or fault in potentiometer wiring	Check the potentiometer wiring or replace the potentiometer
22	Overheat current limit	Controller overheated and within the current limit working state (derate)	Wait 15-25 minutes for the controller to cool before operating
23	Overheat protection	Controller overheated and shut down	Wait 15-25 minutes for the controller to cool before operating
25	Motor overheat limit	Motor temperature too high, output limited (derate)	Wait 15-25 minutes for the controller to cool before operating
26	Motor stalling	Motor stall protection active	Replace the motor
27	Brake fault	Brake failure, or open on brake wiring	Check and repair the brake wiring or replace the brake

Maintenance / Battery

Fault code	Description	Possible cause	Solution
29	Motor open	Open on motor cable or motor fault	Check and repair the motor cabling or replace the brake
31	Battery voltage low current limit	Low battery voltage and within the current limit working state (derate)	Charge or replace the battery
32	Low battery voltage protection	Low battery voltage and shut down	Charge or replace the battery
33	Over high battery voltage	Battery voltage too high	Wait 15-35 minutes for voltage to level before operating
35	Contactor error	Controller fault	Replace controller
38	Communication error	Display wiring fault or display fault	Check and repair display wiring, replace tiller handle harness, replace the display, or replace the controller
39	Version error	Controller version is incorrect	Replace controller