Trouble shooting and Troubleshooting

Electric hoist after long-term use or improper operation, there may be a variety of failures. The following are common faults, causes and troubleshooting methods. And if you have any questions, please kindly contact our customer service via mailbox: violet@basilandecor.com . We will do our best to solve the issues.

Common Faults	Reasons	Solutions
Hand press the button switch motor does not rotate	1.The power supply is disconnected 2. The cable connection is broken or loose 3. The switch is faulty 4. Capacitor damage 5.(The rise button fails) the end reset of the limit frame or the travel switch fails 6. Emergency stop switch is not reset (PA999)	1. Switch on the power supply 2. Check the cable connection and repair it 3. Repair or replace the switch 4. Replace the capacitor 5. Check the limit frame or the travel adjustment switch 6. Reset the emergency stop switch
Press the button by hand and the motor is noisy and cannot start normally	1. The power supply voltage is too low 2. Capacitor damage 3. The switch is in poor contact	1. Adjust the power supply voltage 2. Replace the capacitor 3. Repair or replace the switch
Excessive noise	1. Poor lubrication 2. Gear or bearing damage 3. Poor assembly or bump after disassembly	1. Add enough grease 2. Check the replacement gear or bearing 3. Recheck the assembly parts and repair the damaged parts
Chassis charged	1. The ground is faulty or ungrounded 2. The internal wire is grounded to the housing	1. Check and repair the ground cable 2. Check and repair the internal cables

The limit mechanism fails and the lifting instruction is contrary to the execution result	The wire rope is reversed wrapped around the rope barrel due to improper operation	Press the lift switch to make the hook drop to the bottom and the wire rope completely free from the rope barrel, and then start to work normally.