

# Troubleshooting

Problem	Solution	Solution
Jack will not lift to full height	<input type="checkbox"/> Low oil level	<input type="checkbox"/> Check oil level
Jack will not hold load	<input type="checkbox"/> Release valve not closing Hydraulic jack oil contaminated Pump valves not sealing Cylinder not sealing	<input type="checkbox"/> Call customer service
Ram will not lower	<input type="checkbox"/> Cylinder ram binding Parts worn Internal damage	<input type="checkbox"/> Call customer service
Jack feels spongy when lifting	<input type="checkbox"/> See Air Purge section	<input type="checkbox"/> See Air Purge procedure

## PURGING SYSTEM AIR OR CHANGING OIL WHEN TROUBLESHOOTING

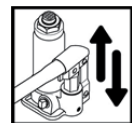
### 1 Opening Release Valve

Turn release valve must be turned counterclockwise to allow the ram to fully retract.



### 2 Pumping the Handle

Pump the handle eight full strokes



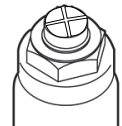
### 3 Closing Release Valve

Turn release valve clockwise to close the valve.



### 4 Pinch Oil Plug

Slowly and carefully pinch oil plug to release trapped air.



### 5 Checking for Pump Action

Jack feels not spongy when lifting