

**Table 7**

## TROUBLE SHOOTING All Hoists

TROUBLE	PROBABLE CAUSE	CHECK AND REMEDY
1. Hook does not respond to the control station	A.) No voltage at hoist-main line or branch circuit switch open; branch line fuse blown or circuit breaker tripped.	A.) Close switch, replace fuse or reset breaker.
	B.) Phase failure (single phasing, three phase unit only)-open circuit, grounded or faulty connection in one line of supply system, hoist wiring, reversing contactor, motor leads or windings.	B.) Check for electrical continuity and repair or replace defective part.
	C.) Upper or lower limit switch has opened the motor circuit.	C.) Press the "other" control and the hook should respond. Adjust limit switches as described on pages 17-18.
	D.) Open control circuit-open or shorted winding in transformer, reversing contactor coil or speed selecting relay coil; loose connection or broken wire in circuit; mechanical binding in contactor or relay; control station contacts not closing or opening.	D.) Check electrical continuity and repair or replace defective part.
	E.) Wrong voltage or frequency..	E.) Use the voltage and frequency indicated on hoist identification plate. For three phase dual voltage unit, make sure the connections at the voltage conversion board are the proper voltage as described on page 8.
	F.) Low Voltage.	F.) Correct low voltage condition as described on page 9.
	G.) Brake not releasing-open or shorted coil winding; armature binding.	G.) Check electrical continuity and connections. Check that correct coil has been installed. The coil for three phase dual voltage unit operates at 230 volts when the hoist is connected for either 230 volt or 460 volt operation. Check brake adjustment as described on page 16.
	H.) Excessive load.	H.) Reduce loading to the capacity limit of hoist as indicated on the identification plate.
2.) Hook moves in the wrong direction.	A.) Wiring connections reversed at either the control station or terminal board (single phase unit only).	A.) Check connections with the wiring diagram.
	B.) Failure of the motor reversing switch to effect dynamic braking at time of reversal (single phase unit only).	B.) Check connections to switch. Replace a damaged switch or a faulty capacitor.
	C.) Phase reversal (three phase unit only).	C.) Refer to installation instruction on page 8.
3.) Hook lowers but will not raise.	A.) Excessive load.	A.) See item 1H.
	B.) Open hoisting circuit-open or shorted winding in reversing contactor coil or speed selecting relay coil; loose connection or broken wire in circuit; control station contacts not making; upper limit switch contacts open.	B.) Check electrical continuity and repair or replace defective part. Check operation of limit switch as described on page 10.
	C.) Phase failure (three phase unit only).	C.) See item 1B.

**Table 7. (con't)**

<b>TROUBLE</b>	<b>PROBABLE CAUSE</b>	<b>CHECK AND REMEDY</b>
4.) Hook raises but will not lower.	A.) Open lowering circuit-open or shorted winding in reversing contactor coil or speed selecting relay coil; loose connection or broken wire in circuit; control station contacts not making; lower limit switch contacts open.	A.) Check electrical continuity and repair or replace defective part. Check operation of limit switch as described on page 10.
	B.) Motor reversing switch not operating (single phase unit only).	B.) See items 2B and 3C.
5.) Hook lowers when hoisting control is operated.	A.) Phase failure (three phase unit only).	A.) See item 1B.
6.) Hook does not stop promptly.	A.) Brake slipping.	A.) Check brake adjustment as described on page 16.
	B.) Excessive load.	B.) See item 1H.
7.) Hoist operates sluggishly.	A.) Excessive load.	A.) See item 1H.
	B.) Low voltage.	B.) Correct low voltage condition as described on page 9.
	C.) Phase failure or unbalanced current in the phases (three phase unit only).	C.) See item 1B.
	D.) Brake dragging.	D.) Check brake adjustment as described on page 16.
8.) Motor overheats.	A.) Excessive load.	A.) See item 1H.
	B.) Low voltage.	B.) Correct low voltage condition as described on page 9.
	C.) Extreme external heating.	C.) Above an ambient temperature of 40°C. (104°F.), the frequency of hoist operation must be limited to avoid overheating of motor. Special provisions should be made to ventilate the space or shield the hoist from radiation.
	D.) Frequent starting or reversing.	D.) Avoid excessive inching, jogging or plugging. This type of operation drastically shortens the motor and contactor life and causes excessive brake wear.
	E.) Phase failure or unbalanced current in the phase (three phase unit only).	E.) See item 1B.
	F.) Brake dragging.	F.) Check brake adjustment as described on page 16.
	G.) 115-1-60 Units: Solid state reverse switch exposed to excessive temperature or the switch is damaged.	G.) See page 15.
9.) Hook fails to stop at either or both ends of travel.	A.) Limit switches not opening circuits.	A.) Check switch connections, electrical continuity and mechanical operation. Check the switch adjustment as described on pages 16 & 17. Check for a pinched wire.
	B.) Shaft not rotating.	B.) Check for damaged gears.
	C.) Traveling nuts not moving along shaft-guide plate loose; shaft or nut threads damaged.	C.) Tighten guide plate screws. Replace damaged part.
10.) Hook stopping point varies.	A.) Limit switch not holding adjustment.	A.) See item 9.
	B.) Brake not holding.	B.) Check the brake adjustment as described on page 16.

<b>Table 7 (con't)</b>		
<b>Two Speed Hoist</b>		
<b>TROUBLE</b>	<b>PROBABLE CAUSE</b>	<b>CHECK AND REMEDY</b>
11.) Hoist will not operate at slow speed in either direction.	A.) Open Circuit.	A.) Open or shorted motor winding, loose or broken wire in circuit, speed selecting contactor stuck in opposite speed mode. Replace motor, repair wire and/or replace speed selecting contactor.
	B.) Phase Failure.	B.) See item 1B.
12.) Hoist will not operate at fast speed in either direction.	A.) Open Circuit.	A.) See Item 11A.
	B.) Open speed selecting circuit.	B.) Open or shorted winding in speed selecting contactor coil. Loose connection or broken wire in circuit. Mechanical binding in contactor. Control station contacts not making or opening. Replace speed selector; repair connection, replace contactor or control station.
	C.) Phase Failure.	C.) See Item 1B.
13.) Hook will not raise at slow speed.	A.) Excessive load.	A.) See item 1H.
	B.) Phase Failure.	B.) See Item 1B.
	C.) Open Circuit.	C.) See item 11A.
	D.) Brake not releasing.	D.) See Item 1G.
14.) Hook will not lower at slow speed.	A.) Phase Failure.	A.) See item 1B.
	B.) Open Circuit.	B.) See item 11A.
	C.) Brake not releasing.	C.) See Item 1G.
15.) Hook will not raise at fast speed.	A.) Excessive load.	A.) See item 1H.
	B.) Phase Failure.	B.) See Item 1B.
	C.) Brake not releasing.	C.) See Item 1G.
16.) Hook will not lower at fast speed.	A.) Phase Failure.	A.) See Item 1B.
	B.) Brake not releasing.	B.) See Item 1G.
17.) Hook moves in proper direction at one speed-wrong direction at other speed.	A.) Phase reversal.	A.) Wiring reconnected improperly. Interchange two leads of motor winding that is out of phase at the speed selecting relay.