

LiftOperator® Testing / Troubleshooting Overview

To view our Maintenance & Troubleshooting video library, visit the Customer Service tab on www.srsmith.com

Testing the Battery

Charge the battery overnight. Remove the battery from the charger, and wait one hour before testing.

Using a Digital Multimeter (set on DC - lowest setting), put the red cord in hole #1 (far left) and the black cord in hole #2. Be sure the prongs touch the metal clips.

If the battery is showing less than 23 volts, the battery will need to be replaced. If the battery is under warranty, please note the date code on the back of the battery. For warranty guidelines, please visit the Customer Service tab on srsmith.com.

Replacement battery pack part number: 1001495



The LiftOperator Charger has a round face. See below.



Plug the charger directly into the wall socket. It is not recommended to use a power strip.

Testing the LiftOperator Charger

To test the charger, plug it into the wall, keep the Multimeter setting on DC, put the red cord inside the charging plug, and make the black cord of the Multimeter touch the outside of the charging hole. The charger should be putting out about 48 volts.

Replacement LiftOperator charger part number: 1001530



Be sure to record the lift's serial number. Serial numbers are located at the base of the mast, and include a letter followed by 4 digits.

This information is required for warranty consideration. Please document your test results for tech support.

Testing the Control Box

Attach the fully charged battery to the lift. Note the battery level LEDs on the control box. Press and release each directional button on the control box. Listen for a relay click after each press.

Push the emergency red button and listen for the alarm, and look for the emergency flashing light. Turn the red button to the right: does the alarm and flashing light turn off? If not, the control box will need to be replaced. Please note the date and serial number from the label on the back of the control box.

Testing the Control Box -Directional Control

When pushing the buttons on the lift control box, does the lift move up and down? Does the lift move right and left?

If the lift does not operate as expected, switch the cables. When pressing the right button, it should make the lift move down, and when pressing the left button, the lift should move up. When pressing the up button, it should make the lift move left, and when pressing the down button, the lift should move right. Now, switch cables back to their correct position.

If the controller passed all the tests above, plug in the hand controller. Do all of the lift functions operate correctly?

Be sure all cable connections are secure. In this photo, the handset plug isn't properly inserted, so the lift will not operate with the handset.



If the lift is not working from the hand controller, unplug the hand controller and try operating the lift from the control box. Does the lift operate?

If the answer is yes, the next step is to plug the hand controller back into the control box. It must be securely inserted. Try operating the lift again from the hand controller. If the lift still will not operate with the hand controller, then the hand controller needs to be replaced.

4 Button Hand Controller part number: 1001600

2 Button Hand Controller part number: 1001601 (multiLift ,ml300,ml2 only)

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For detailed Troubleshooting Videos please visit the Customer Service tab on www.srsmith.com



If the lift is an Extended Reach (as shown above), first check to be sure all connections are secure. Check extension cable for damaged or pinched area. Plug hand controller directly into control box. Does the hand controller work? If yes, the extension cable needs to be replaced.

Extension cable part number: 100-6000A

Use a 9 volt battery for individual testing of the motor and actuator.



Using the end of the connection (shown above) follow these steps.

Testing the Motor

Using the connector with the red band, put the connector into the female side of the 9 volt battery (see above) and then make a connection with the male side. Be sure there is no obstruction between the lift and the pool. The lift chair should turn left. Turn the battery around and go male to female, and this should turn the chair to the right. Plug back into the control box (center hole).

If the lift does not operate, the motor will need to be inspected. Please refer to our Lift Troubleshooting Video Library for step by step instructions for accessing the motor.

Testing the Actuator

Using the connector with the green band, put the connector into the female side of the 9 volt battery and then make connection with the male side. The actuator should extend.

This should make the actuator go out. Turn the 9 volt battery around and go male to female. This should make the actuator go back in.

If the actuator does not respond to this test, a visual inspection of the actuator is needed. Inspect the grommet that the cable comes out of to ensure it is secure. Follow the cable with your fingers to feel for any kinks or corrosion. Gently lift up where the cable disappears into the runner. Follow as much as you can and then continue to the end. Check the gray sleeve of the actuator arm for any cracks or damage.

LA34 replacement actuator part number: 100-5000A (PAL/PAL2/AXS2 & Splash only)

LA34 replacement actuator part number: 100-7000A (MultiLift only)

LA34 replacement actuator part number: AX50001A (aXs only)

LA34 replacement actuator part number: 100-8000A (ML2 only)

If the 9 volt test works on the motor and the actuator, then we will need to replace the control box.

Control box part number's below

Pal/AXS/Splash/Pal2 Part# 400-7000

AXS2 Only Part # 400-7000AX

Multilift/ML300/ML2 Part # 400-7001

Please contact

Sr Smith for part numbers to make sure you are getting the correct replacement.

Please provide us the serial number off your lift as well as your control box and battery. Our contact info 1-800-824-4387 or email customercare@srsmith.com. We are here to help

For warranty claims, please visit the Customer Service tab on srsmith.com