



ATC TRUCK TROUBLESHOOTING GUIDE



Shipping/Mfg. Location

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Vehicle doesn't go into gear.

In order to put the vehicle in gear, the door must be closed and the brake pressed. If the door is closed and the hydraulic pump will still run when the door closed button is pressed, the door in limit switch needs adjusted or replaced.

Battery charge is getting low.

If the lift is operated multiple times without the vehicle running it will drain the battery. We always recommend having the vehicle running when using the lift.

Operation is jerky/intermediate.

This is often caused by a weak battery in the key fob, or not being close enough to the vehicle. Other items that can cause this is interference from other electronics such as other remotes, alarm systems, garage door openers, airports, etc. Air in the hydraulic system can also cause unpredictable motion.

Hydraulic System Air Bleeding Procedure

An easy way to bleed the system is to make sure... 1) the lift is up and in the truck, 2) the door is closed, and 3) all 6 of the manual valve controls are open. Once all are open, hold the open button for 20 to 30 seconds. The lift should not move, but this process will work a majority of the air out of the system and is a good start if air is suspected. Once you are finished, check the fluid level in the reservoir and make sure it's still adequately filled.

Sometimes air will get trapped in other places that the above process is unable to get out. In these cases each fitting will have to be slightly cracked to let a few drops of fluid out. If the fluid bubbles out, it's a sign of trapped air. When it comes out solid fluid, tighten the fitting and move on to the next.

Door doesn't close all the way.

The door closed limit switch may need adjustment: If the door stops and the hydraulic pump also stops, yet the door is not closed all the way, this is an indication that the door closed limit switch needs adjusted inward. If the door stops moving inward and the pump is still running, this is an indication that something has physically stopped the door from moving further inward. Often this is caused by the lift not being all the way in, usually caused by a defective or out of adjustment in limit switch. When the lift is moved up an in, the pump should automatically shut off once the lift pan is in. If it does not, then a limit switch is the likely culprit – the controller will not allow the door to close until it is told by the limit switch that the lift pan is in its proper place. Also Look for items that may be blocking the door or the linkage. An incorrect adjustment on the door closing cylinder swivel can also cause the cylinder to bottom out before the limit switch makes contact.

Door doesn't stay tight.

This can be caused by the door magnet on the forward portion of the door not functioning correctly. Also, air in the hydraulic system can allow the cylinder to creep back. Bleeding the air out of the system can remedy this. (See hydraulic system bleeding guide). This can also be caused by a piston seal leak inside the cylinder that would allow pressure to bleed off and the door to creep open. A faulty hold valve in the manifold can also cause this.

Door moves when driving.

This could be caused by the same factors as above, as well as the front door magnet may be out of adjustment or not function. If the front of the door can easily be moved with the vehicle running, and in drive, then the magnet is likely not holding the door. To test it, apply the brake and place the vehicle in gear with the door open. Touch the magnet with a piece of steel and see if it is energized. If so, then the magnet will need adjusted to make full contact with the striker plate.

Door will not open.

If the door will not open, make sure the seat belt isn't plugged in – there is a safety switch to prevent door from opening if the seat belt is hooked to prevent personal injury as well as damage to the door system. Also make sure the vehicle is in park and the brake pedal is not depressed.

To determine if the issue is electrical or hydraulic, check the latch release signal on the door controller. If it is lit up, and the hydraulic pump is running, but the door doesn't open, the issue is with the hydraulic system.

General

Make sure that the manual valve operation knobs are all in. Any of these being pulled out can cause erratic and unpredictable hydraulic issues. Also the most often cause of hydraulics systems not performing correctly is having air in the hydraulic system.

Lift doesn't go in.

Usually caused by the up limit switch needing adjustment or replaced. If the pump is turning on but the lift not moving in, the likely probably is the valve in the manifold. If there is 12 volts on the manifold solenoid, with the pump running, and the lift isn't moving in the valve cartridge likely needs replaced.

Lift doesn't go out.

This is most commonly caused by the tilt switch, which is mounted to the linkage connecting to the door. This switch ensures that the door is open far enough before allowing the lift to come out so the lift doesn't damage the door. To determine if the tilt switch is faulty, open the door and see if the door open switch on the lift controller is lit. If it does not, look for damage to the wiring going to it, or it could be a faulty switch.

Lift doesn't go up.

If the lift won't go up, often the cause is a weak battery. We recommend always having the vehicle running when using our system. A belt buckle plugged can also cause the lift to not operate. Also see "Low Power on lift".

Lift doesn't go down.

This is normally caused by the out limit switch needing adjustment or replacement. If the pump is running and the lift still won't go down the solenoid valve on the manifold would be suspect. If it has 12vdc going to it and still not operating, the valve probably needs replaced.

Low power on lift.

This is often caused by low pressure in the hydraulic system, which can be corrected by adjusting the pressure setting on the pump. It can also be caused by air in the system (see hydraulic system bleeding guide). Other causes can be debris in the guide mechanisms causing binding or needing additional lubrication on the plastic bearing strips.



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