



## Troubleshooting the Power-Lift Unloader

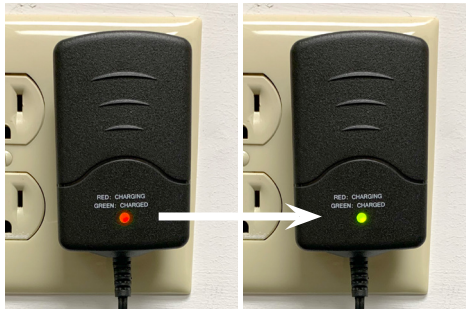
Please refer to the steps below for instructions on how to troubleshoot your Power-Lift Unloader. For our fastest service during our peak seasons, please send a note to [support@woodlandpowerproducts.com](mailto:support@woodlandpowerproducts.com) and we will be in touch within 1 business day or, you can contact us at our main line 888-531-7253 and at the prompt, please press 2 for technical support.

### Operating Issues



#### 1. My Power-Lift Unloader is new and is not working.

- If the lifter does not work right out of the box, plug in the charger and leave it to charge overnight.
- When you try to operate the button on the hand control or the front panel of the Mate model, it should make a “click” noise.
- If the switch rocks back and forth like a seesaw, or does not click on the Mate model, then the switch needs to be replaced.



#### 2. Your charger may not be working properly.

- When you plug the charger into the control panel, and the plug into the wall, the light should turn red, even if only for a second, before it switches to green.
- If it goes straight to green, then the battery is over discharged and needs to be replaced.
- If it stays red for over 24 hours and never turns green, that means the charger will not switch into float mode. If this happens, it means the battery is probably damaged and will not accept a charge and needs to be replaced.
- If the light goes from red to green, and the switch operates properly, there is either a bad connection with the wiring or the actuator needs to be replaced.
- If you plug the charger into the wall and there is no light, the charger will need to be replaced.



#### 3. Check your wiring.

- If all is working correctly, doublecheck the wiring according to your instructions.
- If the wiring looks correct, you must replace the actuator.

Thanks for being a Cyclone Rake customer and we hope this troubleshooting guide has helped resolve your issue!

**WOODLAND POWER PRODUCTS, INC.**

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