



TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

With five in-depth solutions to get your lift up and running again.



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A wheelchair lift is a convenient and safe way for passengers to enter and exit a van.

But if your lift won't unfold, or if it suddenly stops moving while in use, this can cause added stress to your drivers, your passengers, and your organization.

What if your lift stops midair, and your client is unable to move until you figure out what the problem is? Or, what if the lift doesn't unfold at all, and your clients are unable to make important outings such as doctor's appointments?

To avoid these added stressors, you need to know what the top problems are with wheelchair lifts and how to troubleshoot them.

And that's why in this article, you'll learn the top 5 problems users experience with wheelchair lifts, along with 5 solutions to avoid these problems in the first place—and, ultimately, avoid added stress to your organization.

TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

1. Incorrect use activates safety features that halt the lift

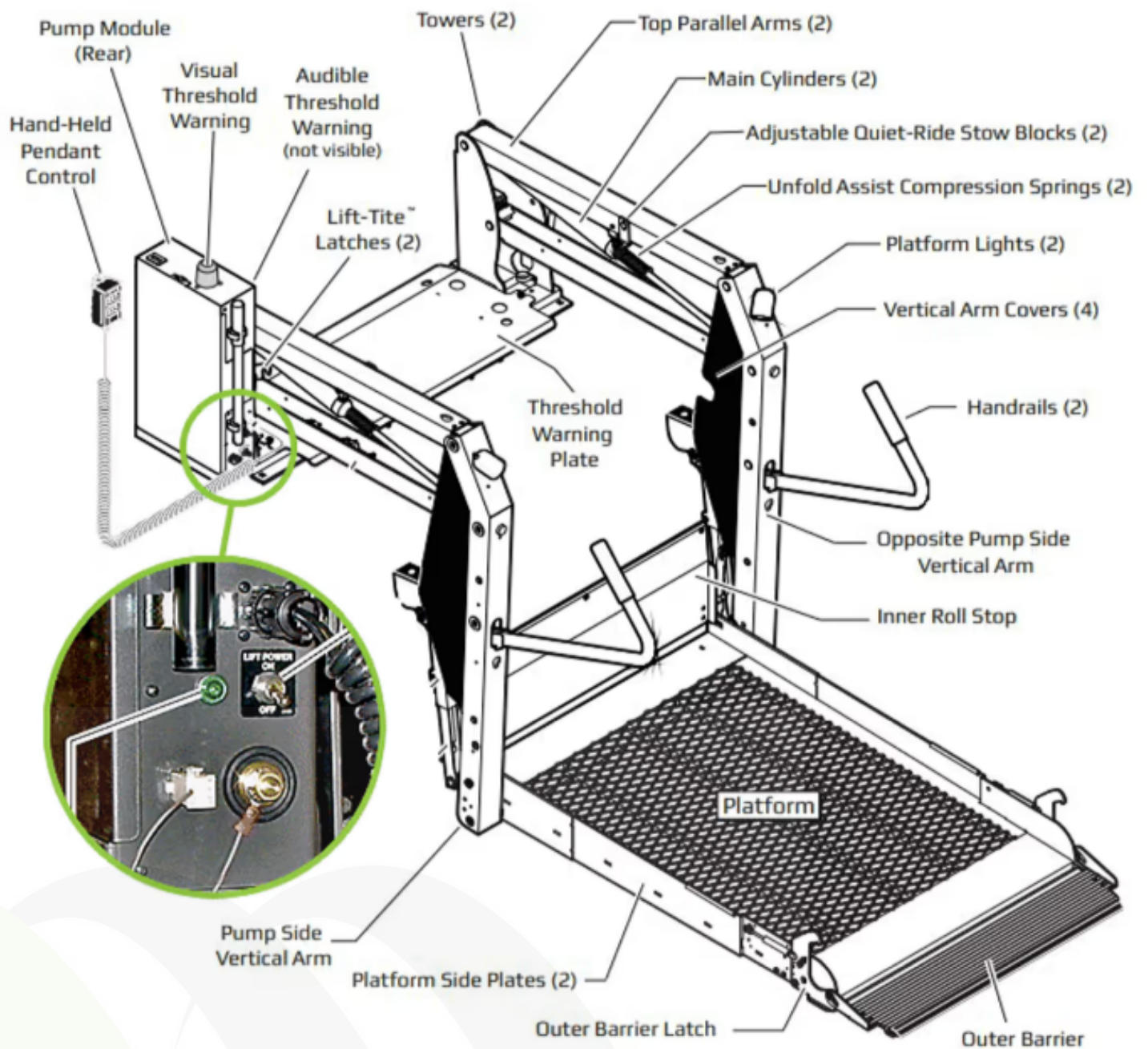
Wheelchair lifts are designed with many safety features. While these safety features may cause frustration when they prevent the lift from working, they're in place to avoid injury or harm to operators and passengers.

Without any safety features, such as the rollboard barrier, wheelchair lifts would be too unsafe for commercial transportation use.

Solution: Ensure safety catch hooks are not engaged

If your wheelchair lift won't unfold, always make sure that the lift's power is on. The power switch is located at the bottom of the pump module (see the diagram on the following page).

TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS



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If the power is on, make sure the safety catch hooks aren't caught on the lift. Safety catch hooks are a safety device that prevent the lift from suddenly deploying in the event of hydraulic failure. They should not be used to stow the lift during transportation.

Safety catch hooks are located on each side of the lift. To prevent improper use of the hooks, fold the lift completely into the van. Do not release the lift to catch it on the hooks. Once completely stowed, unfold the lift again.

Should the hand-held pendant not work and the lift not stow, use the manual backup pump to stow the lift completely to reset the safety catches.

2. The lift stops moving while being raised or lowered

If the wheelchair lift stops moving while you are raising or lowering it, pressure on the inboard or outboard barriers may be preventing it from moving.

TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

Inboard and outboard barriers are safety features that prevent the lift from moving if activated. When something is pressing against these barriers, it tells the lift that an object is too close to the edge of the lift, preventing its movement until the object is removed.

Solution: Make sure there's no pressure on the outboard and inboard barriers

Check that a person or object is not putting pressure on the barriers, as shown in the video below. Objects such as luggage or wheelchairs leaning on the barriers are the most common reasons they get activated.

3. The lift needs help to fold or is too slow

The unfold and fold buttons control the movement of the lift and are located on the hand-held pendant.

After a few months of using a new wheelchair lift, users may find that the fold button doesn't work. The folding may be slow or the lift may need help to start folding.

TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

Solution: Ensure no objects are activating the inboard/outboard barriers or adjust the safety valve

Check to make sure nothing is pressing on the inboard and outboard barriers (such as wheelchairs, limbs, and luggage).

If you need to adjust your safety valve, talk to our Customer Care Team now.

4. Hand-held control lights are off/unfold button does not work

Solution: Ensure the power switch is set to on

Before operating the lift, ensure that the power switch located at the bottom of the pump box is set to on. A green light will display when the lift power is on. Use the manual backup pump to ensure the lift is fully stowed to reset all safety switches.

If the lights don't illuminate when the power switch is set to on, there could be an electrical issue.

TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

5. Lift is experiencing an electrical failure

In rare circumstances, your lift may experience electrical failure. For your safety, advanced systems in many wheelchair lifts allow the lift to detect an electrical failure and disable the lift from working.

Solution: Call our Customer Care Team

If you think your lift is experiencing an electrical failure, talk to our Customer Care Team today to diagnose the issue and schedule a repair.

[Talk to MoveMobility
Customer Care now](#)



TOP 5 PROBLEMS WITH WHEELCHAIR LIFTS

You picked up this guide because you've been experiencing a problem with your wheelchair lift.

Now, you know what the top 5 problems with wheelchair lifts are and how to troubleshoot them!

If you're still experiencing issues with your lift, talk to a MoveMobility expert today. To contact us, either **fill out a contact form** or call **844-951-3808**.

Or, continue on your research journey and **click here** to view the informative articles we've published on our website.

