

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
<p>The CS1000 will not elevate or lower</p> <ul style="list-style-type: none"> • Motor & control box are silent • No visible movement 	No power	Battery needs to be charged. Use supplied charger to charge battery for at least 8 hours.
		If CS1000 has the optional solar panel, ensure that it is getting adequate sunlight.
		Check control box connections including battery, motors, key switch and solar panel.
		Check key switch – open the key switch and review connections – might need retightening.
		Motor overheated – wait 30 minutes and try again.
		Call your dealer.
<p>The CS1000 will not elevate or lower</p> <ul style="list-style-type: none"> • Control box clicks • Motor hums • Some visible movement 	Posts are frozen	Remove all snow and ice from CS1000 roof.
		Turn the key clockwise a number of times to free up frozen post. Note: DO NOT turn the key counter-clockwise multiple times as it can cause the system to reset.
		Slap the side of each post to free up the system and to break loose any ice/frost.
		Spray a silicone base lubricant on the telescoping aluminum sleeves.
		Ensure proper seal – turn on all the jets and air, lower roof, detect any leakage in the area of the posts. If leakage is occurring, loosen the outside post clamp and push down on the roof until leakage stops and retighten clamp and reinsert safety screw.
		Perform the jack greasing procedure.
	Mechanical issue	Call your dealer.
Escape hatch does not open	Mechanical issue	Call your dealer.