ATC CUV
TROUBLESHOOTING GUIDE

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GENERAL

Vehicle Doesn't Go into Gear

In order to put the vehicle in gear, the brake must be pressed.

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 ramp is up and in the CUV, 2) the door closed, and 3) both of the manual valve controls are open. Once all are open, hold the open button for 20 to 30 seconds. The door will open but the ramp 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 ISSUES

Door Doesn't Close

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. This switch is located on the hinge of the door. If the ramp is up and the pump still running. The ramp up limit switch needs adjusted or replaced – the controller will not allow the door to close until it is told by the limit switch that the ramp is in its proper place. Also Look for items that may be blocking the ramp or door.

Door Doesn't Stay Tight

The actuator on the door is intended to pull the door in far enough that the door latch engages and holds the door. If the door closed limit switch is out of adjustment it may be stopping the door before it latches. Also, a weak or improperly adjusted actuator may cause this, as well as the striker not being adjusted correctly.

Door Doesn't Open

If the door doesn't open, make sure the vehicle is in park. This can also be caused by mis-adjustment of the latch actuator
To determine if the issue is electrical or hydraulic, check the door close limit signal on the door controller. If it is lit up, and the hydraulic pump is running but the door won't open, the issue is with the hydraulic system.

Door Doesn't Open All the Way

This is controlled by the door out limit switch.
NOTE: The door does not open to a full 90 degrees – if it did it would make contact with the closed front door. Also, the curvature of the door makes the opening angle seem less.

RAMP ISSUES

General

Makes 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.

Ramp Doesn't Go Up

If the lift doesn't go up, often the cause is a weak battery. We recommend always having the vehicle running when using our system. 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.

Ramp Doesn't Go Down

This is most commonly caused by the door open limit switch, which is mounted to the door hinge. This switch ensures that the door is open far enough before allowing the ramp to come up it doesn't damage the door.

Low Power on Ramp

This is often caused by a weak battery. It can also be caused by air in the system (see General > Hydraulic System Air Bleeding Procedure). Other causes can be a deployed or defective dump valve, which is the emergency valve used for lowering the ramp.

Ramp Doesn't Come Up Far Enough

This is often caused by a weak battery. It can also be caused by air in the system (see General > Hydraulic System Air Bleeding Procedure). Other causes can be a deployed or defective dump valve, which is the emergency valve used for lowering the ramp.