

## Relaxa Bath Lift Troubleshooting Guide

PROBLEM	ACTION	REMEDY
Red Light on Unit plus two beeps and battery symbol with "!" mark. This means the battery is low and requires charging.	Check Battery - press both buttons on machine or hand control together until belt moves slightly and then read the voltage on the screen. Typical voltage 24 volts. 1. Is customer using correct hole to charge? 2. Is battery on charge for sufficient time? 3. Is charger hole damaged?	1. Put lead into smaller hole with arrow pointing to it. 2. Battery need to be charged regularly - once a week overnight 3. New battery needed.
Red Light on Unit with continuous beeps and symbol of battery with "x". This means the battery is extremely low and will not take you down into the bath.	Check Battery - press both buttons on machine or hand control together until belt moves slightly and then read the voltage on the screen.  If the battery is less than 2 years old they are probably not charging the battery sufficiently. If over 2 years they need a new battery.	1. Put the battery on charge for a day or two and re-check if the red light has gone off. If not the battery has been run down too much and they will need a new battery.
Belt will not go down to the bottom of the bath but will bring you back up.	Check battery as above. Check what appears on the screen. It will probably be the symbol with an X which will not take them into the bath as there is insufficient charge in the battery.	Charge battery for a couple of days and check to see if the red light goes out.
Unit making noise when belt coming up.	Check battery - as above - usually this indicates a low battery.	Give battery a charge for 4-5 days then continue to charge battery regularly.
Unit dead	1. Check battery and battery charger 2. Can a click be heard? 3. Any lights appearing on unit? 4. Check battery is pushed far enough into unit.	1. Check how often battery is charged. Check lights on battery charger are working correctly. 2. If yes, electronic box is OK - problem with micro switch. 3. Green indicates power and red indicates battery low.
Button not working on unit/hand control	1. Check if hand control is OK 2. Check if unit buttons OK	1. If no check unit buttons as maybe faulty hand control. 2. If yes could be handset.
Belt not moving	Can a noise be heard?	If customer can hear motor then belt is moving but is loose inside unit. Therefore by keeping finger on button belt will move and just needs to pull belt that is loose inside unit.
Unit not coming to the top of bath.	1. Check unit has been fitted correctly. 2. Is trip bar in correct position	1. If less than 3" from top of bath unit - requires refitting 2. Re-align trip bar
Lights on charger	1. Check customer has switched on plug 2. Are both lights on? 3. Is charger getting warm?	1. Power now going to unit 2. If yes charger should be OK 3. If yes should be fine - check lights on charger.
Charger sequence. When charger plugged in green light should appear. When battery plugged in charger should go to red. If battery charged it will turn back to green.	1. Check if red light appears on charger.	If no - charger could be faulty or battery has dead cells.