

TECH TIPS

Service Call:

Loss of all functions, hydraulic pump stops working.

Use the following tests to determine if the motor controller or the electric motor have failed.

Tools Needed:

Multi Meter

Model:

TZ34/20 & TZ50/30



Tech Tips Safety Rules



Danger

Failure to obey the instructions and safety rules in the appropriate Operator's Manual and Service Manual for your machine will result in death or serious injury. Many of the hazards identified in the operator's manual are also safety hazards when maintenance and repair procedures are performed.

Do Not Perform Maintenance Unless:

- You are trained and qualified to perform maintenance on this machine.
- You read, understand and obey:
 - manufacturer's instructions and safety rules
 - employer's safety rules and worksite regulations
 - applicable governmental regulations
- You have the appropriate tools, lifting equipment and a suitable workshop.

The information contained in this tech tip is a supplement to the service manual. Consult the appropriate service manual of your machine for safety rules and hazards.

Step 1

Place keyed power switch to ground control selected position, and verify the E-Stop mushroom pushbuttons on the platform and the ground control panels are pulled out.



Step 2

With the Multi Meter set to DC voltage, connect its' negative lead to the B- terminal on the motor controller and the positive lead to the B+ terminal on the motor controller.

You should have a reading of 24 VDC or better.

If you do not have voltage; check the fuse mounted on the bulkhead by the motor controller. Test for voltage with the meter, if it if voltage is present on both sides of the fuse, it is good.



Step 3

With the Multi Meter still set for DC voltage and the negative probe contacting to the B- terminal on the controller, take a voltage reading on the blue wire that connects to terminal marked 1 on the controller.

While pressing the down pushbutton (yellow circled), see image in step 5, you should get a voltage reading of 22 VDC or higher. If you do not, then the problem is inside the ground control panel, call Genie Customer Service at 1-800-536-1800, and your call will be forwarded to a trained technician for assistance.



Step 4

With the Multi Meter still set to DC voltage and its' negative probe connected to the B- terminal on the motor controller, connect the positive probe to the white/black wire that is attached to the terminal marked 3 on the controller.

While pressing the down pushbutton (yellow circled), you should get a voltage reading of 2.2 to 5 VDC. If you do not, then the problem is within the ground control panel, call Genie Customer Service at 1-800-536-1800, and your call will be forwarded to a trained technician for assistance.



Step 5

Re-connect any wires disconnected in steps 3&4, and measure the resistance between the B- and M- terminals on the motor controller while pressing the down pushbutton (yellow circled) and the auto level pushbutton.

- If you read 10 Ohms or less; the motor is bad.
- If you read 1 Mega Ohm or more; the controller is bad.

If machine continues to malfunction, contact the technical service department at 1-800-536-1800.

If the machine functions correctly, return the unit to service.

