

When troubleshooting hoist problems on the phone you are likely to get all kinds of questions. The customer calls you up and says that their hoist will go up but it will not go down. You help them to reset the overspeed brake mechanism.

The customer tells you that their hoist will not run, but there is a little red light on, so they must have power. You help them reset the power cut-off switch.

What do you do when they tell you that the hoist makes a "clunk" sound? Or how about a thunk, a clink, a th-dunk and all the other sounds that they can repeat?

Ask them to start from the beginning and get just the facts. **Take Notes.**

**Tech:** Does this hoist make the funny noise if you plug it in?

**Customer:** No

**Tech:** Does it make this noise while pushing the up button?

**Customer:** No

**Tech:** Does it make this noise when you power the hoist in the down direction?

**Customer:** Yes.

**Tech:** Does it do it all the time in the down direction?

**Customer:** No.

**Tech:** At what times does it make this noise when the hoist is running down.

**Customer:** Only when we load the platform up with the materials that we are removing from the building.

**Tech:** Do both hoists make this noise at this time?

**Customer:** No, only the hoist on the right side of the platform.

**Tech:** When you run that hoist, can you tell where about on the hoist that the noise is coming from?

**Customer:** No, I cannot because I have to use a pole to run that hoist after loading the platform with the building materials.

**SOLUTION:** The platform was being heavily loaded with building debris and it was scraping against the tail line of the wire rope. The customer loaded the platform with a little less materials. He was then able to stand next to the hoist and run it.

In summary, ask questions, get just the facts, Ask When, How, Who, Where, Why questions. Ask questions that narrow in on what the problem might be. When you get as close to the problem as you can, with the customer's help, you may have to reproduce it in your shop. The notes that you take at the time you are being told of the problem will help you later to diagnose it. The problem may not be as simple as this one.

## Tips and Tricks

- It is helpful to have a gauge to check each bullet to see if it will enter the hoist when you make it. One of our dealers has attached an inlet guide from a PC1 hoist (pn 29-051) to the table where he makes bullets. He then uses the inlet guide to make sure that each wire rope passes through the inlet guide of the hoist.  
*-Tropical Ladder & Lifts  
(W. Palm Beach, FL)*
- Elvin Gonzalez of Tropical Ladder & Lifts has made a tool to remove the fan from the top of a DeCoster motor. He uses this tool with his 3-pronged gear puller and he does not damage the fan. He used 3 pieces of 1/8" x 1" x 4" flat steel bar and welded it together.
- Make sure that your tieback cables are not mistakenly put into a hoist and used as a suspension cable. Braze a hex nut to the ends of the cable and it cannot be inserted into a hoist.

For questions or comments, contact Customer Service at 1-800-560-CLIMB (2546) or [customerservice@safeworks.com](mailto:customerservice@safeworks.com).