

# TROUBLESHOOTING

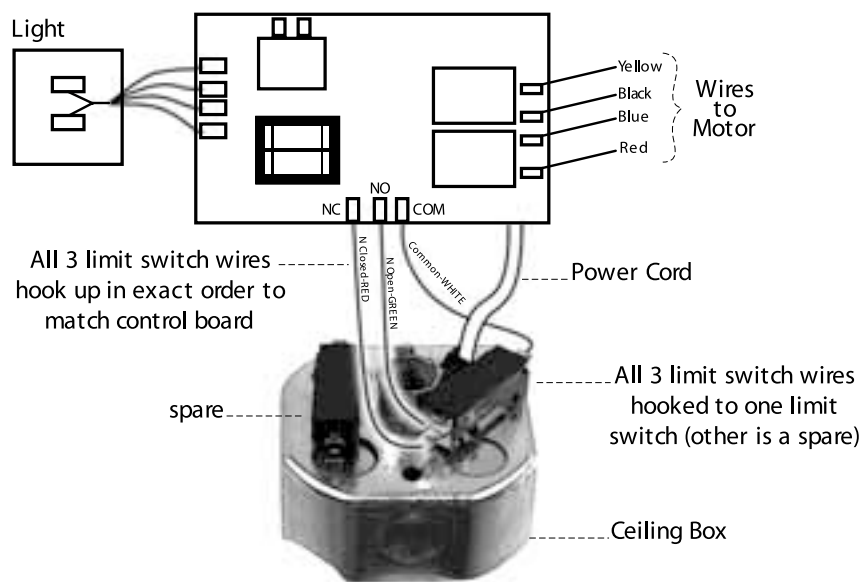
The light lift is intended to make the chandelier maintenance easier. It was adjusted at the factory to operate safely without maintenance for many years. To perform properly the light lift MUST be installed exactly according to the installation instructions! Should a problem arise, simply follow this troubleshooting guide to determine the problem.

ALADDIN LIGHT LIFT TECHNICAL SUPPORT: 1-877-287-4601

**WARNING: 115 volts of electricity is exposed when the switches are on.  
Electricity can KILL!**

## Light lift does not run or will only run down:

1. Make sure the motor switch is turned on and the motor fuse is good.
2. Remove the Smart Lift Controller or Keyswitch wiring harness from the circuit board and jump across the COM and DOWN pins to go down and the COM and UP pins to go up. If the unit runs, reconnect the wiring harness back to the circuit board and skip to step 4.
3. If the unit does not run, leave the wiring harness disconnected and switch to the spare limit switch. There are two limit switches on the unit (one is a spare). Both limit switches are mounted on top of the ceiling box that the cable goes through. Simply move the white, green, and red limit switch wires from the current limit switch over to the spare limit switch. Once rewired, jump the COM and DOWN or COM and UP pins at the Keyswitch terminal on the circuit board. If the unit runs, reconnect the wiring harness back to the circuit board and the repair is complete. If not, call Aladdin's technical support.
4. Locate the end of the 50' low voltage control wire (may be connected to the SmartLift Controller or Keyswitch). Jump across the black and green wire to go down and the black and red wire to go up. If the unit runs, the have a defective SmartLift Controller or Keyswitch. If the unit does not run, low voltage control wire is defective.



**Note:** For special framing the wires for the box to the light lift above may need to be disconnected.

If the wires are disconnected, make sure they are reconnected in the same way as above.

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## **Lights will not come on:**

1. Make sure the light toggle switch is on and the light fuse is good.
2. Make sure contact plates are not painted.
3. Make sure the contact plates are together.  
The lights will not come on unless the plates are making solid contact.
4. If the light is still not working, call Aladdin's technical support.

## **Light lift will not cut off at the ceiling or it will only run up:**

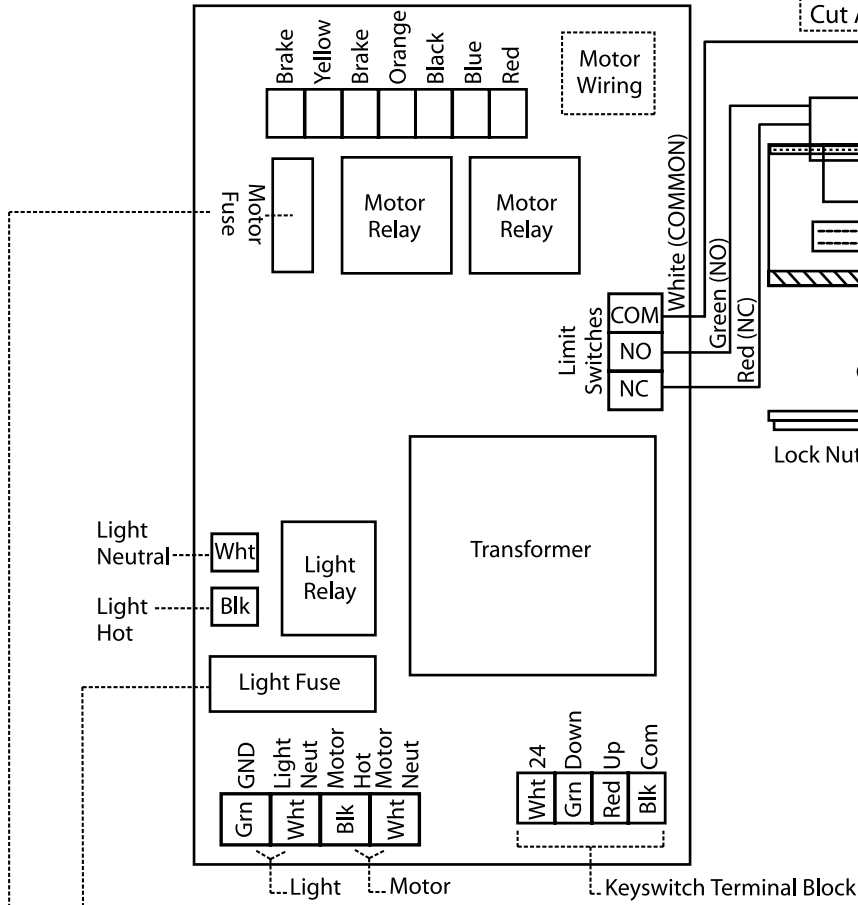
1. Contact Aladdin's technical support immediately. Do not continue to run the unit.

## **Motor turns but the light lift does not raise or lower:**

1. Make sure either the temporary weight or the chandelier is attached to the winch cable.
2. Check the winch cable to see if it is crossways and catching on itself. If it is crossed up, straighten it out. In addition, make sure the unit is level and the cable is feeding out of the center of the contact plate and ceiling box.
3. If the problem continues, call Aladdin's technical support (877) 287-4601.

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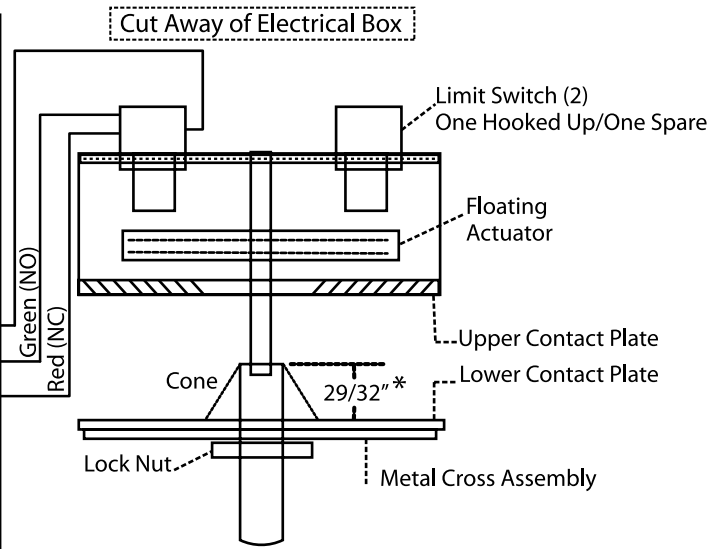
## Illustration A



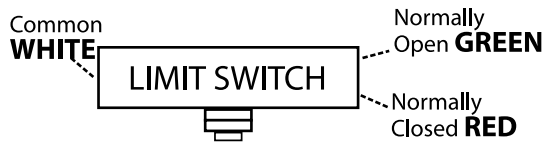
Replace with same type fast act fuse:  
 ALL200/ALL300-15A, 250V  
 ALL700/ALL1000-20A, 250V

Replace with same type slow blow fuse:  
 ALL200/ALL300/ALL1000-1A, 250V  
 ALL700-2.5A, 250V

## Illustration B



## Illustration C



**Note:** Only one limit switch is used in operating the lift. Make sure the wires are connected in the same order to the control board (IE COM, N.O., N.C.).