



BIG LIFT LLC LIFT TRUCK SALES AND SERVICE

1060 North Garfield Street • Lombard, IL 60148 • 630-916-2600 • www.bigjoeforklifts.com

Service Bulletins

[FOR QUICK TIPS BULLETINS CLICK HERE](#)

[FOR INFORMATIVE BULLETINS CLICK HERE](#)

[FOR SERVICE BULLETINS CLICK HERE](#)

[FOR PARTS BULLETINS CLICK HERE](#)



All bulletins issued by Big Lift, LLC for Big Joe Products will be incorporated into this Content Listing on a regular basis.

[illegible]

Back to:

QT Index

IF Index

SB Index

P Index



P Index

[illegible]

Back to: [QT Index](#) [IF Index](#) [SB Index](#) [P Index](#)



Quick Tip Bulletin	Date:	March 3, 2012	Bulletin Number:	QT - 001
--------------------	-------	---------------	------------------	----------

Model:	E30 – EZ30	Description:	Troubleshooting Intermittent Shutdown
--------	------------	--------------	---------------------------------------

Part Description:	Brake Assembly	Part Number:	1115-520012-00
-------------------	----------------	--------------	----------------

Figure Number:	Page 12 – 10	Item Number:	34
----------------	--------------	--------------	----

If an operator experiences intermittent shutdown of the E30 – EZ30 during operation, the potential cause could be the brake assembly has come out of adjustment.

Complaint:

Three (3) mounting screws holding the Brake Assembly to the motor may loosen during operation. This could cause the E30 pallet jack to shut down.

Cause:

If any combination of the mounting screws loosens, the brake assembly will shift at a slight angle causing the brake to drag. As the brake heats up a message is sent to the controller of the overheating and will shut down the pallet jack. Once the brake assembly cools, the controller senses the temperature change and will allow the pallet jack to operate until it senses the brake assembly overheating and will shut down the pallet jack. If your customer calls with this type of complaint, follow the Corrective Action below.

Corrective Action:

- 1). Disconnect electric brake from harness. (Item – 34)
- 2). If mounting screws are loose, align brake assembly to proper position and snug mounting screws. (do not fully tighten at this time Item - 38)
- 3). Remove one (1) mounting screw at a time and coat threads with **(Loctite® Threadlocker Blue 242® recommended in the event the Brake Assembly may need replacement in the future)**. Once all screws have been coated with Loctite® and reinstalled, tighten in a star pattern making sure there is equal pressure on all points of the brake to the plate. (Item – 38)



BIG LIFT LLC LIFT TRUCK SALES AND SERVICE

1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Quick Tip Bulletin

Date:

March 3, 2012

Bulletin Number:

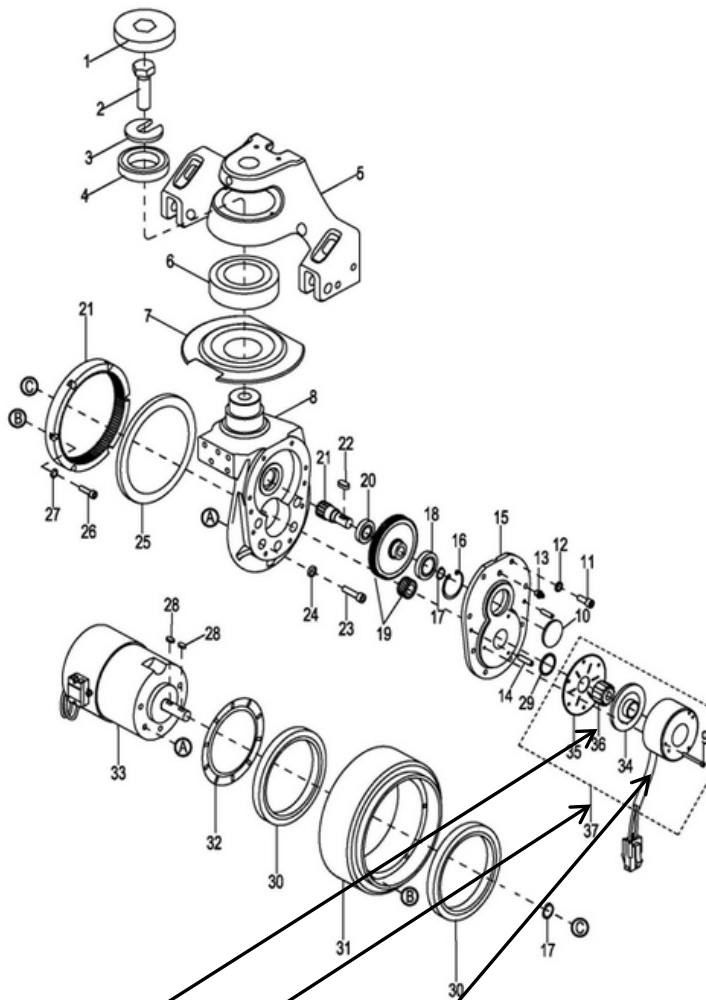
QT - 001

- 4). Reconnect electric brake to harness.
- 5). Return drive wheel to floor and unblock load wheels.
- 6). Check operation.
- 7). Reinstall lower compartment covers.

For further information on this repair, reference E30 SELF – PROPELLED PALLET LIFT TRUCK. OPERATION / MAINTENANCE / REPAIR PARTS LIST.

MANUAL NO. BL-E30-**** – Section 6 / Brake Servicing.

E30 >> TRANSMISSION, MOTOR AND BRAKE MOUNTING >> TRANSMISSION, MOTOR AND BRAKE MOUNTING



Brake Assembly – Item 34

Brake Assembly Wiring Harness

Brake Assembly Mounting Screws – Item 38

Back to: [QT Index](#) [IF Index](#) [SB Index](#) [P Index](#)

**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Informative Bulletin	Date:	June 6, 2012	Bulletin Number:	IF - 001
-----------------------------	--------------	---------------------	-------------------------	-----------------

Model:	E30 / EZ-30	Description:	Check / Tighten Handle Arm Set Screw
---------------	--------------------	---------------------	---

Part Description:	Set Screw	Part Number:	0000-000016-00
--------------------------	------------------	---------------------	-----------------------

Figure Number:	2-Dec	Item Number:	6
-----------------------	--------------	---------------------	----------

When conducting a Scheduled PM, ensure the Handle Arm Set Screw is tight in the Joint Bracket. If the set screw backs out and loses contact with the Handle Arm Pivot Detent, the Handle Pivot Pin will start to work its way out and cause play in the Handle Arm.

Complaint:

Excessive handle arm play.

Cause:

Handle arm set screw backs out of detent on the handle pivot pin due to the lack of Threadlocker® on the set screw threads prior to installation.

Corrective Action:**Tools Needed:**

3mm Allen Head Wrench
Large #3 Standard Screw Driver
LOCTITE® THREADLOCKER BLUE 242® or equivalent

Before starting repairs be sure the key switch is in the off position, keys removed from the unit and the emergency stop switch is in the down / off position.

1). Remove handle arm set screw (item #6) and inspect threads for damage. If threads are damaged replace with part number 0000-000016-00.

**Informative Bulletin****Date:****June 6, 2012****Bulletin Number:****IF - 001**

- 2). Before installing set screw, verify the handle pivot pin detent is visible through the tapped set screw flange. The handle pivot pin (item #9) must be in a horizontal position for the set screw to seat properly.
- 3). To adjust the handle pivot pin insert Large #3 Screw Driver in pivot pin slot and adjust until you can see handle pivot pin detent. (see picture)
- 4). Coat set screw threads with LOCTITE® THREADLOCKER BLUE 242® or equivalent.
- 5). Install handle set screw and tighten.

Picture of handle pivot pin correctly installed so handle set screw will seat in handle pivot pin detent. Scribe a line or use a paint pen to mark both sides of the Pivot Pin location.

Handle Pivot Pin Must Be In The Horizontal Position As Shown Below



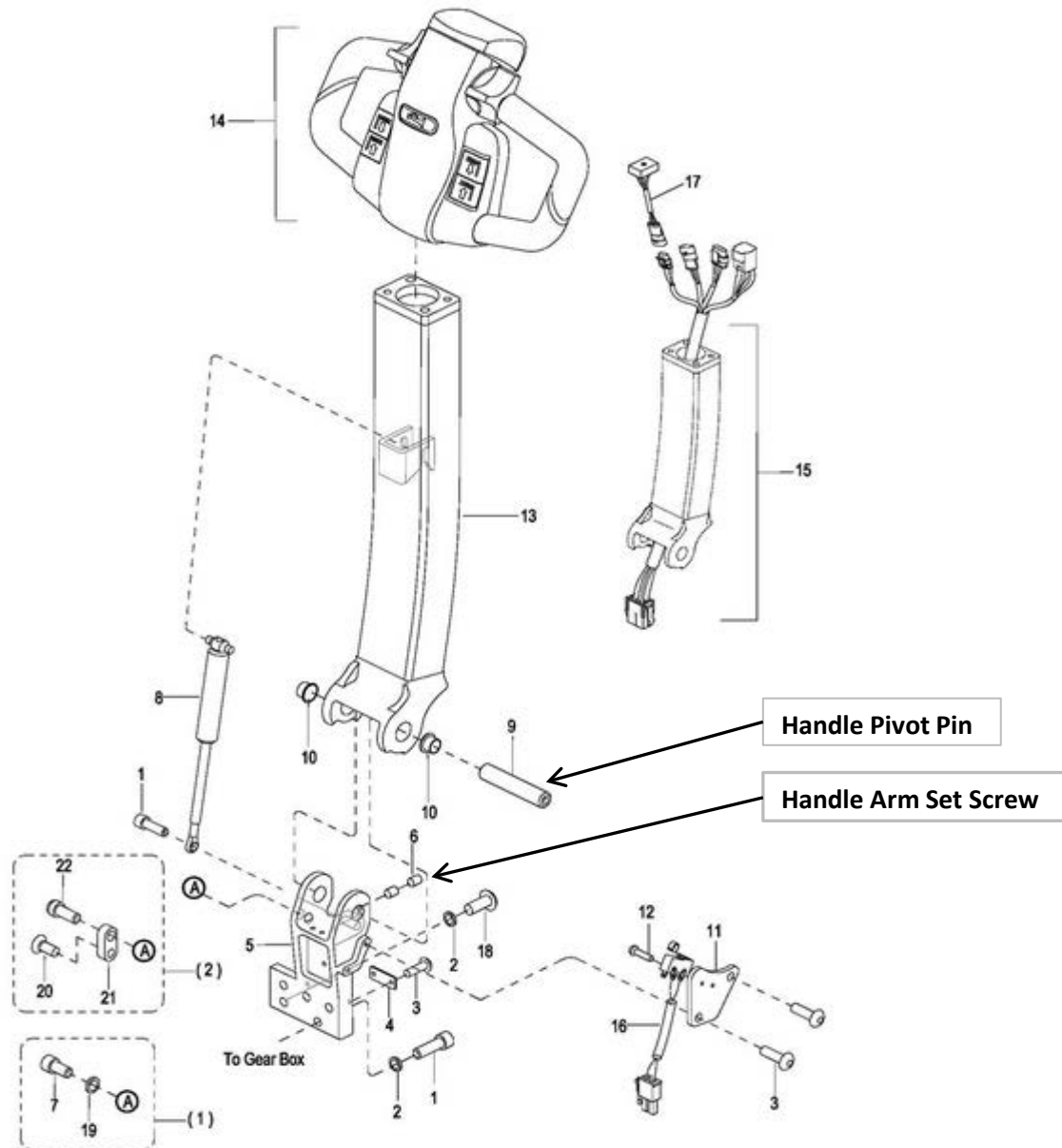
Informative Bulletin

Date: June 6, 2012

Bulletin Number:

IF - 001

E30 >> STEERING ARM >> STEERING ARM



This procedure should be checked during the regularly scheduled PM.

**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Informative Bulletin		Date:	June 7, 2012	Bulletin Number:	IF - 002
Model:	E30 / EZ-30	Description:	Check / Tighten Joint Bracket Screws		
Part Description:	Joint Bracket Screw	Part Number:	0000-000322-00		
Figure Number:		Item Number:	1		

When conducting a scheduled PM, check to ensure the Joint Bracket Screws are tight. If the allen head screws are loose it could cause excessive wear on the Handle Pivot Pin Bushings.

Complaint:

Excessive handle arm play.

Cause:

The joint bracket which is secured to the gear box by three 6mm allen head cap screws (item 1) and two 5mm allen head cap screws (item 5 may back out of the gear box due to lack of Threadlocker® on the cap screws prior to installation).

Corrective Action:**Tools Needed:**

5mm Allen Head Wrench
6mm Allen Head Wrench
#3 Standard Screw Driver
LOCTITE® THREADLOCKER BLUE 242® or equivalent

Before starting repairs be sure the key switch is in the off position, keys removed from the unit and the emergency stop switch is in the down / off position.

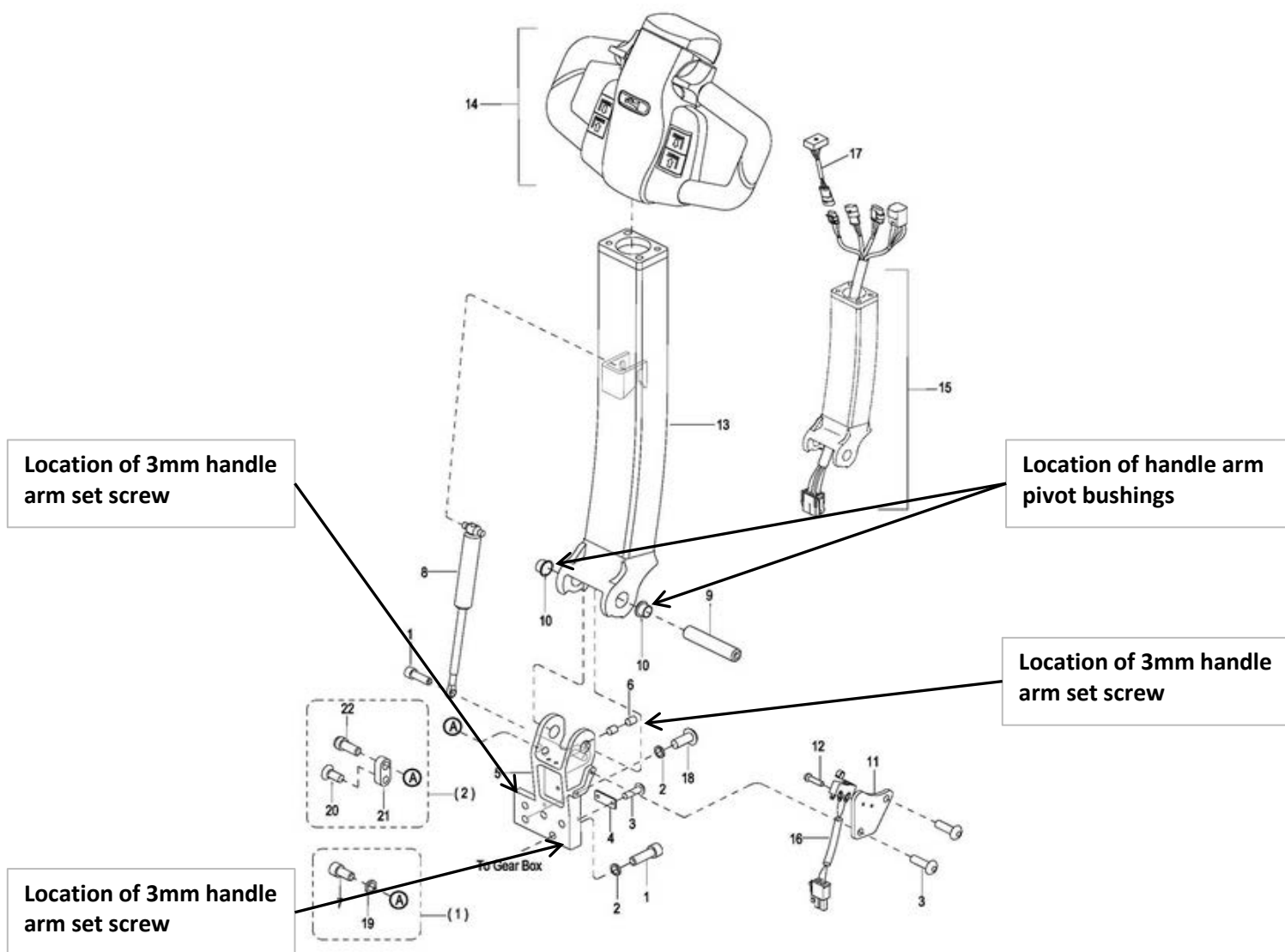
Informative Bulletin

Date: June 7, 2012

Bulletin Number: IF - 002

1. From the back of the unit remove the upper cover. (It is not necessary to remove the motor and control covers,
2. Check to see if the three 6mm and two 5mm joint bracket bolts have backed out. If they are tight and have not backed out reinstall the upper cover, if bolts have backed out go to the next step.
3. Remove the three 6mm and two 5mm allen head cap screws. Coat threads of allen head screws removed with LOCTITE® THREADLOCKER BLUE 242® or equivalent, reinstall allen head cap screws and tighten.
4. Verify the handle arm pivot set screw is tight (reference Informative Bulletin IF - 001) for instructions.
5. Grip the control head handle and move side to side to see if any movement of the handle arm assembly occurs without turning the handle arm assembly. If movement occurs go to the next step.

E30 >> STEERING ARM >> STEERING ARM



Informative Bulletin	Date:	June 7, 2012	Bulletin Number:	IF - 002
-----------------------------	--------------	---------------------	-------------------------	-----------------

6. Secure the handle arm (item 13) in the upright position.
7. Remove gas return cylinder retaining bolt (item 1).
8. Pull downward on the gas return cylinder (item 8) to free it from its seat inside the steering arm.
9. Release handle arm and lay flat on working surface.
10. Remove 3mm handle arm set screw (reference Informative Bulletin IF - 001) noting the position of the handle pivot pin is in the horizontal position (item 9) and remove the handle pivot pin.
11. Remove handle pivot bushings (item 10) and replace with part number 0000-000677-00 quantity (2)
12. Follow reverse procedures for installation of removed components.

Joint Bracket located behind top cover at the bottom of the handle arm assembly. This bracket bolts into the back of the





IF - 002

1



Quick Tip Bulletin	Date:	June 11, 2012	Bulletin Number:	QT - 002
--------------------	-------	---------------	------------------	----------

Model:	E30 / EZ-30	Description:	Loss of Travel F / R
--------	-------------	--------------	----------------------

Part Description:	Potentiometer Assy	Part Number:	1115-520008-0C
-------------------	--------------------	--------------	----------------

Figure Number:	4-Dec	Item Number:	21
----------------	-------	--------------	----

When conducting a scheduled PM, ensure the Accelerator Set Screw is tight in the potentiometer. If the Accelerator Set Screw is loose it could cause intermittent loss of forward and reverse travel.

Complaint:

When operating the E30 / EZ30 you may experience loss of travel in forward or reverse.

Cause:

Loose set screw on the potentiometer assembly allows the "Thumb" switches to rotate the accelerator lever without changing the position of the speed controller.

Corrective Action:

Tools needed:

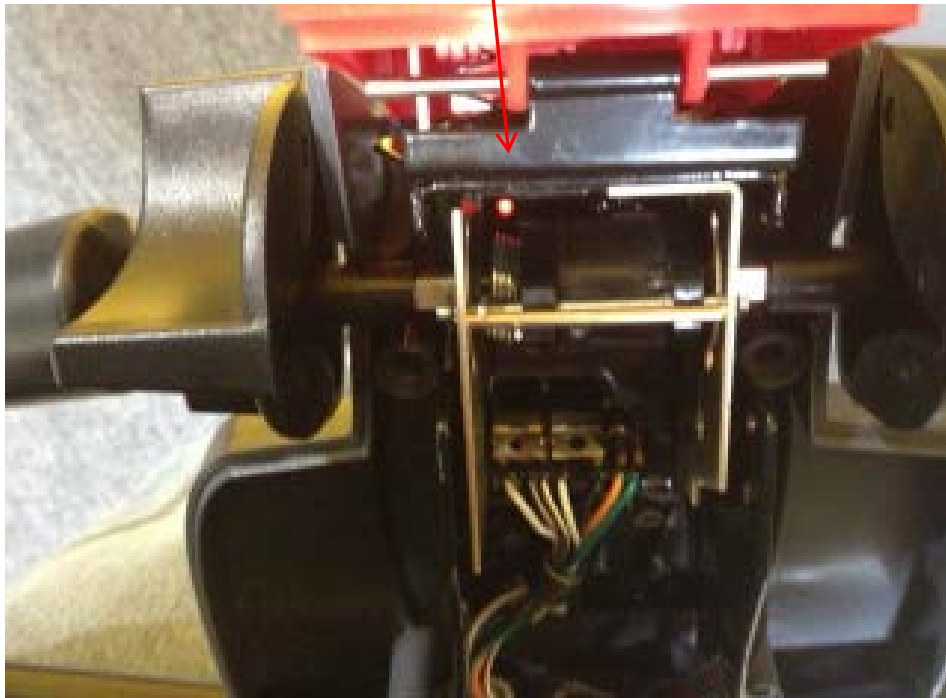
4mm allen head wrench
2mm allen head wrench
Curtis 1311-4401 Hand Held Programmer

LOCTITE® THREADLOCKER BLUE 242® or equivalent

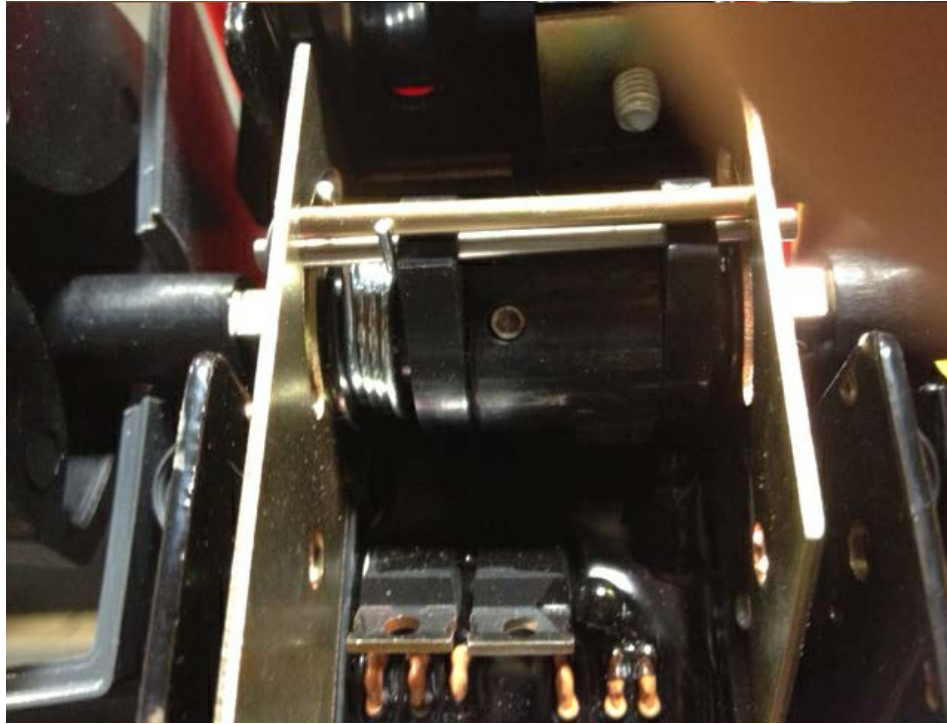
Before starting repairs be sure the key switch is in the off position, keys removed from the unit and the emergency stop switch is in the down / off position.

Quick Tip Bulletin**Date:****June 11, 2012****Bulletin Number:****QT - 002**

1. Remove (4) 4mm allen head screws from the back of the control head cover.
2. With key switch on verify Red LED is lit, the LED is located behind the accelerator potentiometer on the upper left side of

Control Head Power LED Indicator

3. Operate thumb buttons both forward / reverse and visually watch to see if there is any play between the potentiometer and thumb buttons when moving, the electric pallet jack should operate immediately upon moving the thumb buttons, if no movement proceed to step (4).
4. Check the accelerator set screw for tightness, if loose remove set screw and coat threads with LOCTITE® THREADLOCKER BLUE 242® or equivalent and reinstall. If the set screw backed out you may need to reset the accelerator control.
5. Hook up the Curtis 1311 – 4401 hand held programmer to the Curtis Controller self- diagnostic port.



6. From your Curtis main menu scroll down to the throttle menu. Once in the throttle menu, arrow down to throttle max and right arrow this will show you the minimum / maximum parameters for the accelerator as well as the current setting.



7. If your throttle max falls outside of the recommended setting of 90, simply press the (+ / -) on the parameter adjustment button until see the recommended setting on the display. To activate the setting go to the menu navigation key and depress the left arrow, this will bring you back to the throttle menu and save the setting just made.



1212-2401	Throttle			
1212-2401	Type	7	0	9
1212-2401	PotHigh	5	3	5 Volt
1212-2401	PotLow	0	0	2 Volt
1212-2401	Neutral Deadband	5	5	30 %
1212-2401	Throttle Max	90	40	100 %
1212-2401	HPD	1	0	1
1212-2401	Speed Limit Pot	0	0	1
1212-2401	Throttle Map	20	20	80 %
1212-2401	Tremor Suppression	50	0	100 %
1212-2401	Calibration	0	0	1



Quick Tip Bulletin

Date:

June 11, 2012

Bulletin Number:

QT - 002

8. Next, return back to the Curtis main menu and scroll down to the miscellaneous menu. Right arrow and scroll down to Reset Drive Time. Verify the setting displayed is OFF, if not follow the instructions for changing the settings above.

1212-2401	Misc			
1212-2401		Sleep	0	0 60 Minutes
1212-2401		Fault Code Type	0	0 2
1212-2401		Reset Drive Time	0	0 1

*Will denote OFF on
Curtis Programmer display*

Although setting shows values as Min. 0 / Max 0
the Curtis Programmer will denote OFF.

**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Quick Tip Bulletin		Date:	June 14, 2012	Bulletin Number:	QT - 003
Model:	E30 / EZ30	Description:	Emer. Stop Switch Knob R & R		
Part Description:	Sw. Emergency Stop	Part Number:	1115-510008-00		
Figure Number:	24-Dec	Item Number:	19		

What is the proper procedure to follow to remove the Emergency Stop Switch – Red Knob when removing the compartment cover?

Complaint:

Emergency Stop Switch – Red Knob spins when necessary to remove the compartment cover.

Corrective Action:

Photos taken of the Emergency Stop Switch with compartment cover removed for better photo quality.

Tools needed:

Pocket Screwdriver

At the base of the Emergency Stop Switch under the Red Knob look for an access slot with an access hole through the base



Access slot for pocket screwdriver to remove Emergency Stop Switch Knob

Back to: [QT Index](#) [IF Index](#) [SB Index](#) [P Index](#)



Quick Tip Bulletin

Date:

June 14, 2012

Bulletin Number:

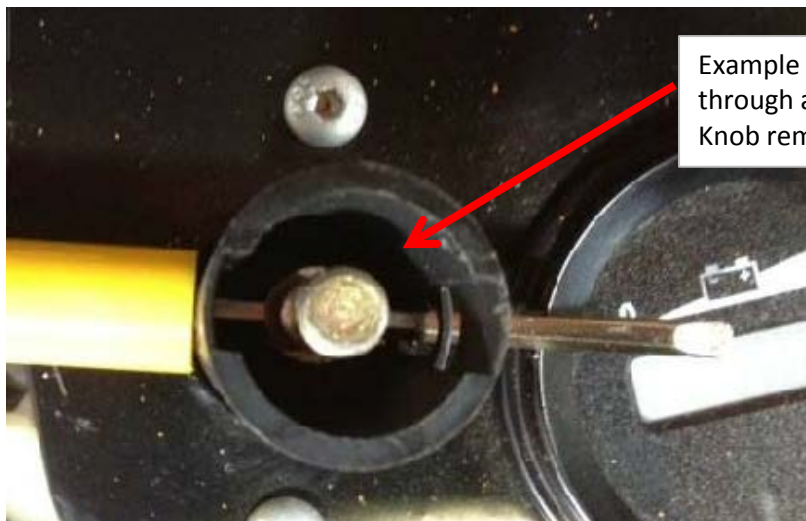
QT - 003

Insert pocket screwdriver into the access slot and through the access hole at the base of the switch threads.



Insert pocket screw driver into access slot and access hole at the base of the switch threads

Once the pocket screwdriver is through the access hole on the base of the switch rotate the Red Knob to the left (you should feel the Red Knob break loose). Continue rotating the Red Knob to the left until it has been removed. Use reverse procedures for reinstallation, do not forget to lock down the Red Knob by inserting a pocket screwdriver into the access



Example of pocket screwdriver through access slot and hole, Red Knob removed for viewing purpose.



Informative Bulletin	Date:	November 9, 2012	Bulletin Number:	IF - 003
----------------------	-------	------------------	------------------	----------

Model:	E30 / EZ-30	Description:	Compartment Cover
--------	-------------	--------------	-------------------

Part Description:	Coiled Charger Cable	Part Number:	1115-500006-10
-------------------	----------------------	--------------	----------------

Figure Number:	12 - 12	Item Number:	3
----------------	---------	--------------	---

When conducting a pre-delivery or regularly scheduled PM ensure the coiled battery cable is firmly connected to the stationary battery charger receptacle.

Note: On E30 / EZ-30 models received after October 1st the coiled battery cable plug and stationary battery charger receptacle have been encased in shrink wrap to eliminate separation.

Complaint:

E30 / EZ-30 electric hand pallet jacks will not take a charge when plugged into the wall receptacle

Cause:

Excessive or continued pulling on the coiled charger cable will cause the coiled charger cable to separate from the stationary battery charger cable receptacle.



coiled battery cable part
number 1115-500006-10

Stationary battery
charger receptacle.

Notice the coil charger
cable plug has separated
from the stationary
charger receptacle. It
looks as if the two are
connected but are not.
This separation will not
allow the battery charger



Informative Bulletin

Date: November 9, 2012

Bulletin Number:

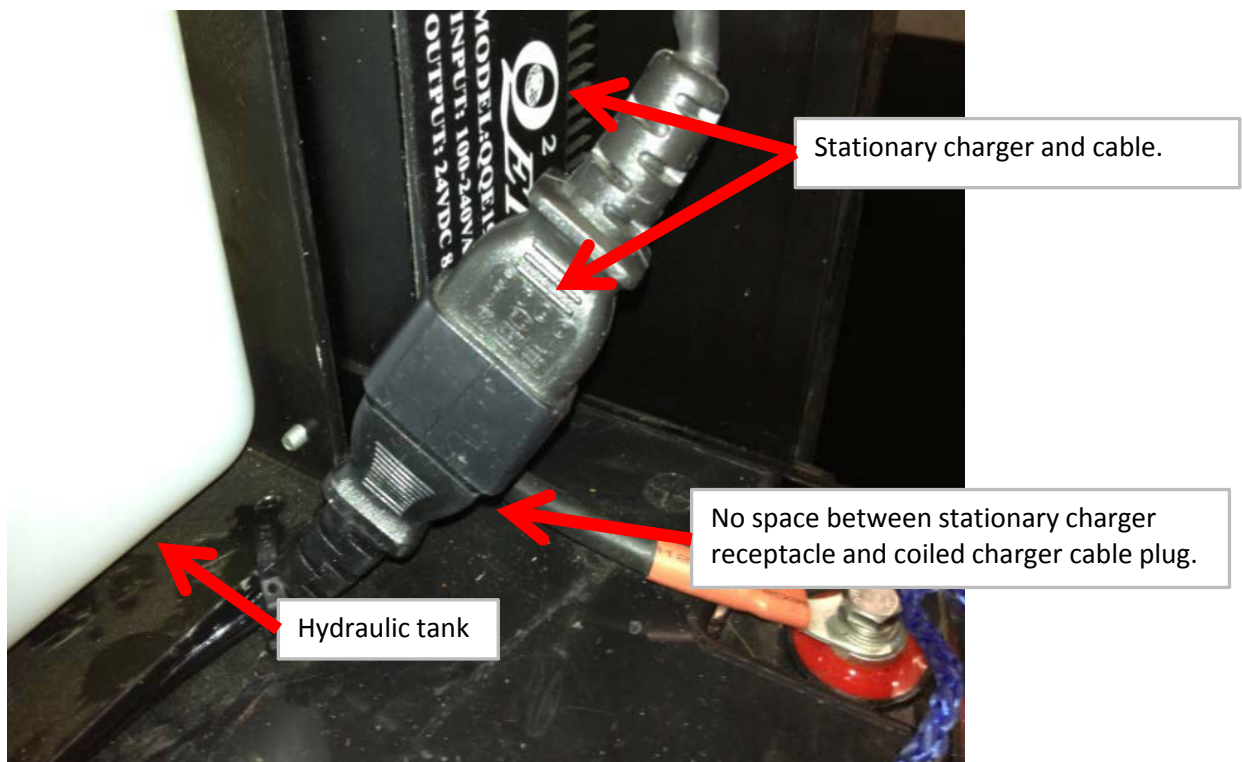
IF - 003

Attention:

Your customer may call and ask why their battery is not charged even though the gauge is activated. The reason is the coiled battery charger plug has separated from the stationary charger receptacle enough that they are not making contact, see above picture.

Corrective Action:

1. Remove top cover referencing QT – 003 Quick Tip Bulletin on Emergency Stop Switch Red Knob Removal.
2. Once the cover is removed look for the stationary charger and coiled charger cable plug, this will be located inside the cover on the lower right side of the hydraulic tank.
3. Push the coiled charger cable plug into the stationary charger receptacle and verify it is secure. There should be no spacing between the coiled charger cable plug and stationary charger receptacle if connected properly.



Parts needed for repair, (3) 8inch wire ties.

**Informative Bulletin****Date: November 9, 2012****Bulletin Number: IF - 003**

4. You will be using three 8 inch tie wraps or equivalent, they must be big enough to go around the coiled charger cable plug and stationary charge receptacle.
5. Install the 1st tie wrap just under the stationary charger receptacle ridge and tighten until it is just snug.
6. Install the 2nd tie wrap on the coiled charger cable plug just above the ridge and tighten until it is just snug.
7. Install the 3rd tie wrap under the 1st and 2nd tie wraps and bring across the front of the receptacle and plug and tighten until snug.
8. Tighten the 1st and 2nd tie wrap as tight as possible; then tighten the 3rd tie wrap as tight as possible.

See picture below for actual installation of all tie wraps



This inspection should be completed prior to delivery to your end user preferably during your pre- delivery inspection and during your regularly scheduled PM's.



Service Bulletin	Date:	March 3, 2014	Bulletin Number:	SB-001
------------------	-------	---------------	------------------	--------

Model:	E-30 / EZ-30	Description:	Pull Rod Adjustment Instructions
--------	--------------	--------------	----------------------------------

Part Description:	N/A	Part Number:	N/A
-------------------	-----	--------------	-----

Figure Number:	N/A	Item Number:	N/A
----------------	-----	--------------	-----

Pull Rod Removal

Turn off key switch and enable emergency stop switch.

Lift complete truck to height sufficient to gain access to the pull rods and block up the truck, check stability of the truck before starting pull rod removal.

Tools Needed

1 14"	Combination wrench
3/16"	Punch pin
5/8"	Round punch
	Ruler or tape measure
	Hammer
	Grease

Verify measurement of fork height buy measuring from the floor to the top of the fork, this should be 3".



Minimum Clearance = 4mm or 0.16"

Maximum Clearance = 10mm or 0.39"

Back to: [QT Index](#) [IF Index](#) [SB Index](#) [P Index](#)



Service Bulletin

Date:

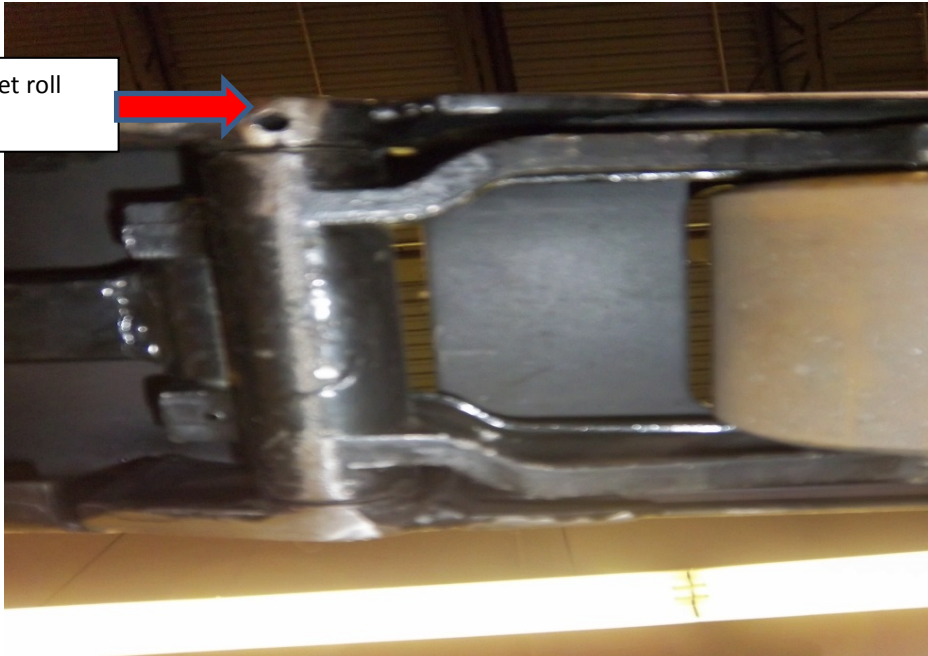
March 3, 2014

Bulletin Number:

SB-001

Locate the load wheel bracket pivot shaft roll pin. There is one roll pin on each load wheel bracket and can be found on the bottom of the load wheel bracket facing the inside of the fork.

Load wheel bracket roll pin location.



Align the 3/16" punch pin to the roll pin on the on the fork frame and gently start to drive the roll pin through the bracket and shaft. The roll pin can only be removed and installed from the bottom of the load wheel bracket; accessibility from the top of the load wheel bracket is very limited.





Service Bulletin

Date:

March 3, 2014

Bulletin Number:

SB-001

Drive the roll pin through the fork frame and load wheel shaft until the roll pin can be removed or falls out. The roll pin is approximately 31.75mm or 1 ¼" and may lodge against the underside of the fork making it necessary to pry the



With a 5/8" round punch or equivalent, drive the load wheel bracket pivot shaft through the fork frame and load wheel bracket. Removal from left or right side is acceptable.





Service Bulletin

Date:

March 3, 2014

Bulletin Number:

SB-001

View of load wheel bracket shaft removed.



Once the load wheel bracket shaft has been removed the load wheel bracket will drop down allowing for the adjustment of the pull rod.





Service Bulletin

Date:

March 3, 2014

Bulletin Number:

SB-001

The pull rod lock nut (for adjusting) is located under and at the rear of the forks, under the battery compartment. The



Loosen the pull rod lock nut with a 1 ¼" combination wrench and back off approximately 2 to 3 turns.





Service Bulletin**Date:****March 3, 2014****Bulletin Number:****SB-001**

Once the pull rod lock nut is loosened, grab the load bracket wheel assembly and adjust as necessary turn counter clock wise to adjust the pull rod out, keeping in mind to count the turns for adjusting the other side



After making your pull rod adjustment, insert the load wheel pivot shaft into the fork frame and grease.





Service Bulletin

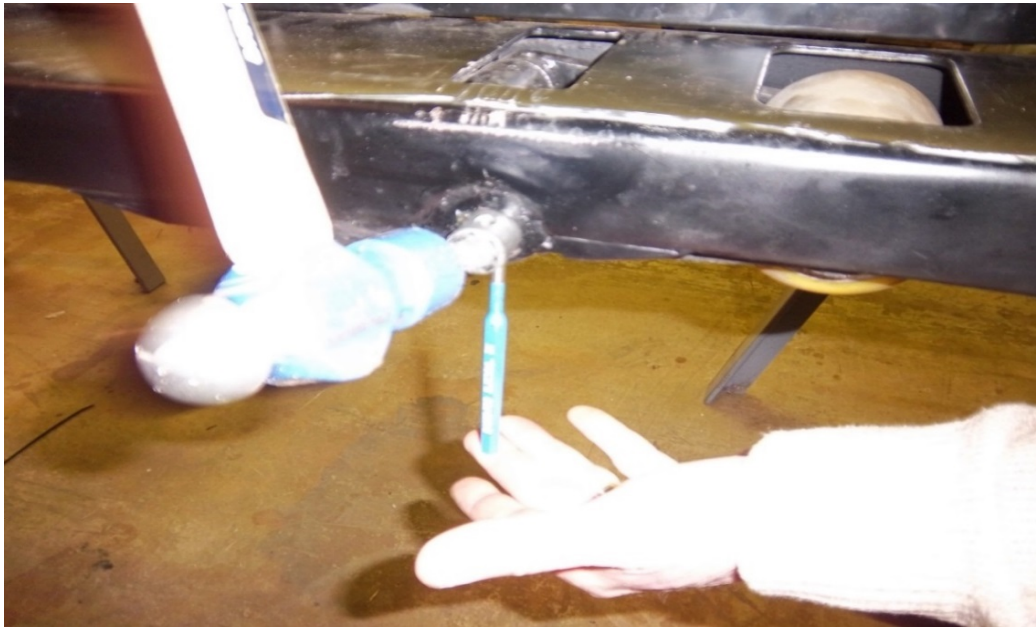
Date:

March 3, 2014

Bulletin Number:

SB-001

After the load wheel bracket pivot shaft has been greased, align the pivot shaft roll pin opening with the roll pin



Verify new E30 / EZ-30 maximum fork height is 3.0" from floor to top of fork.





BIG LIFT LLC LIFT TRUCK SALES AND SERVICE

1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Service Bulletin	Date:	March 6, 2014	Bulletin Number:	SB-002
------------------	-------	---------------	------------------	--------

Model:	E30/EZ30 Load Wheel Bracket Update	Description:	Improved Load Wheel Bracket. Starting from S/N. E2221276 (can be retrofitted to old trucks with below mentioned parts)
--------	------------------------------------	--------------	--

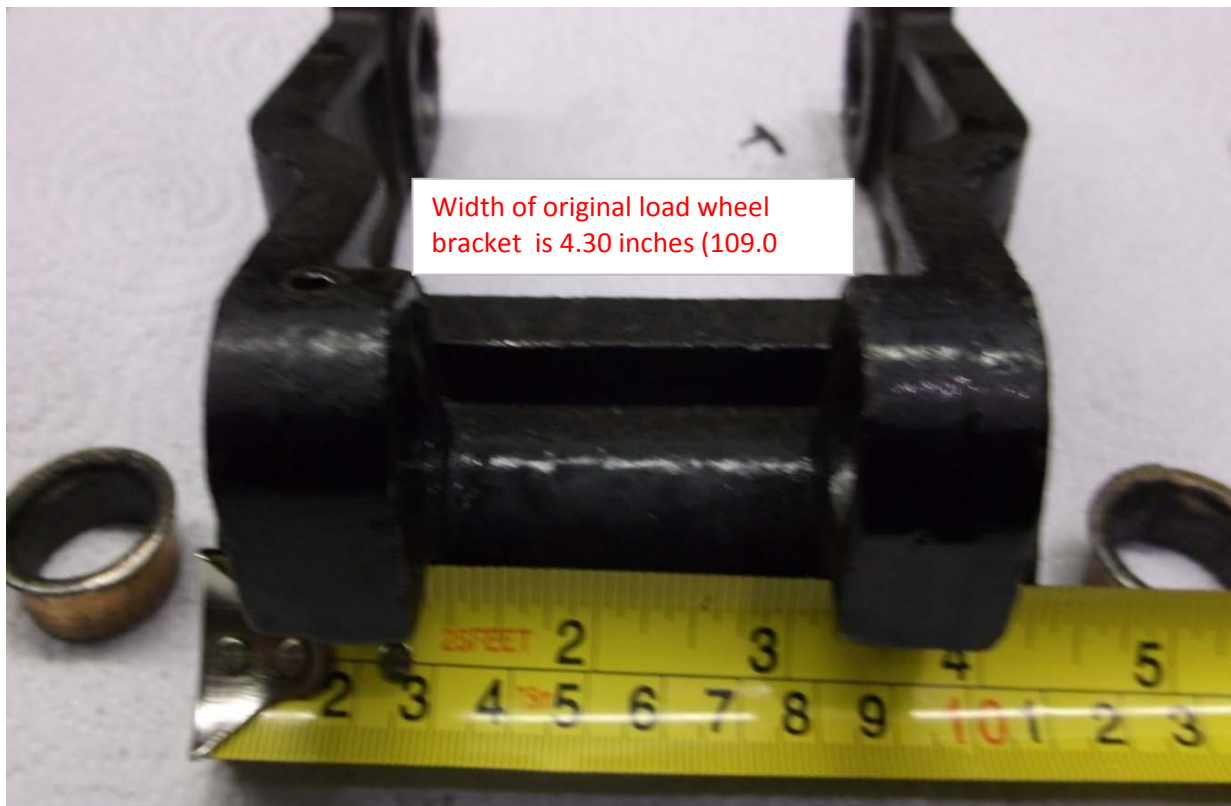
Part Description:	Load Wheel Bracket	Part Number:	1115-130005-4A Qty. (2)
	Load Wheel Shaft Roller		1115-130008-00 Qty. (4)
Figure Number:	Load Wheel Shaft Bushing	Item Number:	0000-000908-00 Qty. (4)

E30 / EZ-30 Pull Rod Adjustment Instructions on the Big Joe Support Site.

Improved Load Wheel Bracket must be replace as a Left and Right side set for proper long-term wear.

The new E30 and EZ-30 load wheel bracket have been improved to increase the long-term reliability of the load wheel bracket. The overall width of the load wheel bracket has been reduced without a reduction in strength s. Once these bushings are installed, they will act as a guide to prevent further potential load wheel bracket damage. Inspection of the load wheel shaft rollers is required during regularly scheduled PM's and should be replaced when signs of wear are noticed.

Prior to replacing the improved load wheel bracket, refer to Service Bulletin SB-001 for removal and installation procedures of the load wheel bracket and pull rods.





Service Bulletin

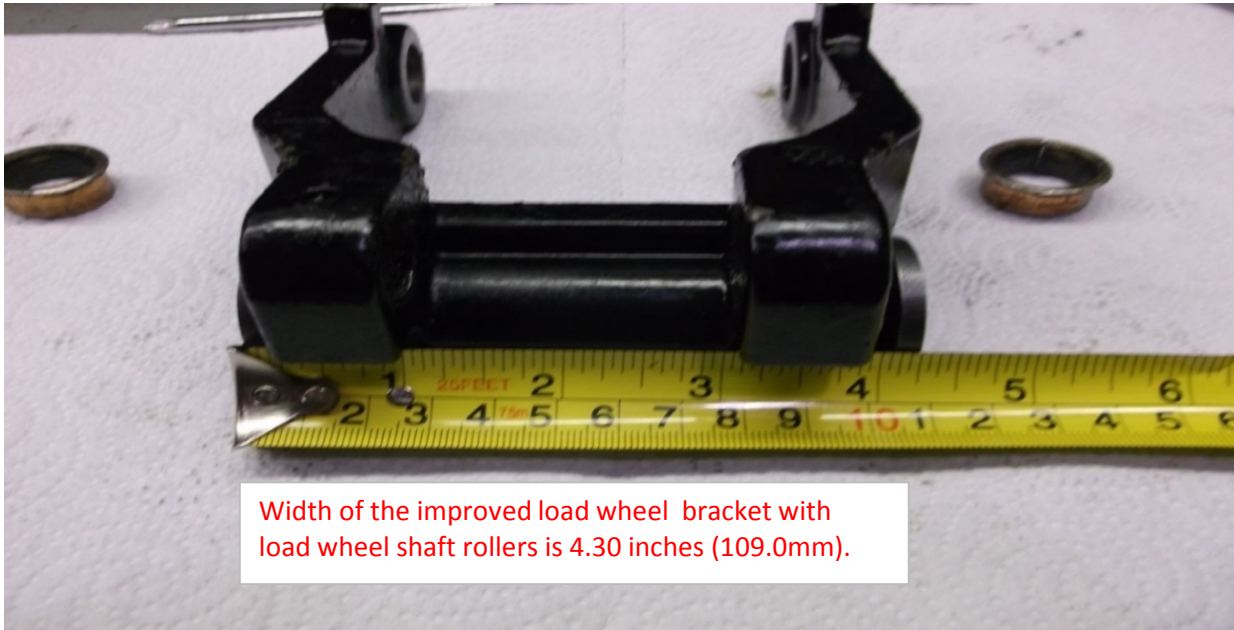
Date:

March 6, 2014

Bulletin Number:

SB-002

As you can see from the photo below, the overall width has been reduced without a reduction in strength. Width of the improved load wheel bracket is 3.81 inches (97.0mm). With the addition of the two load wheel shaft rollers, the overall width has not changed from the original load wheel bracket width of 4.30 inches (109.0mm).



Below photo references improved load wheel bracket width without the load bracket shaft rollers included in the total width. Width of the improved load wheel bracket is 3.81 inches (97.0 mm)

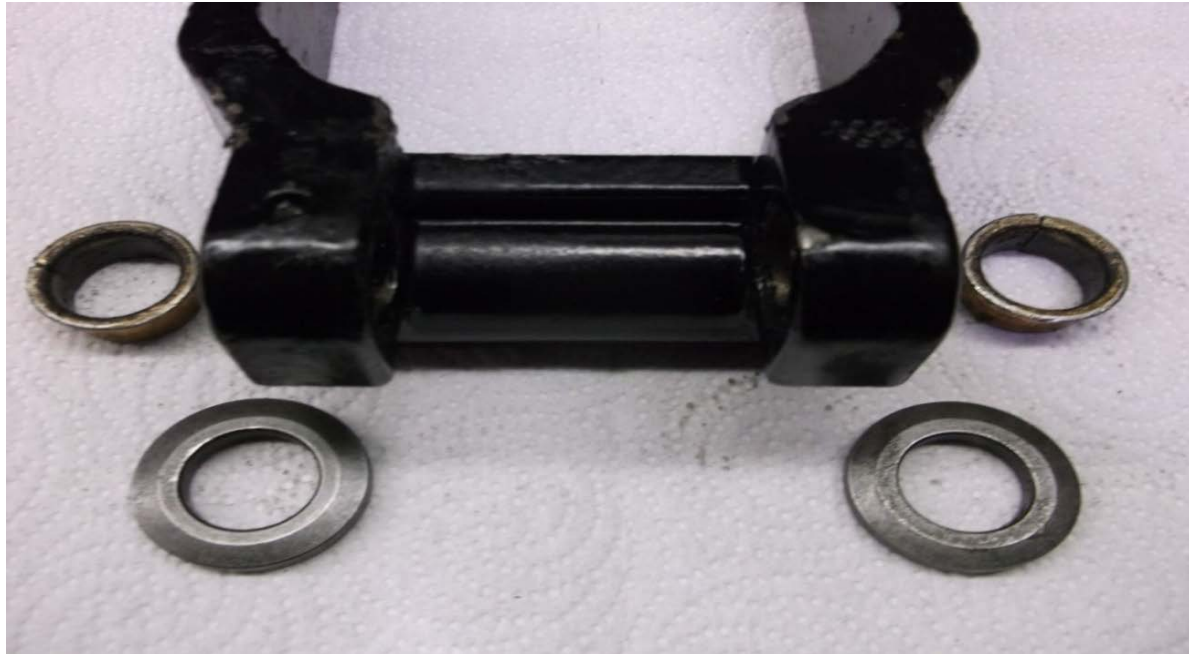


Service Bulletin

Date: March 6, 2014

Bulletin Number:

SB-002



1. Remove original load wheel bracket from fork.
(Improved load wheel bracket will not come with load wheel shaft bushings, you will need to order (2) per side. Part numbers are noted in the part number section of this bulletin.)
2. Install new load wheel bushings in the improved load wheel bracket and reinstall in unit. (Be sure when installing the improved load wheel bracket the tabs are facing the inside top off the fork.)

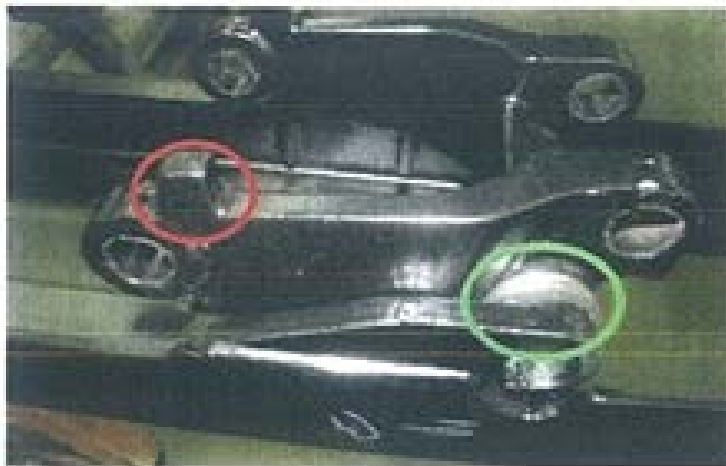


Photo of Improved Load Wheel Bracket with tab facing up and





Service Bulletin

Date:

March 6, 2014

Bulletin Number:

SB-002



The above photo is of the load wheel shaft roller mounted externally. Minimum clearance from the bottom of the roller to the top of the floor is (2.3 mm).

The manufacturer reserves the right to make product improvements or changes but shall not incur responsibility to incorporate such product improvements or changes in any products previously shipped or currently in service.

Quick Tip Bulletin		Date:	February 14, 2014	Bulletin Number:	IF - 004
Model:		Curtis Controlled Machines		Description:	Connection and operation of Curtis Handset
Part Description:		Handset	Part Number:	005472-03 Dealer Version	
Figure Number:		Item Number:			

Curtis 1311 Controller

The Curtis 1311 Handheld Programmer is a tool used for programming, monitoring, and verifying all conditions and parameters on the controllers. It can also be used to transfer settings from one controller to another, or resetting an entire fleet of trucks. It can also be used to read fault codes

Note



Navigation Key, Up/
Down, Right/Left Menu

Connector to plug
into controller

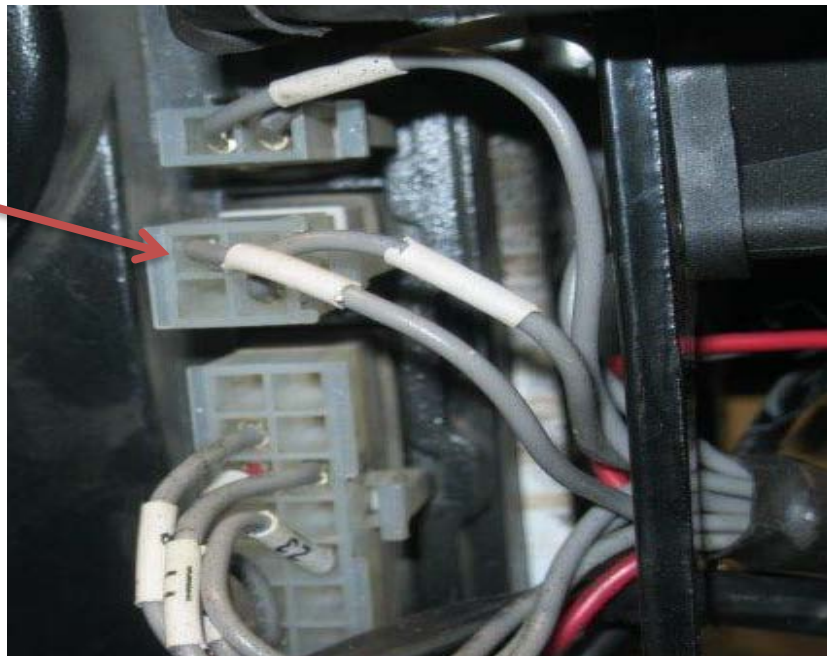
Increment Raise/ Lower
Key

First, the handheld controller. You can see the display screen that displays all information. There is a 4-way navigation key on the left used to move the cursor up and down through the menus, as well as left and right to access Sub Menus. To the right, is a Data Increase/ Decrease values

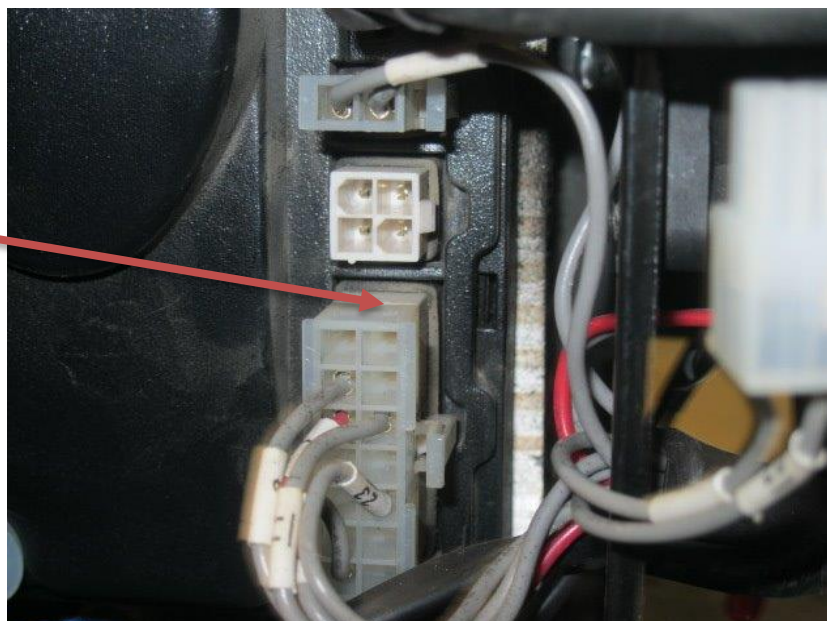
Connecting Handset to Controller:

Make sure to use a programmer that is specifically for Big Joe brand trucks, Part # 005472-01. Other programmers will plug into the truck, but will not show all features on the Big Joe truck.

Four Pin Connector



Connector removed



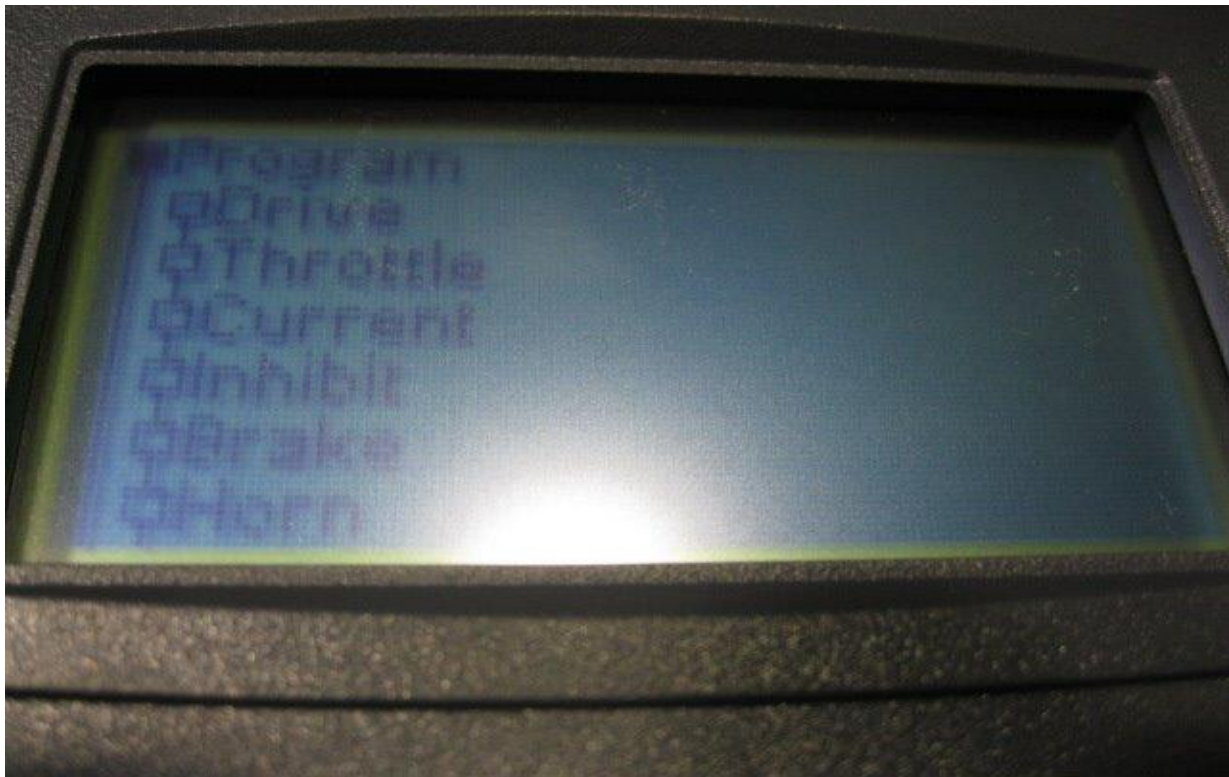


Connecting Handset To Controller

Find the 4-pin connector on the controller, it is the second connector from the top. Press the clip on the right side of the connector and pull it out. The handset plugs in to this socket. Make sure the truck is on when you plug in the controller and power disconnect is in the up position.

Make sure to plug in the connector on the truck back in when you are done.

The Main Menu is the Starting Point for all Curtis Programmers



Program

The program menu may contain several sub-Menus of parameters. There could be differences in settings for the specific controller. Items such as max speed, current limits, time outs, and modes are common parameters. To access a parameter, use the Menu navigation key to select Program then press the right button. You will see a list of sub menu items. When a parameter is displayed its value and units will be displayed on the right of the screen. Press the right navigation key again and enter the detail screen. You will be able to adjust the Data Inc/Dec key to change the parameter. Hitting the left navigation key enters the change into the controller. Keep hitting the left navigation key to exit the sub menu.



Monitor

This is used to aid in installation, service, and troubleshooting of the controller. Using the navigation key scroll down to the Monitor menu, use the right arrow key to select the list of monitor variables. It is important to note that all Warrantys require an hour meter reading. Even units that do not have a dedicated hour meter on the dash, that information is stored in the controller. The hour meter reading is in the Monitor Menu, all the way at the bottom of the menu. Scroll down through the sub-menu to reach the DRIVE TIME reading.



Faults

To aid in troubleshooting, all faults are stored in the controller as a code and descriptive text. There could be a list of faults. The most recent fault is shown first, however multiple faults are not recorded individually, or are the hours the faults occurred recorded. You can scroll through the faults using the navigation up/down key. It is always a good idea to clear all faults when you are done. Scroll down to the Faults- Clear Fault History, it will ask



Functions

When the 1311 is connected to a Curtis product, a parameter list (block) is uploaded to the programmer along with the pre- sent settings. You can easily scroll through this list and change the settings and quickly test the results. To access a parameter, use the Menu Navigation Key to select

**Quick Tip Bulletin****Date:****February 14, 2014****Bulletin Number:****IF - 004**

Cloning is the process of duplicating parameter settings from one unit to others, making copies or "clones". You may only clone units with the same hardware, software and parameter block. You cannot clone the MC-2 or products using the MCP protocol.

The special cloning functions are listed on the programmer in the Menu

'Functions -> Settings'.

From here, you can select

'Get Settings From Controller'

This will upload the data from a unit into the 1311. Or,

'Write Settings To Controller'

This will download the present data stored in the 1311 to the unit.

This process will only work between identical models. Model 1311 will not allow cloning between different models (1228 to 1243) nor between similar models (1244-4401 to 1244-4402). Only the data accessible by the 1311 is cloned. For example, a User level 1311 will only clone User level data and will not clone the OEM, Dealer or Service level data.

You may also easily restore the original settings of the unit. Each time the programmer is connected to a unit, it uploads the present data and stores it in a "temporary archive" memory. You can revert back to the original settings any time during a programming session by selecting the Menu

'Functions -> Settings -> Reset All Settings'.

Any inadvertent change of parameters can be 'undone' using this procedure - even if you can't remember what the previous settings were - as long as the programmer has not been un-plugged and power has not been removed from the controller.

For more detailed instructions on the use of the Model 1311 Hand Held Programmer, please reference the attached users manual.



Informative Bulletin		Date:	Update May 5, 2016	Bulletin Number:	IF-005-2
Model:	J1 - Joey Units	Description:	Complaint of Mast Squealing Telescopic and Tri-Masts		
Part Description:	Mast Thrust Roller	Part Number:	2125-612002-00		
Figure Number:	11 - 30 Maintenance & Parts List	Item Number:	38		

Excessive squealing of mast when operator raises or lowers mast during operation.

Complaint:

Excessive squealing of mast when raising or lowering during operation.

Cause:

Primary cause of this complaint is over lubricating of the thrust roller with standard bearing or non Moly-Lube grease This will eventually cause the side thrust rollers to wear off the paint and gouge the inner rail causing the mast to squeal when raising or lowering. Adding non Moly -Lube grease will catch any paint particles and imbed them in the side thrust roller causing the roller to slide in the inner channel instead of rolling.

Corrective Action:

CAUTION: Once the operator's platform is raised, before leaving the operator's platform turn key switch off and engage the emergency disconnect switch. Prior to adjusting the side thrust rollers be sure to disconnect the SB175 grey battery terminal connectors.

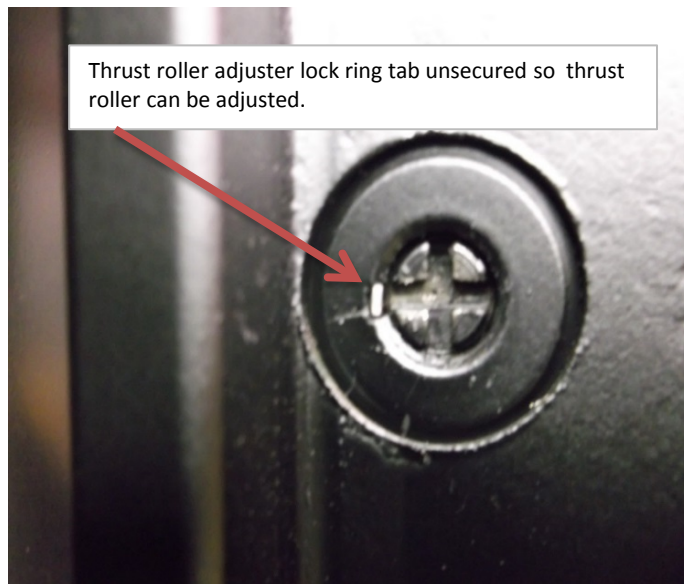
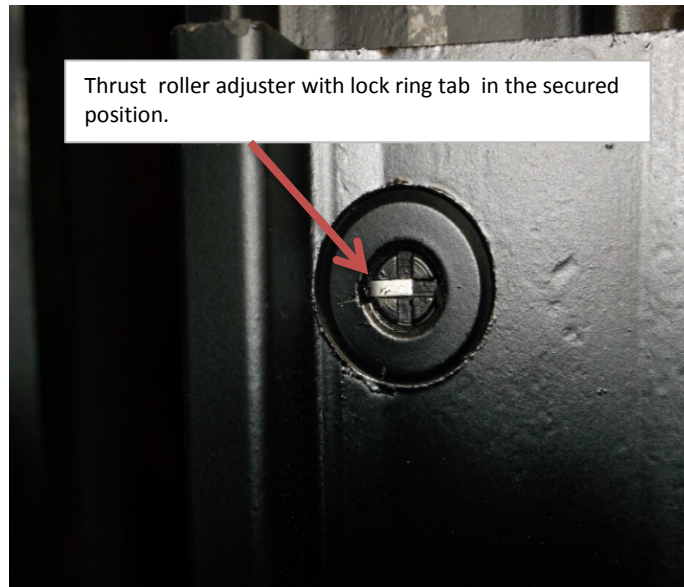
Raise mast up to gain access to the main roller and side thrust rollers. **CAUTION:** Once the mast is raised you will need to exit the operators compartment by using alternate means. Be sure to secure the operator's platform anytime work is been performed with the mast is in the raised position. Tri-masts have twelve (12) roller assemblies; telescopic masts have eight (8) roller assemblies.

Raise mast to the height need to adjust the thrust roller. The thrust rollers are located in the center of the mast roller and are adjustable by turning the thrust roller to the left or right depending on the adjustment needed.

The thrust roller adjustment is located on the platform carriage, inner, intermediate, and outer mast rails which are secured with a lock ring. Reference photo below.

Pry the lock ring tab up until it fits flush in the ring tab groove. Reference photo below.

Side Thrust Roller Locking Ring Location



Once the side thrust roller locking ring tab has been unsecured by carefully prying it back you can start the side thrust roller adjustment. Prior to making the adjustment inspect the roller to be sure it is not bent or damaged, grab the roller and see if there is any vertical or horizontal movement, if there is the roller must be replaced. Adjust the side thrust roller so there is .025 between the inner mast channel and the side thrust



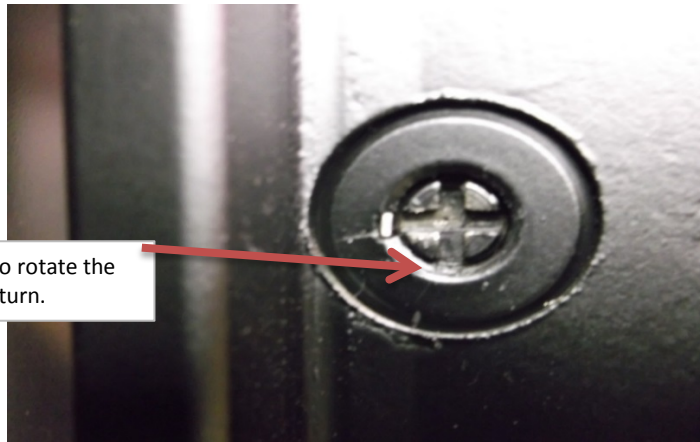
Informative Bulletin

Date: March 21, 2014

Bulletin Number:

IF-005-2

Using a large screwdriver, the adjustment can be made by turning the side thrust roller either clockwise or counter clockwise.



Next available adjustment will be to rotate the side roller counter clockwise (1/4) turn.

Incremental adjustments are made by rotating the side thrust roller to the next available cross section of the adjuster. The locking tab will stay in its original position.

Once you have made the adjustment bend the locking ring tab back into the cross hairs to secure the side thrust roller. It may take multiple times to fully make this adjustment, be sure not to under adjust the side thrust roller. This will cause unnecessary side to side play in mast. Over adjustment of the side thrust roller will cause the unnecessary scrapping and gouging of the mast.

After you have completed the side thrust roller adjustments it may be necessary to clean and deburr the mast channels.

In most instances using a wire brush will be sufficient to clean up the mast rails, but if there has been some gouging or ridging it may be necessary to grind the effected area until it is smooth.

After the deburring and cleaning of the mast I-beams, lightly spray the rails with an aerosol Dry Moly - Sulfite product that meets or exceeds these recommendations; Gaskets, Transfer Belts, Conveyor Belts, Motors, Plant Machinery, Handling Equipment, Rubber Moldings, High Temperature, Low Load, or High Rpm Slides, Rollers, Wheels, Gears, Chains, Hoists.

Reference item #1 below for break down description.

Test the unit for operation and return to service.

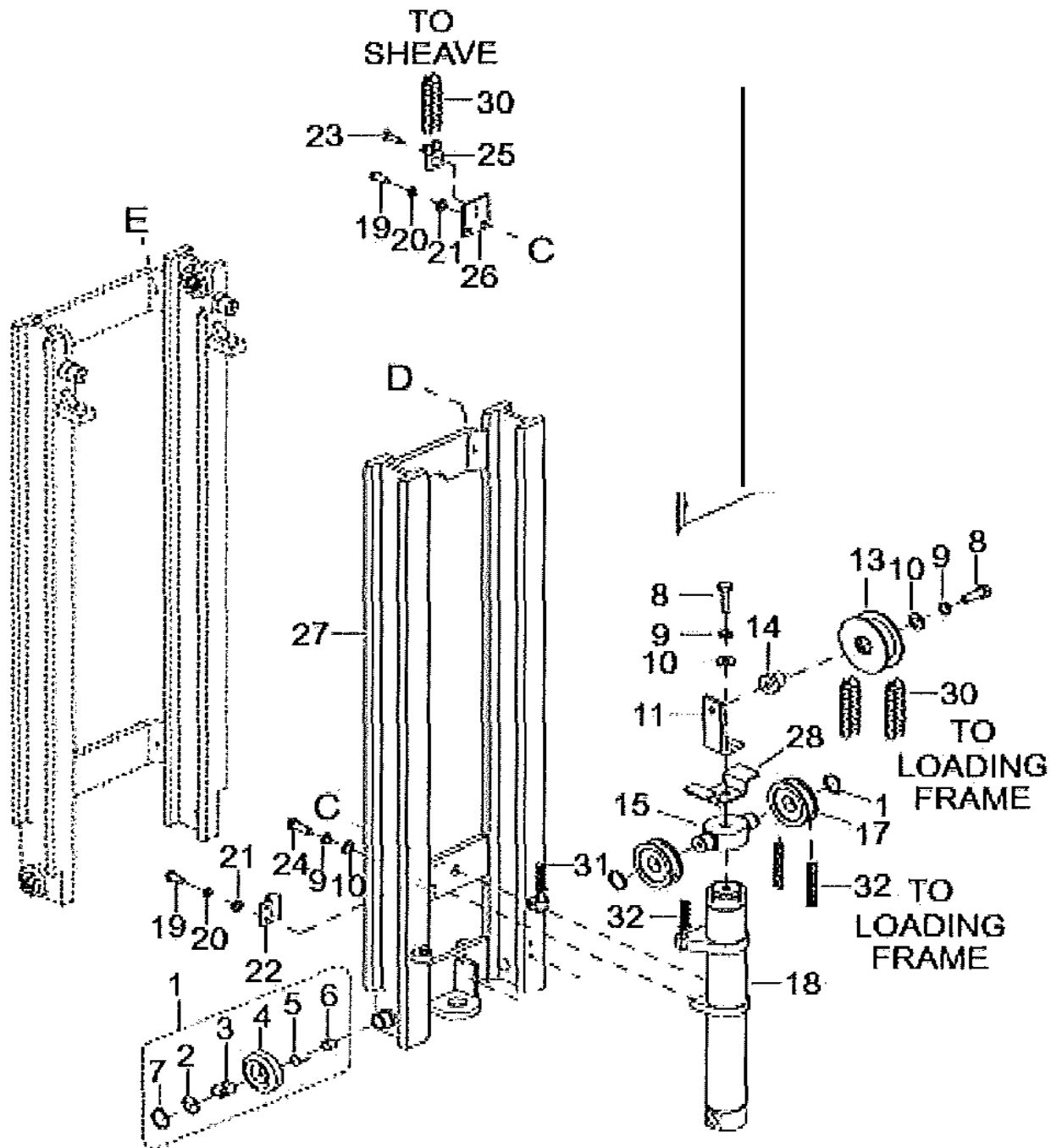
Informative Bulletin

Date: March 21, 2014

Bulletin Number:

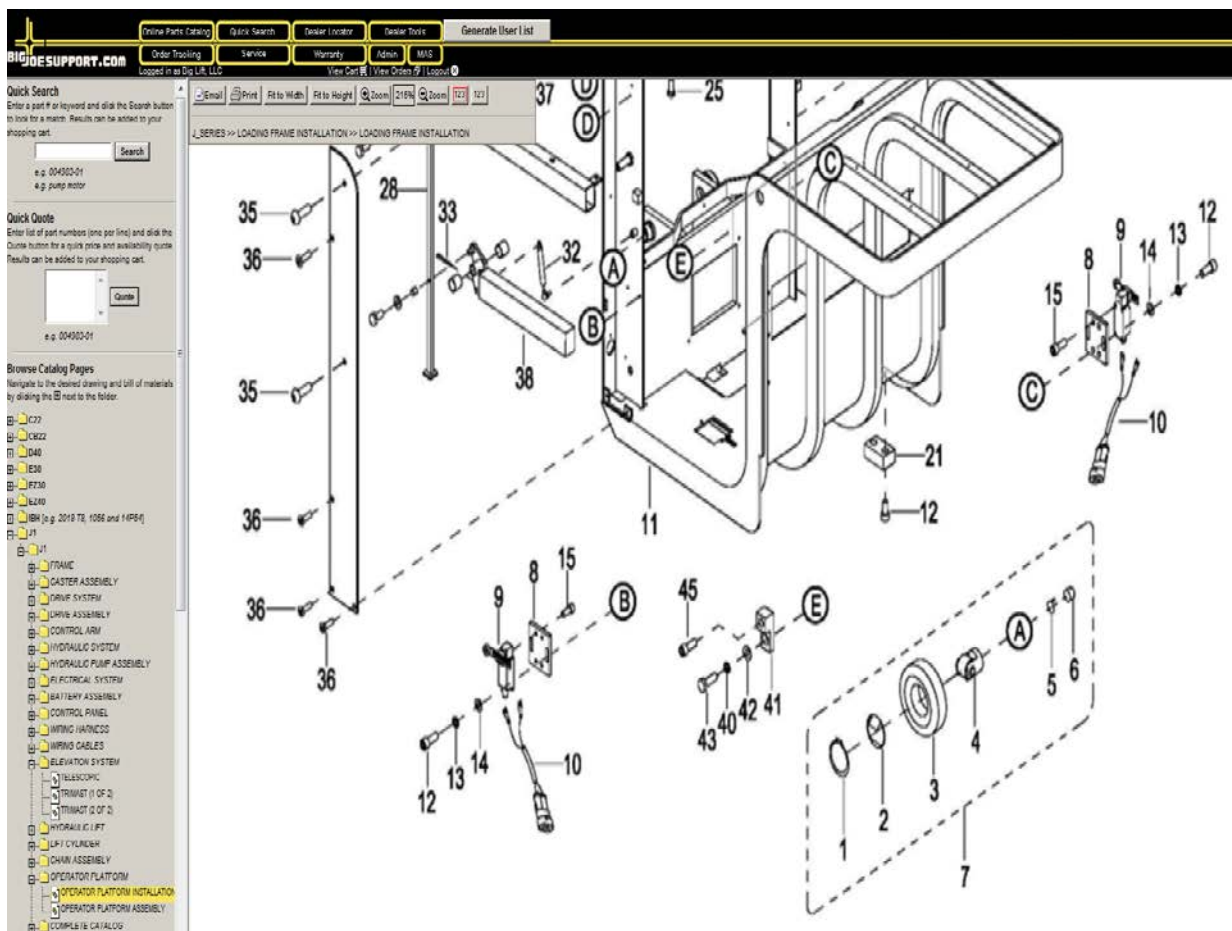
IF-005-2

Elevation System - Trimast



If additional information is needed, please reference the J1 Series Task Support Vehicle Maintenance and Repair Parts List. Manual number BL-J1-0113. Page number 11-30 - Figure 11-15 Elevation System (Tri-Mast - Part 1 & Part 2) Item #1.

Loading Frame Assembly - Operators Platform



If additional information is needed, please reference the J1 Series Task Support Vehicle Maintenance and Repair Parts List. Manual number BL-J1-0113. Page number 11-46 - Figure 11-23 Loading Frame Assembly Item #7.

**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com**Informative Bulletin****Date:** June 5, 2014**Bulletin Number:** IF - 006**Model:** J1 - WPT-45 - PDS & CB22 Series**Description:** 20 Amp DPI Battery Charger**Part Description:** 20 Amp DPI Battery Charger**Part Number:** 1120-560000-00**Figure Number:****Item Number:**

It was brought to our attention from our charger supplier the proper sequence and charging procedures must be followed to avoid charger issues.

Complaint:

Pre-mature charger failures. The three (3) LED's mentioned below will all flash simultaneously. Fault Codes:

FAULT CODES:

Power On - Red LED Flashing

Charging - Yellow Status Indicator LED Flashing

Charged - Green Charged LED Flashing

Cause:

We have been advised that disconnecting the battery connector from the charger prior to completing the charge or after charging is complete without disconnecting the AC first, may adversely impact the internal programming causing the above fault codes to appear and the DPI charger not charging the battery pack.

Corrective Action:

We have been advised that the DPI battery charger in the units mentioned above must follow a sequence of disconnect to improve the reliability of the battery charger operation.

When charging the batteries, be sure the key switch is turned off and the emergency stop switch is activated.

When going to charge the battery, disconnect the battery SB-175 cable connector from the frame mounted SB-175 connector.

Connect the SB-175 connector from the battery to the SB-175 connector of the DPI charger.

Once you have made the above connection, plug the DPI charger cord into an approved receptacle.

When the battery has reached full charge, unplug the AC charger AC cord from the approved receptacle.

Disconnect the battery cable SB-175 from the DPI charger SB-175 connector.

Plug the battery cable SB-175 connector into the frame mounted SB-175 connector.

Stow the charger coiled cable and extension in the compartment in the battery pack supplied by Big Joe.

**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Informative Bulletin	Date:	July 18, 2014	Bulletin Number:	IF - 007
----------------------	-------	---------------	------------------	----------

Model:	E-30 /EZ-30 /D-40 / EZ-40	Description:	Intermittent Start and Stop
--------	---------------------------	--------------	-----------------------------

Part Description:	Part Number:
-------------------	--------------

Figure Number:	Item Number:
----------------	--------------

Complaint:

Intermittent stop and start in refrigerated trailer delivery applications.

Cause:

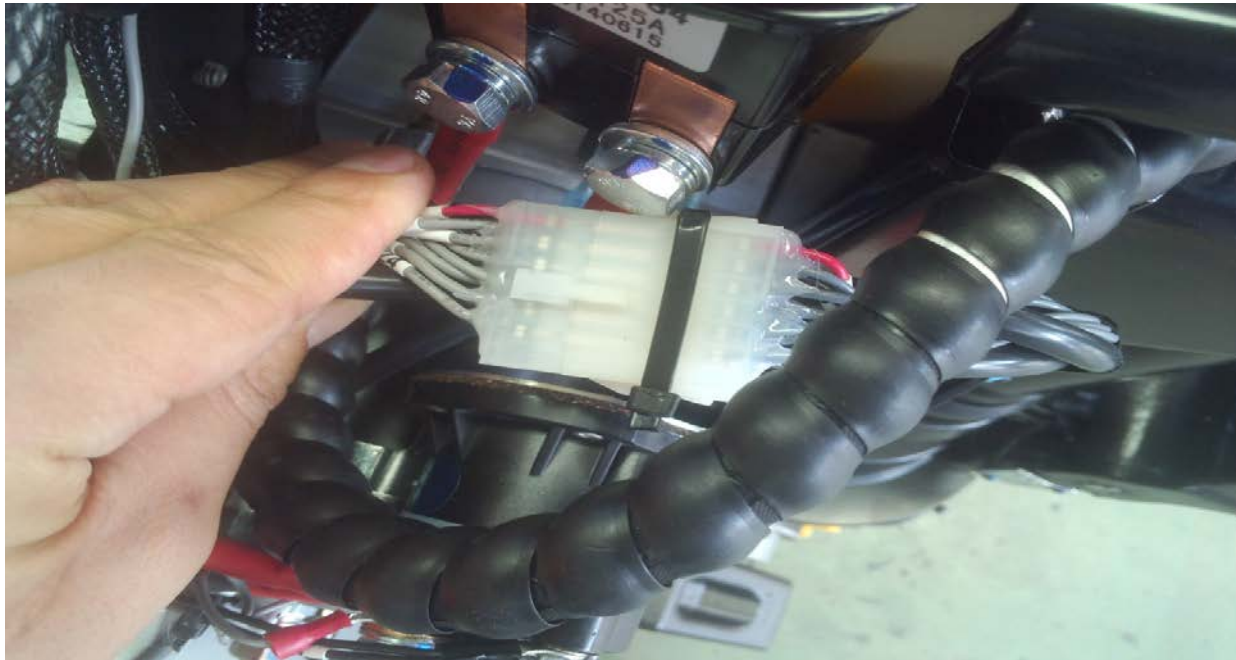
When using the E-30 / EZ-30 and D-40 / EZ-40 in a refrigerated trailer to make deliveries , there have been occurrences when units are removed from the refrigerated trailer in high ambient temperature areas the units will begin to condensate / sweat. This will cause the condensation to drip into the wiring harness connectors and switches causing the unit to intermittently stop until the affected areas dry out.

Corrective Action:

Prior to using the above mentioned models in cooler or refrigerated trailer delivery applications, it will be necessary to spray all micro-switches with a Di-Electric Aerosol Spray Grease and all unsealed Molex connectors with a Silicone Di-Electric Grease / Super Lube. With the application of the Di-Electric Aerosol Spray and Di-Electric Silicon this will reduce the intermittent stop and start due to the issue of condensation and sweating.

I: Waterproof measures of connectors in different positions on E30

- 1: The connector between Master Wiring Harness (1115-520001-0B) and Drive Wire Harness (1115-520002-0C)



- 2: The connector between Master Wiring Harness (1115-520001-0B) and Controller (1115-510004-0A)



Informative Bulletin

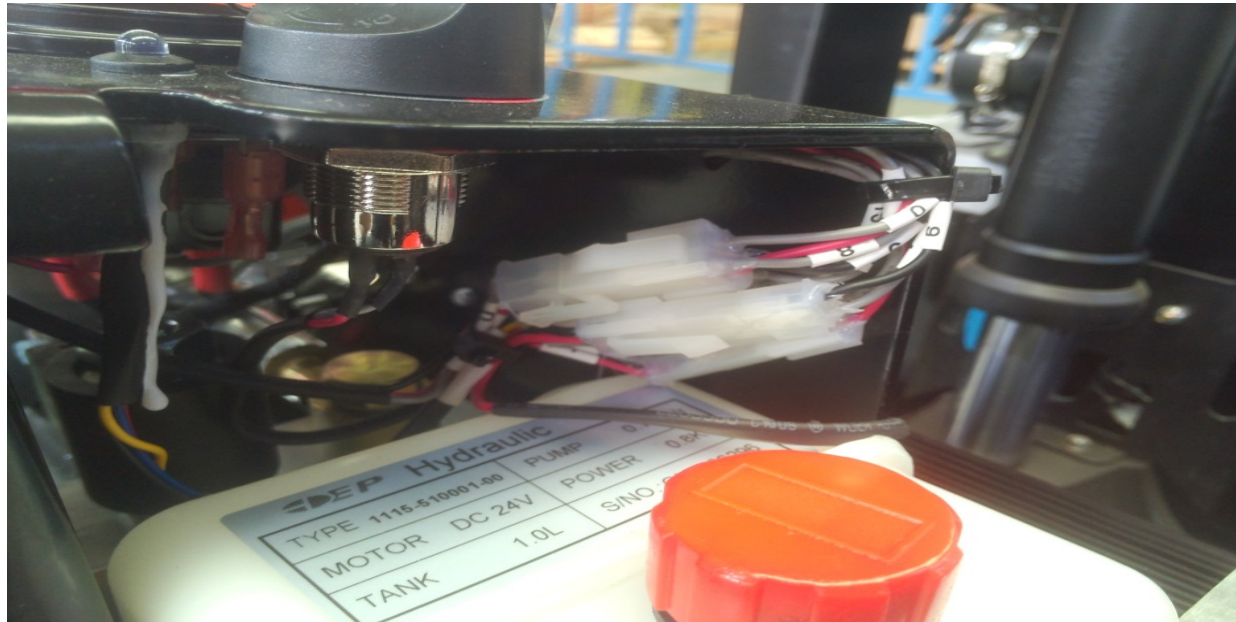
Date:

July 18, 2014

Bulletin Number:

IF - 007

3 : The connector between Master Wiring Harness (1115-520001-0B), key switch (1115-520019-00), indicator assembly (1115-520005-0A) and indicator light on charger (1115-520014-0A)



4: The connector between Master Wiring Harness (1115-520001-0B) and charger (1115-520014-0A)



Informative Bulletin

Date:

July 18, 2014

Bulletin Number:

IF - 007

5: The connector between Drive Wire Harness (1115-520002-0C) and Wire Harness (1115-520010-0A)



II: Waterproof measures of connectors in different positions on D40

1: The connector between Master Wire Harness (1118-520001-00) and Wire Harness Assembly (1118-520003-00)



Informative Bulletin**Date:** July 18, 2014**Bulletin Number:** IF - 007

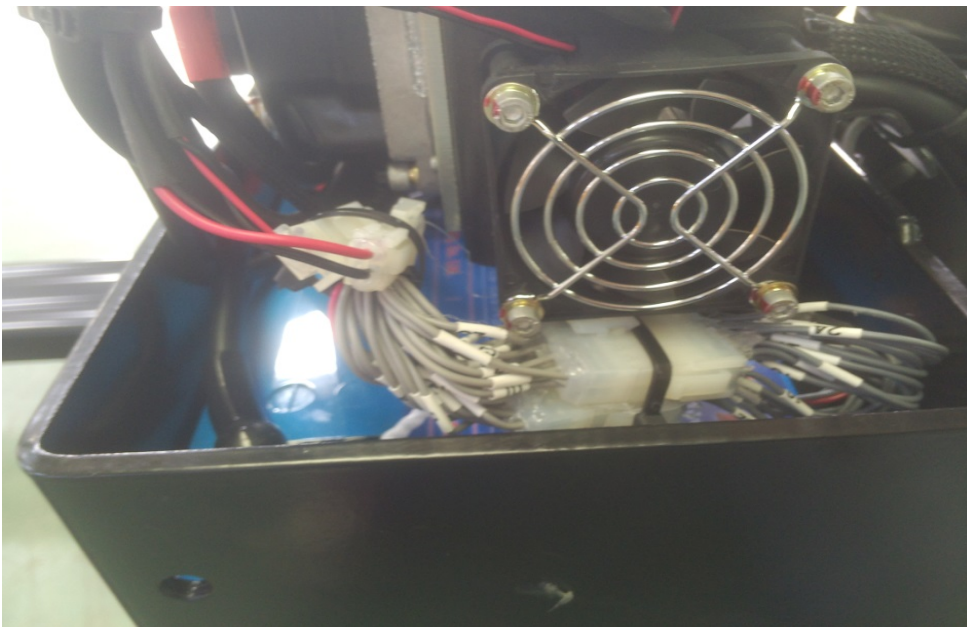
2: The connector between Master Wire Harness (1118-520001-00) and charger (1118-560006-00)



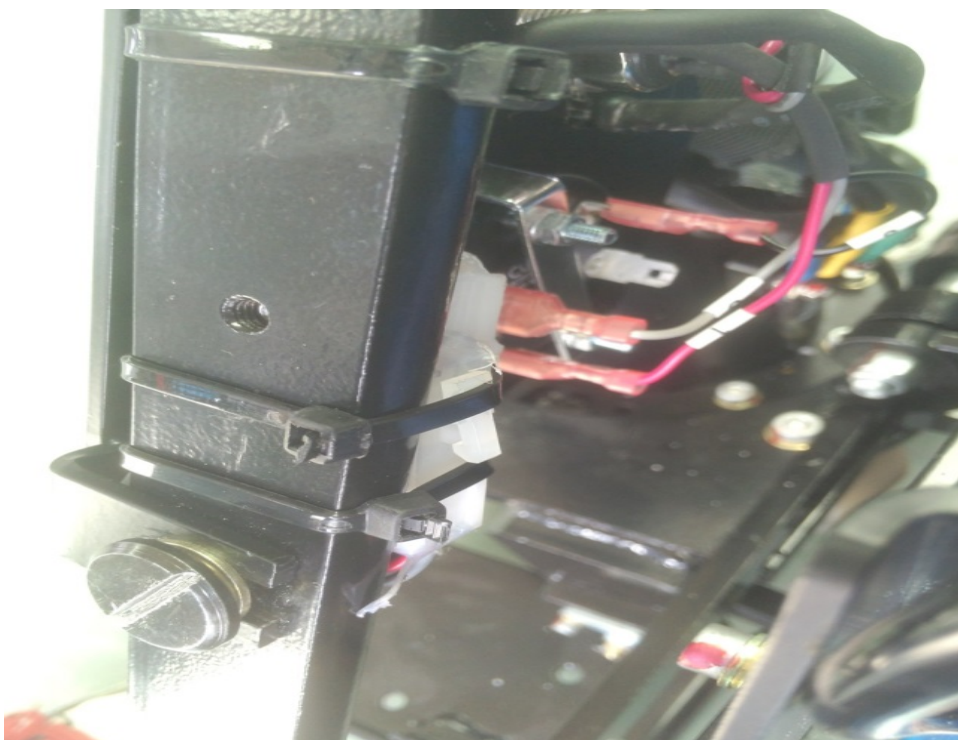
3: The connector between Master Wire Harness (1118-520001-00) and controller (1120-500004-00)



4: The connector between Master Wire Harness (1118-520001-00) and Switching Wire Harness (1118-520002-00)



5 : The connector between Switching Wire Harness (1118-520002-00), indicator assembly (1115-520005-0A) and key switch (1115-520019-00)





Informative Bulletin

Date:

July 18, 2014

Bulletin Number:

IF - 007

To add the Silicon Di-Electric Grease for MOLEX non-waterproof connector, you need to add the grease to both ends. If the wire end of the connector has already been sealed you only need to add the Silicon Di-Electric Grease to the unsealed





Informative Bulletin	Date:	May 23, 2016	Bulletin Number:	IF - 008
----------------------	-------	--------------	------------------	----------

Model:	E30 and EZ30	Description:	Lift Limit Switch
--------	--------------	--------------	-------------------

Part Description:	Lift Limit Switch	Part Number:	1115-500017-00
	Lift Limit Switch Bracket Screws		0000-000981-00 M3 X 20
	Micro Switch Bracket		1115-500014-00

Used From S / N	2120048	Item Number:	
-----------------	---------	--------------	--

It is possible the Lift Limit Bracket Screws M3 X20 may have been overtightened during assembly. In order to increase the quality and reliability of the Lift Limit Switch it will be necessary to check during the pre-delivery inspection.

Complaint:

The E30 and/or EZ30 will not lift or lower.

Cause:

The lift limit micro switch bracket screws are may be overtightened causing the lift limit switch to not engage when lifting or lowering. The M3 X 20 screws when ovetightened will depress the micro switch bracket on the side walls of the micro switch causing the lift limit switch to act as defective. Troubleshooting of the lift limit will confirm it as being defective.

Corrective Action:

When pre-delivering the E30 and/or EZ30 loosen each lift limit switch bracket screw and remove. Coat threads with LOCTITE ® THREADLOCKER BLUE 242 and reinstall. Torque spec for tightening the M3 X 20 is 0.464 FT-LB or snug down until tight. Overtightening may crack the lift limit micro switch bracket or cause the lift limit switch not to function.





Informative Bulletin	Date:	November 7, 2016	Bulletin Number:	IF - 009
----------------------	-------	------------------	------------------	----------

Model:	ZAPI CONTROLLED UNITS	Description:	NEW STYLE ZAPI HANDSET
--------	-----------------------	--------------	------------------------

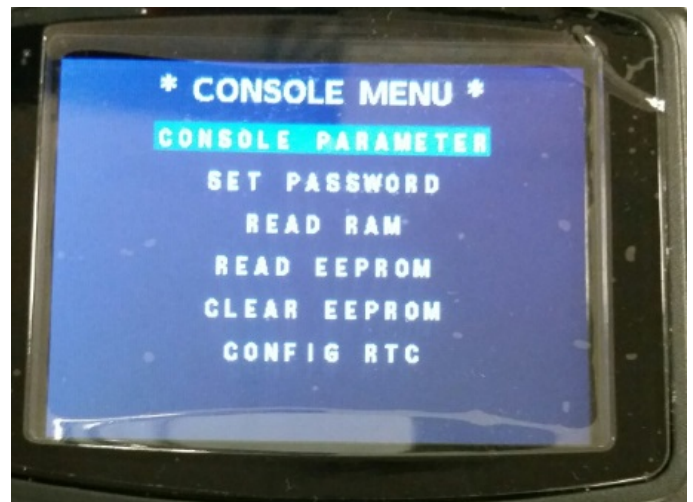
Part Description:	ZAPI CANCONSOLE	Part Number:	907225
Figure Number:	1	Item Number:	

Complaint: HANDSET WILL NOT COMMUNICATE " COMMUNICATION ERROR " "NO CANBUS"

Cause: IN THE MENU CONSOLE SCREEN UNDER THE CONSOLE PARAMETERS, THE SERIAL BAUDE RATE IS NOT SET TO 9600 bps

Corrective Action:

TURN ON THE HANDSET , GO TO
CONSOLE MENU THE PRESS THE
OK BUTTON





Informative Bulletin

Date:

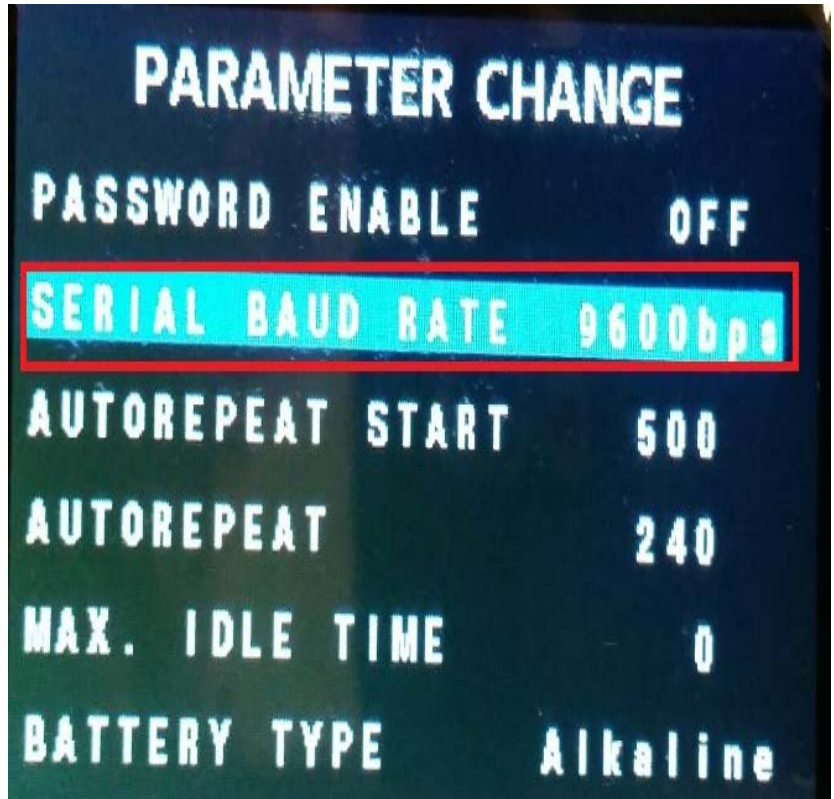
November 7, 2016

Bulletin Number:

IF - 009

Corrective Action:

CHANGE MENU
ENSURE THE SERIAL
BAUD RATE IS 9600
bps, then save the





BIG LIFT LLC LIFT TRUCK SALES AND SERVICE

1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Informative Bulletin	Date:	September 19, 2017	Bulletin Number:	IF - 010
----------------------	-------	--------------------	------------------	----------

Manufacturer:	EPSONIC Charger	Description:	A list of the A/C Amp draw for different D/C Amp output
---------------	-----------------	--------------	---

Part Description:	Charger A/C Amp Draw	Part Number:	
Figure Number:		Item Number:	

Complaint:

Cause: Customer needs to know the A/C Amp draw for different D/C Amp output

Corrective Action:

D/C Ampere output	8 amp - max A/C draw 2.0A
D/C Ampere output	10 amp - max A/C draw 3.2A
D/C Ampere output	15 amp - max A/C draw 5.5A
D/C Ampere output	20 amp - max A/C draw 6.9A
D/C Ampere output	25 amp - max A/C draw 7.0A



Informative Bulletin

Date:

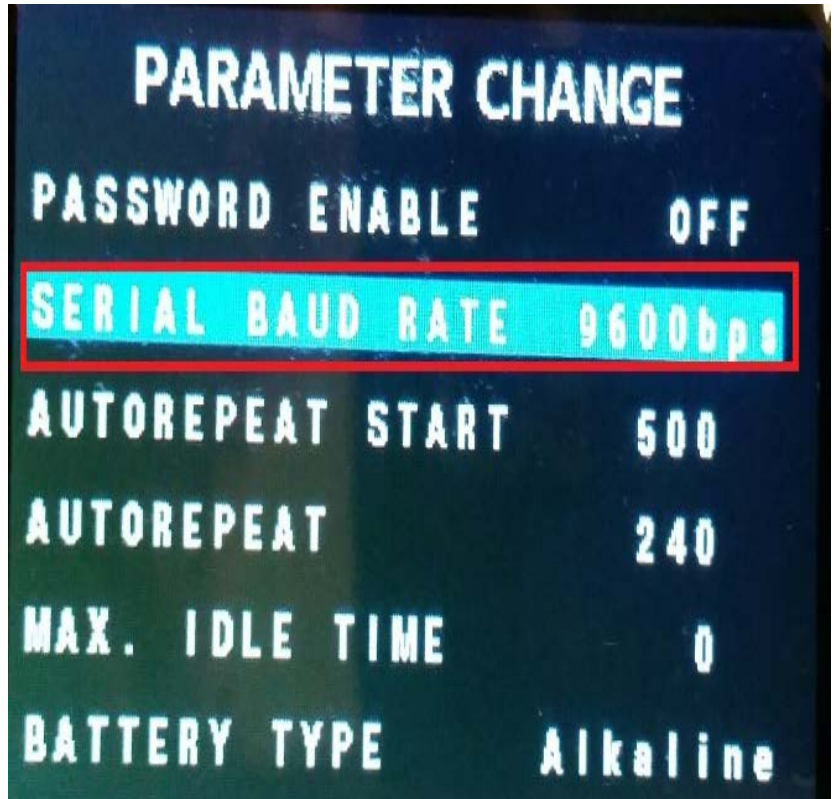
September 19, 2017

Bulletin Number:

IF - 010

Corrective Action:

CHANGE MENU
ENSURE THE SERIAL
BAUD RATE IS 9600
bps, then save the



**BIG LIFT LLC****LIFT TRUCK SALES AND SERVICE**1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Parts Bulletin	Date:	February 21, 2018	Bulletin Number:	PB - 001
Model:	D40 / EZ40	Description:	Replacement Contactor	
Part Description:	Line Contactor	Part Number:	1120-500005-00	
Figure Number:	#1	Item Number:		

Complaint: Contactor is different and won't work.

Cause: Replacement part not wired properly

Corrective Action: Connect the wires on the proper terminals

Before starting repairs be sure the key switch is in the OFF position, keys removed from the unit and the Emergency Stop Switch is in the down (Off) position.

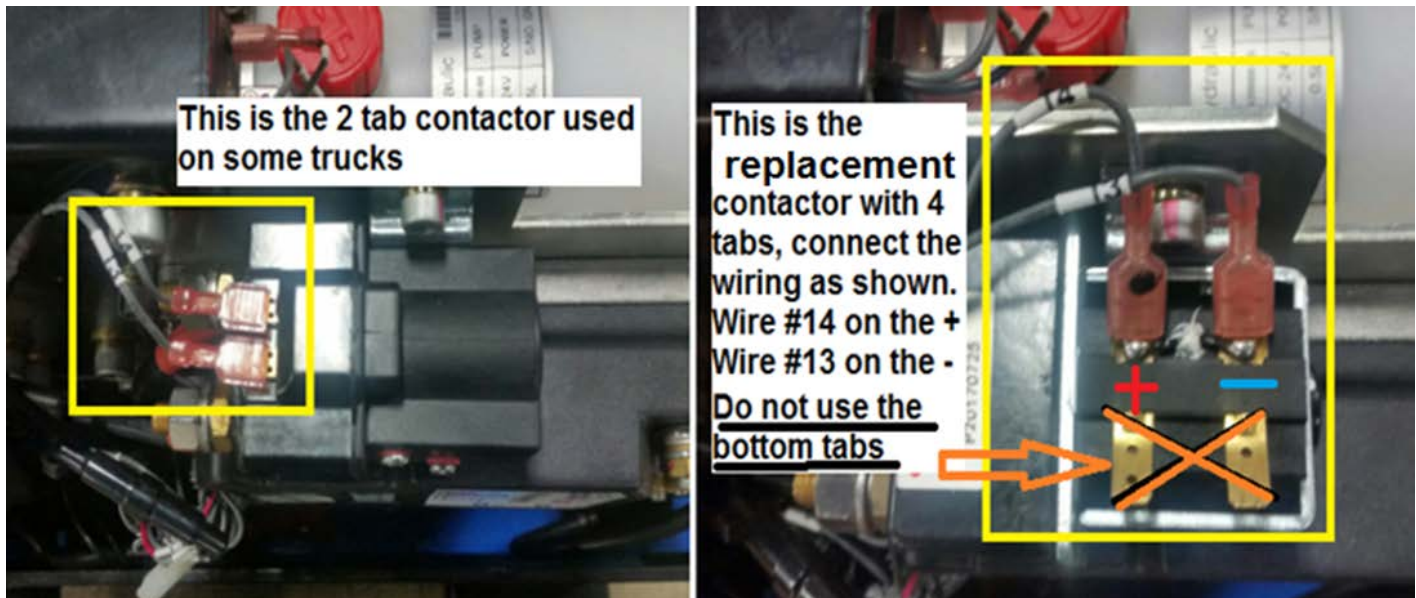


Figure 1

Back to: [QT Index](#) [IF Index](#) [SB Index](#) [P Index](#)



BIG LIFT LLC LIFT TRUCK SALES AND SERVICE

1060 North Garfield St. • Lombard, IL 60148 • 630-916-2600 • www.bigjoesupport.com

Informative Bulletin	Steering Locking issue	Date:	October 8, 2020	Bulletin Number:	IF-011
----------------------	------------------------	-------	-----------------	------------------	--------

Model:	Description:	The Steering will lockup and truck will stop working when the tiller head is turned very slowlyThis only happens when the tiller head is turned slowly.
CB33		

Part Description:	N/A	Part Number:
Figure Number:		Item Number:

Complaint: The Steering will lockup and truck will stop working when the tiller head is turned very slowly.

Cause: The motor current stays at maximum current for more than 1 second.

Corrective Action: Two Parameter changes need to be made in the Steering Controller "Node 6".

1. In the "PARAMETER" change menu
Adjust the "COMPENSATION" From 3 down to "LEVEL 2"

OLD SETTING	3
NEW SETTING	2

2. In the "ADJUSTMENT" menu
Adjust the "NO LOAD CURRENT" From 13 UP to "20"

OLD SETTING	13
NEW SETTING	20