

7 Troubleshooting

7.1 Troubleshooting

This chapter enables the operator to localize and rectify basic faults or the results of incorrect operation himself. When trying to locate a fault, proceed in the order shown in the remedy table.



If, after carrying out the following remedial action, the truck cannot be restored to operation or if a fault in the electronics system is displayed with a corresponding error code, contact the manufacturer's service department.

Troubleshooting must only be performed by the manufacturer's customer service department. The manufacturer has a service department specially trained for these tasks.

In order for customer services to react quickly and specifically to the fault, the following information is essential:

- Truck serial number
- Event message from the display unit (if applicable)
- Error description
- Current location of truck.

Info messages

Display	Meaning
0915.2	Truck not operational, battery door open (○).
0938.1	Battery flat (0%).
1901.1	Accelerator pedal applied during power up.
1904.1	No travel direction selected when accelerator pedal applied.
1908.1	Seat switch or seat belt lock not engaged when accelerator pedal applied.
1909.1	Accelerator pedal applied when parking brake not released.
1917.1	Accelerator pedal and brake pedal pressed simultaneously.
1918.1	Truck operational but cabin door open (○).
2908.1	Seat switch or seat belt lock not engaged when a hydraulic function is applied.
2937.3	Simultaneous actuation of several hydraulic functions that can be operated only as a single function.
2951.1	Hydraulic function applied during power-up.
5409.1	Battery temperature too high (○).
5393.1	Battery cell faulty (○).
5915.2	Battery door open when stationary.

Fault	Possible cause	Actions
Truck does not start	– Battery connector not plugged in.	– Check battery connector and plug in if necessary.
	– Emergency disconnect switch pressed.	– Unlock the emergency disconnect switch.
	– Key switch set to O.	– Set the key switch to "I".
	– Battery charge too low.	– Check battery charge and charge if necessary.
	– On-board charger active/battery door opened.	– Finish charging/close battery door.
	– Faulty fuse.	– Check the fuses.
Load cannot be lifted	– Truck not operational.	– Carry out all actions listed under "Truck does not start".
	– Hydraulic oil level too low.	– Check hydraulic oil level.
	– Battery discharge monitor has switched off.	– Charge the battery.
	– Faulty fuse.	– Check the fuses (○).
	– Excessive load.	– Note the maximum capacity, see page 40.
Fault display in the display unit	– Truck not operational.	– Press the EMERGENCY DISCONNECT switch or turn key switch to 0, after approx. 3 seconds try to perform the desired operation again.

Additional information messages in the event of lithium-ion batteries (○)

Display	Meaning
5342.1	Error: Battery discharged.
5343.1	Error: Battery voltage too low.
5345.1	Error: Battery voltage too high.
5347.1	Warning: Battery voltage too high or too low
5201.6	Hardware fault
5504.1	Truck ID missing. – Check battery connection cable.

Troubleshooting

Fault	Possible cause	Action
Truck does not start	– Battery connector not plugged in.	– Check battery connector and plug in if necessary.
	– Control line not connected to lithium-ion battery (○) or interface converter (○) of lithium-ion battery.	– Check control line and connect if necessary.
	– Lithium-ion battery (○) deactivated or in energy-saving operation	– Press activation button (○) on battery trough. – Charge the battery. – Version with interface converter (○) on the battery: disconnect the control line from the battery connection at the top of the battery, or from the inside of the trough, and reconnect.
	– Emergency disconnect switch pressed.	– Unlock the emergency disconnect switch.
	– Key switch set to O.	– Set the key switch to "I".
	– Battery charge too low.	– Check battery charge and charge if necessary.
	– On-board charger active/battery door opened.	– Finish charging/close battery door.
	– Faulty fuse.	– Check the fuses.
Load cannot be lifted	– Truck not operational.	– Carry out all actions listed under "Truck does not start".
	– Hydraulic oil level too low.	– Check hydraulic oil level.
	– Battery discharge monitor has switched off.	– Charge the battery.
	– Faulty fuse.	– Check the fuses (○).
	– Excessive load.	– Note the maximum capacity, see page 40.
Fault display on the display unit	– Truck not operational.	– Press the EMERGENCY DISCONNECT switch or turn key switch to 0, after approx. 3 seconds try to perform the desired operation again.