

## EN Troubleshooting Guide Butler 720 / 722

### Products

BUTLER 720  
BUTLER 722

The Wardrobe lift is designed and tested to achieve optimum operation reliability and long life, provided that the operation, maintenance and inspections are carried out in accordance with the prescribed instructions. If in spite of this a fault appears you can get guidance about what to do according to the faultfinding list below.

Remove the clothes from the rail before fault finding and repair work is carried out.

Fault finding, service and repair work shall be made by competent persons only.

If any problem remains after you have taken actions in accordance with the list below you must contact a competent technician or your supplier.

| Symptom   | Action  |
|---|---|
| <b>The machine does not move when a control signal is given</b> | <p>Check that the installation is done correctly according to the installation instructions.</p> <p>Carefully check the left and right motor unit is connected to the appropriate plug on the control unit.</p> <p>Check that there is voltage to the control unit. A blue light on the control unit illuminates when power is applied.</p> <p>Check the batteries in the remote control. Battery: 1 x CR2032 (Some countries have corded hand control)</p> <p>Disconnect power to the control unit in 30 sec. and reconnect.</p> |
| <b>Clothes rail stops when driving upwards</b>                  | <p>Check the maximum load. The clothes rail will stop to protect the motor if the clothes rail has more than the allowable load (30 kg).</p>  |
| <b>Clothes rail can not run down but slowly upward</b>          | <p>There have been interruptions in the power supply to the control unit. Run the clothes rail all the way up to the top until it stops by itself. Now, the device is reset and can be used again.</p>  |
| <b>The arms are in different positions</b>                      | <p>Press and hold the up button for 20 sec. A constant signal indicates that it is in "sync mode". Release, press again and hold the up button until both arms stay on top.</p>   |