

# Service and Support FAQs

**1. How often should we charge the ServerLIFT?**

- To maximize battery life, we recommend keeping the SL500 plugged in and charging when not in use for extended periods. Keeping the unit unplugged for extended periods will drain and reduce the capacity of the battery.

**2. How do we charge the ServerLIFT?**

- The SL500 Server Lifter comes equipped with a power cord that simply plugs into standard wall outlets. The type of wall outlet and electrical requirements for the ServerLIFT SL500 differs depending on your specific model.

	<b>SL500 (North America)</b>	<b>SL500-2 (International)</b>
<b>Max Voltage Input</b>	120 VAC	240 V
<b>Max Frequency Input</b>	50/60 Hz	50/60 Hz
<b>Electric Plug Style</b>	Type B NEMA 5-15 (3-pin)	Type G BS 1363 (13amp 3-pin)

**3. The battery level indicator on our ServerLIFT always shows a low power level no matter how often or how long we charge the unit. Do we need a new battery or is our unit defective?**

- Sometimes, the battery level indicator can be particularly sensitive to changes in battery voltage. If the indicator is always showing a low level, your battery’s maximum power level may have just been somewhat reduced. If your SL500 Server Lifter can be used for the entire day without needing to be recharged, the battery is considered to be working under normal operating conditions.

**4. Should I be able to move our SL500 even with the stabilizer brake engaged?**

- The primary function of the stabilizer brake is not to provide braking but to impart sideways stability of the SL500 Server Lifter when moving equipment side-to-side on the sliding platform.

The stabilizer brake also serves a dual function of preventing easy movement of the SL500 Server Lifter when raising, lowering, or loading equipment. If your SL500 Server Lifter moves easily with the stabilizer brakes engaged, please consult the section of your Operator’s Manual (hot link) entitled “Stabilizer Adjustment” to adjust the settings of your stabilizer brakes for appropriate floor engagement.

**5. Can we restrict how high the ServerLIFT platform and column will go?**

- Late model SL500 Server Lifters have a feature where the maximum height of the platform and telescoping column up to 1 ft lower than its factory-set maximum height. Please contact ServerLIFT’s Service Department to find out if your SL500 has this feature and to learn how to use it.

**6. We can raise the platform but not lower it. What can we do?**

- If the platform is not in its lowest position and will go up but not down, the lower limit sensor switch may be stuck. ServerLIFT’s Service Department can walk you through accessing the switch, checking its function and possibly correcting the issue.

**7. We can lower the platform but not raise it. What can we do?**

- If the platform is not in its highest position and will go down but not up, the upper limit sensor

switch may need to be replaced or there may be a short in the wiring. Please contact ServerLIFT's Service Department to arrange for parts and/or service.

8. **Our SL500 power goes on, but the platform will not move up or down. What do we do?**
  - If the battery is has power and the SL500 turns on but the platform will not move up or down, please contact ServerLIFT's Service Department immediately.
9. **Is it normal to hear a clicking sound coming from the motor?**
  - This is completely normal. Our onboard motorized winch has a ratcheting mechanism that does produce a slight clicking sound.
10. **Why don't our PL500 Platform Extension arms fit in the SL500 Server Lifter?**
  - If the arms of your PL500 are too wide or narrow to fit easily into the SL500, the PL500 Platform Extension has a horizontal adjustment feature. Please consult the PL500 Platform Extension Operator's Manual (Hot link) for details of how to perform the adjustment.
11. **We lost both of our keys. Can ServerLIFT send us replacements?**
  - To maintain our client's privacy and security, ServerLIFT does not keep records of the key profile for each SL500. We recommend having duplicate keys made and keeping them in a secure area. If you have lost all keys, ServerLIFT can provide a replacement lock and key set that can be installed by you or a ServerLIFT technician.
12. **Should we be doing any ongoing maintenance to our SL500 Server Lifter?**
  - ServerLIFT offers preventative maintenance through our optional service contract and extended warranty (hot link). However, the SL500 Server Lifter is designed to handle years of regular use with little or no maintenance. To extend the life of the onboard battery, it is important to keep the unit charging when not in use.