



Operator's Manual

ServerLIFT *SL-350X*® Manual Crank Lift

Serial #: _____

NOTICE

**ONLY ORIGINAL SERVERLIFT
REPLACEMENT PARTS SHALL BE
USED FOR ANY REPAIR.**

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LISTED
MANUALLY-OPERATED
MATERIAL LIFT
SA44294

⚠ CAUTION:

Read and completely understand the contents of this Operator's Manual before operating the ServerLIFT device. Failure to read, understand, and follow instructions in this manual may result in property damage and/or personal injury. If you do not understand any part of this manual or if you have any questions please contact ServerLIFT Service & Support.

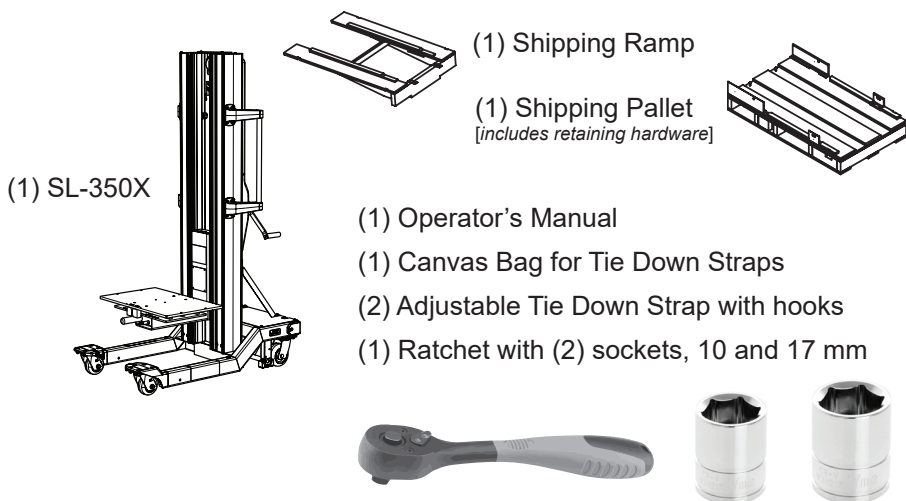
IMPORTANT: Keep these instructions with the ServerLIFT device.

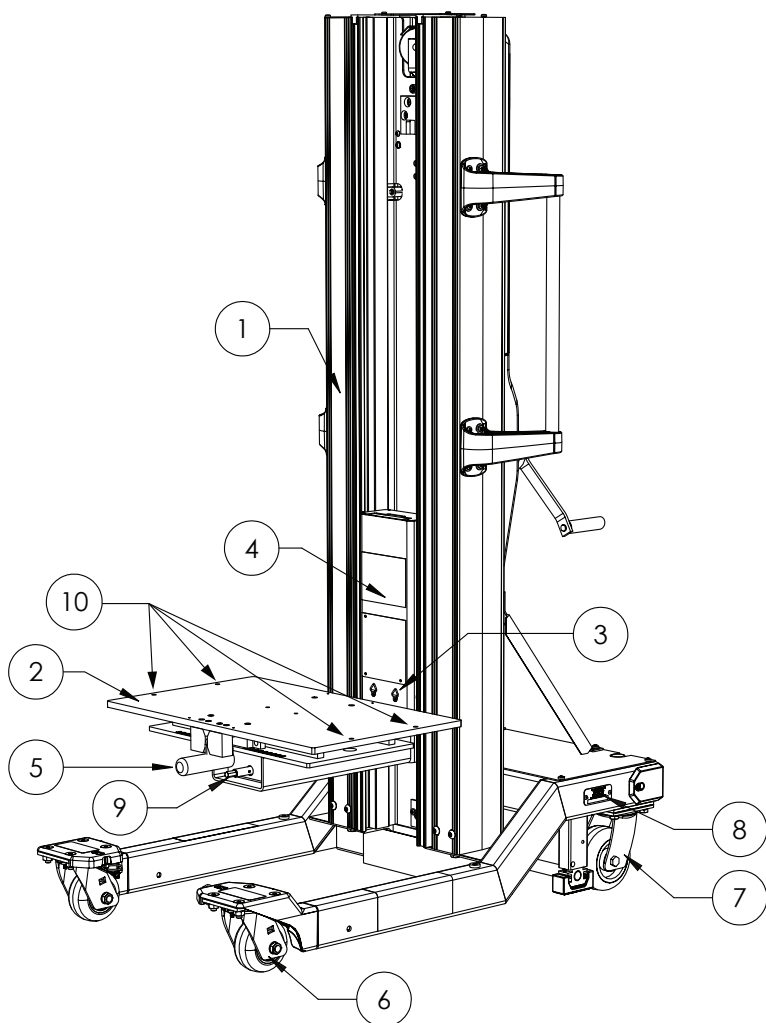
- Do not stand or ride on any part of the ServerLIFT device.
- Never lift or move the ServerLIFT device with a pallet truck, jack, or forklift. Use the pallet, ramp, and packaging originally received with the unit for transporting it.
- Keep hands, fingers and clothing clear of platform and mast when equipment is in motion.

Never operate the ServerLIFT device while charging

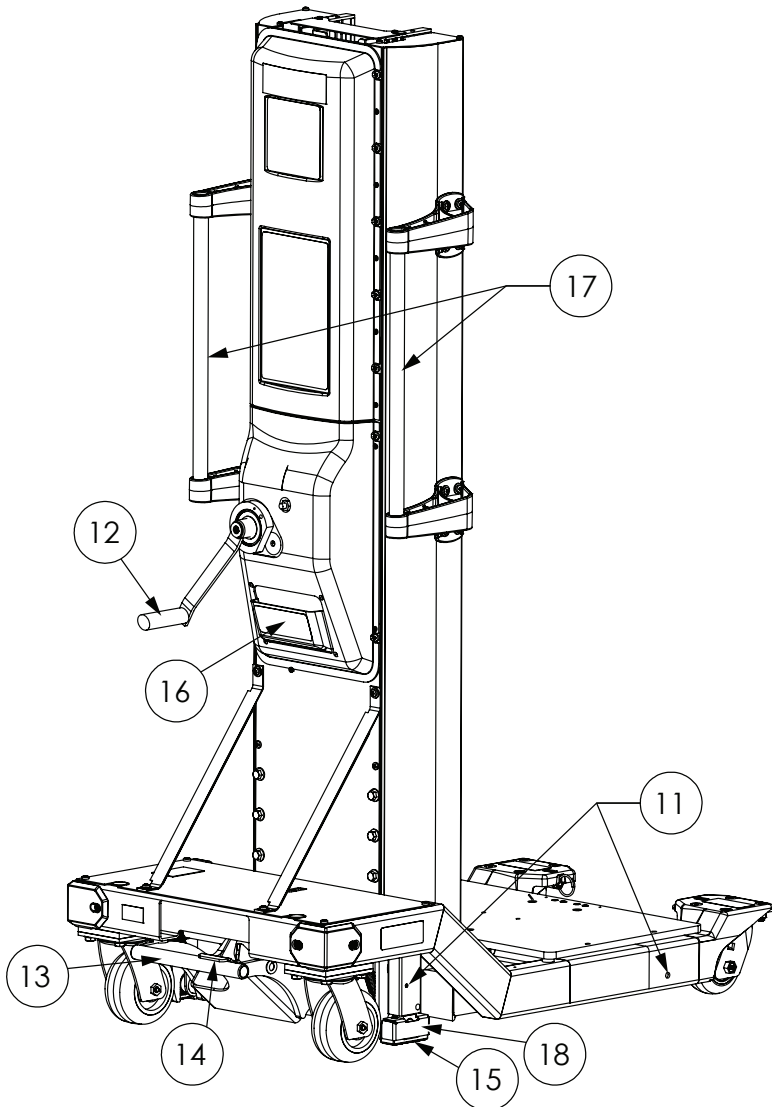
Never unwind the SL-350X ServerLIFT device past the bottom of travel

Included with the SL-350X device





- | | |
|---|----------------------------------|
| 1. Vertical Mast | 6. Casters - Swivel/Lock |
| 2. Equipment Platform and Easy-Tilt Glide Shelf | 7. Casters - Free Swivel |
| 3. Strap Hooks | 8. Serial Number Plate |
| 4. Platform Mast | 9. Platform SmartTILT Adjustment |
| 5. Easy-Glide Shelf Handle | 10. Accessory Attachment Holes |



- 11. Pallet Bolt Holes
- 12. Winch (Up/Down) Handle
- 13. Stabilizer Brake Release Pedal
- 14. Stabilizer Brake Pedal

- 15. Stabilizer Brake Pad
- 16. Operator's Manual Sleeve
- 17. Handle Bars
- 18. Brake Boot Retainer

Before you begin

1. Read and understand the contents of this manual carefully.
2. Locate the serial number plate. Record unit serial number on front page of Operator's Manual for future reference.
3. Perform **Pre-operation Inspection**.
4. Perform **Function Tests**.

Pre-operation Inspection

Check ServerLIFT device and included attachments (if applicable) for signs of damage. Fully document any damage, including Tip N' Tell activations, with photos, location, and description. Promptly contact ServerLIFT Service & Support if any damage is present.

SAVE PALLET, RAMP, HARDWARE AND PACKING CARTON!

They are needed for moving the ServerLIFT unit to other locations.

Function Tests

Function Tests are designed to discover malfunctions before machine is used. Tests should be performed before normal operation. Before testing, select an area that is solid, level and free of obstructions.

⚠ **Note:** *After testing, if malfunctions are discovered, the machine must be removed from service. Repairs to the machine may only be made by or under the directions of a service technician qualified by ServerLIFT.*

Stabilizer Brake Function Test

See **Stabilizer Brake Operation** (page 12) for additional details.

1. Press down red Stabilizer Brake Pedal until it locks in place. The Stabilizer Brake should remain in DOWN position.

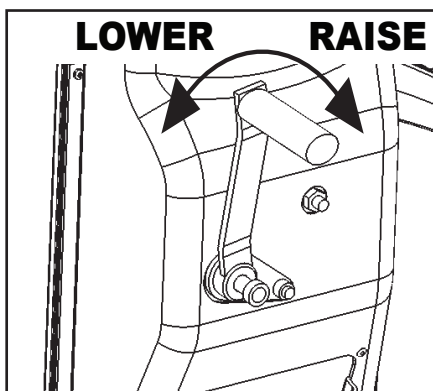
2. Attempt to move the ServerLIFT machine. It should be locked in place and not be able to move. If it rolls at all, or Stabilizer Brake does not lock in DOWN position, contact ServerLIFT Service and Support.

ⓘ **Note:** *If operating correctly, engaging the Brake will very slightly lift the back of the ServerLIFT machine up off the ground. Applying additional force may be required to engage the Brake at the point where it lifts the unit and locks in place. If too much force is needed, or the Brake does not lift the back wheels up, contact ServerLIFT Service and Support.*

3. Press green pedal to release and allow pedals to return to UP positions. If operating correctly, proceed to next Function Test.

Winch Function Test

1. Engage Stabilizer Brake.
2. Rotate Winch Handle **CLOCKWISE** to move Platform **UP**. Test full range of motion up and down. Platform will stop moving in fully extended and fully retracted positions. If Platform does not travel full range of motion consistently, contact ServerLIFT Service & Support.

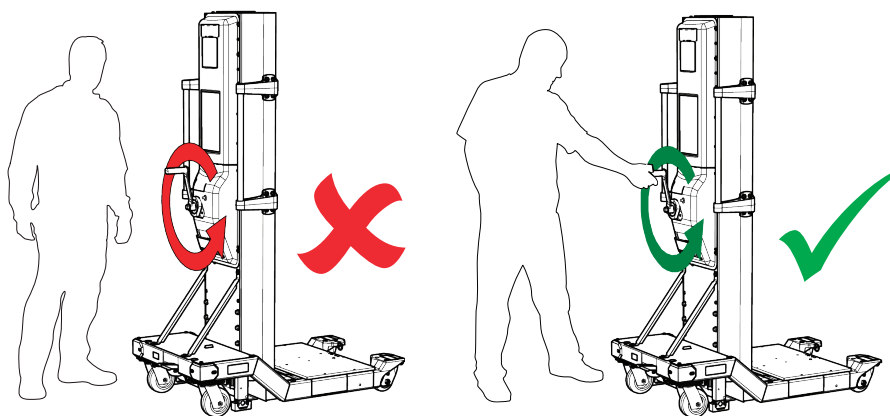


ⓘ **Note:** *When raising Platform, Winch should produce a loud, sharp clicking noise. Load will remain in position when Winch Handle is released. When lowering Platform (unwinding Winch) no noise should be produced.*

While a load will remain in position when the handle is released, for extra safety it is recommended to turn Winch Handle clockwise until at least two clicks are heard.

⚠ CAUTION

Platform Mast extends higher than Platform. When raising Platform, be aware of ceiling height, cable trays, sprinklers, lights, and other overhead obstructions.



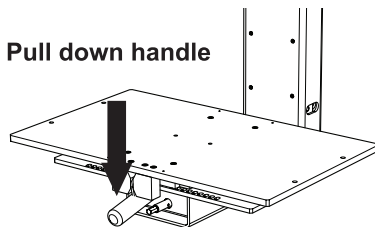
⚠ WARNING

- **DO NOT** turn Winch Handle past top or bottom of platform travel. Excessive unwinding will detach Handle and damage cable.
- **ALWAYS** hold Handle when lowering/ unwinding.
- Always be sure that Winch is holding load before releasing Winch Handle.
- **NEVER** allow Winch to unwind freely. Freewheeling will cause uneven cable wrapping around Winch Drum, damage cable, and may cause death or serious injury.
- Operate with hand power only. Do not operate ServerLIFT device with a motor of any kind. If Winch Handle cannot be cranked easily with one hand, it is probably over-loaded.

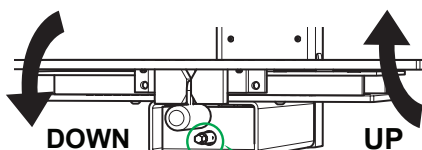
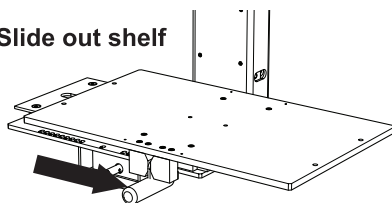
SmartTILT Platform™/Easy-Glide Shelf™ Function Test

1. Engage Stabilizer Brake.
2. Raise Platform to a comfortable working height.
3. Push down on handle to unlock and allow movement of Easy-Glide Shelf. Shelf will shift sideways up to 6" (15 cm) in each direction. There are multiple incremental adjustment locations.
4. Test full movement of Easy-Glide Shelf in both directions. If shelf does not travel entire range of motion consistently or does not lock at incremental adjustment locations, contact ServerLIFT Service and Support.
5. Return Shelf to neutral (center) position.
6. Test operation and range of motion of the SmartTILT Platform by using the included ratchet and 10 mm socket to slowly adjust the Platform angle UP and DOWN. Stop as soon as adjustment resistance is felt. Optionally use a level to measure the angle which should be approximately 0.5 degrees DOWN and 1.5 degrees (or more) UP.
7. Return Shelf to neutral (center) position.
8. Lower Platform down. Release Stabilizer Brake.

Pull down handle



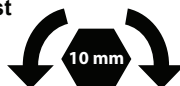
Slide out shelf



Platform Tilt Angle Adjustment Rod

Ratchet LEFT to adjust angle DOWN

Ratchet RIGHT to adjust angle UP



⚠ DANGER

NEVER raise or lower platform with shelf out of neutral (center) position.

⚠ WARNING

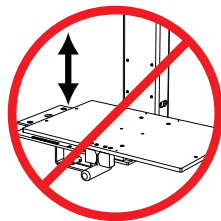
NEVER over-adjust the SmartTILT Platform angle. Adjust angle slowly and STOP as soon as resistance to the angle adjustment can be felt.

Before operating the ServerLIFT unit

1. Read and understand the operating steps and functions well.
2. Remove any objects or obstructions around or under the ServerLIFT unit, or in travel area of Platform.
3. Make sure Stabilizer Brake engages and locks in place. Both Stabilizer Brake Pads must be installed and engage floor correctly (see **Stabilizer Brake Operation** on page 12).

Operating Steps

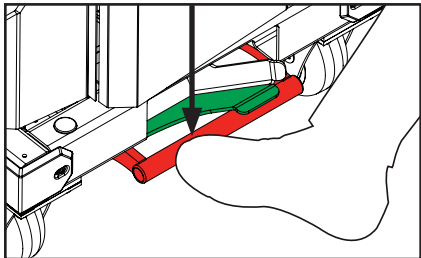
1. Position the ServerLIFT unit
- ⚠ 2. Engage Stabilizer Brake
3. Raise Platform to desired loading height
4. Load server or equipment onto Platform
- ⚠ 5. Secure server to Platform D-rings using Adjustable Tie Down Straps*
6. Lower Platform to low position (1" [25cm] or less from floor)
- ⚠ 7. Release Stabilizer Brake
8. Move the ServerLIFT unit to destination
- ⚠ 9. Engage Stabilizer Brake
10. Raise platform to desired unloading height
11. Load server from Platform and Easy-Glide Shelf into rack
12. Lower Platform to lowest position
- ⚠ 13. Release Stabilizer Brake



⚠ DANGER
NEVER raise or lower platform with shelf out of neutral (center) position.

** especially critical when moving the ServerLIFT unit across uneven or not level ground*

Stabilizer Brake Operation

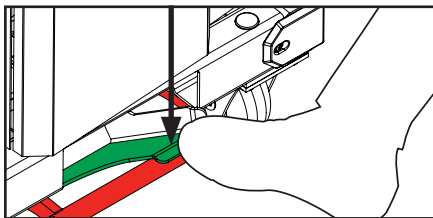
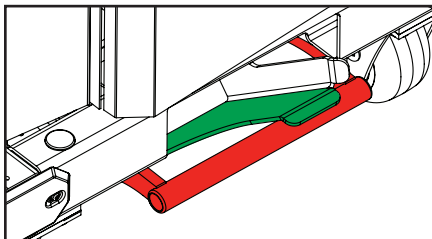


To engage Stabilizer Brake, depress red bar until it locks in **DOWN** position. The back of the ServerLIFT unit should slightly lift up off the ground. The ServerLIFT unit should not move. If ServerLIFT unit moves, the Stabilizer Brake is not

functioning properly. Contact ServerLIFT Service and Support.

➡ **Note:** *Significant force may be required to engage Stabilizer Brake. The force required will increase with increased weight load on the platform.*

Once Stabilizer Brake is locked in **DOWN** position, ServerLIFT unit is stabilized, parked and ready for use. Follow Operating Steps (steps 3-8 or 12-16) on page 11.



Depress green pedal until brake releases. Use your foot to control the brake bar and pedal as they raise to avoid any sudden unloading of the brake.

⚠ WARNING

- Always engage Stabilizer Brake before raising, lowering, or sliding Easy-Glide Shelf™
- Engage Stabilizer Brake whenever ServerLIFT unit is not in motion
- ServerLIFT unit will/should not move with Stabilizer Brake engaged

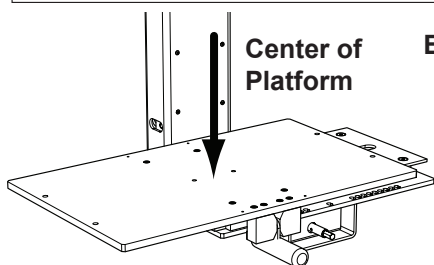
Applying Load To The Platform

⚠ WARNING

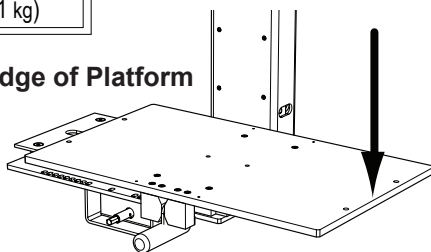
NEVER place more than the maximum load (350 lbs / 159 kg) on edge of Platform Shelf. The maximum rated load at the edge is reduced when the Platform Shelf is extended (200 lb / 91 kg).

NEVER raise or lower platform with shelf out of neutral (center) position.

⚠ WARNING SL-350X® MAX. LOAD	 Max. Load at Center of the Platform	 Max. Load at Edge of Extended Platform
	350 lbs (159 kg)	200 lbs (91 kg)



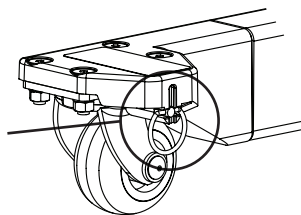
Edge of Platform



Front Caster Swivel Lock Operation

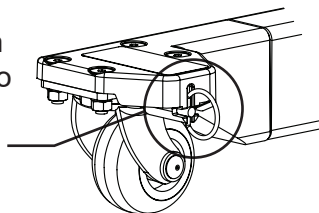
UNLOCKED

To unlock Front Caster, pull out ring and turn 90 degrees in either direction. Allow ring to align in horizontally (perpendicular) to groove as shown.



LOCKED

To lock Front Caster, pull ring out and turn 90 degrees in either direction. Allow ring to align in vertical groove as shown. Ensure caster is in line with base frame arm and pointing backward. An audible click indicates the lock is engaged.



Securing Load To The Platform

▲ WARNING – Unsecured Loads

- Do not raise, lower, or transport any load that is not properly secured. Unsecured or unstable loads may shift unexpectedly and result in:
 - Loss of load control.
 - Equipment damage.
 - Serious personal injury.
- Always verify load stability prior to operation.

▲ Load Positioning and Securing

- Before lifting, lowering, or transporting, ensure the load is fully supported on the platform and positioned to maintain stability. The load shall be secured using appropriate means to prevent movement, shifting, or tipping during operation. Loads must remain within the rated capacity and platform boundaries at all times.

▲ Use of Securing Devices (Tie-Down Straps)

- ServerLIFT supplies two Load-Securing Tie-Down Straps in a soft storage bag with each unit shipped. Other Tie-down straps, bungee cords, or similar devices not supplied with this equipment are not evaluated as part of the product's safety certification or listing. If such devices are used:
 - They are considered user-supplied accessories.
 - The user is responsible for ensuring suitability, condition, and proper application.
 - Use shall not introduce additional hazards (e.g., entanglement, imbalance, or obstruction).
- ServerLIFT supplied Tie-Down straps are NOT RATED FOR LOAD CAPACITY and are NOT TO BE USED FOR PULLING OR SUSPENDED LIFTING OF ANY LOAD. The correct use of these straps is to secure equipment to the ServerLIFT load platform. To secure the load to the platform attach one hook end of each strap to a D-Ring location on the platform, place the strap across the equipment, and secure the other hook of end of each strap into an opposing D-Ring (example shown). Pull the free end of the adjustable strap through the friction cam of the strap until the strap is tensioned securely around the equipment.

▲ DO NOT USE TIE-DOWN STRAPS FOR PULLING OR LIFTING

- Tie-down straps, bungee cords, or similar devices shall not be used for pulling, lifting, supporting, or suspending loads. These devices are not designed or rated for pulling or lifting applications and may fail without warning. Only approved lifting methods and equipment shall be used for any lifting operation.

Safe Transport & Situational Awareness

▲ WARNING – Maintain Awareness While Moving

- Always remain aware of your surroundings when moving or positioning the equipment.
- Failure to maintain awareness may result in:
 - Collision with personnel, equipment, or structures.
 - Crushing or impact injuries.
 - Damage to the load or equipment.

Safe Movement Practices

- Ensure the travel path is clear of obstacles before moving.
- Ensure flooring and operating environment is appropriate.
- Maintain full visibility of the direction of travel.
- Move the equipment slowly and in a controlled manner.
- Keep hands, feet, and body clear of moving parts and pinch points.
- Maintain a safe distance from edges, drop-offs, and uneven surfaces.

▲ WARNING – Floor Surface Conditions

- This equipment is ONLY to be used on solid, smooth, level flooring appropriate for wheeled equipment:
 - Do not roll ServerLIFT equipment across sand, gravel, rough pavement, or outdoor, uneven, or unpaved surfaces.
 - Do not operate Lift function or transport loads on soft or uneven surfaces or ramps.

▲ WARNING – Ramps or sloped surfaces

- ServerLIFT units with no load on the platform and no attachments installed may be brought up or down ramps or slopes while exercising proper care.
- When moving a ServerLIFT unit up or down a ramp, take all due precautions to ensure no personnel are below the unit on the ramp or nearby flooring.
- ServerLIFT equipment must be held securely at all times while on the ramp to prevent runaway travel.
- The ServerLIFT stabilizer brake is NOT FOR STOPPING OR SECURING THE UNIT WHILE ON A RAMP.

⚠ WARNING – Personnel in the Area

- Do not move the equipment if personnel are within the operating path.
- Ensure that:
 - Bystanders are clear of the travel path.
 - No one is positioned under or near a raised load.

⚠ WARNING – Limited Visibility

- If visibility is obstructed:
 - Do not move the equipment until visibility is restored.
 - Use assistance if necessary to ensure a clear path.

⚠ Operator Responsibility – Movement

- The operator is responsible for ensuring that:
 - The path of travel is clear prior to movement.
 - The equipment is operated at a safe speed.
 - Surrounding hazards are identified and avoided.

General Safety Information

- **Failure to follow these instructions may result in serious injury, equipment damage, or loss of load.**
- **Always read and understand all instructions before operating this equipment.**

⚠ Load Positioning and Securing

- Before lifting, lowering, or transporting, ensure the load is fully supported on the platform and positioned to maintain stability. The load shall be secured using appropriate means to prevent movement, shifting, or tipping during operation. Loads must remain within the rated capacity and platform boundaries at all times.

Recycling and Disposal, Hazardous Substances

Chemical Substances (REACH)

- This product complies with the requirements of the REACH Regulation (EC) No 1907/2006.

Restriction of Hazardous Substances (RoHS)

- This product complies with the requirements of Directive 2011/65/EU and its amendments on the restriction of hazardous substances in electrical and electronic equipment.

Packaging Disposal

- Packaging materials should be disposed of in accordance with local recycling regulations.
- Separate packaging materials by type (e.g., cardboard, plastic) where facilities exist.

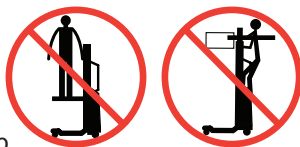
California Proposition 65 Warning

- This product may expose you to chemicals including lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm.
- For more information, visit www.P65Warnings.ca.gov

Safety Directions

Fall Hazards

- Do not stand on any part of lift.
- Do not climb on mast.
- Do not use as a personnel lifting platform or step.



Tip-over Hazards

- Do not lift load unless stabilizer is fully engaged.
- Do not move machine while platform is raised, except for minor positioning.
- Only raise load if properly centered on platform.
- Do not operate while under the influence of drugs or alcohol.
- Do not stand under overhanging load.
- Do not exceed rated load capacity.
- Do not stack loads.
- Do not support ladder against ServerLIFT unit.
- Do not use on uneven or graded surface



Collision Hazards

- Only lower load in areas clear of personnel and obstructions.
- Platform Mast extends higher than Platform. Be aware of ceiling height, cable trays, sprinklers, lights, and other overhead objects.



Damaged Machine Hazard

- Do not operate a damaged or malfunctioning ServerLIFT machine.



Improper Use Hazard

- Do not leave machine unattended with an elevated load.
- Do not raise or lower platform with shelf out of neutral (center) position OR with handle not retracted.



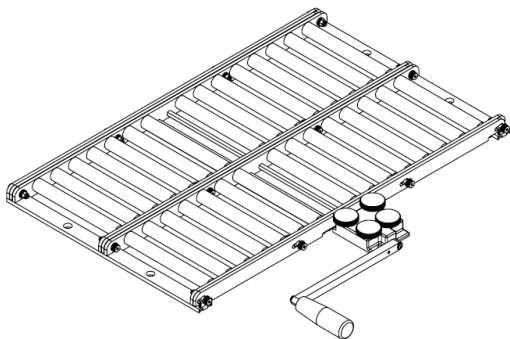
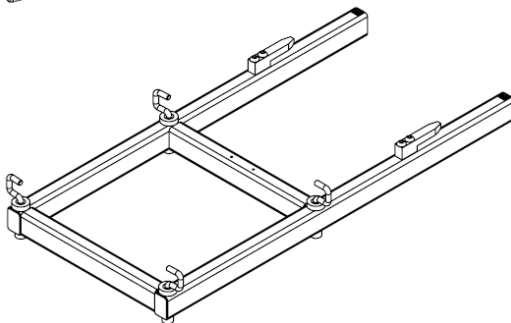
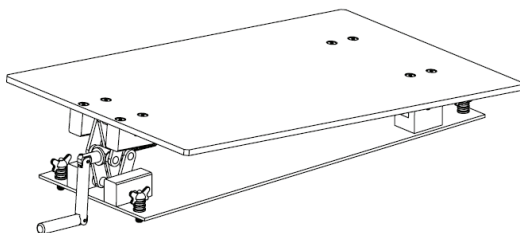
Pinch Point Hazard

- Keep hands clear of moving parts and open sections during operation.
- Hands should only be on handle bars and/or on designated locations needed for operation.

Attachments & Accessories

The SL-500X Electric Data Center Lift is compatible with the following ServerLIFT Attachments and Accessories:

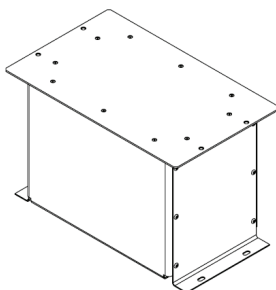
- For installation and use instructions see the operator instruction provided with the Attachment or visit serverlift.com, or contact ServerLIFT customer support at +1(602)254-1557
- ServerLIFT Attachments are designed for use ONLY with ServerLIFT equipment. Use with lifts from other manufacturers may result in damage to equipment, injury, or death.



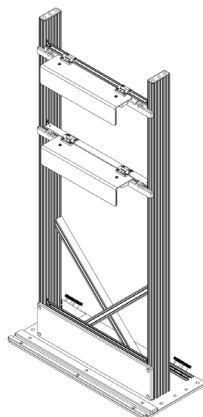
Attachments & Accessories



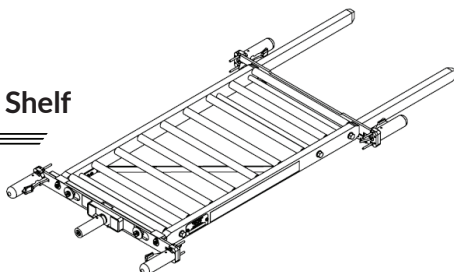
Platform Riser
RL-500™



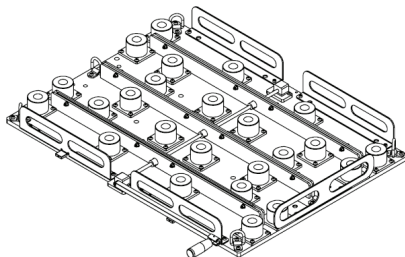
Vertical Module Hand
VMH-500X™



GS-1000XR™ and
GS-1000XS™ Glide Shelf



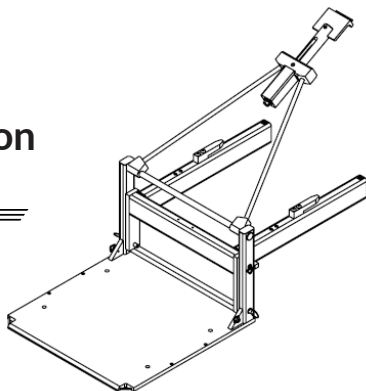
FRONT LOAD
Multi-Axis Roller
GR-500X™



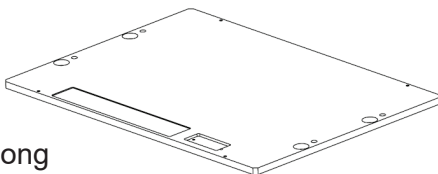
Attachments & Accessories



Platform Extension PL-500X™



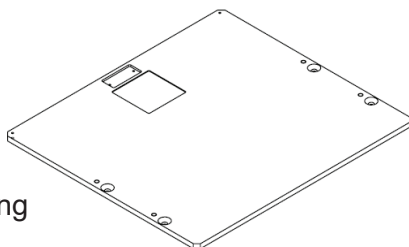
Wide Shelf WS-1X™



Dimensions: 17.3" wide x 23.9" long



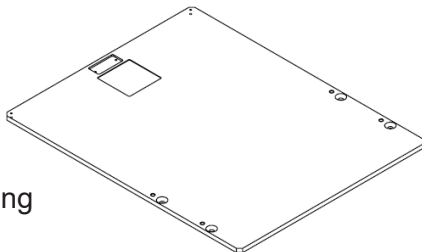
Wide Shelf WS-2X™



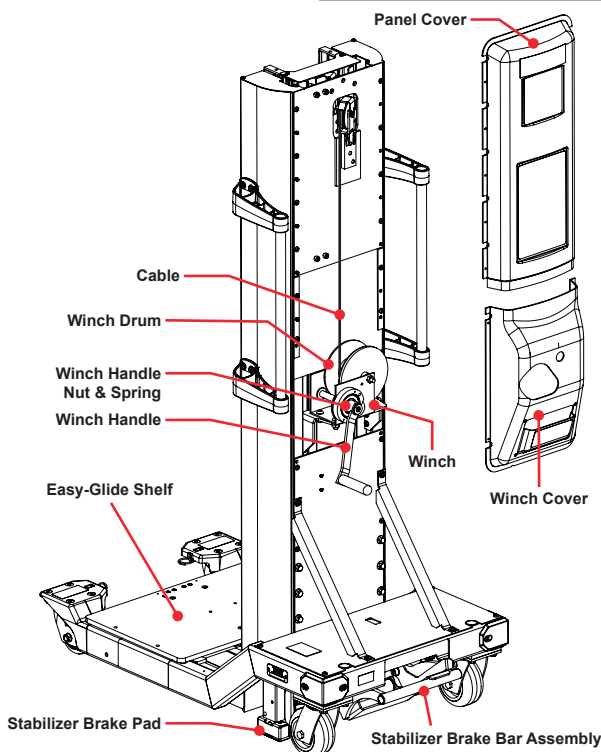
Dimensions: 21.3" wide x 23.9" long



Wide Shelf WS-3X™



Dimensions: 30.3" wide x 23.9" long



Schedule of Maintenance

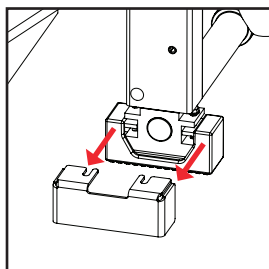
Activity	Required Frequency
Replace Stabilizer Brake Pads	As needed
Grease gears, drum shaft, crank shaft bearings, & handle threads	As needed or every 12 months
Inspect Winch and Cable	Daily before each use
Inspect Pulleys	Every 12 months
Caster Inspection	Grease as needed

➡ **Note:** Units covered under optional Extended Warranty and Service contracts have all above maintenance checks performed as part of ServerLIFT's warranty service visit.

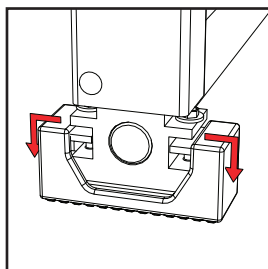
➡ **NOTE:** DO NOT GREASE WIRE ROPE OR ROLLERS.

Stabilizer Brake Boot Replacement

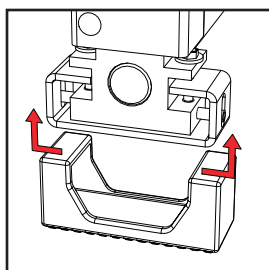
1. Loosen M4 retaining screws, and remove Brake Boot Retainer.
2. Pull top corners of old boot out and down to remove from Stabilizer Brake Pad.
3. Press new boot on until it snaps in to place.
4. Re-install Brake Boot Retainer and tighten M4 retaining screws.



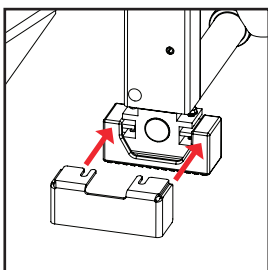
Removal



Removal



Installation



Installation

Winch and Cable Inspection

Remove Panel Cover and Winch Cover.

Winch Inspection

1. Fully cycle Platform up and down while inspecting Winch components.
2. When inspecting Winch, look for:
 - **Damaged or severely worn parts**
 - **Smooth engagement of gears**
 - **Clutch disk damage or wear**
 - **Loose fasteners or components**
 - **Debris or foreign objects interfering with operation**
 - **Missing Handle Nut and/or Spring**

Discontinue use of ServerLIFT if any Winch damage is discovered upon inspection, and contact ServerLIFT Service & Support immediately. Do not attempt to repair or change Winch.

Pulley Inspection

When inspecting pulleys, listen for squeaking, look for cracks, extreme wear, loose connections, and bent/damaged pulley guards.

⚠ **Note: Bent or damaged pulley guards WILL interfere with cable operation. DO NOT attempt to operate with damaged pulleys.**

1. Remove Upper Panel Cover. Inspect Tension Switch Pulley.
2. From front of the machine, inspect Upper Pulley.
3. Inspect Lower Pulley from undercarriage of the ServerLIFT unit.

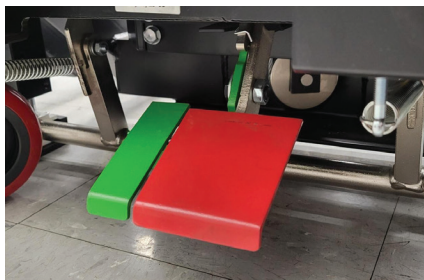
⚠ **Note: Lower Pulley only be visible from undercarriage when Platform is completely lowered.**

If inspection reveals any pulley irregularities or damage, discontinue use of ServerLIFT device and contact ServerLIFT Service & Support immediately.

Brake Inspection

1. Confirm that brakes function properly, and that there is no excessive play in the brake pedal/bar, and that it engages properly.

Contact ServerLIFT Support if brakes do not latch or there is excessive play in the components.



Properly Latched Brake Pedals

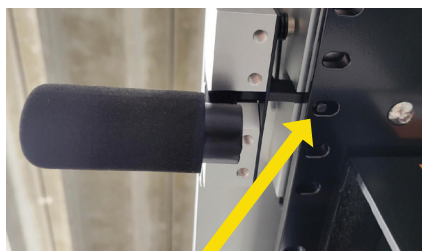
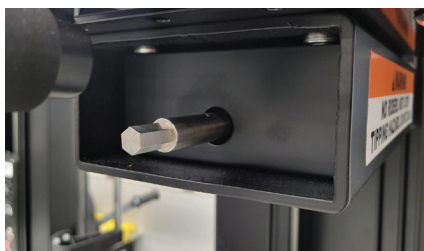


Properly Latched Brake Bar

Platform Inspection

1. Check function of tilt adjust screw and that it turns easily and smoothly. Confirm that the platform is tilting properly as the screw is adjusted.
2. Check function of detent handle. Ensure the spring holds it in position and that it latches in place.

If issues are found with the tilt or side shift mechanisms, contact ServerLIFT Support.

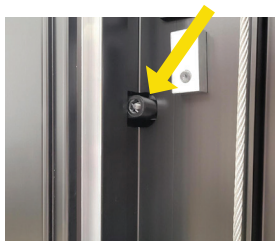


Confirm handle latches in place

Platform Latch Inspection

1. Inspect the plastic surface of the latch release bar and ensure that it is not showing excessive wear or flat spots. Press the latch release bar (with platform lowered) and ensure that it moves freely and springs back into position.
2. Raise platform and ensure that column telescopes upward.
3. While raised, inspect the latch mechanism visually for damage or unusual wear.

Latch Release Bar



Latch Mechanism



Features

Compact Design

- Slim 24" (61cm) base easily navigates narrow aisles
- 4 oversized swivel casters for tight maneuvering and protection of raised floor tiles
- Swivel locks in front engage when straight tracking is required
- Fits through standard doorways
- Ideal for cold aisle containment rooms
- Overall heavy duty steel and aluminum construction
- Reusable packaging included for location transfers

Heavy Duty Platform

- Does not deflect or sag even under full (350 lbs / 159 kg) load
- Precise equipment alignment
- Included tie-down straps secure equipment during moves

Side-Loading Usability

- Load equipment while parallel to the rack
- Eliminates any obstruction of operator's view
- Easy alignment facing the rack

Easy-Glide Shelf

- 6" (15.25cm) left or right lateral movement for supported loading
- Fits into standard 19" (48.25cm) racks
- Micro-leveling SmartTILT™ shelf adjustment for precise alignment
- Seamless install from the platform into the rails

Telescoping Mast

- Lifts 350 lbs (159 kg) to the top of a rack (8' / 2.45m)
- Quickly raises equipment to the top of travel in under 1 minute
- Enables safe use in contained and open environments without any modifications or adjustments

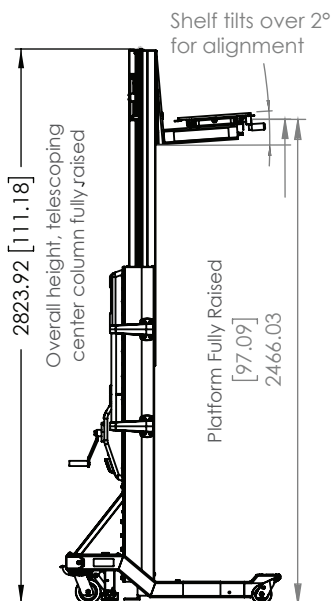
Locking Stabilizing Brake System

- Restricts unit from moving during installation
- Increases side-to-side stability

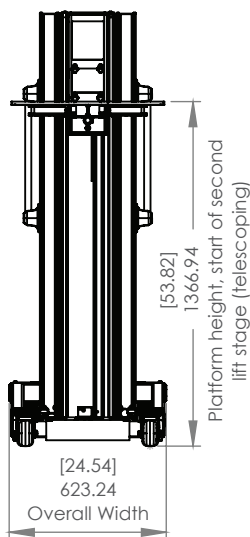
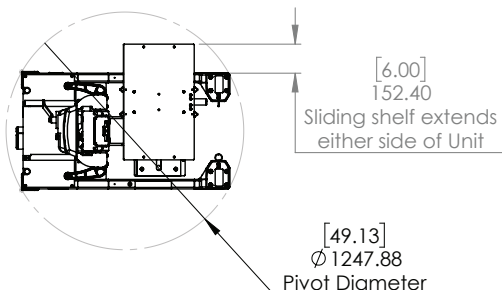
Specifications

www.serverlift.com

Dimensions and Capacity, SL-350X



Working Dimensions	US	Metric
Platform Height, Extended	8.0'	2.44m
Platform Height, Lowered	5.3"	13.5cm
Shelf Movement per side	6.0"	15.2cm
Movable Platform Width	14.6"	36.8cm
Platform Length	24"	61.0cm
Total Platform Width	21"	53.0cm
Rear Caster Wheel Diameter	5"	12.7cm
Front Caster Wheel Diameter	4"	10.2cm
Caster Wheel Width	2"	5.08cm



Product Dimensions	US	Metric
Unit Height (Lowered)	5' 8"	1.73m
Unit Height (Raised)	9' 2.8"	2.81m
Length	3' 8"	1.12m
Width	2' 0.5"	0.62m

Capacity and Weight	US	Metric
Capacity at Platform Center	350 lbs	159 kg
Capacity at Platform Edge	200lb	91kg
Total Unit Weight	333lb	151kg
Rated Cable Failure Load	4000lb	1814kg

Specifications subject to change without notice

Stabilizer Brake Does Not Work

Possible Cause	Solution
Stabilizer Brake Boot(s) missing	Replace Stabilizer Brake Boot(s)
Operating on uneven floor.	Make sure unit is on even floor. Do not operate unit on uneven floor
Stabilizer Brake latch not engaging/locking.	Check undercarriage of unit to see if Stabilizer Brake latch is engaging. If it does not contact ServerLIFT Service & Support.

Front Caster Wheels Do Not Lock

Possible Cause	Solution
Locking pin not engaging with caster groove.	Make sure there are no obstructions between pin and groove. Adjust caster wheel until engagement occurs. Detailed directions for this adjustment available from ServerLIFT Service & Support.
Caster groove or locking pin worn or damaged.	Replace worn or damaged hardware.

Easy-Glide Shelf Does Not Side Shift

Possible Cause	Solution
Handle is not unlocked from its position.	Press handle down. Attempt to shift Shelf sideways.
Path of shelf is obstructed.	Locate and remove obstruction(s).
Locking mechanism is damaged.	Check under Platform for damaged part(s). Contact ServerLIFT Support for replacement part.

Shelf Handle Won't Lock in Place

Possible Cause	Solution
Locking mechanism is damaged.	Check under Platform for damaged part(s). Contact ServerLIFT Support for replacement part.

ServerLIFT Unit Does Not Move/Roll

Possible Cause	Solution
Brake is engaged.	Disengage Stabilizer Brake.
Obstruction with caster wheel.	Remove obstruction.
Caster wheel(s) damaged.	Replace damaged hardware.

ServerLIFT Does Not Swivel/Turn

Possible Cause	Solution
Front Swivel Lock(s) engaged.	Disengage Swivel Lock(s).
Obstruction with caster wheel.	Remove obstruction.
One or more caster wheels damaged.	Replace damaged hardware.

Platform Travel "Choppy" or "Jumpy"

Possible Cause	Solution
Handle was unwound excessively, causing Cable to loosen and re-spool unevenly.	Remove Winch Cover and completely unwind Cable. Re-wind Cable onto Winch Drum while holding tension on Cable and ensuring neat and even spooling.

Platform Lowers But Does Not Raise

Possible Cause	Solution
Handle was unwound excessively.	Wind Winch by rotating Handle CLOCKWISE until at least two clicks are heard.
Handle retaining Nut and/or Spring loose or missing.	Tighten/replace Nut and/or Spring.

Platform Raises But Does Not Lower

Possible Cause	Solution
Platform is obstructed.	Remove obstruction from below Platform.

Load Not Held When Handle Released

Possible Cause	Solution
Handle was unwound excessively.	Wind Winch by rotating Handle CLOCKWISE until at least two clicks are heard.
Handle retaining Nut and/ or Spring loose or missing.	Tighten/replace Nut and/or Spring.
Clutch is worn or damaged.	Replace winch. Contact ServerLIFT Service & Support for assistance.

Winch "Freewheels" When Unwinding

Possible Cause	Solution
Handle was unwound excessively, causing Cable to loosen an re-spool unevenly.	Remove Winch Cover and completely unwind Cable. Re-wind Cable onto Winch Drum while holding tension on Cable and ensuring neat and even spooling.
Handle retaining Nut and/ or Spring loose or missing.	Tighten/replace Nut and/or Spring.
Clutch is worn or damaged.	Replace winch. Contact ServerLIFT Service & Support for assistance.
Burrs / damage on Winch Handle threads.	Clean threads or replace Winch Handle.

Can't Adjust SmartTILT Platform Angle

Possible Cause	Solution
Platform reached it's maximum tilt angle in one direction.	Adjust platform angle in the other direction.
SmartTILT mechanism over-torqued in one direction.	Adjust platform angle in the other direction. If unable to adjust, contact ServerLIFT Service & Support.
Platform is in the lowest position.	Platform cannot be adjusted DOWN when it is in it's lowest position. Raise the Platform UP and re-attempt to adjust the Platform tilt angle.
Tilt mechanism is damaged.	Check under Platform for damaged part(s). Contact ServerLIFT Support for replacement parts.

SERVERLIFT DATA CENTER LIFT LIMITED WARRANTY

LIMITED WARRANTY COVERAGE

The limited warranty covers defects in materials and workmanship of the ServerLIFT SL-350X® (collectively "Equipment"). The warranty is not transferable and must be registered at <https://serverlift.com/register>. The warranty applies only to the original end-user owner of the Equipment unless prior written notice is received by and approval given by ServerLIFT.

For the Warranty Periods listed below, ServerLIFT LLC (henceforth "ServerLIFT") warrants that the Equipment:

1. Will be free from defects in materials and workmanship.
2. Will perform substantially in accordance with ServerLIFT's published specifications.

ServerLIFT will ship any parts that are in-warranty at no charge in accordance with the Limited Warranty Return & Repair Policy listed below. ServerLIFT will provide repair or replacement instructions as needed.

LIMITED WARRANTY PERIOD

The Warranty Period is one year from the day of delivery.

LIMITED WARRANTY EXCLUSIONS

The warranty is void if:

- The applicable Warranty Period has expired;
- The Equipment has missing or altered serial numbers; or
- The Equipment has been repaired or modified by an agent not authorized by ServerLIFT.

The warranty specifically excludes damage to Equipment, including but not limited to:

- Damage incurred during shipment (other than shipping with a ServerLIFT contracted carrier);
- Damage caused by impact with other objects, drops or falls, including external case cracks, dented or punctured case, broken latches, torn covers, broken doors, or physical breakaway of internal components;
- Damage caused by intrusion of foreign matter into the Equipment;
- Damage to Equipment caused by environmental corrosion;
- Damage caused by improper maintenance;
- Damage caused by use of appurtenances not supplied by ServerLIFT or failures which result from alterations, modifications or foreign objects;
- Damage caused by the use of the Equipment for purposes other than for which it was designed;
- Damage caused by other abuse, misuse, neglect, accident, negligence, mishandling or misapplication; and
- Damage attributable to acts of G-d.

LIMITED WARRANTY RETURN & REPAIR POLICY

For warranty assistance call ServerLIFT LLC at 1-602-254-1557 between 9:00 a.m. and 5:00 p.m. Mountain Standard Time, Monday through Friday (excluding observed holidays), email support@serverlift.com or visit <http://serverlift.com/support/>.

As part of the terms of this warranty, you may be required, as needed, to assist ServerLIFT's remote support staff with gathering information needed to make a warranty claim and/or repair. This includes, but is not limited to troubleshooting, testing, and providing pictures and/or video of the issue(s). Failure or refusal to provide ServerLIFT with the requested information may result in the invalidation of the claim as covered by this warranty.

Equipment that fails to comply with this warranty shall, at ServerLIFT's sole discretion, be repaired or exchanged for an equivalent replacement. You are responsible for returning the non-conforming Equipment, properly packaged, to ServerLIFT during the Warranty Period. ServerLIFT will pay return shipping costs of Equipment serviced under the Limited Warranty.

To obtain warranty service or to return Equipment, written notification must be made to ServerLIFT in advance via email (support@serverlift.com) or fax (1-602-412-4479) that must include the following information:

- Equipment serial number;
- Date of original Equipment receipt;
- Original ServerLIFT invoice and/or invoice number (proof of purchase);
- Contact information of the end-user and location of Equipment; and
- Description of the problem and/or desired service action.

In the event of a return or repair that is determined to occur at ServerLIFT's facilities, you will be issued a Warranty Repair Authorization (WRA) or case number and shipping instructions. Otherwise, ServerLIFT will arrange onsite service based on a mutually convenient schedule.

Equipment returned with a void warranty and/or without prior notification to and approval from ServerLIFT may be repaired and/or shipped back to the end-user at their expense.

If it is determined that the problem is not covered under warranty, you will be contacted with service alternatives available on a time and materials basis. You will also be responsible for all applicable shipping costs.

WARRANTY LIMITATIONS

IN NO EVENT SHALL SERVERLIFT BE LIABLE, WHETHER IN CONTRACT, NEGLIGENCE, TORT, OR ON ANY OTHER BASIS, FOR COVER OR FOR INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE SALE, SERVICES, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION IN THE OPERATION OF EQUIPMENT, SERVICES, HARDWARE OR SOFTWARE, EVEN IF SERVERLIFT IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES SO THIS LIMITATION MAY NOT APPLY TO YOU.

This warranty and performance hereunder shall be governed by and construed in accordance with the laws of the State of Arizona without reference to its choice of law principles.

WARRANTY EXTENSIONS AND SERVICE CONTRACTS

Extended warranty periods and service contracts are available to suit your specific needs. To learn more about these optional service programs contact ServerLIFT Service & Support via email (support@serverlift.com) anytime or by phone (1-602-254-1557) 9:00 a.m. to 5:00 p.m. Mountain Standard time, Monday through Friday (excluding observed holidays).

EC DECLARATION OF CONFORMITY OF THE MACHINERY

Manufacture's Name:	ServerLIFT, LLC
Manufacturer Address:	17453N 25 th Ave Phoenix AZ 85023 USA Tel: +1-602-254-1557 Fax: +1-602-254-1975 Email: compliance@serverlift.com
European Authorized Representative:	Obelis S.A Boulevard Général Wahis 53, B-1030 Brussels, BELGIUM. Tel: 32 (0) 2 732 5954 Fax: 32 (0) 2 732 60 03
Commercial name:	ServerLIFT® Product Family
Generic denomination and function:	Mobile equipment designed for the safe lifting, positioning, and installation of IT equipment in data centers.
Model:	SL-350X® Manual Crank Lift SL-500X® Powered Lift SL-500FX™ Powered Lift SL-500FXL™ Extended Height Lift SL-500FXP™ Pivoting Platform Lift SL-1000X® Heavy-Capacity Lift SL-1000XD™ Dual Shelf Lift SL-1000XPL™ Low Reach Lift
Including Attachments:	RS-500X™ J-Frame Rail Assist GT-1000X™ Glide Platform GR-500X™ Multi-Axis Roller Table VMH-500X™ Vertical Module Handler GS -1000X™ Glide Shelf MCS-12X™ Mobile Charge & Swap
Type/Batch/Serial number:	All serial numbers. Units are uniquely identified by model designation and serial number as marked on the equipment rating label, including all configurations and approved accessories.
Description of the machinery:	Mobile equipment designed for the lifting, positioning, and installation of IT servers and rack-mounted equipment within data center environments.

EU Declaration

www.serverlift.com

Directive(s) Complied with: European Council Directive on the Safety of Machine 2006/42/EC

Restriction of Hazardous Substances Directive:
2011/65/EU

European Harmonized Standards to which Conformity is Declared: EN ISO 12100:2010
EN 60204-1:2018
EN ISO 13857:2019

We, the undersigned hereby, declare that the machinery specified above fulfills all the relevant provisions of the European Council Regulation (EN) 2023/1230

Manufacturer:



David Zuckerman
Vice President – ServerLIFT, LLC
Place: Phoenix, Arizona USA
Date: June 10, 2026





ServerLIFT®

www.serverlift.com

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