

Service Information bulletin	Number 1	
date	15-10-2007	
product	Step On	Automatic versions
subject	Step comes out only partly / Red light stays on	
Serial numbers	400 - 674	



Subject

Some new steps are reported with the following problem:
 Step does not go out or in until the end of stroke. It stops somewhere during the movement.
 Or / and; Red dashboard light does not go out when step is in.

Technical back ground information

The ECU from the step has a timer function. Normally the step should go in or out within 2.5 sec. If it takes more than 3,5 seconds to reach in or out signal the ECU cut of power of the motor.
 If the resistance in the rolling / sliding system of the step is too high, the step will take more time to move in or out. If this time is more than 3.5 sec. it will stop some where during the stroke.

Solution

If this problem occurs to new steps, it is more than likely that the step is installed with a slightly twisted cassette. To solve the problem you need to loose the four mounting bolts at the rear of the step and set the cassette straight and than fix the bolts again. The brackets supplied with the step have long holes allowing you to adjust the cassette in a straight position.

After adjusting the cassette unlock the drive mechanism with the emergency lever under the rubber cap. Test by hand if the step is moving free in and out.

If this problem occurs to older steps, being in service for a longer time, it will most likely be caused by excessive dirt in the cassette.

Clean the dirt or move the step in and out by hand for several times to move the dirt away from the sliding path