

Service Information bulletin	Number 2	
date	15-10-2007	
product	Step On	Automatic versions
subject	Motor runs free / step does not move	
Serial numbers	400 - 674	



Subject

Some steps are reported with the following problem:

Step does not go out or in until the end of stroke. Or it does not move at all but the motor is running.

Some times you can hear a rattling noise.

Technical back ground information

The Step has a lever mechanism which, in case of failure of the step enables you to move the step in or out. This mechanism moves the motor gear away from the arm gears in the step.

If this mechanism is not moving free it can keep the gear away from the gear arm, resulting in a step not working properly

Solution

Make sure the mechanism is moving free by operating it a few times in a row and than close it firmly.