

EZ Carrier USA

Quick Fix Guide & FAQs





Please keep in mind..

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Only contact us after attempting all of the recommended fixes to any of these issues. We have limited in-house technical support. When contacting us, please provide photos/video and all pertinent information. As an authorized dealer, we ask that you familiarize

yourself with the products to better assist customers. Thank you!

888-302-2774 or service@ezcarrierusa.com

The powder coat on my carrier has become scratched, chipped, etc. What should I do?

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Wear on powder coat is expected during the life of the carrier and is only cosmetic. Your powder coat finish can be touched up with a quality aerosol paint as needed.

My lift will not go up or down.

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There is a mechanical bind in the actuator that the motor cannot overcome. First unplug the quick-connect from the Powerhead. To try and free the bind, use the provided manual override crank handle to move the lift up or down. Once you have confirmed the actuator moves, grease the inner actuator column with white lithium grease or a similar automotive grade grease. Retry with the motor connected. If the lift moves up and down, you have freed the bind and the lift will function properly. Reconnect to quick-connect to the Powerhead. If your lift does not move up and down with the power of the motor it may need to be replaced. If this does not work, the motor may be functioning properly. Use a multimeter to check the power going to the motor. If you are seeing low voltage, check all connections in the wiring to determine where the voltage drop-off is. Likewise check all the grounding locations for good contact and remove any rust or corrosion that is present. These points include the ground screw on the side of the actuator column, as well as the set three set screws that secure the motor to the actuator column. Please call after you have exhausted these measures.

I need to remove or install a Powerhead on the Actuator.

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The Power head can be removed from your unit by first unplugging the quick connect from the powerhead. Next, unscrew the ground screw from the Powerhead to the Actuator using a Phillips screwdriver. After all wiring has been disconnected, use a 5/32 Allen key to undo the 3 set screws holding the Powerhead to the Actuator and pull the unit off. To install a Powerhead, first using the Manual Crank Handle align the keyway in the top of the Actuator with the posts on the Powerhead so that the toggle switches are on the driver's side of the vehicle. Back out the set screws in the Powerhead so that they do not interfere with placing the Powerhead on the Actuator. Slip the Unit onto the actuator and tighten the 3 set screws with a 5/32 Allen key. Install the ground wire on the side of the actuator with a Phillips screw and screwdriver. Connect the quick-connect from the Powerhead to the power supply. Your Powerhead unit is now installed.

My unit has lost power.

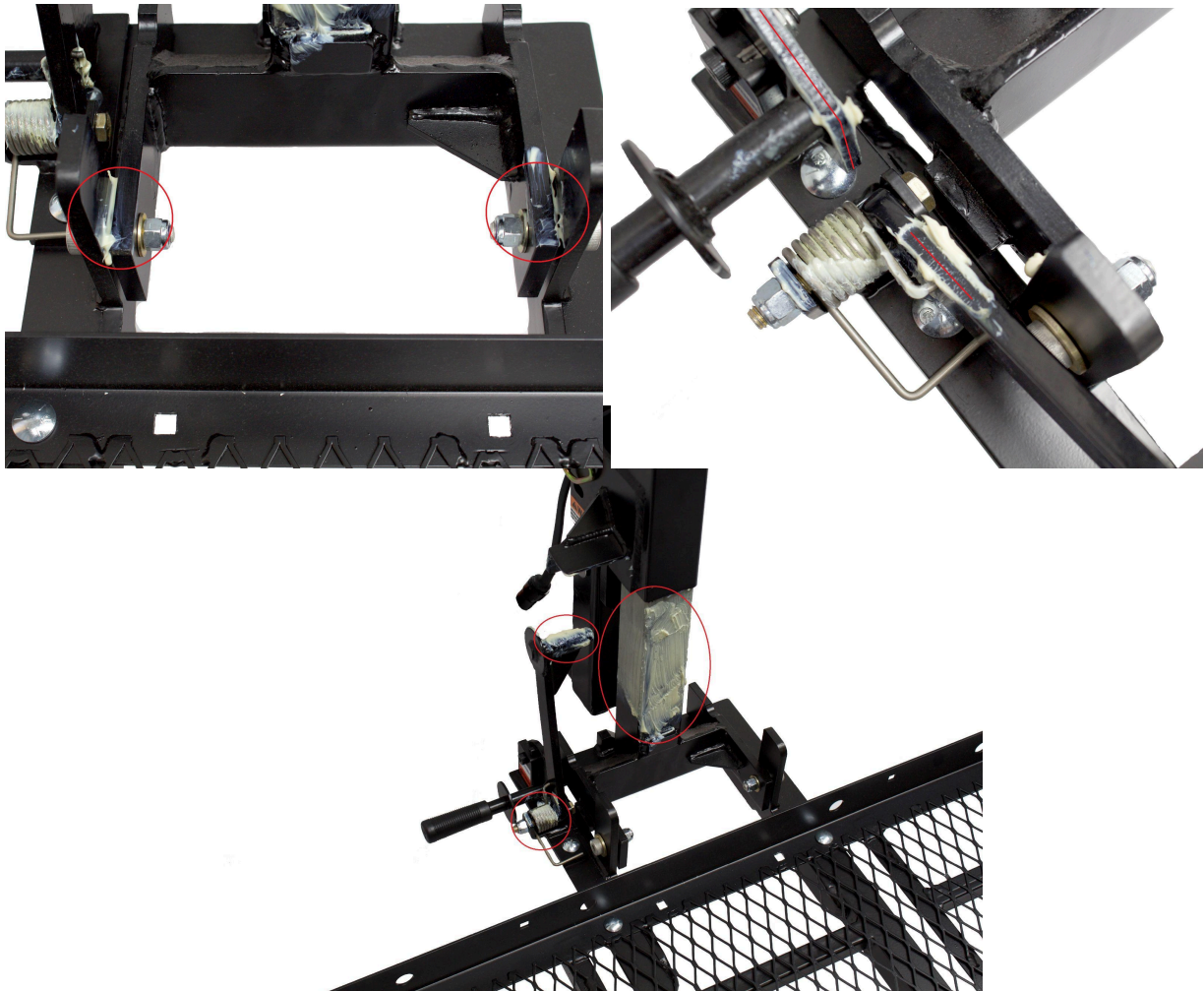
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The most common cause for a loss of power is the 30 amp resettable fuse at the direct connection to the battery has tripped. Reset the fuse by depressing the green button on top of the fuse. If the fuse continues to trip you may be overloading the circuit. The most common cause of an overload is going beyond the motor's weight rating, or a lack of proper lubrication to the actuator column. With the actuator extended, grease the inner actuator column with white lithium grease or a similar automotive grade grease. If this does not solve the issue, there is likely a short somewhere in the wiring. Check all connections in the wiring to determine where the short is.

How do you clean and maintain the carrier to get the longest life and best performance?

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Prior to each use, inspect the carrier for any wear or damage - immediately address any concerns as wear or damage to the carrier can cause property damage or severe personal injury. Routinely hand wash your carrier with water and a mild detergent to remove salt, dirt and other road debris to prolong the life of your carrier. At regular intervals (3 months - 6 months depending on environmental conditions) grease any moving parts. Please see photos of where to grease.



Where can I find your return policy and limited warranty information?

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The return policy and warranty is located in our User Manuals. Please note, the customer has TEN days from receipt to begin a return claim. We do not honor any returns after that time. Please read both of these in full and relay the information to your customers before purchase. A ONE year limited warranty is included with the purchase of the lift.

What is your contact information?

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Monday thru Friday from 7:00am - 3:30pm EST

Toll-Free Number: 888-303-2774

order@ezcarrierusa.com to place orders

service@ezcarrierusa.com for technical support and customer service related issues

Do you have in-person technical support in different locations across the country?

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We do not, but we are happy to see local customers for installation or technical issues. Our facility is located in Westland, MI. Please call first. An appointment must be made. We do not have contracts with outside technicians. Some of our dealers provide that service.

Where can I find your SKUs and pricing information?

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The dealer pricing and SKU list is sent via email. If you need a new one, please let us know and we will send it to you.

Do you have a website?

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Yes! Please feel free to use any of the photos or information on our website to assist in sales or service. Find us at ezcarrierusa.com! Our User Manuals are also available here 24/7.

The customer would like to plug the wire harness into the vehicle's trailer light connection. Can we do this?

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Unfortunately the wire to this plug in is typically 16 gauge and is not rated for the amperage the lift will draw. The only way to safely wire the harness in is a direct connection to the vehicle's battery using the provided wiring.

How should I secure my wheelchair or scooter with the cargo buckles?

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Since not all wheelchairs and scooters are the same, this will vary from mobility device to mobility device. However, if your mobility device has mounting points these are the recommended positions to secure the device. If not, you will want to pick a hard non-moving surface (typically the floorboard of the mobility device) and anchor across this. Be sure not to secure the straps over any padding or moving parts as this can cause the load to be unstable.

Does EZ Carrier have a network of certified installers?

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No. However, any local auto mechanic or trailer hitch service would be recommended if it is out of your scope of experience. EZ Carrier does not pay for installation fees and is not liable for any work completed by a third-party.

How do I line up the actuator to the hitch during installation?

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The actuator can be raised using the powerhead for the majority of the installation, but minor adjustment can be made by using the crank handle.