

POTAIN®

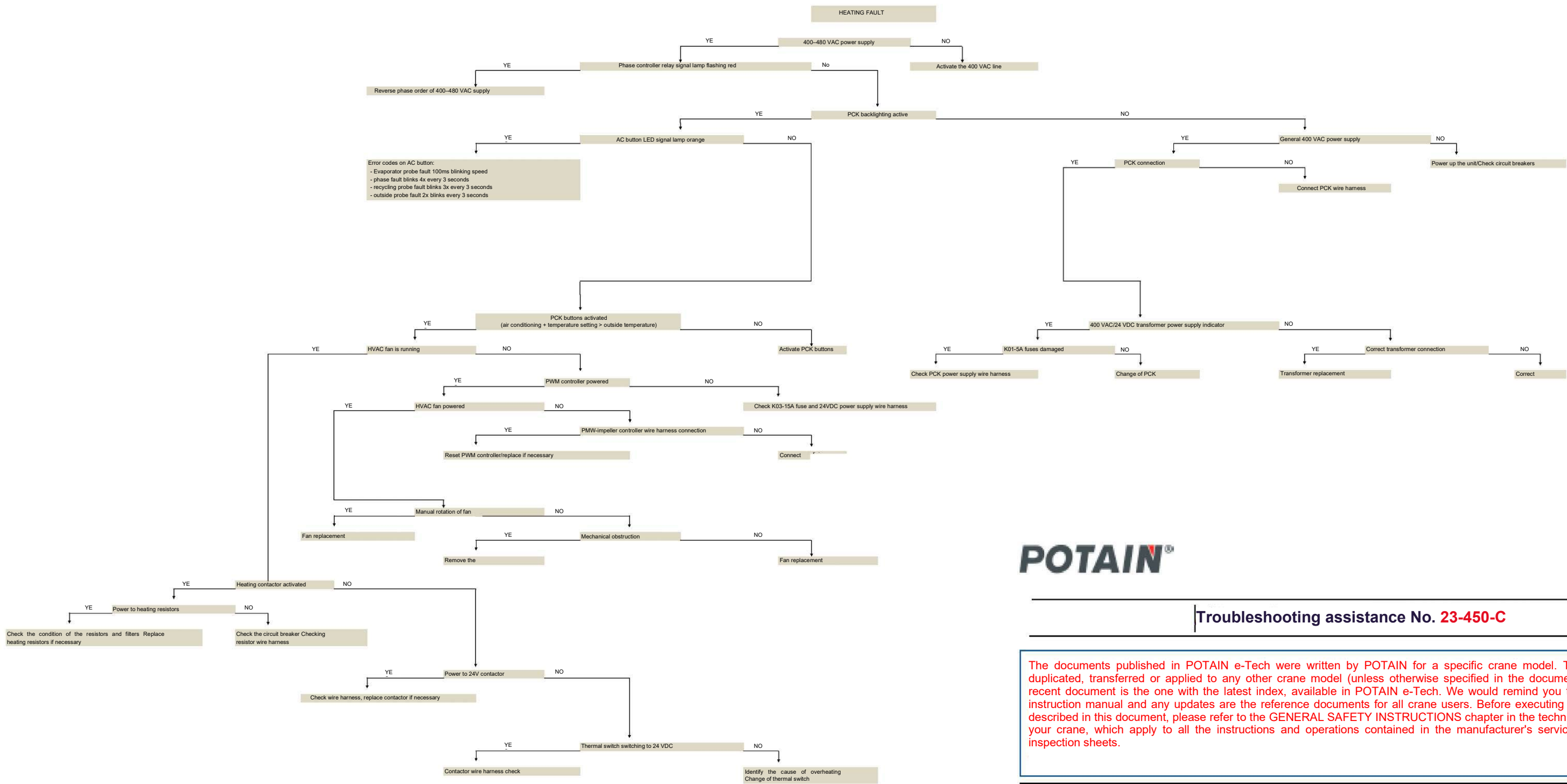
Troubleshooting assistance No. 23-450-C

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the < GENERAL SAFETY INSTRUCTIONS > chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Nam	Date	Comment



Troubleshooting assistance No. 23-450-C

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the GENERAL SAFETY INSTRUCTIONS chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	21/07/2025	Addition of
B	Technical Support	29/01/2025	Change of Title
A	Technical Support	30/08/2023	Creation
Index	Name	Date	Comment

Troubleshooting assistance No. 23-450-c

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION

Checklist to check if the air-conditioning unit is not working:

1. Place the control panel (PCK2) in the cab in the following position:

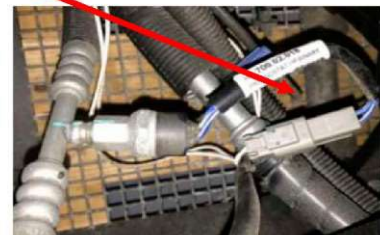


2. Check the fuses (unit powered off)

- ☐ 5A: PCK2 power supply,
- ☐ 15A: Falkon evaporator fan power supply,
- ☐ 20A: Condenser fan relay power supply



3. Check the continuity of the pressure sensitive switch (unit powered off)



If there is no continuity at the connector of the pressure sensitive switch, this indicates a fault in the pressure sensitive switch or a unit without gas, which prevents the air-conditioning system from functioning.

Troubleshooting assistance No. 23-450-C

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

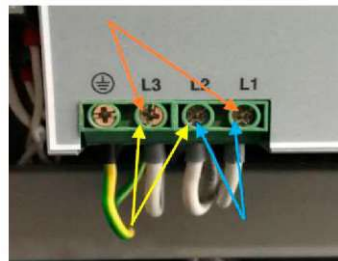
C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION

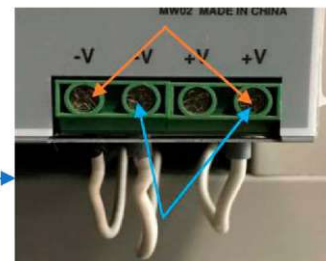
4. Check the 24V power supply (**Caution, unit energized**)
Use a multimeter to check the supply input voltage (400V) and the output voltage of the power supply (24V).

3 AC checks to be performed (400V)

2 DC checks to be performed (24 V)

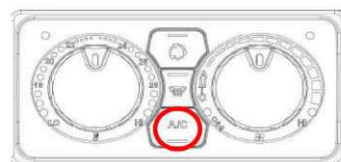


If the 400V is present then check the 24V output

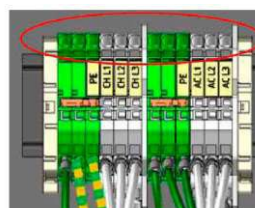


If 400v is not present, check the power supply of the unit at the terminal strip --> If 24 V is not present, replace the power supply **84112660**.

5. Check the phase controller



☐ A/C LED flashes 4 times every 3 seconds --> Connection error. Check the phase positions on the terminal strip.



Troubleshooting assistance No. 23-450-c

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

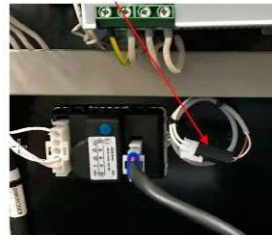
Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

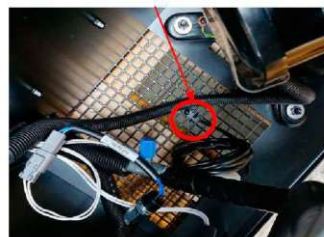
C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION

- ☐ The A/C LED flashes 3 times every 3 sec: Replace the cab probe **84036402**



- ☐ The A/C LED flashes twice every 3 sec: Replace the outside probe **84083397**



- ☐ The A/C LED flashes every 100ms: Replace the frost probe **84083398**



Troubleshooting assistance No. 23-450-c

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

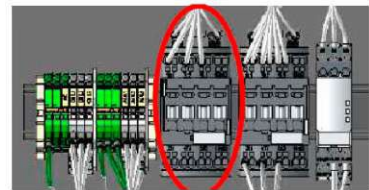
INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION

6. Place the control panel (PCK2) in the cab in the following position:



7. Check that relay KM1 activates:

- ☐ If the relay does not activate --> check thermal switch (see point 3) + 24V supply.
- ☐ If thermal switch OK + 24V supply OK --> replace relay: **84083385**
- ☐ If the relay activates: replace PTC heating resistor **84130776**



8. Check that the ventilation is working:

- ☐ Check 15A fuse
- ☐ Manually check that the fan rotates freely
- ☐ If the two front points comply then replace the electronic control board (PWM) **84083394**

9. Check the continuity of the thermal switch (unit powered off)

If there is no continuity on the thermal switch, this stops the heating system from switching on, check the continuity of the connector on the evaporator side.



- ☐ If no continuity--> replace the thermal switch: **84083399**

Troubleshooting assistance No. 23-450-c

The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

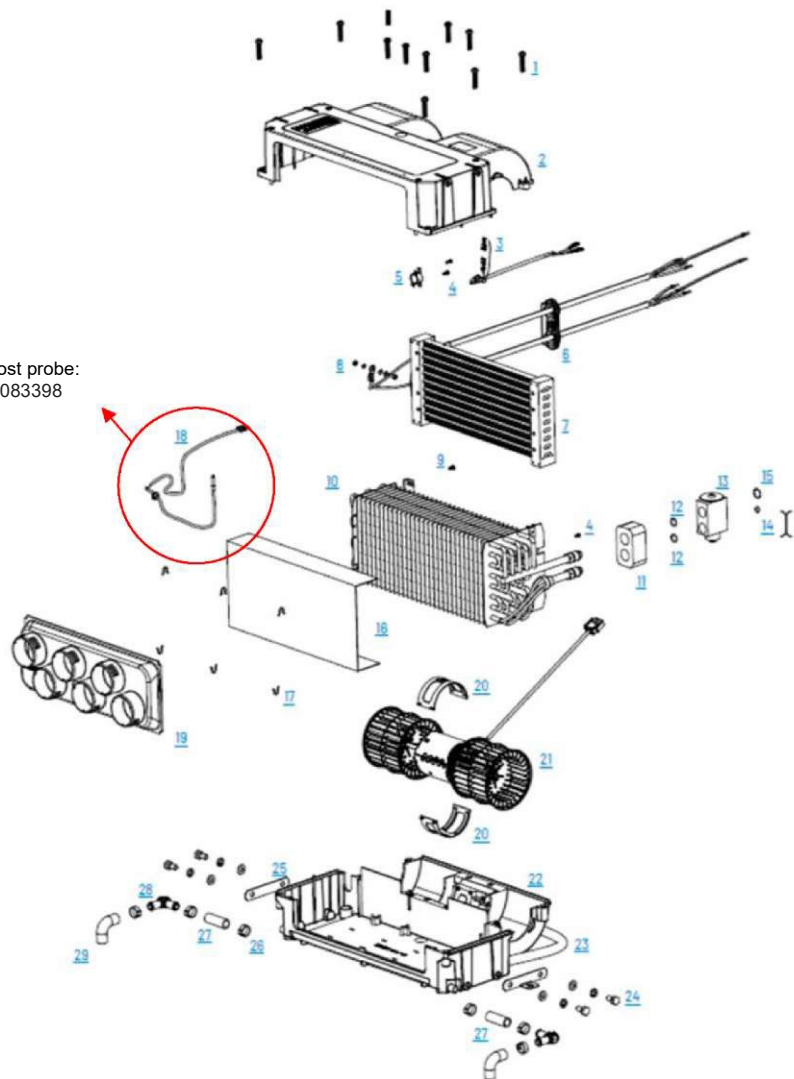
Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION

Frost probe:
84083398



Troubleshooting assistance No. 23-450-c

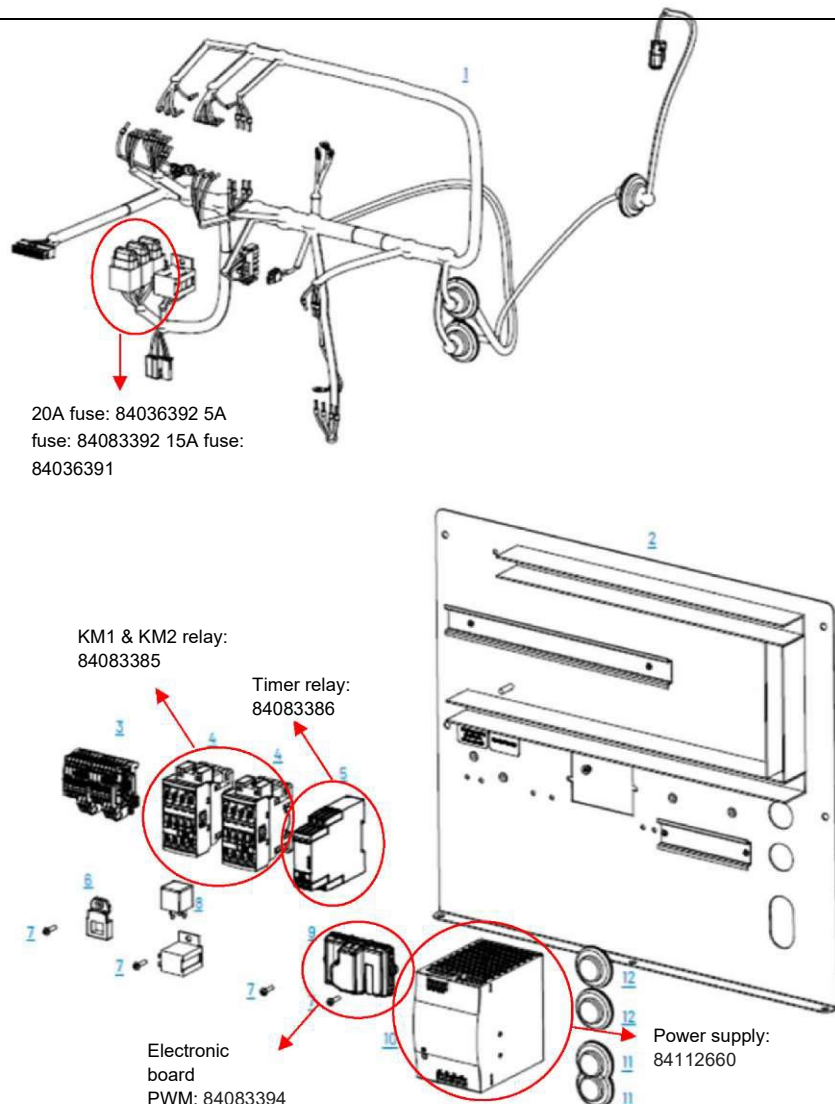
The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION



Troubleshooting assistance No. 23-450-c

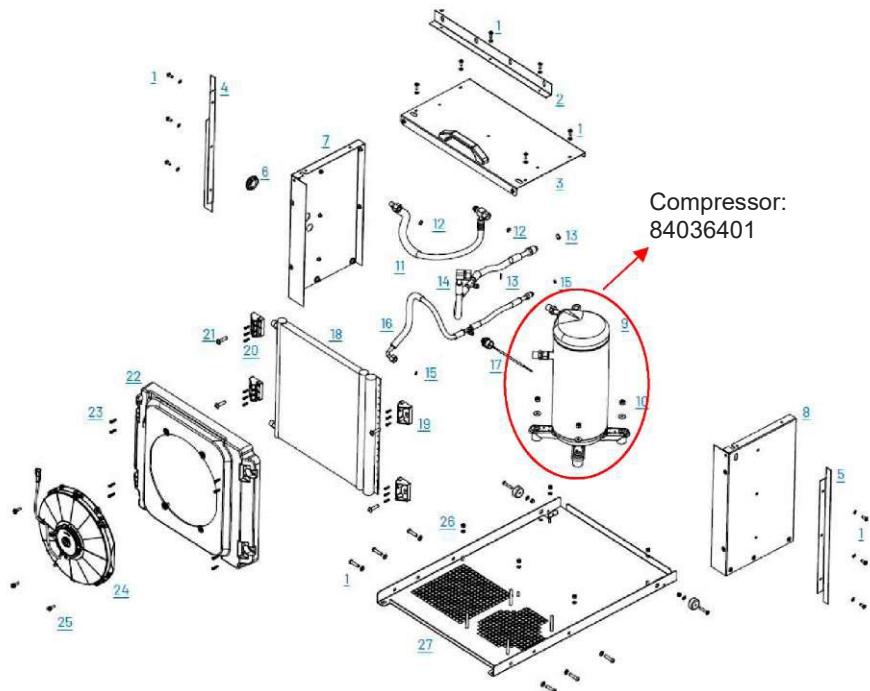
The documents published in POTAIN e-Tech were written by POTAIN for a specific crane model. They cannot be duplicated, transferred or applied to any other crane model (unless otherwise specified in the documents). The most recent document is the one with the latest index, available in POTAIN e-Tech. We would remind you that the crane's instruction manual and any updates are the reference documents for all crane users. Before executing the instructions described in this document, please refer to the "GENERAL SAFETY INSTRUCTIONS" chapter in the technical manuals for your crane, which apply to all the instructions and operations contained in the manufacturer's service bulletins and inspection sheets.

Subject: Troubleshooting flow chart for the ultraview cab air conditioning system

Tower crane models: GMA/GME

C	Technical Support	07/21/2025	Addition of troubleshooting info
B	Technical Support	01/29/2025	Change of Title
A	Technical Support	08/30/2023	Creation
Index	Name	Date	Comment

INSTRUCTIONS/OPERATING PROCEDURE/SOLUTION



- ✓ If the air-conditioning unit has to be returned under warranty, inspection form FI25-052 must be attached.