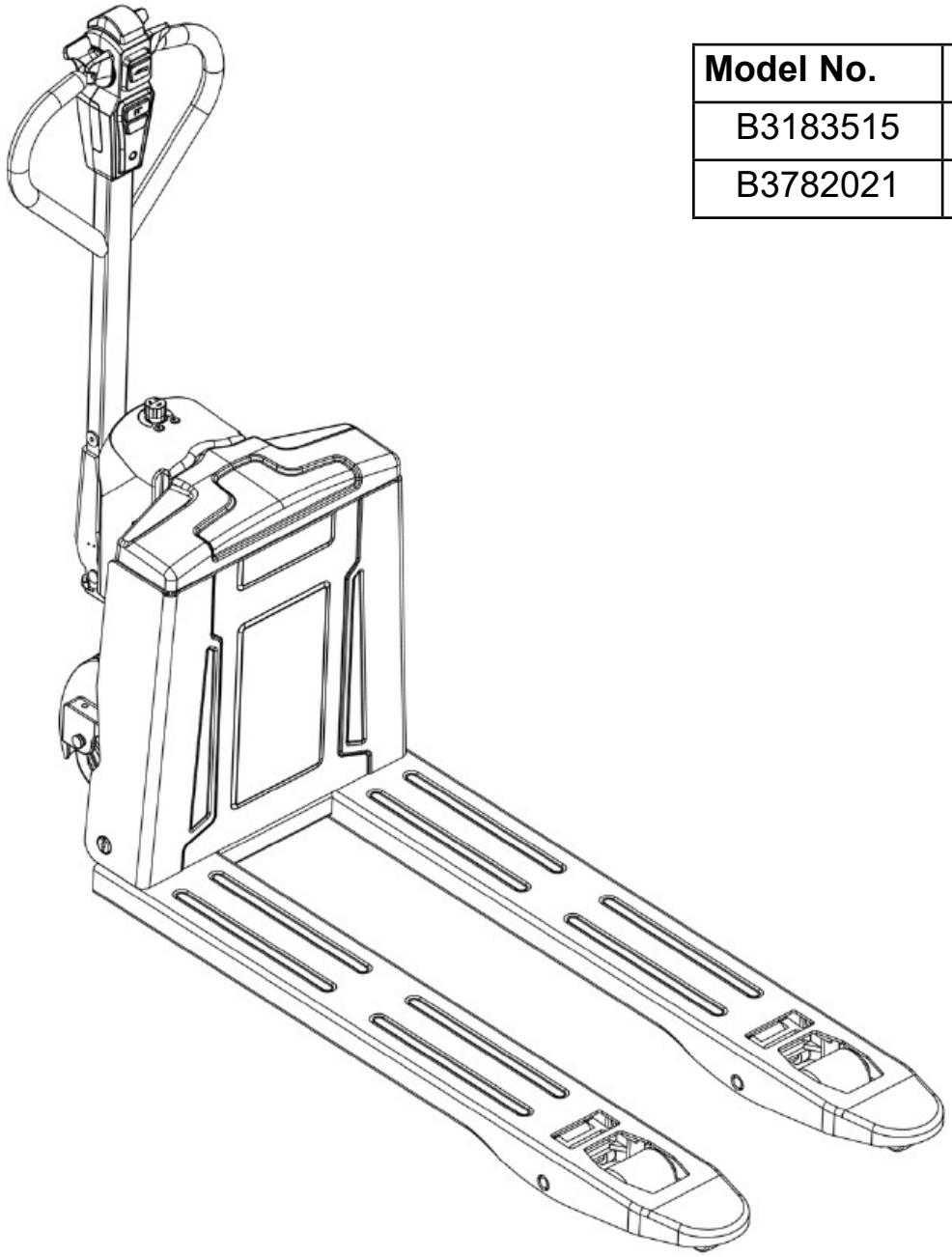
User Manual

Lithium Powered Electric Pallet Jack

Model No.	Capacity (lb)
B3183515	3300
B3782021	4500



IMPORTANT – READ BEFORE USE:
Failure to follow these instructions may result in serious injury or property damage.
Keep this manual for future reference.

GLOBALINDUSTRIAL.COM
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Table of Contents

WARNING + SAFETY NOTICE 4
CORRECT USE AND APPLICATION 4
USER RESPONSIBILITIES 4
MODIFICATIONS 4
SAFETY REGULATIONS FOR TRUCK OPERATION 5
- Driver Authorization 5
- Driver's Rights, Obligations and Responsibilities 5
- Safety Precautions and Equipment 5
- Unauthorized Use of Truck 5
- Damage and Faults 5
- Repairs 5
- Hazardous Areas 5
- Safety Devices and Warning Signs 5
- Travel Routes and Work Areas 5
- Operating Conduct 5
- Nature of Loads 5

OPERATING CONDITIONS 6
TECHNICAL PARAMETERS 6
PALLET JACK BREAKDOWN 8
DATA (IDENTIFICATION) PLATE 8
HANDLE INSTALLATION 9
OPERATION INSTRUCTIONS 10
- Turning THE Truck On 10
- Lifting/Lowering the Forks 10
- Sounding the Horn 10
- Moving the Truck 11
- Slow Speed Mode 11
- Vertical Mode 11

HOISTING/SECURING THE PALLET JACK 12
- Emergency Stop 12
- Emergency Mode 12
- Parking the Truck 12

LITHIUM BATTERY SAFETY PRECAUTIONS 13
- Storage Safety Precautions 13
- Charging Precautions 13
- Usage Precautions 13
- Battery Charging 14
- Battery Charge Indicator 14
- Battery Replacement 14
- Waste Treatment 14

DAILY INSPECTION 15
Daily Inspection Checklist 15
Lubrication Points 15
MAINTENANCE 16
Daily Maintenance 16
Weekly Maintenance 16
Periodic Maintenance 16
Adding/Replacing Hydraulic Oil 16
TROUBLESHOOTING 17

WARNING + SAFETY NOTICE

- Do not operate this truck unless authorized, trained, and certified to do so and have read all warnings and instructions in this Operator's Manual and on this truck. Read, understand, and comply with the safety information on the truck's nameplate at all times.
- If any damage or safety issues are observed on the pallet truck, report them to the designated authority and do not use the truck until they are addressed by a qualified technician.
- This truck must not be modified without the manufacturer's written consent.
- Only operate this truck from designated operating position.
- Operate cautiously on ramps, slopes, and uneven floors. Travel slowly and do not angle -or turn to avoid turning when the truck is not on an even surface.
- Before operating, inspect the floor area it will be used on. Identify and avoid holes, drop-offs, bumps, and obstructions.
- Do not carry passengers on the pallet truck.
- Before and during all truck operations, ensure that adequate clearance is maintained between obstructions and energized electrical conductors/parts.
- Ensure loads are centered and avoid any obstructions in the truck's vicinity.
- Maintain a safe distance from obstacles in the truck's path. Ensure personnel in the vicinity are aware of the truck's movement. Travel at a safe speed for the conditions which the truck is operating in.
- Yield right of way for pedestrians. Slow down and make others away of the pallet truck's presence in cross aisles and wherever vision is obstructed. Avoid operating in hazardous locations.
- Start, stop, travel, and steer smoothly. Slow down for turns and avoid turning on uneven or slippery surfaces that could cause the truck to slide or overturn.
- Always look in the direction of travel and keep a clear line of sight. When the load interferes with visibility, travel with the load trailing the user.
- Do not expose the truck or battery to water.

CORRECT USE AND APPLICATION

The truck described in this operator manual is designed for lifting and transporting load units. It must be used, operated, and serviced according to the instructions provided in this manual. Any other type of use is beyond the scope of application and can result in damage to personnel, the truck or property. Avoid overloading the truck with loads which are too heavy or placed on one side. The data plate attached to the truck, or the load diagram, specifies the maximum load capacity and must be adhered to. All nameplates and safety signs on the truck should be cleaned regularly to maintain visibility.

USER RESPONSIBILITIES

For the purposes of this operator manual, the "user" is defined as any natural or legal person who either uses the truck themselves or on whose behalf it is used.
The user must ensure that the truck is used only for its intended purpose and that danger to the life and limb of the user and third parties is excluded.

Furthermore, accident prevention regulations, safety regulations and operating, servicing and repair guidelines must be followed. The proprietor must ensure that all truck users have read and understood this operator manual and that the truck user has obtained the necessary certifications to operate the truck. The owner must also read and understand the safety guidelines/requirements as outlined in the applicable ANSI/ITSDF B56 series of standards.

Failure to comply with the operator manual shall invalidate the warranty. The same applies if improper work is carried out on the truck by the customer or third parties without the express written permission of Global Industrial.

MODIFICATIONS

The mounting or installation of additional equipment that affects or enhances the performance of the truck requires the written permission of Global Industrial. Local authority approval may also need to be obtained. However, local authority approval does not constitute approval from Global Industrial. If approval has been granted for a capacity change, the nameplate and safety signs on the truck must also be updated.

SAFETY REGULATIONS FOR TRUCK OPERATION

DRIVER AUTHORIZATION

The truck may only be used by trained personnel who have demonstrated the ability to drive, handle loads, and are authorized and certified to operate the truck.

DRIVER'S RIGHTS, OBLIGATIONS AND RESPONSIBILITIES

The driver must be informed of their duties and responsibilities, be instructed in the operation of the truck, and be familiar with the operator manual. The driver should also exercise careful judgment when operating the truck.

SAFETY PRECAUTIONS AND EQUIPMENT

The driver should not wear loose clothing, jewelry, or anything else that could pose a catch hazard while operating the truck. It is highly recommended that the driver wears personal protective equipment, such as, but not limited to, approved safety shoes, safety glasses, and gloves.

UNAUTHORIZED USE OF TRUCK

The driver is responsible for the truck during the time it is in use. Unauthorized persons should be prevented from driving or operating the truck. Do not carry passengers or lift personnel.

DAMAGE AND FAULTS

The supervisor must be immediately informed of any damage or faults to the truck. If the truck is not safe for operation (e.g., wheel issues), it must not be used until repaired.

REPAIRS

The driver must not perform any repairs or alterations to the truck. Repairs must only be done by an authorized, trained technician. The driver must never disable or adjust safety mechanisms or switches.

HAZARDOUS AREAS

A hazardous area is defined as the area in which a person is at risk due to truck movement, lifting operations, the load handler (e.g., forks or attachments), or the load itself. This also includes areas which can be reached by falling loads or lowering operating equipment.

- Unauthorized persons must be kept away from the hazardous area.
- If unauthorized personnel are still within the hazardous area, the truck shall be brought to a halt immediately.

SAFETY DEVICES AND WARNING SIGNS

Safety devices, warning signs, and warning instructions shall be strictly observed.

TRAVEL ROUTES AND WORK AREAS

Only use lanes and routes specifically designated for truck traffic. Unauthorized parties must stay away from work areas. Loads must only be stored in places specially designated for this purpose.

OPERATING CONDUCT

The operator must adjust the travel speed to suit the conditions of the workplace. The truck should be driven at a reduced speed when navigating bends, narrow passageways, swing doors, and blind spots. The driver must always maintain an adequate braking distance in front of the forklift. The operator must maintain full control of the truck at all times. Abrupt stops (except in emergencies), rapid U-turns, and passing through blind spots are prohibited.

NATURE OF LOADS

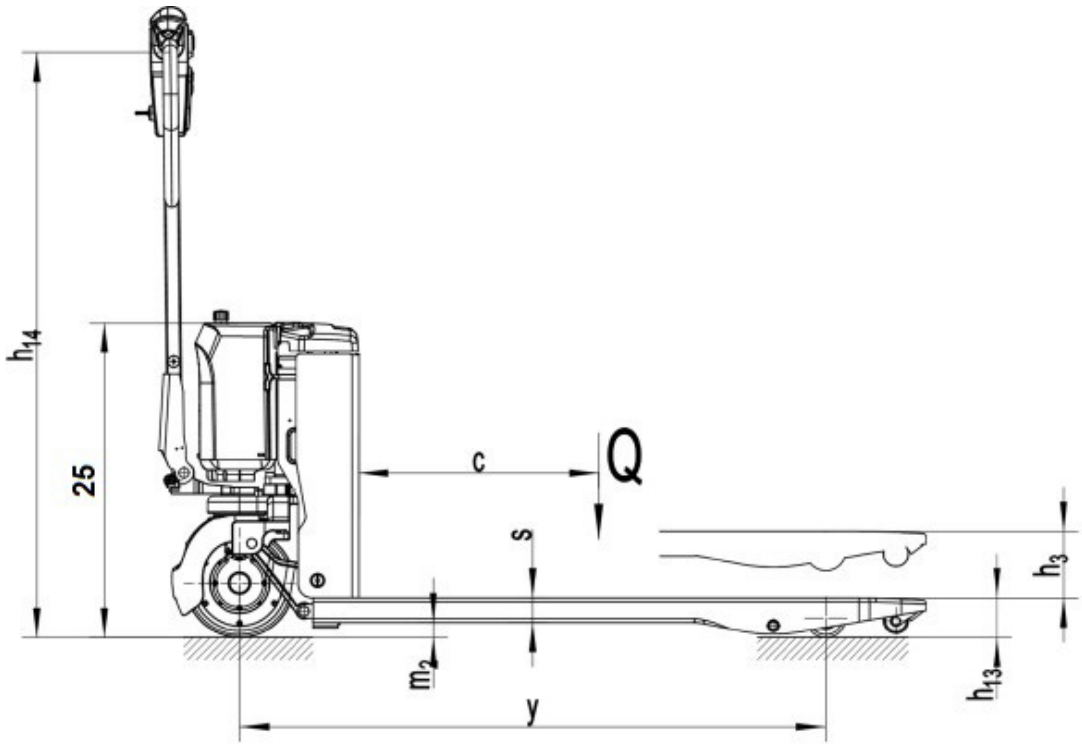
The operator must make sure that the load is in a satisfactory condition. Only carry loads that are positioned safely and securely. Use suitable precautions to prevent parts of the load from tipping.

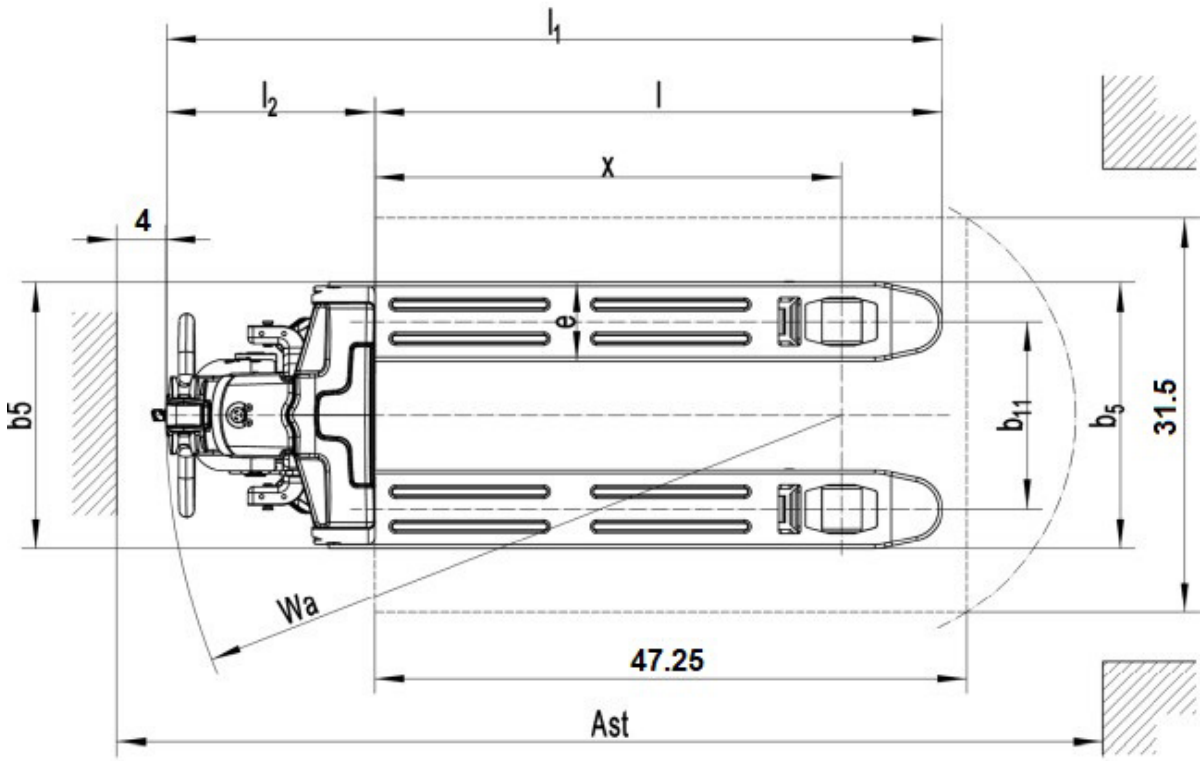
OPERATING CONDITIONS

This pallet truck is intended for indoor and outdoor use on hard, paved surfaces.
Do not operate pallet truck in environments where:

- The temperature is higher than 105° F (40° C) or lower than 41° F (5° C).
- The relatively humidity exceeds 50%.
- The altitude exceeds 3300 ft (1000 m).
- The air contains dust and/or flammable or explosive gases that pose a risk of fire or explosion.
- The pallet truck is exposed to saline, acidic, or corrosive elements.
- The floor is uneven, damaged, or does not have sufficient load bearing capacity. Do not drive the truck on loose gravel or grass.

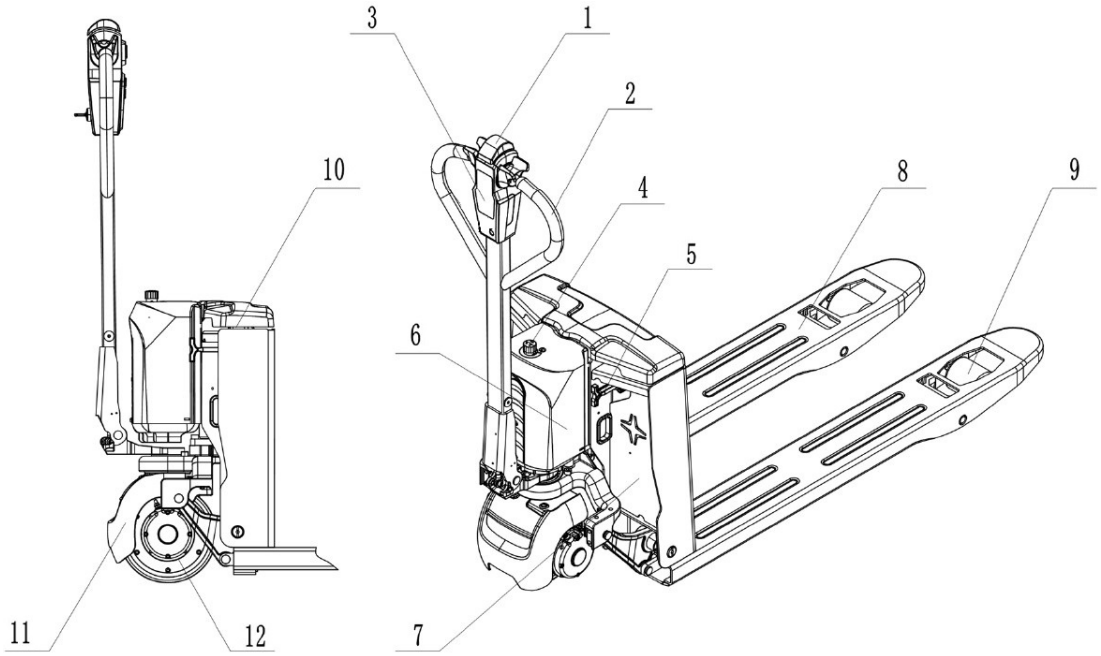
TECHNICAL PARAMETERS





DIMENSION	VARIABLE / UNIT	B3183515	B3782021
Vehicle Type		Electric	Electric
Drive Type		Walking	Walking
Load Capacity	Q (lbs)	3300	4500
Load Center Distance	C (inch)	23-5/8	23-5/8
Fork Height, Lowered	h_{13} (inch)	3-1/8	3-1/8
Distance Between Wheels	Y (inch)	46-3/4	46-3/4
Wheel Type		Polyurethane (PU)	PU
Front Tire Size	(inch)	8-1/4 x 3	8-1/4 x 3
Rear Tire Size	(inch)	2-7/8 x 3-1/4	2-7/8 x 3-1/4
Number of Wheels (Front/Rear)		1 | 2	1 | 2
Lift Height	h_3 (inch)	4-1/2	4-1/2
Min/Max Height of Tiller	h_{14} (inch)	24-3/4 | 48-3/8	24-3/4 | 48-3/8
Overall Length	l_1 (inch)	60-1/4	60-1/4
Tiller to Face of Forks Length	l_2 (inch)	15	15
Overall Width	b_1 (inch)	27	27
Fork Dimensions	s/e/l (inch)	2 | 6-1/4 | 45-1/4	2 | 6-1/4 | 45-1/4
Overall Fork Width	b_5 (inch)	27	27
Wheelbase to Ground Distance	m_2 (inch)	1-1/8	1-1/8
Aisle Width for 40" x 48" Pallets	Ast (inch)	84	84
Aisle Width for 30" x 48" Pallets	Ast (inch)	79	79
Turning Radius	Wa (inch)	52-1/2	52-1/2
Travel Speed (Laden/Unladen)	mph	2.5 | 2.75	2.5 | 2.85
Max. Gradeability (Laden/Unladen)		6% | 20%	7% | 20%
Driving Motor Power	kW	0.75	1.0
Lifting Motor Power	kW	0.50	0.8
Battery Voltage/Rated Capacity	V/Ah	24/20	48/20
Brake Type		Electromagnetic	Electromagnetic
Operating Noise Level	dB (A)	<70	<70
Service Weight (with battery)	lbs	287	306

PALLET JACK BREAKDOWN

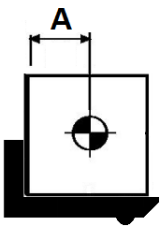


No.	Component
1	Safety button
2	Tiller
3	Battery charge indicator
4	Emergency stop button
5	Battery connector plug
6	Plastic cover
7	Chassis
8	Forks
9	Rear roller wheels
10	Battery
11	Wheel Guard
12	Front wheel + motor

DATA (IDENTIFICATION) PLATE

Data plates are required to be visibly displayed on the truck, if lost, stolen, or damaged they must be replaced per OSHA standards.
For replacements, please contact Global Industrial and provide the serial number of the truck.

Electric Pallet Jack			CAPACITY, LBS	-	"A", INCH
Model no. B3183515		RATED	3300	-	23.6
SERIAL	MFG Date	-	-	-	-
20250103839	July 2025	- -	-		
WEIGHT W/O BAT. LBS ±5%		BATTERY TYPE	NOM. VOLTAGE, V	CAPACITY, AH	HOUR RATE, H
280		E	24	20	1
BAT. WEIGHT LBS ±5%					
MIN	MAX	ATTACHMENT DATA		-	
12	13	FORK DIMENSIONS (LxW), INCH		45x27	

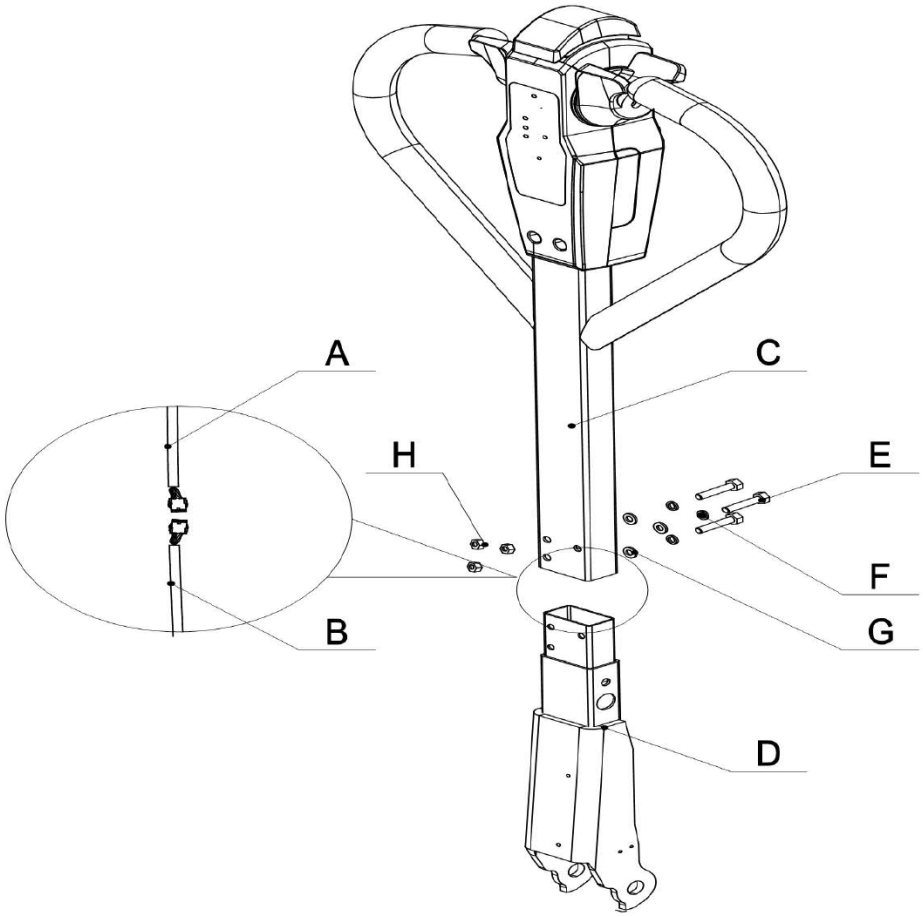


THIS FORKLIFT MEETS OR EXCEEDS DESIGN SPECIFICATIONS OF ANSI/ITSDF B56.1 IN EFFECT ON THE DATE OF MANUFACTURE FOR TYPE E INDUSTRIAL TRUCKS WHEN EQUIPPED WITH E BATTERY.

GLOBAL INDUSTRIAL
We can supply that.

HANDLE INSTALLATION

Before using the electric pallet jack for the first time, the tiller needs to be assembled and installed.



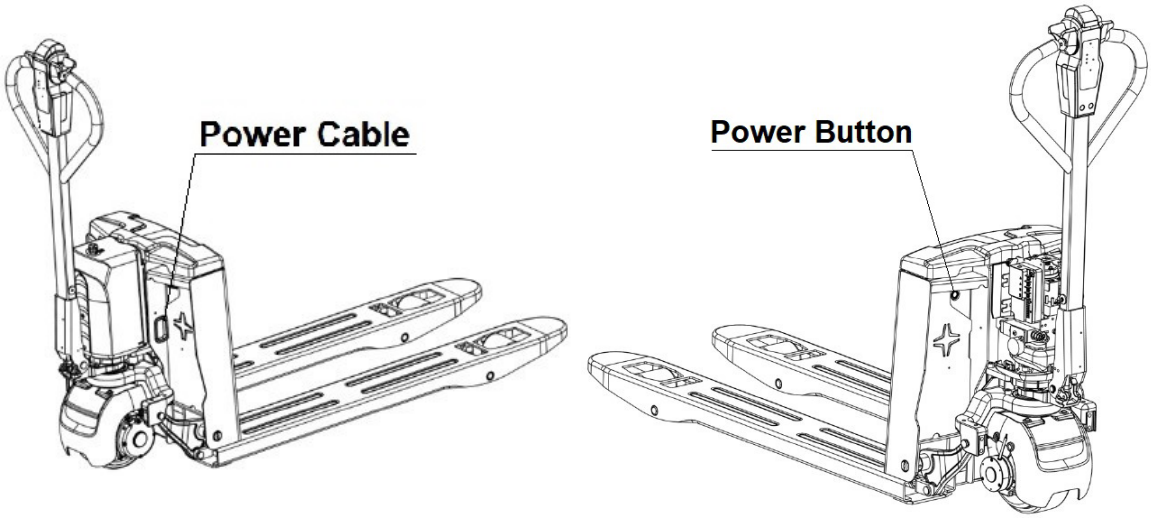
1. Connect the two electrical wires (A, B) inside the tiller arm (C) and tiller base (D) together.
2. Slide the tiller arm (C) onto the tiller base (D).
3. Insert the 3x screws, spring washers, washers (E, F, G) hrough the holes on the tiller arm. Attach 3x nuts (H) to the ends of the screws.
4. Use a M4 allen key and adjustable wrench to tighten the screws.

OPERATION INSTRUCTIONS

Before operating the electric pallet jack, the operator should always perform a daily inspection check (see the Daily Inspection section of this manual) to prevent injuries and damage.

TURNING THE TRUCK ON

- Connect the fully charged battery to the power cable on the back of the truck.
- Pull the emergency stop button fully upwards if it is pushed down.
- A green light in the power button will indicate that the electric pallet jack is powered on.



LIFTING/LOWERING THE FORKS

- To lift the forks, press the lifting button. (Figure 1, A)
  NOTE: Do not lift loads higher than the rated capactiy.
- To lower the forks, press the lowering button. (Figure 1, B)

SOUNDING THE HORN

- To sound the horn, press the horn button. Figure 1, C)

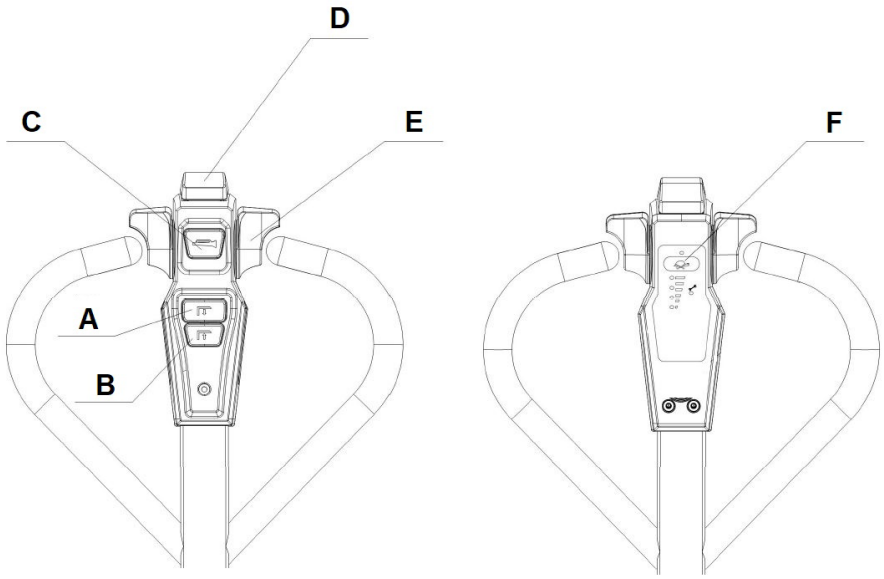
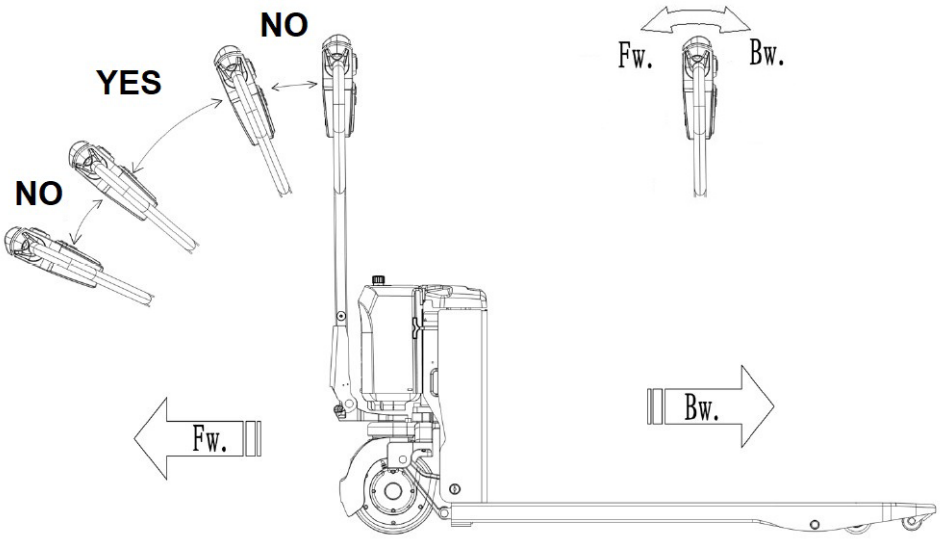


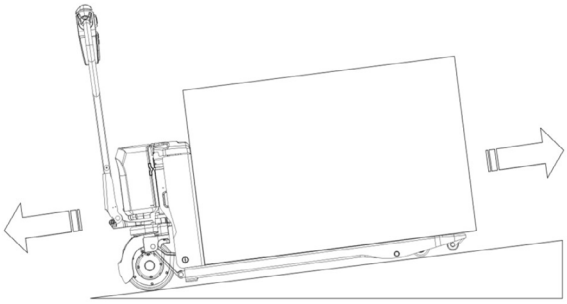
Figure 1: Tiller Functions

MOVING THE TRUCK

- Rotate the tiller downwards so that it is positioned in "YES" position in the figure below.
- Rotate the accelerator (Figure 1,E) to move the truck backwards or forwards.
  Note: If the tiller is in "NO" position (see below figure), the truck will not move even when the accelerator is rotated.
- To stop the truck, release the accelerator. The regenerative brake will automatically slow the truck to a stop.
- To suddenly stop the truck, move the tiller to either of the "NO" positions. The brake will immediately engage and lock the wheel.



- When traveling on inclined surfaces, the load should always face the slope. See figure below.
- Do not operate the truck on inclines steeper than the rated gradeability.



SLOW SPEED MODE

- Press the button with the turtle icon (Figure 1, F) to activate slow speed mode. When this mode is active, a red light will appear on the tiller. The truck will now move at a slower speed when the accelerator is rotated.
- Press the button with the turtle icon again to turn off slow speed mode.

VERTICAL MODE

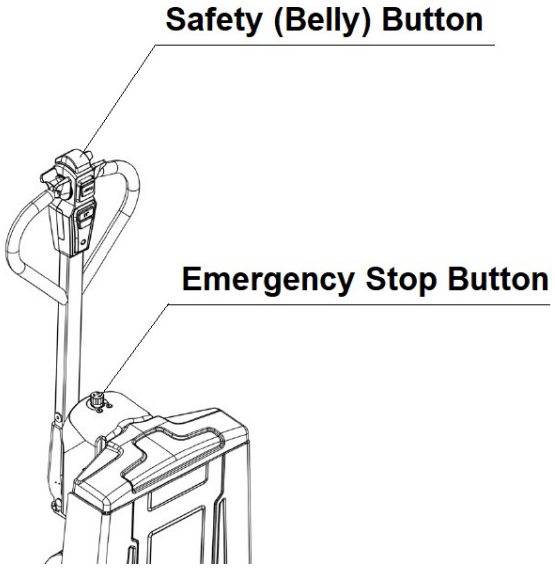
- When the tiller is in the fully upright position, the truck will not move if the accelerator is turned.
- When the tiller is in the fully upright position, press and hold the button with the turtle icon (Figure 1, F) for at least two seconds to activate vertical mode. As long as the button is held, turning the accelerator will move the truck. Release the button to exit vertical mode.
- Use vertical mode when operating in confined spaces with tight turns.



Turtle Icon

EMERGENCY STOP

- The emergency stop button is located at the top of the truck chassis. When pressed, the truck will immediately stop.
- The emergency stop button can be pushed downware and rotated clockwise to lock it in place.
- The safety (belly) button is located at the top of the tiller. When pressed, the truck will immediately stop, then travel in the opposite direction for a fixed distance.



EMERGENCY MODE

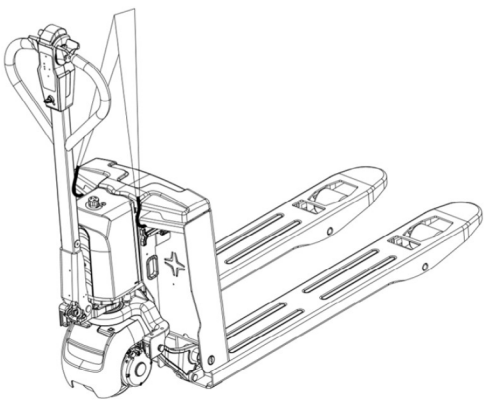
- To turn on emergency mode, simultaneously press the lowering button (Figure 1, B) and button with the turtle icon (Figure 1, F) for at least 5 seconds. If successful, the maintenance light will blink and electromagnetic brakes will unlock, allowing the truck to be manually towed.
- To turn off emergency mode, restart the truck by turning the power button off and on.

PARKING THE TRUCK

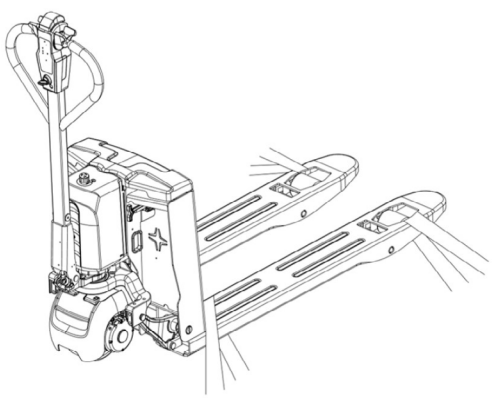
- Move the truck to the desired parking location. Do not park the truck on an inclined surface.
- Lower the forks to the lowest position.
- Turn off the truck by pressing the power button on the back. Turning the power off will engage the brakes.
- The emergency stop button can be pressed down and locked into place by twisting it clockwise as an additional safety measure.
- If parking the truck for an extended period, disconnect the battery.

HOISTING/SECURING THE PALLET JACK

To hoist the pallet jack, fasten hooks to the attachment points on the truck shown below. Then slowly hoist it into the air. Avoid sudden movements when moving the hoisted truck. Do not walk underneath the load.
To strap the pallet jack, put the straps through the attachment points shown below.



Hoisting Points



Strapping Points

LITHIUM BATTERY SAFETY PRECAUTIONS

Warning: Lithium batteries are high energy density products and require proper safety precautions when in use or in storage. Proper maintenance should be carried out occasionally.

STORAGE SAFETY PRECAUTIONS

- Battery should be stored in an environment between 32°-105° F (0°-40° C), with a relative humidity below 75%. If stored at a lower temperature, the battery should be warmed up to 32° F before charging.
- When storing the battery for long term, the battery should be kept at above 5% change to prevent over discharge and below 50% charge to reduce damage risk in case of catastrophic failure.
- Battery should be stored in a dedicated warehouse or a separate room specifically equipped with flame-retardant and impact resistant walls.
    - Smoke detectors and alarms should be installed in the storage area. Fire prevention tools (such as fire blanks, high-temperature gloves, water-based fire extinguishers, etc.) should be easily accessible in the storage area.
    - Storage area should only be used to store batteries.
- Batteries in storage shall not be stacked. If the batteries are stored on metal shelves, the shelves must be insulated.
- Batteries in storage shall not be exposed to corrosive substances.
- Batteries in storage shall be kept at least 10 ft (3m) away from sources of fire and heat.
- If battery is not used for long periods of time, it should be disconnected from all electrical devices and fully charged once every 3 months to maintain its capacity.

CHARGING PRECAUTIONS

- The lithium battery must only be charged with the provided lithium battery charger.
- Power supply voltage should match the charger's input voltage, otherwise battery may experience a shortened lifespan and/or failure.
- A dedicated charging area should be established next to the outlet. It should have good ventilation and be kept a reasonable distance (10 ft or 3 m) away from fire and heat sources and flammable, combustible, or explosive materials.
- When charging:
    - The output port of the charger should be connected to the battery and the input plug should be inserted into an AC power outlet. The charger should be placed on a flat surface where it is not at risk of falling.
    - The charger should only be used when the temperature is between 41°-85° F (5°-30° C) and the relative humidity below 80%. Do not use the charger if it is raining or will be exposed to a high-humidity environment.
    - The battery should not be kept charging after reaching a full charge. The charging time should not exceed 8 hours. It is not recommended to leave the battery charging overnight.
- The LED indicator light will show the state of the battery when charging:
    - A red indicator light indicates that the battery is currently charging.
    - A green indicator light indicates that the battery is fully charged.
- Unplug the charger from the outlet rise, then disconnect the battery from the charger. Avoid pulling on the wires when disconnecting the charger; instead, pull on the tab at the end of the charging cable.
- If the battery is drastically heating up during the charging process, immediately disconnect it from the charger and let it cool down.
- Do not use the charger if it has been damaged. The charger should be periodically maintained to keep it in working condition.

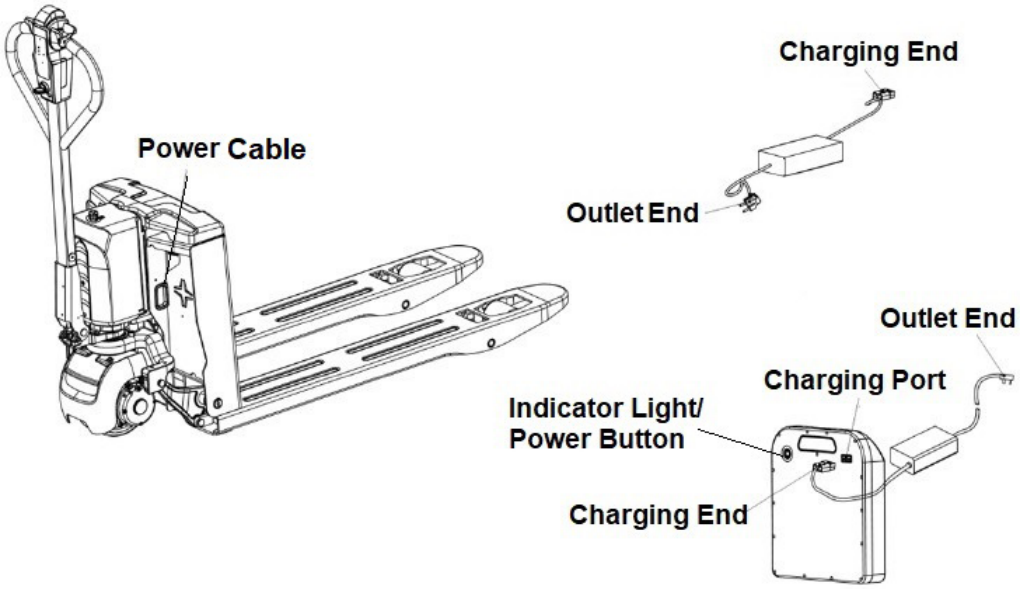
USAGE PRECAUTIONS

- The battery's operating temperature range is 32°-105° F (0°-40° C).
- Do not use battery in environments that are exposed to flammable, explosive, or corrosive elements.
- The battery is meant for use with this electric pallet jack only. Do not use it as a power source for other electrical equipment.
- It is strictly prohibited to open, disassemble, or modify the battery.
- Do not link batteries together, in series or parallel, for use.
- Do not use the battery if it has visible deformation marks or damage.
- If battery is submerged in water or exposed to rain/water, stop using it immediately. Battery will need to be replaced as damaged electrical components can short circuit, which may cause severe injury and/or damage.
- Avoid linking the positive and negative leads of the battery, which will cause a short circuit.

BATTERY CHARGING

To recharge the electric pallet jack:

1. Park the truck in a secured area with a power outlet.
2. Fully lower the forks and remove any load on them.
3. Unplug the power cable from the battery.
4. Connect the outlet end of the charger to a power source and the charging end to the battery.
5. Press the power button on the battery so that the battery is on when charging. If the power is not on, the battery may charge much slower or fail to charge.
6. Charge the battery until the indicator light on the charger is green, then disconnect the charger.

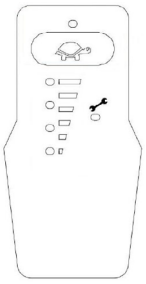


Note: Battery does not need to be removed when charging

BATTERY CHARGE INDICATOR

The battery charge is indicated by the four lights on the tiller interface underneath the button with the turtle icon.

- Green light indicates the charge is at 75-100%
- Blue light indicates the charge is at 50-75%
- Yellow light indicates the charge is at 25-50%
- Red light indicates that the charge is at 0-25%

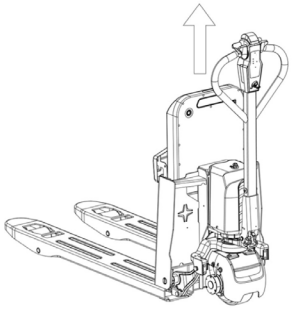


If all four lights are on, there is a malfunction in the electrical system. Please contact Global Industrial to fix the issue.

BATTERY REPLACEMENT

To replace the battery:

1. Turn off the electric pallet jack and disconnect the battery.
2. Open the cover plate.
3. Disconnect the battery.
4. Pull out the battery.
5. Place the new battery into the battery seat. Reconnect the battery to the power cable. Close the cover plate.



WASTE TREATMENT

Batteries and hydraulic oil must not be disposed of carelessly. They should be handled in accordance with relevant local laws and regulations, with careful attention to environmental protection.

DAILY INSPECTION

Before operating the electric pallet jack, the operator should always perform a daily inspection check to ensure the truck will not malfunction or cause damages/injuries to property/personnel.

DAILY INSPECTION CHECKLIST

Prior to inspection, operator should remove all loads from the truck and fully lower the forks.

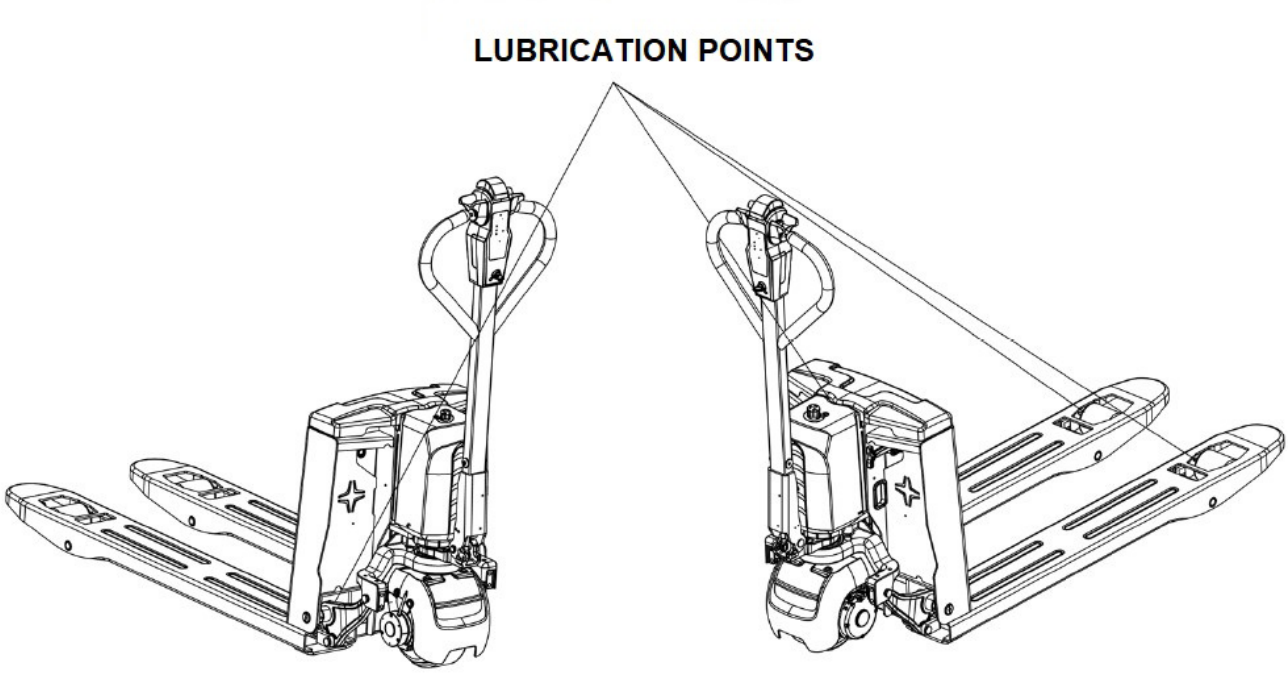
Check for the following:
- Scratches, deformations, or cracks on the body of the chassis and forks
- Oil leakage from the hydraulic cylinder
- Possible damage to the wheels or axle
- Loose nuts and bolts

Ensure the following functions are working properly:
- Wheels move smoothly
- Tiller rotates smoothly
- Brakes are engaged when tiller is angle at an upright or horizontally position
- Brakes engage when the emergency stop button or safety (belly) button is pressed
- Lifting and lowering functions work smoothly when pressing the respective buttons
- Horn sound plays loudly when button is pressed

Check that all decals, safety labels, and the identification plate are present, visible, and legible.

LUBRICATION POINTS

If the wheels or tiller are not rotating smoothly or if the forks are not lifting/lowering smoothly, lubricate the areas shown on the diagram below with lubricating oil/grease.
DIN 51825 or ISO 6743-9 standard grease is required.



MAINTENANCE

It is highly recommended to perform regular maintenance on the electric pallet jack to keep it in optimal working condition. Performing regular safety checks and noting any damages will help extend its service life. There are three types of recommended maintenance: daily, weekly, and periodic.

DAILY MAINTENANCE

- Inspect the pallet jack and keep it clean, removing any debris or buildup on the product.
- Inspect the quality of the power cable before use, ensuring that it is not damaged.

WEEKLY MAINTENANCE

- Inspect all operational components and fasteners, making sure they are all there and undamaged. Check for abnormal wearing on mechanical parts, as that is an early indicator of part failure.
- Check for oil leakage.
- Check for abnormal rises in temperature or sparks when pallet jack is in operation.

PERIODIC MAINTENANCE

- Perform mechanical maintenance every 3 months.
  - Check if any fasteners are loose if they are, tighten them.
  - Check to see if the wheels rotate smoothly and if they are damaged.
  - Check if the forks can lift and lower without issues.
  - When the pallet jack is running, the noise generated should not exceed 75 dB.
- Perform electrical maintenance every 3 months.
  - Check to see if any of the electrical connectors are loose and need to be firmly reconnected.
  - Check all switches and buttons work properly.
  - Check that the electrical insulation is functioning properly. The resistance difference between the electrical components and the pallet jack body should be great than 0.5MΩ.
- Perform hydraulic maintenance every year
  - Check the hydraulic cylinder for damage and for internal and external leakage.
  - Check if the limit valve is working properly
  - It is recommended to replace the hydraulic oil every 12 months.

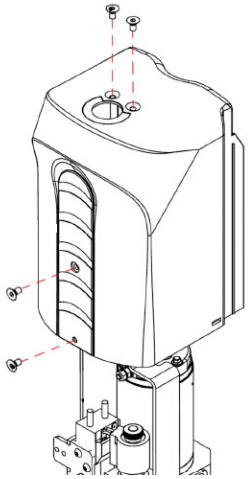
ADDING/REPLACING HYDRAULIC OIL

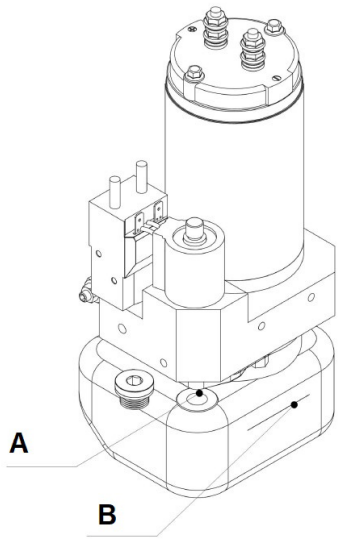
Hydraulic oil should be replace every 1000 service hours, or once a year, whichever occurs first.

To add/replace the hydraulic oil:

- Power off the truck and fully lower the forks.
- Unscrew the 5x screws on the plastic cover and remove the plastic over to reveal the hydraulic system.
- Unscrew the cap on the oil fill opening (A).
- Add the appropriate hydraulic oil (see table to the right) until the oil level reaches the fill line (B). Do not exceed the fill line.
- Replace the cap back into the oil fill opening and tighten securely.
- Reinstall the plastic cover and 5x screws.

Operating Temperature	Hydraulic Oil Specification	Quantity
23° F ~ 77° F –5° C ~ 25° C	HVLP 32, or ISO VG 32	400 mL
> 77° F > 25° C	HLP 46, or ISO VG 46	400 mL





TROUBLESHOOTING

NO.	PROBLEM	POSSIBLE CAUSES	SOLUTION
1	Hydraulic oil leakage	1. Oil seal failure 2. Slight damage or wear on the surface of hydraulic pump components 3. Too much hydraulic oil in the reservoir	1. Replace the oil seal 2. Replace the damaged components 3. Reduce the hydraulic oil so that it does not exceed the fill line.
2	Forks fail to lift up	1. Weight of load is too high 2. There is not enough hydraulic oil in the pump 3. Low battery power 4. The hydraulic power unit/ cylinder is damaged	1. Reduce the load so that it does not exceed the rated capacity 2. Add more hydraulic oil 3. Charge the battery 4. Replace the hydraulic power unit/cylinder
3	Pallet jack doesn't start or doesn't move	1. Battery is charging 2. Battery is not connected 3. Issue with the fuse 4. Lower battery power 5. Emergency stop button is engaged 6. Tiller is not tilted enough	1. Fully charge the battery, then disconnect the charger. Connect the power cable to the battery 2. Connect the power cable to the battery 3. Check the fuse and if defective, replace it 4. Charge the battery 5. Disengage the emergency stop button
4	Battery does not charge	1. Charger was damaged 2. Battery is damaged	1. Replace the charger 2. Replace the battery

Model No. B3183515, B3782021

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