

The safety catch does not unlock.

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Problem:

The safety catch does not work, i.e. the platform does not go down.
The tension spring is broken.



Cause:

The tension spring broke when the stage was delivered.



Solution:

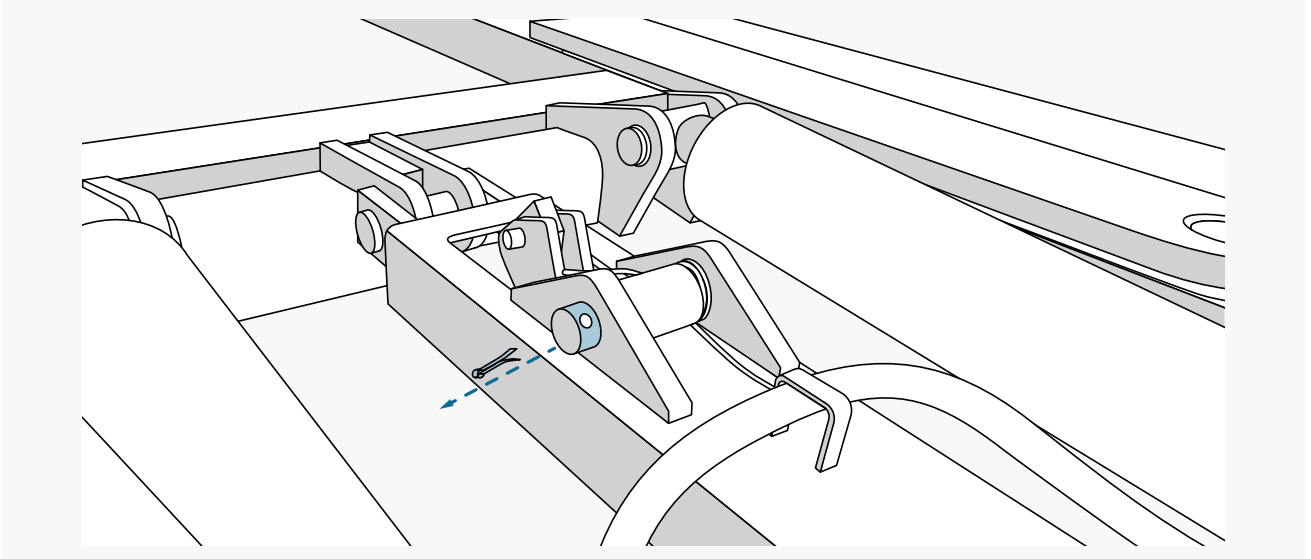
The tension spring must be replaced with a new one.

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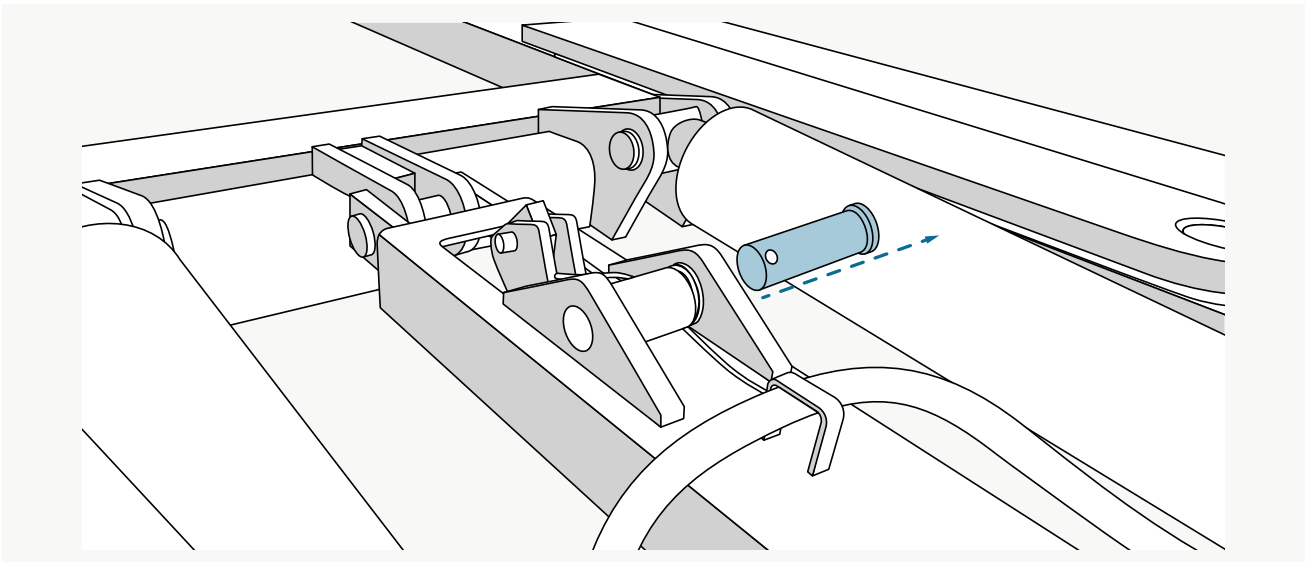
[Link to the tension spring in the shop](#)

1 Remove locking ring



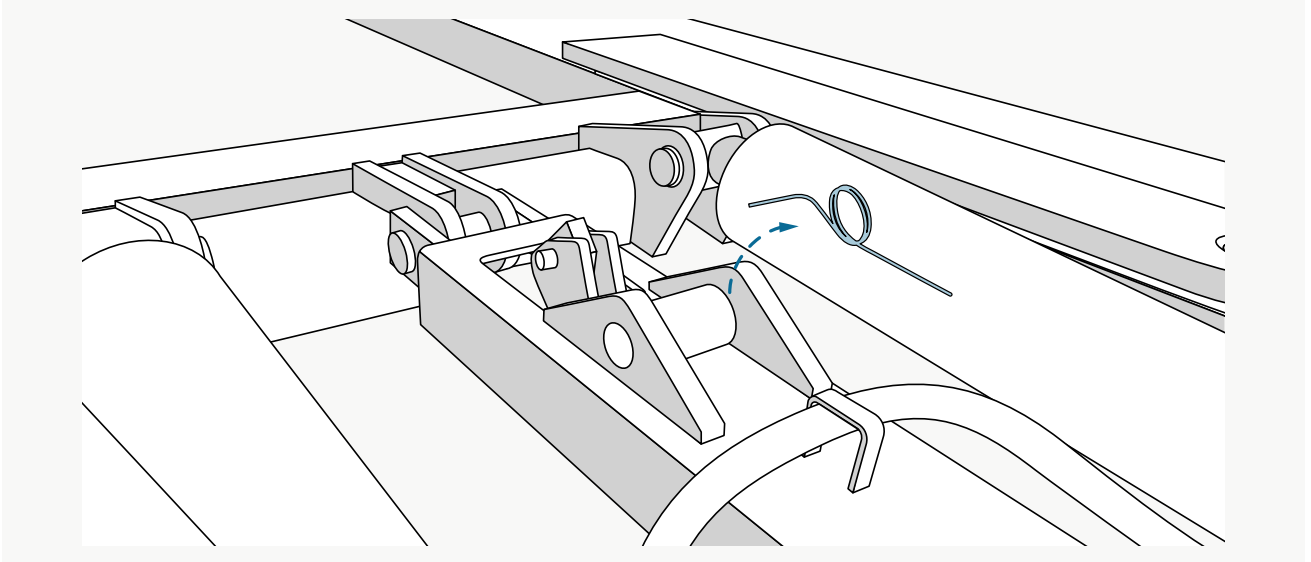
Using pliers, fold over the ends of the locking ring and pull it out of the notch.

2 Pull out the bolt



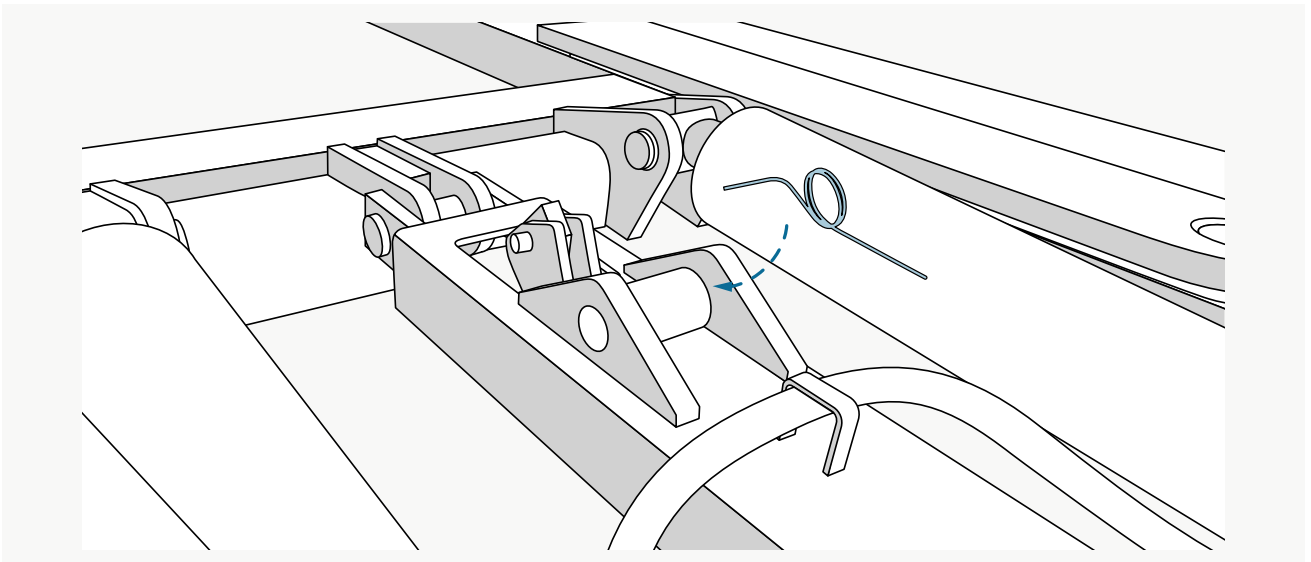
Remove the bolt to expose the tension spring and safety catch.

3 Take out the defective tension spring



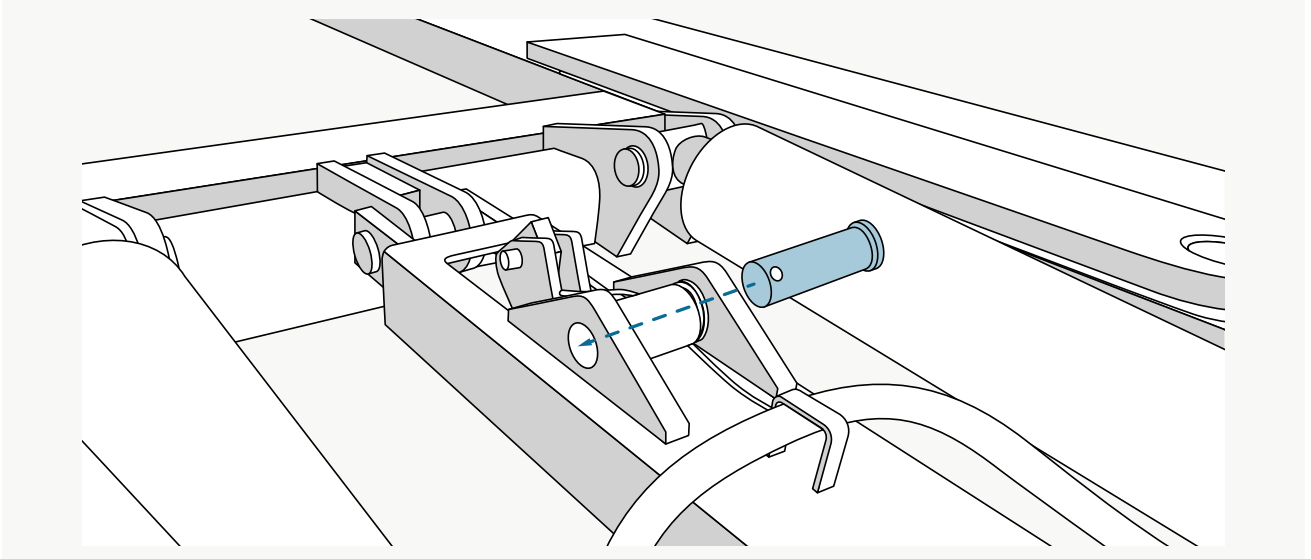
Now remove the defective tension spring.

4 Insert new spring



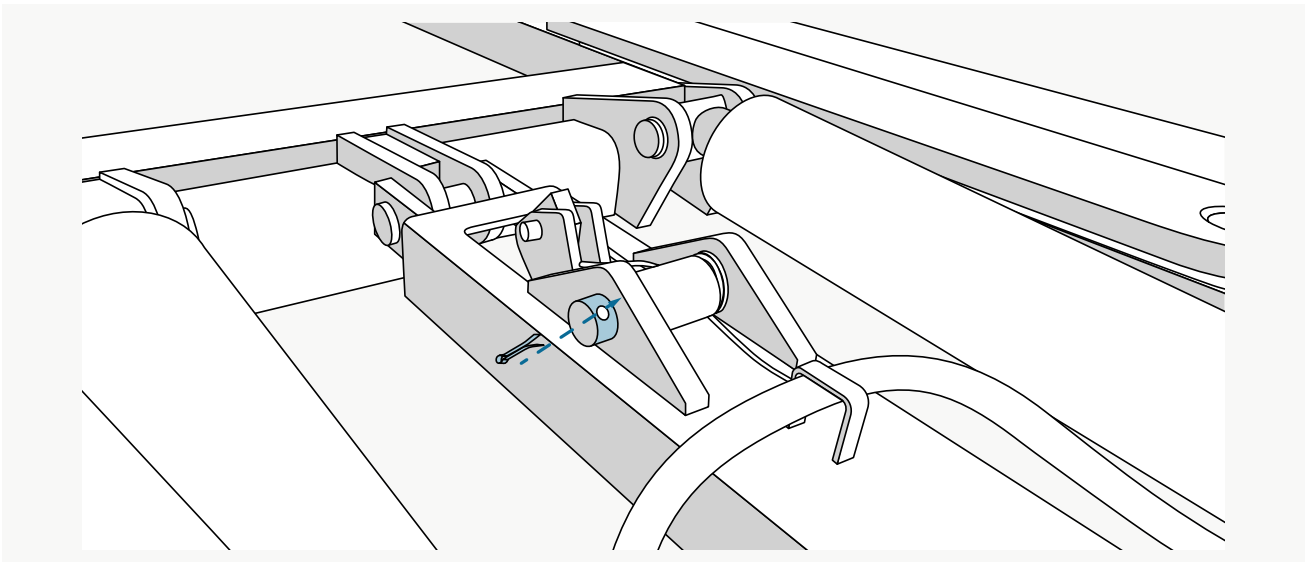
Put the new tension spring in the same position.

5 Reinstall bolts



Now reinsert the previously removed bolt.

6 Fix bolt with locking ring



Replace the locking ring and unfold the ends with pliers to re-secure the bolt.



After inserting the new tension spring, the platform works as intended again.