

**RIDE THE DUCKS INTERNATIONAL**  
Fleet Operations & Safety  
2320 West Highway 76  
Branson MO 65616

**Bulletin No.** SB-00-06-13  
**Release Date:** 11/7/13  
**Effective Date:** 11/7/13  
**Supersedes:** SB-00-06-13 Rev

1  
**Completion Date:** Immediate/Prior  
**Total Pages:** 8

## SERVICE BULLETIN

**REASON FOR RELEASE:** This bulletin is to address “hydraulic cylinders” on the Ducks wheelchair lifts. The previous bulletin provided directions on how to service the cylinder. The servicing of cylinders is no longer recommended and has been removed from this bulletin. Any wheelchair lift found with hydraulic cylinders leaking or not operating as designed, are to be **“replaced”** not serviced. The directions 1 - 11 below (lifts down speed adjustment) remain unchanged.

### DIRECTIONS:

1. Raise wheelchair lift to (red line) located on side wall. [SEE FIG #1](#)
2. Set jack stand under lift platform
3. Unscrew & remove existing 1- 3/4” x 3/8” diameter adjustment bolt [SEE FIG #2](#)
4. Replace & thread in 3” x 3/8” adjustment bolt & two nuts
  - a. place a nut on both sides of the lifts’ threaded ear [SEE FIG #3](#)
5. (Initially) thread in adjustment bolt until bolt is flush with the end of the second nut. [SEE FIG #4](#)
6. Apply 365 lbs of weight on the lift deck (2 persons averaging 175-190lbs is a sufficient simulation)
  - a. ensure lift adjustment knob is turned fully to the right - this locks the lift from lowering
7. Raise lift slightly, then remove jack stand
  - a. then reset lift height back to red line
8. Turn adjustment knob to left until adjustment bolt bottoms out or stops [SEE FIG #5](#)
9. With a stopwatch or other, time how long it takes the lift to lower from the red line to the floor.
  - a. **Proper lowering speed should not be less than six (6) seconds**
10. Screw in or out the lift adjustment bolt as necessary to achieve >6 second lowering speed
11. When proper adjustment is achieved, secure both nuts to adjustment bolt.
  - a. **NOTE:** Wheelchair lift configurations as shown in [FIG #6](#) only require speed adjustment.

### TROUBLESHOOTING, MAINTENANCE & TRAINING

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*NOTE: All work must be performed by qualified personnel. Use only authorized components, specified or provided by Ride The Ducks. All applicable OSHA safety standards and safe industry practices must be observed. Observe all safety information contained in the manufacturer’s manuals. Make available this bulletin and all related technical information to personnel using the equipment.*

[CONTACT US VIA EMAIL](#)  
RTDI FLEET OPS HOTLINE: 417 266 7676  
RTDI PARTS: 417 266 7626

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1. Lift won't adjust correctly or hesitates while raising or lowering:
  - a. Raise lift & look for signs of leaking hydraulic fluids
  - b. Excessive leakage requires replacement of hydraulic cylinder.
  - c. **For replacement Cylinders Contact:** [RTDI PARTS](#)
2. Maintenance: Operation & visual inspection should be conducted periodically
3. Training : All ADA equipment operators must be trained prior to use.
  - a. [WHEELCHAIR LIFT BOARDING PROCEDURE VIDEO](#)

Fig #1

FIG #1



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Fig #2



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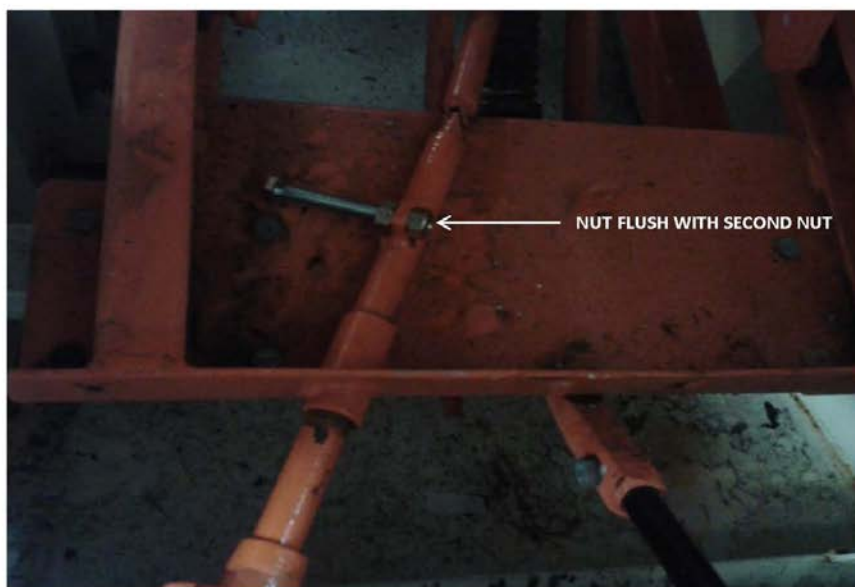
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Fig#3

Fig#4



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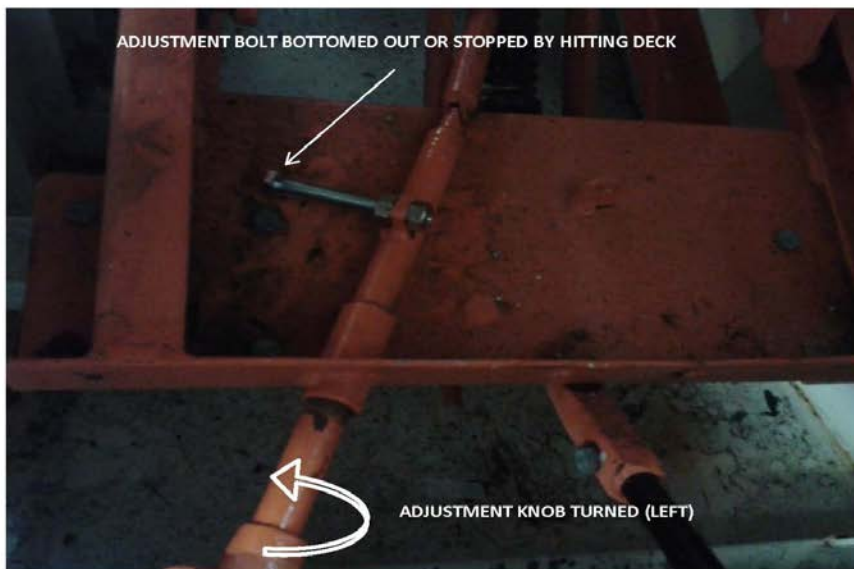
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Fig#5



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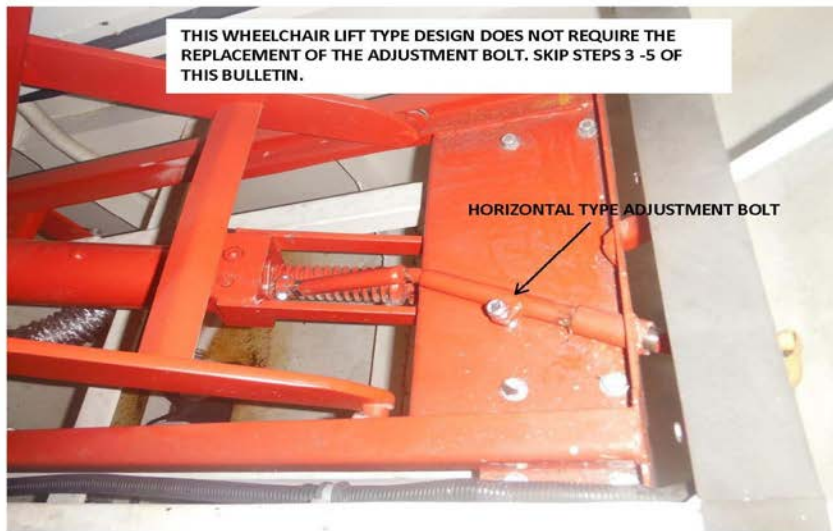
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Fig#6

FIG#6



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**NOTE**

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