CommandLIFT-6 Frequently Asked Question

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What comes with the CommandLIFT™ Door Operating System?	All of the components required to install the CommandLIFT™ Door Operating System are included in the package. An Installation Manual and Owner's Manual and Pre Installation Requirements manual are included. Track and motor unit, 12-32 volt 12 amp control box with 8-foot input battery cables with a 16-foot option available (sold separately), inline 30 amp fuse, two remote FOBs, emergency unlocking kit, two piece 70- foot output power cable, turn buckle assembly, and associated hardware.
What are the electrical requirements for the CommandLIFT™ Door Operating System?	A 12 or 24 volt DC, 30 amp continuous power supply is required to run the CommandLIFT™ Door Operating System. As a general rule, if the door is to be cycled more than 30 times on a given day, a deep-cycle battery may be in order. A Group 31 AGM (absorbed glass matting) type with a 95 to 125 amp-hour charge capacity is recommended.
What is the weight of the CommandLIFT ™ Door Operating System kit?	The typical CommandLIFT™ Door Operating System kit is approximately 56 pounds (25.4 kilograms).
What is the amperage draw for the CommandLIFT™ Door Operating System?	The nominal draw is 10 amps. Initial startup of 12 amps below 50 degrees Fahrenheit and 10 amps above 50 degrees Fahrenheit. Note: Electrical current peaks of 30 amps are possible. The power supply must be either 12 volt or 24 volt at 30 amps. 360 watts or 720 watts respectively.

What happens to the CommandLIFT™ Door Operating System if the vehicle's battery is low?	If either a low-voltage or a low-amperage condition exists, the CommandLIFT™ Door Operating System will simply not operate. There is a low voltage sensing system that will sense if the source power supply is below 10.5 volts or below. If this condition exists, the CommandLIFT will simply not operate. A warning light will be activated. This will help ensure there is enough battery power to start the vehicle and won't cause an over-current draw condition.
What happens if the CommandLIFT™ Door Operating System hits a box or obstruction while it is closing or opening?	The CommandLIFT™ Door Operating System stops, and reverses direction about 3 to 4 inches (7.62 to 10.16 centimeters) on a close cycle. This will allow the obstruction to be safely removed. The door will simply stop on an open cycle if it hits an obstruction.
How are the electronic components of the CommandLIFT™ Door Operating System protected?	The printed-circuit boards in the converter box and motor unit are "potted" and covered with a polyurethane conformal coating.

Can the CommandLIFT™ Door Operating System accidently be operated while the vehicle is moving?	WHITING® recommends latching the door using the existing door latch before operating the vehicle. CommandLIFT is <u>not</u> a locking system. Because of the jarring action of the vehicle in motion, the motor gears of the motor unit, gear rack, door rollers, and turnbuckle will be damaged. The CommandLIFT™ Door Operating System will shut off if it is activated while the door is latched. There is a feature of the control unit that can sense if the rear door is in a moving, partially opened or fully opened state with the truck moving and close the door and sound a buzzer. This feature is part of the auxiliary wiring harness. Note: customer will have to supply the buzzer and the extra wiring.
What is the minimum clearance (between the top of the horizontal door track and the roof) required to properly install the CommandLIFT™ Door Operating System? Note. On insulated retrofits, the roof bow pitch (distance between the roof bows) will have to be known before any installation begins. This may have to be acquired from the trailer or truck body manufacturer.	Type of WHITING® door Minimum clearance WHITING® DryFREIGHT™ 3 5/8 inches WHITING® TempGUARD™ 4 5/8 inches WHITING® ColdSAVER™ 5 1/8 inches
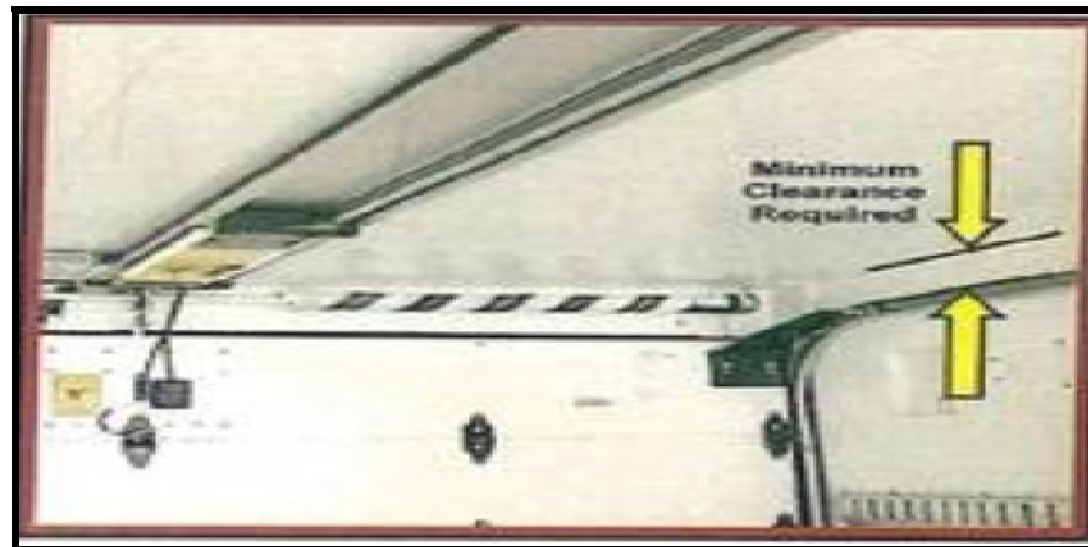
Check to ensure you have enough clearance above the open door on a retrofit to allow the top edge of the door to go through the radius of the door track with a CommandLIFT installed. An easy way to model this is to hold a piece of 2 x 4 against the ceiling and open the door. If the door does not clear the 2 x 4 it won't clear the CommandLIFT rail. See picture.	
How do you program replacement remote control transmitters or reprogram the original ones?	Instructions are included in the Instruction Manual and Owner's Manual. The CommandLIFT™ Door Operating System will accommodate 10 remote control transmitters.
How fast does the CommandLIFT™ Door Operating System operate?	This will depend on the height of the door. An average roll-up door fitted with a CommandLIFT™ Door Operating System should open completely in approximately 8 to 10 seconds.

What are the maintenance requirements of the CommandLIFT™ Door Operating System?	The key to good operation of the CommandLIFT™ Door Operating System is door maintenance: be sure the door itself is correctly balanced, clean and lubricated. Make sure the CommandLIFT™ aluminum track is clean and free of obstruction and that all of the electrical terminals are clean and securely connected. Regular (monthly) lubrication of the EMERGENCY key cylinder is required, and the plastic "sliders" on the motor unit should be inspected annually.
What is the warranty offered on the CommandLIFT™ Door Operating System?	The CommandLIFT™ Door Operating System is guaranteed against defective material and workmanship for a period of one (1) year from date of purchase and provided the CommandLIFT™ Door Operating System is installed on a WHITING® door.
What about lights?	The new CommandLIFT 6 system does not come with a standard 12 volt light. Although there is an option for it in the auxiliary wiring harness that comes with the unit. A customer-supplied light can be integrated into our system. The light is timed where it can be activated to be on during a door opened state for 15 minutes and 1 minute for a door closed state or if the door is in motion and commanded to stop.
How long does it take to install the CommandLIFT™ Door Operating System?	An average CommandLIFT™ Door Operating System installation will usually take between 2 and 6 hours depending on the complexity of the wiring and the location of the power supply.

Dual spring or single-spring balancer?	The CommandLIFT-6 system is designed to be implemented with a dual-spring balancer system not a single-spring system. If a single-spring system is used, a modified balancer bracket would have to be fabricated by the customer and installed.
What about insulated applications?	In general, retro fits on insulated applications are more challenging. The roof bow pitch (distance between roof bows) has to be known ahead of time before installation for proper mounting of the CommandLIFT track to the ceiling. Do not simply bolt, rivet or glue the track to the ceiling liner of an insulated application. Some type of mounting structure like furring strips or mounting brackets will have to be implemented with the bows. This will require dismantling and fabrication by the fitter. The track has to be anchored to the furring strips or brackets via rivets or bolts. Also, if there's no existing conduits, the power and signal cable harness that connects the control box and motor unit will have to be routed and fished through bulk heads which could be challenging with the insulating material present.
Is the CommandLIFT a door Lock?	No. The CommandLIFT is <u>not</u> a door lock. With the vehicle not moving and the CommandLIFT closed, the CommandLIFT will be a hindrance to any theft attempts but it is not a lock! With the vehicle in motion, the door's mechanical lock has to be engaged as motion and vibration will damage the engaged gear train and/or rollers or turnbuckle of the commandLIFT motor unit and track. Always use the door's lock when the vehicle is in motion! **Failure to do so will have warranty implications.**

What is the shipping box dimensions and weight of an individual unit?

CommandLIFT-6 Shipping Box
Dimensions and Weight

14.00"

6.25"

74.00"

Actual weight is 70 LBS
Dimensional weight is 53 LBS*

* Based upon the volumetric weight density scale factor
of 139 cubic inches per pound used by FedEx and UPS