



WINCH ADJUSTABLE LIVESTOCK LOADING RAMPS

Operation and Maintenance Manual

Version 1.0
Issued: 2025

For further technical guides
or assistance visit:

proway.com.au/service



www.proway.com.au

1300 655 383

PLEASE READ CAREFULLY PRIOR TO INITIAL OPERATION

Before you get started,

ProWay would like to thank you for your purchase.

ProWay has been designing and manufacturing Livestock Handling Equipment for in excess of 20 years and strives to continually improve our product.

To get the best out of your ProWay equipment, it is important that it is operated in accordance with its design intent and most importantly, is regularly inspected and maintained to ensure many years of trouble-free service.

Safety is our number one priority so please spend some time and familiarize yourself with the information outlined in this Operation and Maintenance Manual.

Should you require replacement parts or service support please contact us on.

Ph: 1300 655 383
Email: information@proway.com.au

Our service and technical operating hours are Monday to Friday, 9am – 5pm EST.
Please be aware our service technicians will not be available on public holidays or weekends.

Ramp models covered by this Operations and Maintenance Manual	Date Purchased
3.3m Permanent Adjustable Floor Sheep Ramp	
3.3 Permanent Adjustable Sale Yard Ramp	
Eco Mobile Cattle Ramp with adjustable floor	
6m Permanent Adjustable Floor Ramp	
8m Permanent Adjustable Loading Livestock Ramp	
8m Mobile Sheep Ramps (std and heavy duty)	

ProWay is an environmentally conscious and responsible company. Please recycle as many materials as possible that are generated from repairs and end of life activities. Dispose of all waste in accordance with relevant State and Territory regulations and guidelines.

CONTENTS

Critical Operation Safety :

Safety and Precaution Warnings	4
Exclusion Zone	5
Lifting / Lowering Procedure	6
Winch Operated Mobile Loading Ramps	7

Operation :

Ramp Working Load Limits (WLL)	8
Ramp Pre-operation Checks	9
Loading Ramp Operation	10

Loading Ramp Maintenance :

Introduction	11
Ramp Body (Permanent & Mobile)	12
Ramp Trailer (Mobile)	14
Lifting Device (Winch)	15

Maintenance and Critical Checks :

Cable Inspection	16
Cable Replacement	17
Electrical Limit Switch	20
12 Volt Solar Battery Charger	21
Maintenance Checklist and Log	22
Troubleshooting Guide	23
Product Warranty	24

SAFETY AND PRECAUTION WARNINGS

Intended Function

Only use this equipment for the intended function it was designed for. Never operate winch (lift or lower ramp a ramp) when the ramp is loaded with livestock or personnel are on the ramp.

Failure to do this may result in serious injury to the operator, those assisting, livestock and result in damage to the equipment

With this in mind, here are some basic safety recommendations:

- Read and become familiar with this *Safety Precautions and Warnings* section prior to installing, operating, maintaining or repairing.
- Store this document within easy reach of operation and/or maintenance personnel.
- Wear personal protective equipment and clothing as required.
- Familiarise yourself with and follow all safety guidelines prescribed by your company, and government safety regulations.

Warning Symbols

The following symbols are used to warn against dangers or possible sources of danger.



WARNING: Failure to observe may result in **personal injury, death** or equipment damage.



WARNING: Risk of electric shock. Failure to observe may result in personal injury, death or equipment damage.



WARNING: Crush Zone Keep clear at all times.



CAUTION: Failure to observe may result in equipment damage.

Trained Personnel

Only trained personnel should operate this equipment.

"Trained personnel" refers to individuals who understand the equipment and its safe operation, maintenance, and repair. Trained personnel are physically capable of performing the required tasks, within the relevant safety rules and regulations and have been trained to safely install, operate, maintain, and repair the equipment. It is the responsibility of the company operating the equipment to see that its personnel meet these requirements

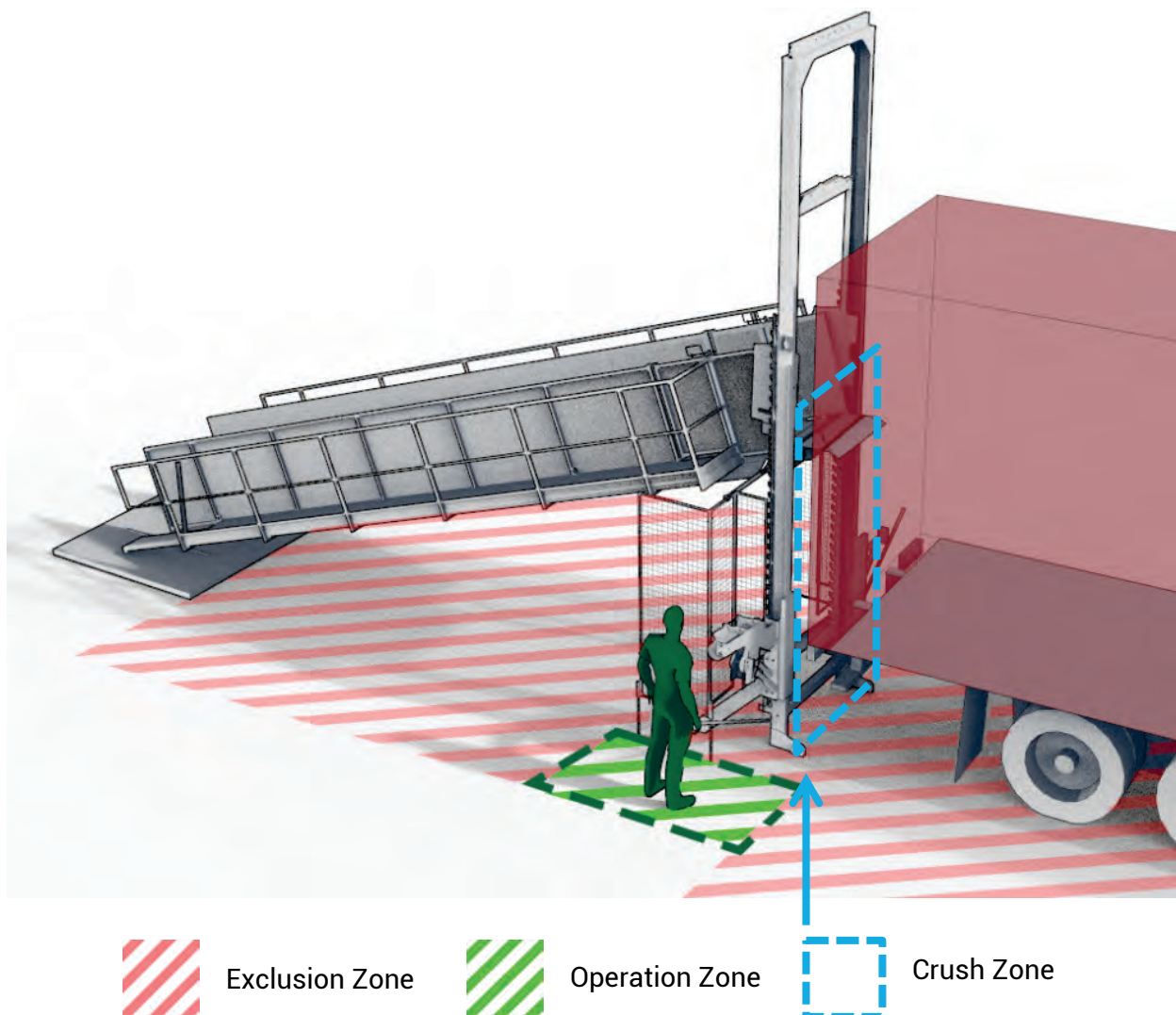
EXCLUSION ZONE

Ramps can potentially be dangerous and should only be operated and adjusted from specific areas. All other area around and under the ramp are considered an "Exclusion Zone"

The following diagram shows the location from where the ramp should be operated from and the relevant Exclusion zones when the ramp is being adjusted

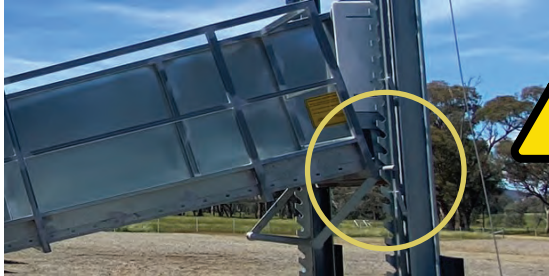
On larger ramps, exclusion fencing is provided. This should not be removed and should be replaced immediately if damaged.

WARNING : Do not operate ramp within bounds of this Exclusion Zone shown below.



WARNING : Crush Zone, Always observe reversing trucks from a safe distance

CRITICAL OPERATION SAFETY – LIFTING / LOWERING PROCEDURE



Safety bar engaged

ENSURE THE SAFETY BAR IS ENGAGED PRIOR TO LOADING:

The safety bar should be engaged on both sides of the gantry prior to loading or using walkway.



Never raise/lower ramp while under load

NEVER OPERATE WINCH UNDER LOAD:

The ramp is not designed to be raised or lowered while people or sheep are inside the ramp or on the walkway.



Keep clear while operating winch

CLEAR AREA:

Ensure all personnel are clear of the ramp before raising or lowering it.

OPERATOR POSITIONING:

Stand clear of the ramp body while raising and lowering. Operate the winch from the ground, the ramp should not be operated from its walkway.

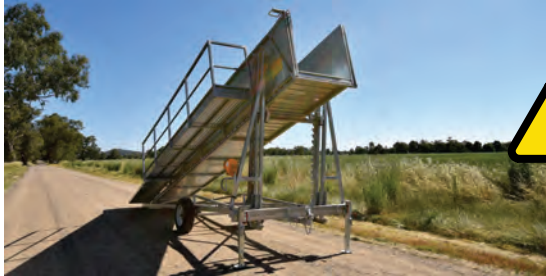


Drop over flap stowed when lifting

DROP OVER FLAP POSITIONING:

The drop over flap must be folded back inside the ramp before adjusting the ramp's height.

CRITICAL SAFETY – WINCH OPERATED MOBILE LOADING RAMPS



Ramp level at both ends

RAMP SHOULD BE LEVEL CROSS-WISE AT BOTH ENDS:

To avoid twisting while lifting ensure the ramp is level across both entry and exit ends of the ramp.



Wind down legs down both sides

WIND DOWN LEGS MUST BE DOWN AT TRUCK END:

Ensure the ramp body is well supported, with both drop down legs stable on the ground before lifting and/or lowering the ramp.



Keep clear while operating winch

CLEAR AREA:

Ensure all personnel are clear of the ramp before raising or lowering it. Do not use winch while ramp is loaded with sheep.

OPERATOR POSITIONING:

Stand clear of the ramp body while raising and lowering. Operate the winch from the ground, the ramp should not be operated from its walkway.



Safety bar engaged both sides

ENSURE SAFETY BAR IS ENGAGED BEFORE USE:

Never load sheep with ramp supported by cable alone.

DO NOT USE IN HIGH WINDS

NEVER LEAVE RAISED LOADING RAMP UNATTENDED

RAMP WORKING LOAD LIMITS (WLL)

All ProWay Loading Ramps are designed to accommodate a specified Working Load Limit (WLL).

The Working Load Limit (WLL) refers to the maximum weight which can be applied to the Ramp component of the Loading Ramp.

The Working Load Limit (WLL) must not be exceeded.

WARNING : Working Load Limits are calculated based on the safety bar being engaged. Never load livestock or use the walkway without the safety bar being engaged.

Ramp Model	Working Load Limit (WLL)
3.3m Permanent Adjustable Floor Sheep Ramp	1,600kg
3.3m Permanent Adjustable Sale Yard Ramp	1,600kg
Eco Mobile Cattle Ramp with adjustable floor	1,600kg
6m Permanent Adjustable Floor Ramp	2,800kg
8m Permanent Adjustable Livestock Loading Ramp	2,800kg
8m Mobile Adjustable Livestock Loading Ramps (Std and HD model)	2,800kg



RAMP PRE-OPERATION CHECKS

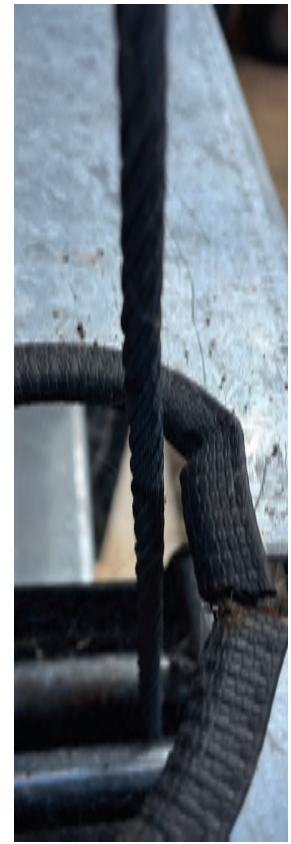
A pre-operation check should be undertaken prior to the winch being operated.

- Check the winch for any physical damage which may have occurred from vehicles
- check all electrical cables for signs of physical damage, pinching or wear.
- Check all control buttons and pendants for signs of physical and weather damage
- Ensure all 12 volt electrical connections are free of corrosion and are tight



Only licensed electricians should work on the 240V Winch Electrical connections.

- Check winch alignment and hold down bolts
- Ensure all covers and safety shields are in place
- Inspect all sheaves as detailed in "Ramp Body " section
- Conduct a thorough inspection of the cable as detailed in the following "Cable Inspection" section



LOADING RAMP OPERATION

OPERATOR POSITIONING

- Operators should stand on the winch side of the ramp at ground level, ensuring they can access both the winch handle / winch electric controls and the safety bar release arm.
- Ensure the truck bridge flaps have been folded back for both raising and lowering activities.
- Ensure there is no livestock or personnel on the ramp
- Ensure there is no personnel in or near the Exclusion Zone.

RAISING THE RAMP

- Use the winch to raise the ramp.
- As the ramp rises the safety bar release arm can be pushed down to allow the safety bar to clear the ratchet stops. (This will reduce the noise of the safety bar travelling over the ratchet stops).
- Once the ramp is in the desired position, release the safety bar release arm and lower the ramp until the safety bar fully engages with the ratchet stops on both sides.
- Release the cable slightly further to eliminate any load on the winch cable.
- Do not allow the cable to become too slack and loosely collect on the winch spool.
- Re install the truck bridge flaps and proceed to load / unload.

LOWERING THE RAMP

- Raise the ramp slightly to release it from the safety ratchet position
- Firmly pull the safety bar release arm to force the safety bar clear of the ratchet
- With the safety bar release arm held down, lower the ramp to the desired position
- As you approach the desired height, release the safety bar release arm and ensure the safety bar fully engages with the ratchet stops on both sides.
- Release the cable slightly further to eliminate any load on the cable.
- Do not allow the cable to become too slack and loosely collect on the winch spool.
- Re install the truck bridge flaps and proceed to load / unload.

AT CONCLUSION OF LOADING / UNLOADING LIVESTOCK

- It is good practise once you have finished loading / unloading to lower the ramp to the first deck height and ensure there is no load on the winch cable.
- Ensure the truck bridge flaps are folded back in readiness for the next truck.

LOADING RAMP MAINTENANCE

INTRODUCTION

Your ramp should be inspected and maintained regularly to ensure you have long and trouble-free operation. There are 3 main areas for maintenance

- Ramp body (permanent and mobile)
- Ramp trailer (mobile)
- Lifting device (winch – hand, 12 volt and 240 volt)

A check list and maintenance log are provided towards the rear of this document and should be used to record your inspection and maintenance activities. Where parts are worn or damaged they should be replaced as soon as possible. Do not operate a ramp that has broken or worn components.

Never undertake any maintenance work without ensuring the ramp body is engaged in a locked position or fully supported.



LOADING RAMP MAINTENANCE

RAMP BODY (PERMANENT AND MOBILE)

- Inspect the ramp for evidence of collision or misuse that could compromise its operation.
- Inspect and clean the ramp floor regularly. Build up of moisture, mud and animal waste can lead to corrosion and weakness causing potential damage to stock and operators.
- Inspect and clean the walkway/s (if fitted). Ensure they are clean and clear of obstructions and slip hazards
- Ensure there is no materials in and around the ramp which will cause trip hazards or impact operation.
- Inspect all nuts and bolts and clamping mechanisms and ensure they are tight and in the correct position.



Ramp Access Doors (if fitted)

- Inspect and test the operation of the ramp access doors.
- Ensure the gate self closes when the ramp is at its highest point'
- Check latch operation and grease latch and catch



Truck Bridge Flaps

- Check that the truck bridge flaps move freely up and over and sit flat when in position
- Ensure lifting chain is in position and functioning
- Check that the pivot /slide operates freely. If not clean and lubricate.
- If truck bridge flaps are damaged, repair or replace.

Exclusion Fencing

- Ensure there is no damage to the exclusion fence and its mountings are secure
- Repair any damage that may have occurred.

LOADING RAMP MAINTENANCE

RAMP BODY (PERMANENT AND MOBILE)



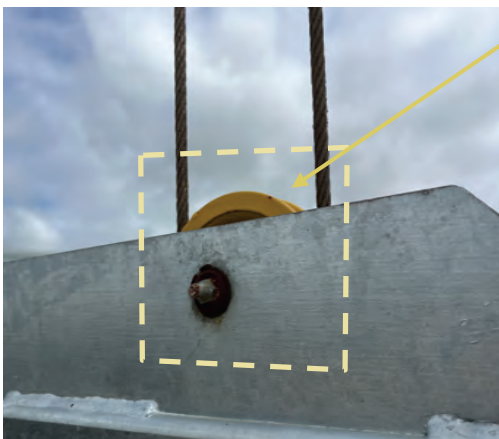
Safety bar and release arm

- Ensure the safety bar is straight and engaging with the ratchet plate squarely and evenly on both sides
- Ensure the safety arm swings freely when disengaged.
- Check the pivot bolts are secure and lubricate the connection
- Check that all release mechanism are in place and working correctly
- Adjust the safety bar release arm if necessary to allow easy action
- Check all nuts and bolts and lubricate all moving parts



Guide wheels

- Ensure guide wheels are tracking correctly in the gantry (permanent) and the frame (mobile).
- Adjust guide wheels in or out as required on permanent ramps to ensure they track correctly in the gantry.
- Check and tension all holding nuts and bolts.
- Grease all guide wheel axles via their grease nipples
- Inspect the guide wheels located at the base of the ramp and grease accordingly.



Cable Sheaves

Warning – access to the top sheaves should only be done from an approved access system

- Inspect sheaves for wear from cable
- Inspect sheave axles and ensure the sheave rotates freely
- Replace worn sheave and axles if necessary.
- Grease and lubricate sheaves via the grease nipples (if fitted) or remove and grease plain bearing bush.
- Ensure circlip is installed.

LOADING RAMP MAINTENANCE

RAMP TRAILER (MOBILE)

Proway Mobile Loading Ramps are classified as Agricultural Implements and should be towed in accordance with the relevant State and Territory laws

In addition to the "Ramp Body" maintenance instructions, the following should be undertaken:

- Regularly check the tyre pressure and tread depth. tyres that are under-inflated or have worn treads can be dangerous on the road. Be sure to check the tire pressure at least once a month and replace any tires that are worn or damaged.
- Inspect tyres, wheels, and axles. These are critical components of the trailer that must be in good working condition. Check for any signs of wear or damage, and have them repaired or replaced as needed.
- Check the lights and electrical connections. Make sure all the lights are working properly, including the brake lights, turn signals, and tail lights. Also, check all electrical connections to ensure they are secure and not corroded.
- Mobile ramps have many moving parts, such as the wheel bearings, caster wheels, axle(s), and the tow hitch. These parts should be checked, serviced and lubricated regularly to prevent rust and wear.
- Check the suspension. The suspension system is responsible for keeping the trailer level and stable on the road. Check for any signs of wear or damage, and have it repaired or replaced if required.
- Clean the ramp body after use. Use high pressure, clean water to wash the ramp floor and walls to prevent corrosion and increase longevity.
- Store the ramp in mobility mode when not in use and never leave mobile ramps in a raised position. Store the ramp in a dry, covered area to protect it from the elements.



LOADING RAMP MAINTENANCE

LIFTING DEVICE (WINCH)

All ramps covered by this manual utilise a winch to facilitate the raising and lowering of the ramp.

The following tables itemise the type of winch that are used on each model. You will have been provided the Manufacturers Operation and Maintenance Manual for the relevant winch and this should be read in conjunction with this manual.

One of the most critical components (and highest fail points) of a winch is its cable. This ProWay Operation and Maintenance Manual provides key advice in regards to inspecting the winch cable and ensuring it is fit for operation. Please read the follow section carefully.

Ramp Type	BHW 1200 Manual Winch	BHW 2600 Manual Winch	PDV450 Pacific Hoist 12 Volt	ACW305 Pacific Electric Winch 240 Volt
3.3m Permanent Adjustable Floor Sheep Ramp	✓			
3.3m Mobile Adjustable Floor Sheep Ramp	✓			
3.3m Permanent Adjustable Floor Cattle Ramp		✓		
3.3m Mobile Adjustable Floor Cattle Ramp		✓		
6m Permananet Adjustable Floor Ramp		✓	✓	✓
8m Permanent Adjustable Livestock loading ramp		✓	✓	✓
8m Mobile Adjustable Livestock Ramp		✓	✓	

Winch Type	Cable Specification	Replacement Cable Length (m)	ProWay Item Code
BHW 1200 - Manual Winch	6mm Stainless Steel G316 Wire Rope	8	FWCASS8M
BHW 2600 - Manual Winch	6mm Stainless Steel G316 Wire Rope	8 (for 3.3m Ramps) 14 (for 6 & 8m Ramps)	FWCASS8M FWCASS14M
PDV450 Pacific Hoist - 12 Volt	6mm Stainless Steel G316 Wire Rope	14	FWCASS14M
ACW305 - Pacific Electric Winch - 240 Volt	6mm Stainless Steel G316 Wire Rope	14	FWCASS4M

MAINTENANCE AND CRITICAL CHECKS

CABLE INSPECTION

Inspect the wire rope monthly and/or before each intended use.

Identifying Damaged Cable:

- **Breaks:** Look for broken strands or wires along the length of the cable.
- **Kinks:** Check for permanent kinks or bends in the wire – particularly at the lifting sheave, which can indicate internal damage.
- **Corrosion:** Check the wire rope for signs of significant corrosion, which can weaken the integrity of the cable.
- **Fatigue:** Check any areas where the cable appears worn or has lost its original shape, as this may indicate weak points or fatigue.

Action Required: If any of these issues are detected, immediately remove and replace the cable to prevent failure during operation.

Wire Rope Alignment:

- Check that the wire rope is aligned through the sheaves.
- If misaligned, take the weight off the ramp using the safety mechanism, release tension on the wire rope, then realign it.

TYPICAL WIRE ROPE DAMAGE



Broken Wires



Kinks



Corrosion



Fatigue



WARNING :

Failure to maintain and replace damaged cable may result in serious injury or damage to equipment.

MAINTENANCE AND CRITICAL CHECKS

CABLE INSPECTION

Below are images of cables which have reached critical condition and should be replaced.



Action Required: If any of these issues are detected, immediately remove and replace the cable to prevent failure during operation.



WARNING :

Failure to maintain and replace damaged wire may result in serious injury or damage to equipment.

MAINTENANCE AND CRITICAL CHECKS

CABLE REPLACEMENT

In the event of the cable being damaged or worn, the following steps outline the best practice for replacement of the winch cable.

Note – consult the specific Winch Manual for model specific information.

Warning – ensure the appropriate cable strength and diameter are used when replacing cables

Winch Type	Cable Specification	Replacement Cable Length (m)	ProWay Item Code
BHW 1200 Manual Winch	6mm Stainless Steel G316 Wire Rope	8	FWCASS8M
BHW 2600 Manual Winch	6mm Stainless Steel G316 Wire Rope	8 (for 3.3m Ramps) 14 (for 6 & 8m Ramps)	FWCASS8M FWCASS14M
PDV450 Pacific Hoist - 12 Volt	6mm Stainless Steel G316 Wire Rope	14	FWCASS14M
ACW305 Pacific Electric Winch 240 Volt	6mm Stainless Steel G316 Wire Rope	14	FWCASS4M

To Remove Existing Damaged Cable:

- Lower the ramp to its lowest position and ensure the safety bar is engaged on both sides.

Note – If the cable has broken, ensure the safety bar is in place and engage on both sides before commencing any works. If necessary use an alternate lifting device (i.e. front-end loader or equivalent) to lift or lower the ramp body to allow the safety bar to engaged properly on both sides of the ramp.

- Lower the winch until there is no strain on the cable.
- For Permanent ramps, ensure the hanger bar retaining pin is in place to hold the hanger bar in the vertical position when the cable is removed.
- Remove any covers and guards necessary to provide clear access.
- Remove the cable end fastening point.
- Remove the cable from the existing sheaves (note – in many cases the sheave pin will need to be removed to facilitate cable removal).
- Unwind the cable from the winch (the winch typically can be disengaged to facilitate this)
- Disconnect the cable from the winch.

MAINTENANCE AND CRITICAL CHECKS

CABLE REPLACEMENT

To Install Replacement Cable

- Depending on the ramp type, the end of the cable which connects to the ramp will be fitted and swagged with a thimble, or alternatively rely on a minimum of 3 cable clamps to secure the cable to the fixing point.
- Install the replacement cable through the sheaves and secure at the fixing point
- connect the end of the cable to the winch drum in accordance with manufacturers instructions.
- Tension the cable slightly and wind the cable onto the winch, ensuring the cable is evenly spaced across winch drum (i.e. not bunched).
- Carefully take up the slack on the cable until the ramp is just about to lift.
- Ensure all personal are clear and out of the exclusion zone.
- Raise and lower the ramp and observe the cable flow around and across the drum.
- Repeat several times to ensure cable is bedded in and running correctly.
- Replace all covers and guards that may have been removed to facilitate the cable change.
- Record the date the new cable was installed.



✔ **Termination Point:**
Ensure the cable end is professionally terminated with a Thimble and Swage or secured with 3 cable clamps.

● **Sheaves:**
Most ramps will have three sheaves which the cable must pass through freely.

Note: Example ramp/cable shown may differ based on model and orientation. Be sure to follow existing sheave locations and instructions.

MAINTENANCE AND CRITICAL CHECKS

ELECTRICAL LIMIT SWITCH

Ramps equipped with 12 volt or 240 volt electrical winches are fitted with a limit switch. The limit switch will shut the winch off when the ramp reaches its upper limit.

The limit switch is triggered when the paddle or arm is hit by the guide wheel.

The limit switch is a critical device and should never be bypassed. If it is damaged replace immediately.

The limit switch should be tested on an annual basis as a minimum.

To test the limit switch, raise the hoist until the limit switch paddle or arm is triggered.

When the paddle or arm is triggered the winch will stop going up. The winch can be lowered and the limit switch will reset.

Danger – do not take the ramp body past the limit switch position as this could result in serious damage and cable failure.

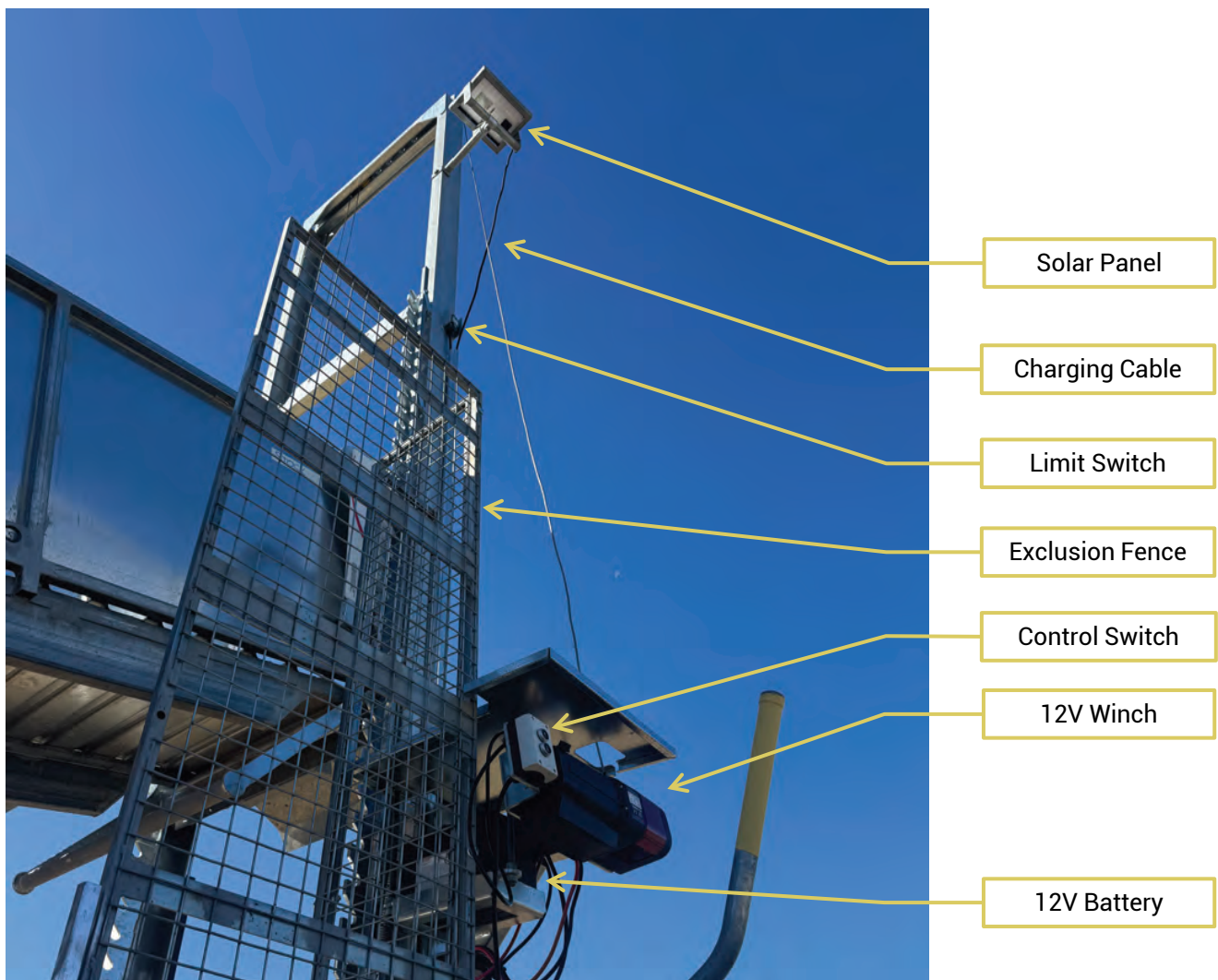


MAINTENANCE AND CRITICAL CHECKS

12 VOLT SOLAR BATTERY CHARGER

For 12 volt winches that are fitted with Solar charging the following checks should be undertaken:

- Check the supports for the solar panel and that the panel is in place to attract maximum sunlight, adjust as required.
- Check the wires are continuous and in place and are secured appropriately.
- Check that all cable and battery connections are secure.
- Check battery charge indicator, replace battery as necessary.
- Clean solar panel regularly.



MAINTENANCE CHECKLIST AND LOG

Before undertaking any maintenance ensure the safety bar is engaged on both sides and all personnel, livestock and other hazards have been cleared from the area. Stand clear of the ramp body whilst raising and lowering. If the safety bar has been disassembled for repair or maintenance, ensure the ramp body is adequately supported and secured to prevent movement and falling.

A general maintenance check should be done prior to each use. Routine maintenance should occur every 3 months as a minimum or monthly if the ramp is highly used. Use the following checklist as a guide and record your results. Further copies of this sheet are available from ProWay on request.

The maintenance tasks in the specific Winch Manual should also be undertaken as part of this exercise.

MAINTENANCE TASK	DATE	DATE	DATE	DATE
RAMP BODY (ALL RAMPS)				
• Inspect ramp and gantry for general damage.				
• Check all bolts and retainers for tightness				
• Clean ramp and walkways of waste material				
• Check that exclusion fencing and signage is in place and not damaged				
• Inspect ramp access door for correct operation. Grease catches				
• Inspect truck bridge flaps for damage and correct operation. Clean and grease.				
• Inspect safety bar for correct operation. Grease pivot points				
• Ensure all guide wheels are in alignment and running freely				
• Grease all guide wheels (gantry and at base of ramp)				
• Inspect all cable sheaves for correct operation and wear and tear				
• Grease all sheaves				
RAMP TRAILER (MOBILE RAMPS)				
• Check tyre pressures and tread depth				
• Inspect tyres, wheels, suspension and axles				
• Check tow hitch is fastened correctly to the tow frame and tow ball				
• Grease bearings, pins and shackles				
• Check lights and indicators for correct operation				
WINCH (ALL RAMPS)				
• Inspect cable for damage and wear, and that cable is spooled correctly				
• Check winch hold down bolts and rollers				
LIMIT SWITCH (ELECTRIC WINCHES)				
• Inspect all cables and connections				
• Inspect all limit switch paddles and actuators				
• Test limit switch function				
SOLAR PANEL CHARGER AND BATTERY (ELECTRIC WINCHES)				
• Check panel mounts and panel for damage. Clean if dirty				
• Check cabling and connections				
• Check battery condition				

TROUBLE SHOOTING GUIDE

The following table outlines some of the most common issues that occur with loading ramps and the suggested solutions. For more detailed trouble shooting please contact ProWay.

ISSUE	SUGGESTED SOLUTION
Safety bar difficult to disengage	- Check all lever mechanisms for correct operation and that they aren't bent. - Lubricate all moving components. - Check for and remove any barbs on the ratchet teeth that may be catching the safety bar. - Check bolts are firm enough to reduce any "play" on safety bar pivot points - Adjust chain length to get enough leverage for safety bar handle.
Safety Bar handle fails to return to upright position when released	- Check all lever operations as above. - Adjust spring return tension as required.
Ramp jerks as it goes up	- Clean entry guides and wheels so there are no restrictions to ramp moving backwards and forwards. - Grease all guide wheels. - Ensure nothing is catching on the ratchet as the ramp is raised. Fully depress operation buttons for smooth operation.
Ramp guide wheels come out of the ramp gantry	- Adjust ramp guide wheels on both sides to ensure they remain in the gantry frame. - Check base guide wheels are within runners.
Ramp doesn't raise evenly (cross ways)	Ensure lifting cable is terminated in the correct hole on the top of the gantry – refer to installation instructions.
Hanger falls forward or backwards from vertical position when winch cable is released.	- Ensure locking pin on the top of the hanger is extended long enough to engage inside the Gantry column. - Maintain light tension on the winch cable, over slacking cable can lead to this issue in future. - Adjust length as necessary.
Ramp doesn't stop rising when it hits the limit switch.	Limit switch faulty – replace and test
Ramp won't raise	- Check that the limit switch hasn't been damaged or is activated. Repair / replace as necessary. - Check Power is on, safety switches are activated. Check cable is not jammed.
12 Volt Winch won't work	Battery is flat. Check and replace if necessary. Check that Solar charger is working (if fitted).
240 Volt Winch won't work	- No power to winch – check main isolator and circuit breaker. - Limit switch may be activated. - Up/Down switch or controls may be faulty - Contact an electrician to review.
Winch cable hitting on guard	- Reposition guard to ensure cable runs freely. - Check that cable is correctly spooled on drum.
Cable is worn or damaged	Replace cable immediately – follow Winch Operations and Maintenance Manual.
Sheaves squealing when winch is operated	- Dry or failed bearings. - Reduce load on cable, remove and inspect sheaves. - Grease and reinstall or replace if sheave or bearing is worn.
Winch Cable bunched on drum	- Cable being wound without sufficient tension allowing bunching. - Unwind cable and rewind providing tension as the cable winds on to sit and spool properly. - If Cable is squashed or damaged, replace.

PRODUCT WARRANTY

ProWay Livestock Equipment and facilities are covered by a 12-month warranty against workmanship and/or materials from date of practical completion. For standalone products which are delivered in working condition, the warranty period commences from date of delivery.

Scheduled maintenance of ProWay products and facilities is recommended and will ensure many years of safe and efficient stock handling. With the correct site preparation and recommended professional installation, our products and facilities can be expected to last for generations. Should you experience a defect with a product or component within the warranty period, please cease ongoing use and contact your ProWay representative for assistance.

In the case that the fault is deemed under warranty, ProWay will replace and repair the issue on site or provide adequate materials and instructions to resolve the issue.

All steel and structural materials used are to the standard shown in the test certificates and comply with the relevant Australian Standards. Upon request, copies of the test certificates can be provided. In the case of extreme corrosive environments such as coastal locations, ProWay recommend a higher level of protection and maintenance is required to ensure greater longevity.

For service and repairs outside of the warranty period, ProWay will advise on practical actions required to rectify issues in a timely manner.

Workmanship

ProWay offer a 12-month warranty against workmanship and material failure on goods manufactured by ProWay. This excludes damage caused from unsuitable or unintended use i.e. vehicles or machinery colliding with equipment, modifications made subsequent to ProWay installation by a third party. Any defects deemed within the warranty period will be repaired if possible or replaced as required.

ProWay Fittings and Hardware

From date of practical completion and/or supply of standalone equipment, ProWay offer a 12-month warranty on steel, fittings, hardware and components installed or supplied as part of ProWay stockyards and equipment. Any defective items will be replaced in line with the terms and conditions outlined in the project summary sheet.

External Product Supplier Warranties

Some ProWay products including winches and hoists, hydraulic, pneumatic, motorised and remote solutions include parts sourced from external suppliers. ProWay endeavour to source high quality and reputable components from external suppliers. This affords ProWay certain manufacturers' warranties in relation to those goods. The benefits of these warranties are passed on to our customers as required.

Product Defect Clause

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

THE CHOICE OF LIVESTOCK PROFESSIONALS

Head Office: 19 Bomen Rd. Bomen NSW, 2650
Regionally based designers servicing clients across Australia

Phone: 1300 655 383

Phone (international): +612 6932 4000

Fax: 02 6931 8410

Email: information@proway.com.au

ProWay
Livestock Equipment

www.proway.com.au

