

Technical Manual

Troubleshooting

ZAXIS

330-3 class

330-3•330LC-3

350H-3•350LCH-3

350LCK-3

350LC-3•350LCN-3

Hydraulic Excavator

Service Manual consists of the following separate Part No;
Technical Manual (Operational Principle) : Vol. No.TO1V7-E
Technical Manual (Troubleshooting) : Vol. No.TT1V7-E
Workshop Manual : Vol. No.W1V7-E

INTRODUCTION

TO THE READER

- This manual is written for an experienced technician to provide technical information needed to maintain and repair this machine.
- Be sure to thoroughly read this manual for correct product information and service procedures.
- If you have any questions or comments, or if you found any errors regarding the contents of this manual, please contact using "Service Manual Revision Request Form" at the end of this manual. (Note: Do not tear off the form. Copy it for use.):

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ADDITIONAL REFERENCES

- Please refer to the materials listed below in addition to this manual.
 - The Operator's Manual
 - The Parts Catalog
 - Operation Manual of the Engine
 - Parts Catalog of the Engine
 - Hitachi Training Material

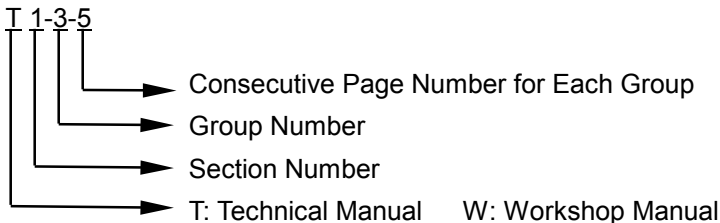
MANUAL COMPOSITION

- This manual consists of three portions: the Technical Manual (Operational Principle), the Technical Manual (Troubleshooting) and the Workshop Manual.
- Information included in the Technical Manual (Operational Principle): technical information needed for redelivery and delivery, operation and activation of all devices and systems.
- Information included in the Technical Manual (Troubleshooting): technical information needed for operational performance tests, and troubleshooting procedures.
- Information included in the Workshop Manual: technical information needed for maintenance and repair of the machine, tools and devices needed for maintenance and repair, maintenance standards, and removal/installation and assemble/disassemble procedures.

PAGE NUMBER

- Each page has a number, located on the center lower part of the page, and each number contains the following information:


Example : T 1-3-5



INTRODUCTION


SAFETY ALERT SYMBOL AND HEADLINE NOTATIONS

In this manual, the following safety alert symbol and signal words are used to alert the reader to the potential for personal injury or machine damage.


 This is the safety alert symbol. When you see this symbol, be alert to the potential for personal injury. Never fail to follow the safety instructions prescribed along with the safety alert symbol.

The safety alert symbol is also used to draw attention to component/part weights.

To avoid injury and damage, be sure to use appropriate lifting techniques and equipment when lifting heavy parts.

-  **CAUTION:**
Indicated potentially hazardous situation which could, if not avoided, result in personal injury or death.

- **IMPORTANT:**
Indicates a situation which, if not conformed to the instructions, could result in damage to the machine.

-  **NOTE:**
Indicates supplementary technical information or know-how.

UNITS USED

- SI Units (International System of Units) are used in this manual. MKSA system units and English units are also indicated in parentheses just behind SI units.

Example : 24.5 MPa (250 kgf/cm², 3560 psi)

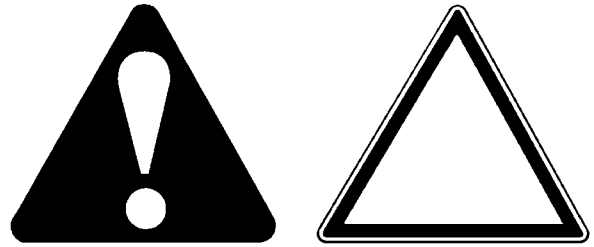
A table for conversion from SI units to other system units is shown below for reference purposes.

Quantity	To Convert From	Into	Multiply By	Quantity	To Convert From	Into	Multiply By
Length	mm	in	0.03937	Pressure	MPa	kgf/cm ²	10.197
	mm	ft	0.003281		MPa	psi	145.0
Volume	L	US gal	0.2642	Power	kW	PS	1.360
	L	US qt	1.057		kW	HP	1.341
	m ³	yd ³	1.308	Temperature	°C	°F	°C×1.8+32
Weight	kg	lb	2.205	Velocity	km/h	mph	0.6214
Force	N	kgf	0.10197		min ⁻¹	rpm	1.0
	N	lbf	0.2248	Flow rate	L/min	US gpm	0.2642
Torque	N·m	kgf·m	1.0197		mL/rev	cc/rev	1.0
	N·m	lbf·ft	0.7375				

SAFETY

RECOGNIZE SAFETY INFORMATION

- These are the **SAFETY ALERT SYMBOLS**.
 - When you see these symbols on your machine or in this manual, be alert to the potential for personal injury.
 - Follow recommended precautions and safe operating practices.



001-E01A-0001

SA-688

UNDERSTAND SIGNAL WORDS

- On machine safety signs, signal words designating the degree or level of hazard - **DANGER**, **WARNING**, or **CAUTION** - are used with the safety alert symbol.
 - **DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
 - **WARNING** indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
 - **CAUTION** indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.
 - **DANGER** or **WARNING** safety signs are located near specific hazards. General precautions are listed on **CAUTION** safety signs.
 - Some safety signs don't use any of the designated signal words above after the safety alert symbol are occasionally used on this machine.
- To avoid confusing machine protection with personal safety messages, a signal word **IMPORTANT** indicates a situation which, if not avoided, could result in damage to the machine.
-  **NOTE** indicates an additional explanation for an element of information.

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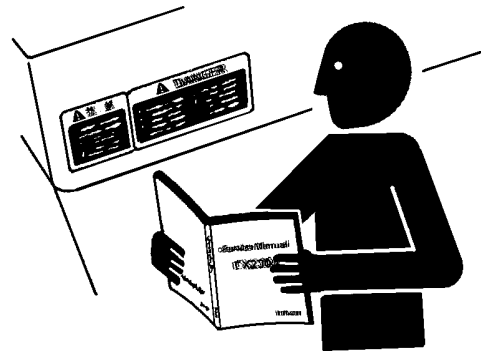


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SAFETY

FOLLOW SAFETY INSTRUCTIONS

- Carefully read and follow all safety signs on the machine and all safety messages in this manual.
- Safety signs should be installed, maintained and replaced when necessary.
 - If a safety sign or this manual is damaged or missing, order a replacement from your authorized dealer in the same way you order other replacement parts (be sure to state machine model and serial number when ordering).
- Learn how to operate the machine and its controls correctly and safely.
- Allow only trained, qualified, authorized personnel to operate the machine.
- Keep your machine in proper working condition.
 - Unauthorized modifications of the machine may impair its function and/or safety and affect machine life.
 - Do not modify any machine parts without authorization. Failure to do so may deteriorate the part safety, function, and/or service life. In addition, personal accident, machine trouble, and/or damage to material caused by unauthorized modifications will void Hitachi Warranty Policy.
 - Do not use attachments and/or optional parts or equipment not authorized by Hitachi. Failure to do so may deteriorate the safety, function, and/or service life of the machine. In addition, personal accident, machine trouble, and/or damage to material caused by using unauthorized attachments and/or optional parts or equipment will void Hitachi Warranty Policy.
- The safety messages in this SAFETY chapter are intended to illustrate basic safety procedures of machines. However it is impossible for these safety messages to cover every hazardous situation you may encounter. If you have any questions, you should first consult your supervisor and/or your authorized dealer before operating or performing maintenance work on the machine.



SA-003

003-E01B-0003

SAFETY

PREPARE FOR EMERGENCIES

- Be prepared if a fire starts or if an accident occurs.
 - Keep a first aid kit and fire extinguisher on hand.
 - Thoroughly read and understand the label attached on the fire extinguisher to use it properly.
 - To ensure that a fire-extinguisher can be always used when necessary, check and service the fire-extinguisher at the recommended intervals as specified in the fire-extinguisher manual.
 - Establish emergency procedure guidelines to cope with fires and accidents.
 - Keep emergency numbers for doctors, ambulance service, hospital, and fire department posted near your telephone.



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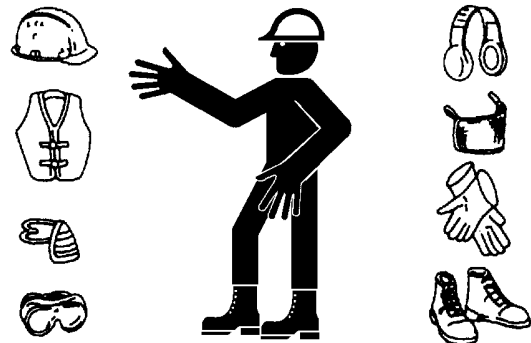
WEAR PROTECTIVE CLOTHING

- Wear close fitting clothing and safety equipment appropriate to the job.

You may need:

- A hard hat
- Safety shoes
- Safety glasses, goggles, or face shield
- Heavy gloves
- Hearing protection
- Reflective clothing
- Wet weather gear
- Respirator or filter mask.

Be sure to wear the correct equipment and clothing for the job. Do not take any chances.



SA-428

- Avoid wearing loose clothing, jewelry, or other items that can catch on control levers or other parts of the machine.
- Operating equipment safely requires the full attention of the operator. Do not wear radio or music headphones while operating the machine.

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SAFETY

PROTECT AGAINST NOISE

- Prolonged exposure to loud noise can cause impairment or loss of hearing.
- Wear a suitable hearing protective device such as earmuffs or earplugs to protect against objectionable or uncomfortably loud noises.



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SA-434

INSPECT MACHINE

- Inspect your machine carefully each day or shift by walking around it before you start it to avoid personal injury.
- In the walk-around inspection be sure to cover all points described in the "RE-START INSPECTION" chapter in the operator's manual.



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SAFETY

GENERAL PRECAUTIONS FOR CAB

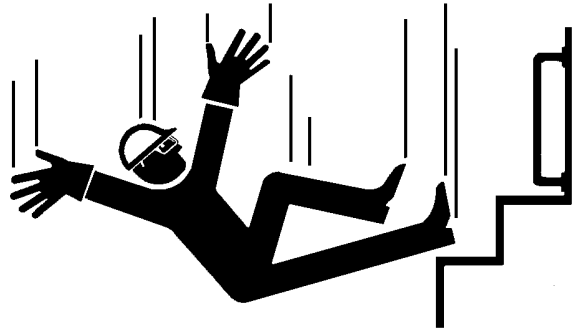
- Before entering the cab, thoroughly remove all dirt and/or oil from the soles of your work boots. If any controls such as a pedal is operated while with dirt and/or oil on the soles of the operator's work boots the operator's foot may slip off the pedal, possibly resulting in a personal accident.
- Do not leave parts and/or tools lying around the operator's seat. Store them in their specified locations.
- Avoid storing transparent bottles in the cab. Do not attach any transparent type window decorations on the windowpanes as they may focus sunlight, possibly starting a fire.
- Refrain from listening to the radio, or using music headphones or mobile telephones in the cab while operating the machine.
- Keep all flammable objects and/or explosives away from the machine.
- After using the ashtray, always cover it to extinguish the match and/or tobacco.
- Do not leave cigarette lighters in the cab. When the temperature in the cab increases, the lighter may explode.

524-E01A-0000

SAFETY

USE HANDHOLDS AND STEPS

- Falling is one of the major causes of personal injury.
 - When you get on and off the machine, always face the machine and maintain a three-point contact with the steps and handrails.
 - Do not use any controls as hand-holds.
 - Never jump on or off the machine. Never mount or dismount a moving machine.
 - Be careful of slippery conditions on platforms, steps, and handrails when leaving the machine.



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SA-439

ADJUST THE OPERATOR'S SEAT

- A poorly adjusted seat for either the operator or for the work at hand may quickly fatigue the operator leading to mis-operations.
 - The seat should be adjusted whenever changing the operator for the machine.
 - The operator should be able to fully depress the pedals and to correctly operate the control levers with his back against the seat back.
 - If not, move the seat forward or backward, and check again.
 - Adjust the rear view mirror position so that the best rear visibility is obtained from the operator's seat. If the mirror is broken, immediately replace it with a new one.



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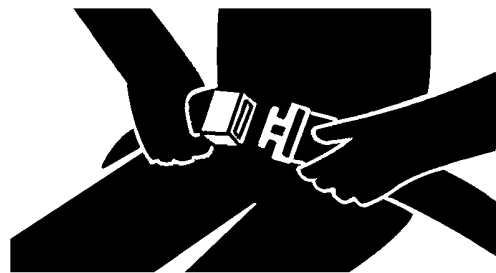
SAFETY

ENSURE SAFETY BEFORE RISING FROM OR LEAVING OPERATOR'S SEAT

- Before rising from the operator's seat to open/close either side window or to adjust the seat position, be sure to first lower the front attachment to the ground and then move the pilot control shut-off lever to the LOCK position. Failure to do so may allow the machine to unexpectedly move when a body part unintentionally comes in contact with a control lever, possibly resulting in serious personal injury or death.
- Before leaving the machine, be sure to first lower the front attachment to the ground and then move the pilot control shut-off lever to the LOCK position. Turn the key switch OFF to stop the engine.
- Before leaving the machine, close all windows, doors, and access covers and lock them up.

FASTEN YOUR SEAT BELT

- If the machine should overturn, the operator may become injured and/or thrown from the cab. Additionally the operator may be crushed by the overturning machine, resulting in serious injury or death.
- Prior to operating the machine, thoroughly examine webbing, buckle and attaching hardware. If any item is damaged or worn, replace the seat belt or component before operating the machine.
- Be sure to remain seated with the seat belt securely fastened at all times when the machine is in operation to minimize the chance of injury from an accident.
- We recommend that the seat belt be replaced every three years regardless of its apparent condition.



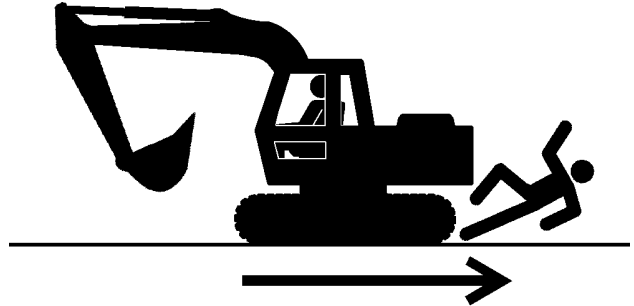
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SAFETY

MOVE AND OPERATE MACHINE SAFELY

- Bystanders can be run over.
 - Take extra care not to run over bystanders. Confirm the location of bystanders before moving, swinging, or operating the machine.
 - Always keep the travel alarm and horn in working condition (if equipped). It warns people when the machine starts to move.
 - Use a signal person when moving, swinging, or operating the machine in congested areas. Coordinate hand signals before starting the machine.
 - Use appropriate illumination. Check that all lights are operable before operating the machine. If any faulty illumination is present, immediately repair it.



SA-426

011-E01A-0398

HANDLE STARTING AIDS SAFELY

Starting fluid:

- Starting fluid is highly flammable.
 - Keep all sparks and flame away when using it.
 - Keep starting fluid well away from batteries and cables.
 - Remove container from machine if engine does not need starting fluid.
 - To prevent accidental discharge when storing a pressurized container, keep the cap on the container, and store it in a cool, well-protected location.
 - Do not incinerate or puncture a starting fluid container.



SA-293

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SAFETY

OPERATE ONLY FROM OPERATOR'S SEAT

- Inappropriate engine starting procedures may cause the machine to runaway, possibly resulting in serious injury or death.
- Start the engine only when seated in the operator's seat.
- NEVER start the engine while standing on the track or on ground.
- Do not start engine by shorting across starter terminals.
- Before starting the engine, confirm that all control levers are in neutral.
- Before starting the engine, confirm the safety around the machine and sound the horn to alert bystanders.



SA-444

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JUMP STARTING

- Battery gas can explode, resulting in serious injury.
- If the engine must be jump started, be sure to follow the instructions shown in the "OPERATING THE ENGINE" chapter in the operator's manual.
- The operator must be in the operator's seat so that the machine will be under control when the engine starts. Jump starting is a two-person operation.
- Never use a frozen battery.
- Failure to follow correct jump starting procedures could result in a battery explosion or a runaway machine.



SA-032

S013-E01A-0032

SAFETY

KEEP RIDERS OFF MACHINE

- Riders on machine are subject to injury such as being struck by foreign objects and being thrown off the machine.
- Only the operator should be on the machine. Keep riders off.
- Riders also obstruct the operator's view, resulting in the machine being operated in an unsafe manner.

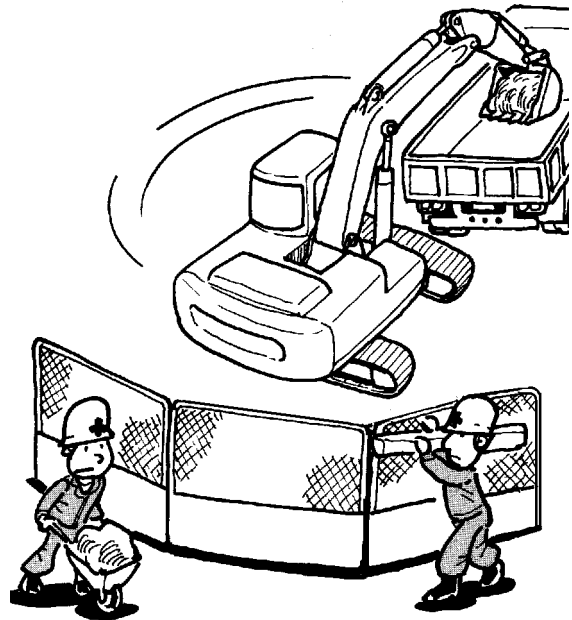
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SA-379

PRECAUTIONS FOR OPERATIONS

- Investigate the work site before starting operations.
- Be sure to wear close fitting clothing and safety equipment appropriate for the job, such as a hard hat, etc. when operating the machine.
- Clear all persons and obstacles from area of operation and machine movement.
Always beware of the surroundings while operating. When working in a small area surrounded by obstacles, take care not to hit the upperstructure against obstacles.
- When loading onto trucks, bring the bucket over the truck beds from the rear side. Take care not to swing the bucket over the cab or over any person.



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SAFETY

INVESTIGATE JOB SITE BEFOREHAND

- When working at the edge of an excavation or on a road shoulder, the machine could tip over, possibly resulting in serious injury or death.
 - Investigate the configuration and ground conditions of the job site beforehand to prevent the machine from falling and to prevent the ground, stockpiles, or banks from collapsing.
 - Make a work plan. Use machines appropriate to the work and job site.
 - Reinforce ground, edges, and road shoulders as necessary. Keep the machine well back from the edges of excavations and road shoulders.
 - When working on an incline or on a road shoulder, employ a signal person as required.
 - Confirm that your machine is equipped a FOPS cab before working in areas where the possibility of falling stones or debris exist.
 - When the footing is weak, reinforce the ground before starting work.
 - When working on frozen ground, be extremely alert. As ambient temperatures rise, footing becomes loose and slippery.
 - Beware the possibility of fire when operating the machine near flammable objects such as dry grass.
- Make sure the worksite has sufficient strength to firmly support the machine.

When working close to an excavation or at road shoulders, operate the machine with the tracks positioned perpendicular to the cliff face with travel motors at the rear, so that the machine can more easily evacuate if the cliff face collapses.
- If working on the bottom of a cliff or a high bank is required, be sure to investigate the area first and confirm that no danger of the cliff or bank collapsing exists. If any possibility of cliff or bank collapsing exists, do not work on the area.
- Soft ground may collapse when operating the machine on it, possibly causing the machine to tip over. When working on a soft ground is required, be sure to reinforce the ground first using large pieces of steel plates strong and firm enough to easily support the machine.
- Note that there is always a possibility of machine tipping over when working on rough terrain or on slopes. Prevent machine tipping over from occurring. When operating on rough terrain or on slopes:
 - Reduce the engine speed.
 - Select slow travel speed mode.
 - Operate the machine slowly and be cautious with machine movements.



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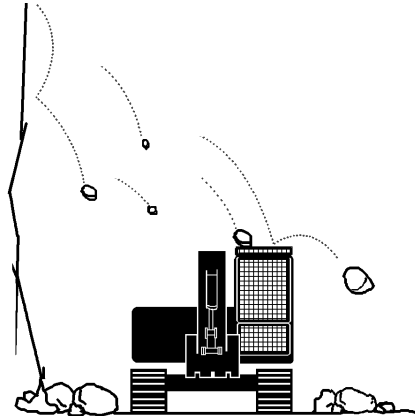
SAFETY

EQUIPMENT OF HEAD GUARD, ROPS, FOPS

In case the machine is operated in areas where the possibility of falling stones or debris exist, equip a head guard, ROPS, or FOPS according to the potential hazardous conditions. (The standard cab for this machine corresponds to ROPS and FOPS.)

ROPS: Roll-Over Protective Structure

FOPS: Falling Object Protective Structure



SA-490

PROVIDE SIGNALS FOR JOBS INVOLVING MULTIPLE NUMBERS OF MACHINES

- For jobs involving multiple numbers of machines, provide signals commonly known by all personnel involved. Also, appoint a signal person to coordinate the job site. Make sure that all personnel obey the signal person's directions.

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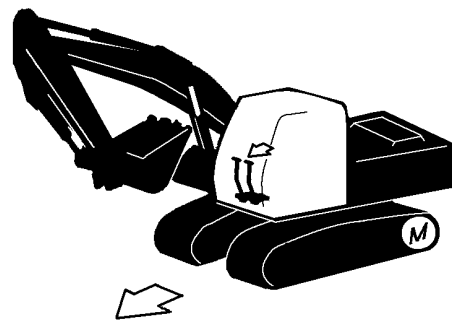


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CONFIRM DIRECTION OF MACHINE TO BE DRIVEN

- Incorrect travel pedal/lever operation may result in serious injury death.
- Before driving the machine, confirm the position of the undercarriage in relation to the operator's position. If the travel motors are located in front of the cab, the machine will move in reverse when travel pedals/levers are operated to the front.

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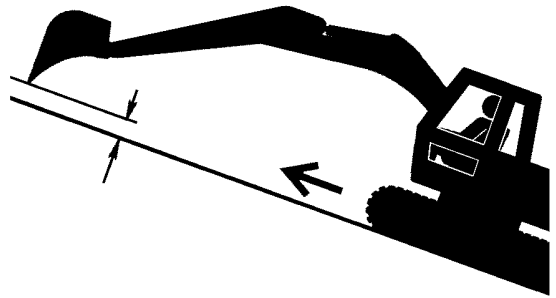


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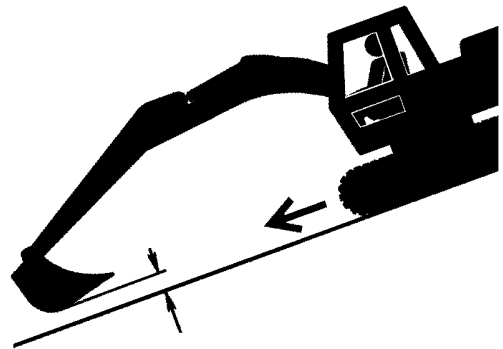
SAFETY

DRIVE MACHINE SAFELY

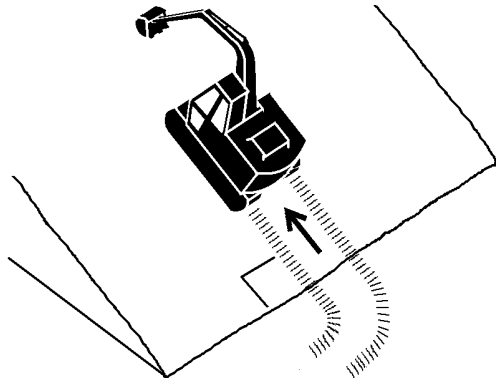
- Before driving the machine, always confirm that the travel levers/pedals direction corresponds to the direction you wish to drive.
- Be sure to detour around any obstructions.
- Avoid traveling over obstructions. Soil, fragments of rocks, and/or metal pieces may scatter around the machine. Don't allow personnel to stay around the machine while traveling.
- Driving on a slope may cause the machine to slip or overturn, possibly resulting in serious injury or death.
 - Never attempt to ascend or descend 35 degrees or steeper slopes.
 - Be sure to fasten the seat belt.
 - When driving up or down a slope, keep the bucket facing the direction of travel, approximately 0.5 to 1.0 m (A) above the ground.
 - If the machine starts to skid or becomes unstable, immediately lower the bucket to the ground and stop.



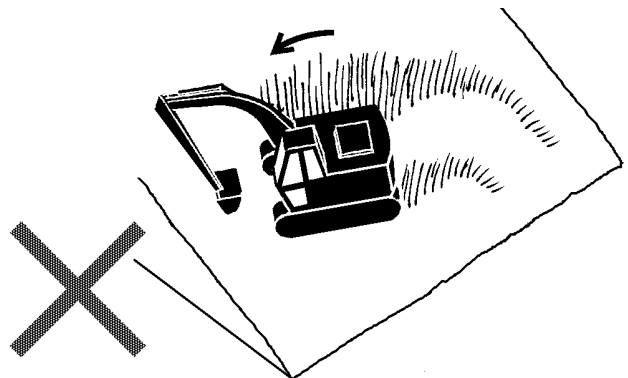
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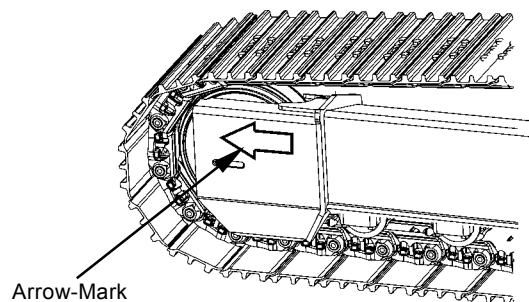
SAFETY

DRIVE MACHINE SAFELY

- Driving across the face of a slope or steering on a slope may cause the machine to skid or turnover. If the direction must be changed, move the machine to level ground, then, change the direction to ensure safe operation.
 - Avoid swinging the upperstructure on slopes. Never attempt to swing the upperstructure downhill. The machine may tip over. If swinging uphill is unavoidable, carefully operate the upperstructure and boom at slow speed.
 - If the engine stalls on a slope, immediately lower the bucket to the ground. Return the control levers to neutral. Then, restart the engine.
 - Be sure to thoroughly warm up the machine before ascending steep slopes. If hydraulic oil has not warmed up sufficiently, sufficient performance may not be obtained.
 - Use a signal person when moving, swinging or operating the machine in congested areas. Coordinate hand signals before starting the machine.
 - Before moving machine, determine which way to move travel pedals/levers for the direction you want to go. When the travel motors are in the rear, pushing down on the front of the travel pedals or pushing the levers forward moves the machine forward, towards the idlers.
- An arrow-mark seal is stuck on the inside surface of the side frame to indicate the machine front direction.
- Select a travel route that is as flat as possible. Steer the machine as straight as possible, making small gradual changes in direction.
 - Before traveling on them, check the strengths of bridges and road shoulders, and reinforce if necessary.



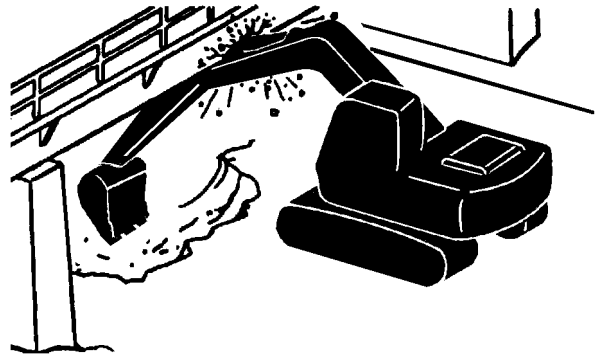
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SAFETY

- Use wood plates in order not to damage the road surface. Be careful of steering when operating on asphalt roads in summer.
- When crossing train tracks, use wood plates in order not to damage them.
- Do not make contact with electric wires or bridges.
- When crossing a river, measure the depth of the river using the bucket, and cross slowly. Do not cross the river when the depth of the river is deeper than the upper edge of the upper roller.
- When traveling on rough terrain, reduce engine speed. Select slow travel speed. Slower speed will reduce possible damage to the machine.
- Avoid operations that may damage the track and undercarriage components.
- During freezing weather, always clean snow and ice from track shoes before loading and unloading machine, to prevent the machine from slipping.



SA-011

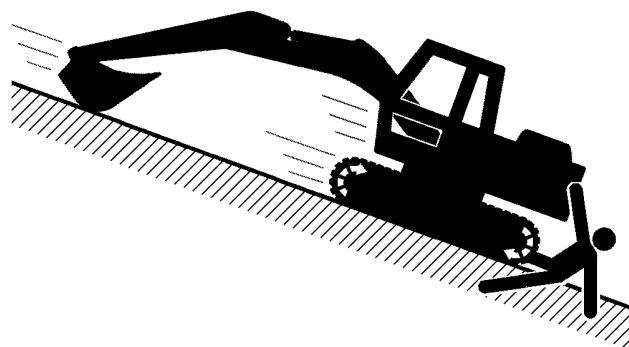
SAFETY

AVOID INJURY FROM ROLLAWAY ACCIDENTS

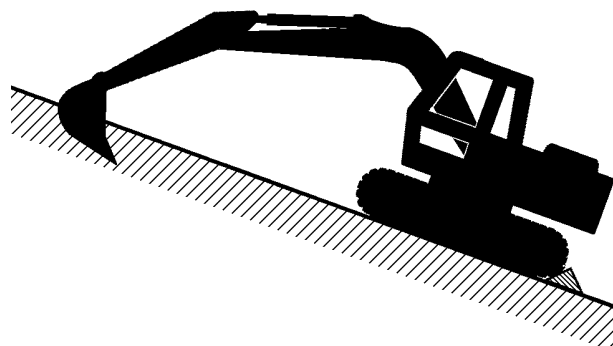
- Death or serious injury may result if you attempt to mount or stop a moving machine.

To avoid rollaways:

- Select level ground when possible to park machine.
- Do not park the machine on a grade.
- Lower the bucket and/or other work tools to the ground.
- Turn the auto-idle switch and the H/P mode switch off.
- Run the engine at slow idle speed without load for 5 minutes to cool down the engine.
- Stop the engine and remove the key from the key switch.
- Pull the pilot control shut-off lever to LOCK position.
- Block both tracks and lower the bucket to the ground. Thrust the bucket teeth into the ground if you must park on a grade.
- Position the machine to prevent rolling.
- Park a reasonable distance from other machines.



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