



platinum
STAIRLIFTS

USER GUIDE

ULTIMATE STAIRLIFT

MODELS

- POWER SWIVEL
- MANUAL SWIVEL

- PLEASE RETAIN THIS GUIDE FOR
FUTURE REFERENCE



Contents

Introduction	3
About The Stairlift	4
Controls	6
Mains Power Connection	6
Status Display	6
Key Switch	6
Direction Controller	6
Footplate	6
Swivel Seat	7
Safety Edges	8
Lap Belt	8
Charging Points	9
Remote Controls	9
How To Use Your Stairlift	10
Getting On The Chair	10
Travelling Up Or Down The Stairs	11
Getting Off The Chair	11
Remote Control	12
Cleaning And Maintaining Your Stairlift	13
Problems, Troubleshooting And System Status Codes	14
System Status Codes	15
Mains Power, Battery Power And Power Cuts	18
Battery Replacement In Remotes	18
Battery Replacement In Arm Module	19
To Program The Lift Remotes	20
Calling Out An Engineer	21
Technical Information	22
Weight Limits	22
Operating Periods / Excessive Use	22
Maintenance	22
Upholstery	22
Installation And Service Record	23

Thank you for choosing Platinum Stairlifts

We have designed our range of Platinum stairlifts so you can continue to live in the comfort of your own home.

To help you to get the very best from your stairlift, please take a few minutes to study this guide. Also, please show it to anyone else who might need to use the lift. Any other regular visitors, such as cleaners or helpers should also familiarise themselves with this guide.

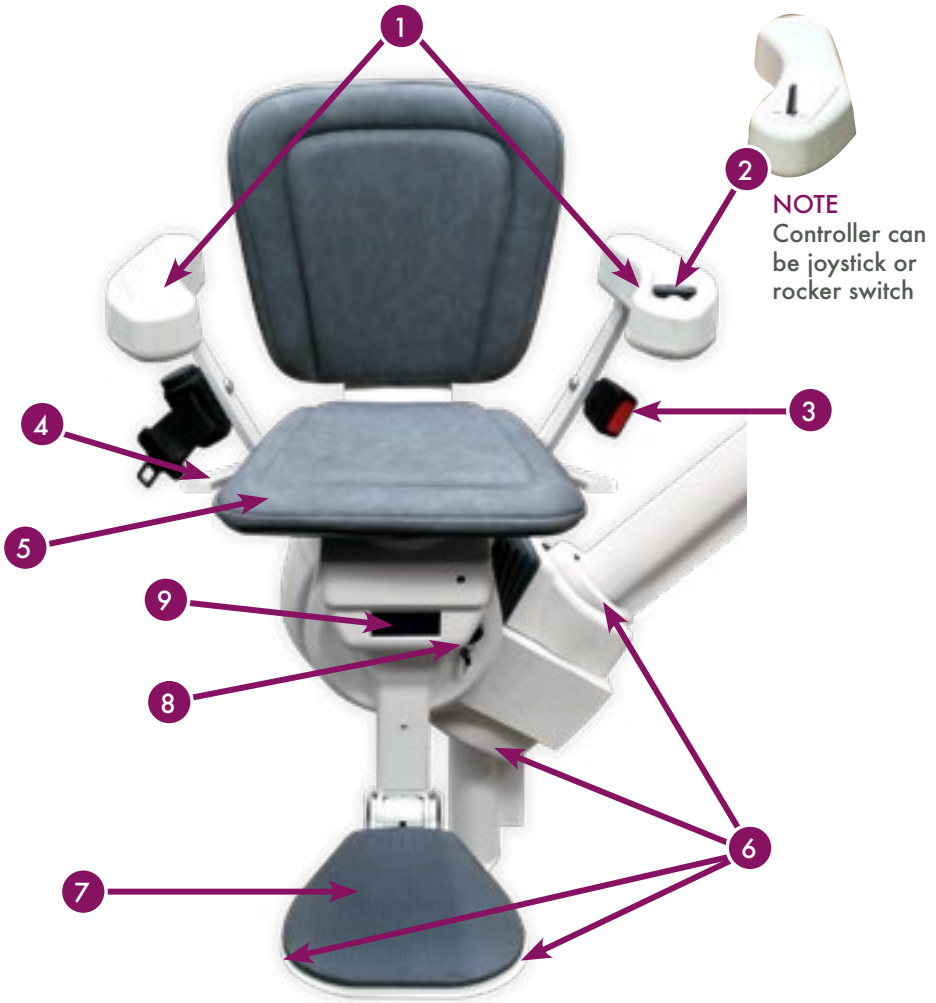
For future reference, please keep this guide in a safe place.

It is important that this stairlift is kept plugged in and switched on at all times, never allow the mains socket used by this equipment to be used for any other purpose.

Keep the area underneath and around your stairlift free from obstructions, failure to do this could result in the stairlift malfunctioning.



About the Stairlift



No.	Meaning	No.	Meaning
1	Arm rests (fold up and down)	6	Safety limit covers
2	Direction controller (see note)	7	Footplate (folds up and down)
3	Lap seat belt	8	Key switch
4	Manual swivel lever	9	Diagnostic / status display
5	Seat		

About the Stairlift



No.	Meaning
10	Mains power / charger connection
11	Charging point
12	Remote control

Mains Power / Charger Connection (10)

The stairlift should be plugged in at the nearest mains socket. This could be at the top or bottom of the stairs. The lift needs to be plugged in and switched on at all times. When the power is on, a green indicator light will be shown on the transformer, mounted nearby.

Status Display (9)

The status display displays the current status of the stairlift. If any faults develop with the operation of the stairlift they will be displayed here. For a list of codes, along with their meanings see the System Status Codes section of this manual.

Key Switch (8)

The key switch is used to lock the stairlift. The key switch is located just underneath the diagnostic / status display. If the lift is parked on a charging point and the key switch is turned off the stairlift will still charge normally.

Direction Controller (2)

The direction controller is located in one of the arms (can be either) and can be a push button controller or a joystick type controller. To move the chair either press the button corresponding to the desired travel direction or move the joystick in the desired direction of travel. If the controller is released during travel the chair will stop moving.

The direction controller is battery powered and the status display indicates when the batteries need to be replaced.

There is a short delay before the stairlift will start or change direction.

Footplate (7)

The footplate is fitted with safety switches that will stop the lift if either of the sides are pressed. In addition to this there is a safety switch directly beneath the footplate that will stop the lift in the event of it making contact with the ground. For this reason it is important that the area around the stairlift is kept clear of any obstructions.

The footplate automatically folds up and down if the seat is either lifted or lowered.

Swivel Seat

For safety, the seat (5) is locked into one of two positions. In the normal travel position with the manual swivel option, the seat will be locked into position with the passengers back parallel to the track. This is to avoid the passenger catching their feet on the steps during travel. The lift will not move unless the seat is in this position.

The seat can be swivelled to allow easy access when the lift is at the top of the stairs. To rotate the seat, press one of the manual swivel levers (4) and swivel towards the landing until the seat comes to a stop. When the seat has stopped release the lever to lock the seat in place. Be sure the seat is locked before you try to sit down or get up from it.

To return the seat to the normal travel position, press one of the manual swivel levers (4) and swivel away from the landing until the seat comes to a stop, then release the lever to lock the seat in place. The seat should only be swivelled at the top of the stairs - if the seat is swivelled whilst the lift is moving, the chair will stop.

Powered Swivel Option

There is an option of an automatic powered swivel. If this option is fitted, when reaching the top of the stairs the seat may swivel into a more convenient position to allow the user to get up from it. In this case when reaching the top of the stairs, keep the direction controller pressed in the upwards direction and after a short pause the carriage will swivel to the desired position.

To return the carriage to the normal travel position, press the direction controller in the downwards direction and the chair will swivel back to its normal travelling position before moving down the stairs.

Safety Edges (6)

The footplate and motor unit are fitted with safety edges, these are pressure pads that will stop the lift if they come into contact with an obstruction. If the lift stops because it has encountered an obstruction a fault message will be displayed in the diagnostic display. Release the direction controller and wait for approximately three seconds, then reverse away from the blockage.

Lap Belt (3)

The lap belt holds you safely on the seat as you ascend or descend the stairs. Like a car seat belt it extends from the holder to clip into a socket. The lap belt must be used every time the stairlift is used and it must not be unclipped until the stairlift has reached the end of its track and has completely stopped - this includes any automatic or manual swivelling that may be required to enable the passenger to get up from it safely.

Charging Points & Remote Controls

Charging Points (11)

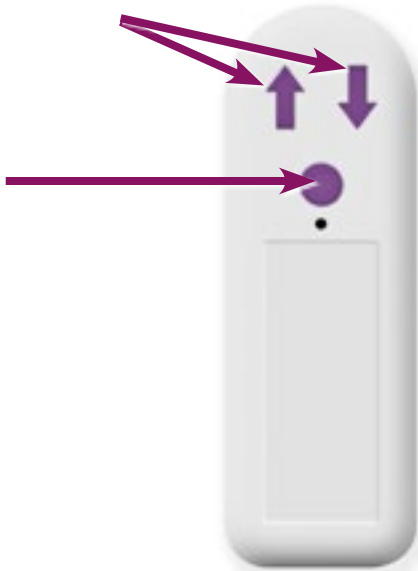
The charging points are located at the top and bottom of the rail. The lift **MUST** be parked on a charging point when it is not in use. The stairlift will sound an audible beep and display "OFF CHARGE" in the status display if it is not parked on a charging point or if it is parked on a charging point but the power supply to the lift is not switched on.

Remote Controls (12)

The remote controls work in a similar way to the arm controls. Pressing the UP ARROW will make the stairlift travel in the UP DIRECTION and pressing the DOWN ARROW will make the stairlift travel in the DOWN DIRECTION. In most cases these will be the only buttons you will need to use. If your lift is fitted with an optional interim charging point (for instance to reduce clutter at the top or bottom of the staircase) then on pressing the ROUND BUTTON the lift will travel in the UP DIRECTION until it reaches its interim charging point, where it will come to a stop. This button is referred to as the PARK BUTTON.

Up & Down Arrows

Park Button



How To Use Your Stairlift

How To Use Your Stairlift

Before you use your stairlift, please read all of these instructions carefully. This stairlift has been designed for carrying people in a seated position. Do not allow children to play on or near the stairlift.

- The boarding / exit area of the stairlift must be kept well lit, to a level of at least 50 Lux.
- The stairlift chair must be isolated with the key switch (8) while getting on and off the lift.
- If you are not able to safely get on or off this lift, seek assistance from a competent person.

Getting On The Chair

- 1) If it is raised, fold down the seat (5). The footplate (7) will automatically lower as the seat is lowered.
- 2) Ensure that the seat is swivelled into the correct position so you can sit on it safely, if not then push either of the seat swivel levers (4) and move the seat into the correct position taking note that the manual swivel seat locks into 3 positions. When the seat stops in the correct position, release the swivel lever and ensure that the seat locks in place.
- 3) The arms (1) fold up and down to increase accessibility when getting onto the chair should this be required. Please ensure the arms are in the down position before attempting to travel on the chair.
- 4) Sit on the seat and fasten the lap seat belt (3) around your waist.
- 5) If it is necessary, swivel the seat back into the correct travel position and place your feet firmly on the footplate.

Travelling Up Or Down The Stairs

- 1) Keep your feet on the footplate (7) and your arms on the arm rests (1).
- 2) Press and hold the direction controller (2) in the direction you wish to travel. There will be a short delay and then the stairlift will slowly move off. The stairlift will automatically adjust its speed as it travels along the rail. This is to ensure a smooth and comfortable journey.
- 3) Keep the direction controller pressed in the direction of travel until the stairlift comes to a complete stop. If your lift is fitted with the powered swivel option, keep the direction controller pressed and the lift will automatically swivel into the correct position for safely getting out of the chair. If you stop the lift during travel or if you wish to change direction, release the controller, wait for a few seconds and then operate the controller in the direction you wish to travel. After a short delay, the lift will move off.

Getting Off The Chair

- 1) The chair **MUST** be in a position for you to get off safely. Please bear in mind that this may mean swivelling the seat. If this is required, push down on either of the seat swivel levers (4) and swivel the seat around into the correct position for you to get off it safely - release the lever once this has been achieved and ensure that it locks into this position.
- 2) Once the lift has come to a complete stop, including any manual swivelling that may be required, unfasten the lap seat belt (3) from around your waist and get out of the stairlift seat.
- 3) If it is required, fold up the seat (5) and arm rests (1), the footplate (7) will automatically fold up as the seat is raised.
- 4) In the event that the stairlift needs to be moved without a passenger, the seat needs to be in the normal travelling position, i.e. not swivelled.

How To Use Your Stairlift

Remote Control

To move the stairlift without a passenger, or to assist a seated passenger, press and hold down the appropriate direction button on the remote control (12).



CAUTION

If the stairlift is a powered swivel model AND there is no passenger on board ensure that the seat and footrest are in the DOWN position. This will ensure that the footrest does not catch on the plastic covers on the carriage while it is swivelling. This does not apply to the manual swivel model, which can be moved either with the seat down or with it folded away.

Cleaning & Maintaining Your Stairlift

Cleaning & Maintaining Your Stairlift

To maintain safe and reliable operation, your stairlift needs to be regularly serviced and safety inspected.

Your local stairlift servicing centre will be pleased to discuss servicing your stairlifts and any warranty arrangements.

Before cleaning your stairlift, ensure it is switched off by using the key switch (8).

The rail must be kept clean to ensure the continued, reliable operation of the stairlift. The rail can be cleaned using soapy water or any mild, non-abrasive household cleaner.

The plastic, metal and painted metal areas of your stairlift can be cleaned using a small quantity of any mild kitchen surface cleaner. If you use a spray cleaner, apply a small amount of spray to a soft cloth and use the cloth to wipe the surface.

The upholstery is resistant to most household stains, many of which can be wiped off fairly easily. Regular cleaning with a damp soapy cloth or sponge, followed by a wipe with a damp clean cloth will help the upholstery maintain a fresh appearance.

To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service. This should take place every 12 months.

Important Information

Solvent based cleaners, bleaches, abrasives, synthetic detergents, wax or silicon based polishes and aerosol sprays must not be used on any part of the stairlift. Do not attempt to clean the interior of the motor housing, the chair or the racking. If specialist cleaning is required, please contact your local service centre.

Problems, Troubleshooting & System Status Codes

Problems, Troubleshooting & System Status Codes

If used correctly, your stairlift should give you trouble free operation.

If you experience a problem, please make a note of the system status code on the diagnostic / status display, before requesting a visit from an engineer.

As a general guideline, before requesting an engineer visit please carry out the following:

- 1) Check that the lift charger is plugged into the wall socket and the socket is turned on. Check the LED light is illuminated on the charger. If the lift is not charging, the message "OFF CHARGE" will be reported by the display.
- 2) Check there is no physical obstruction stopping the lift from moving. If there is, a message will be reported in the display to reflect this.
- 3) Ensure the seat is in the proper travelling position - the chair will not move if the seat is swivelled.
- 4) Check the chair by using a different controller - if it now works there is a possibility that a battery has failed in one of the controllers, either in one of the remote controls or in the controller fitted to the arm rest (1). If a battery is at fault the diagnostic display (9) will report this. Always replace ALL 1.5v batteries at the same time.
- 5) Check that there is no obstruction underneath the footplate. If there is this will be reported by the diagnostic display
- 6) Check the key switch (8) is turned to the ON position.

If you request an engineer visit and there is not a technical problem with the lift the engineer will make a charge - this will apply even during the warranty period of the lift.

System Status Codes

These messages are displayed on the diagnostic display panel.

Message	Meaning
PLATINUM STAIRLIFTS	OK Stairlift is on charge and everything is ok. Lift should operate normally.
No Display	No Power Check key is in key switch and it is turned to the 'ON' position. Check batteries are in good working order and are connected correctly.
OFF CHARGE	Chair is not charging Chair has been stopped between charging points. Charger is switched off at wall socket.
<<<<MOVING RIGHT	Lift travel direction Right.
MOVING LEFT >>>>	Lift travel direction Left.
<<RIGHT FOOT	Lift stopped by safety edge on footplate in direction of travel Ensure that both the staircase and track are clear of obstructions.
LEFT FOOT>>	Lift stopped by safety edge on footplate in direction of travel Ensure that both the staircase and track are clear of obstructions.
SEAT SWIVEL	Seat in swivelled position Seat is in a swivelled position (automatic swivel).
MANUAL SEAT SWIVEL	Seat in swivelled position Seat is in a swivelled position (manual swivel).
<<RIGHT YOKE	Lift stopped by safety edge on yoke in direction of travel Ensure that both the staircase and track are clear of obstructions.
LEFT YOKE>>	Lift stopped by safety edge on yoke in direction of travel Ensure that both the staircase and track are clear of obstructions.
<<RIGHT SIDE	Lift stopped by safety edge on side panel in direction of travel Ensure that both the staircase and track are clear of obstructions.
LEFT SIDE>>	Lift stopped by safety edge on side panel in direction of travel Ensure that both the staircase and track are clear of obstructions.
<<RIGHT TERMINAL	Lift is parked at end of track The lift is parked at the end of the track in the RIGHT direction. This could be the top or bottom of the rail depending on the side of the staircase the lift is installed on.
LEFT TERMINAL>>	Lift is parked at end of track The lift is parked at the end of the track in the LEFT direction. This could be the top or bottom of the rail depending on the side of the staircase the lift is installed on.
BOTTOM FOOTREST	Lift stopped by safety edge on underside of footrest Ensure that both the staircase and track are clear of obstructions.
FINAL LIMIT	Final limit safety circuit has activated Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.

System Status Codes

These messages are displayed on the diagnostic display panel.

Message	Meaning
OUT OF LEVEL ERROR	Seat is not level Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
OVER CURRENT TRIP	Main motor is drawing too much current Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
CONNECT BRAKE	Control board cannot detect the brake solenoid Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
MAIN RELAY FAULT	Relay on control board failed Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
MAIN MOTOR STALL	Main motor has failed to start Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
LEVEL MOTOR STALL	Level motor has failed to start Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
BATTERY CRITICAL	Battery level is too low Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
UP CALL	Up arrow pressed on remote control Lift will move in UP direction until it reaches the top charging strip. Display may say MOVING LEFT or MOVING RIGHT, this is dependent on the side of the staircase the lift is installed in.
DOWN CALL	Down arrow pressed on remote control Lift will move in DOWN direction until it reaches the bottom charging strip. Display may say MOVING LEFT or MOVING RIGHT, this is dependent on the side of the staircase the lift is installed in.
PARK CALL	Park button pressed on remote control Lift will move in UP direction until it hits a charging strip.
CALL CONFLICT	Conflicting instructions received Eg – UP pressed on one remote control while DOWN pressed on the other.
LOW BATTERY REMOTE	Batteries in a remote control are running low Change batteries in remote controls.
LOW BATTERY JOYSTICK	Batteries in armrest control pod are running low Change batteries in armrest control pod.
LOW BATTERY REM & JOY	Batteries in armrest control pod and at least one remote control are running low Change batteries in armrest control pod and in both remote controls.
REPLACE AA BATTERIES	All batteries in all controllers are running low Change batteries in armrest control pod and in both remote controls.

System Status Codes

These messages are displayed on the diagnostic display panel.

Message	Meaning
GYRO ERROR	Gyroscope is out of tolerance Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.
ARM TILT:	Arm is lifted while pod direction controller is being used Not currently used – for future development.
OVERSPEED GOVERNOR	OSG safety circuit has activated Contact your local stairlift service centre for guidance. Normally this is the company that carried out the installation.

Problems & Troubleshooting

Mains Power, Battery Power And Power Cuts

The mains power supplies power to a set of large internal batteries.

These batteries then power the motor, which moves you up and down the stairs.

In the event of mains power failure, you can continue to use the stairlift for a short while as the batteries store enough energy to allow the lift to travel up and down the stairs a few times.

If the battery power runs low (for example, following a power cut), a 'Low Battery' message will be reported on the diagnostic / status display.

At this point, the stairlift batteries should be recharged as a matter of urgency.

Do not use the stairlift if the 'Low Battery' message is reported in the diagnostic / status display.

Battery Replacement

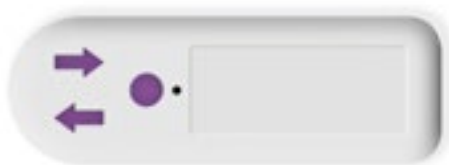
The large internal batteries will need to be replaced periodically by your service engineer.

The batteries will be checked and replaced if necessary during a service visit by the engineer.

The batteries in the direction controller (2) and in the wall mounted remote control units (12) will also need to be replaced periodically, when this is required a message indicating this will be reported in the diagnostic / status display.

To change batteries in remote controls

- Open the cover of the remote control and remove the old batteries.
- Replace them with 2 new AA batteries, ensuring polarity is correct.
- Replace cover.



Problems & Troubleshooting

To change batteries in direction controller

- Remove direction module from arm.

- Press here and module will lift out.



- Replace the AA batteries as shown.



- The module will simply slot back into the arm.



To Program The Lift

Pairing the controllers to the carriage (This may be necessary after replacing the batteries in the remote controls)

- 1) Ensure the lift batteries are connected but the lift is turned OFF with the key switch.
- 2) Fit all batteries (normally 6 batteries, 2 in the control pod and two in each of the remote controls).
- 3) Switch lift ON with key switch. You now have 1 minute to carry out the below procedure, switching the lift OFF and back ON will reset this minute.
- 4) Using a paperclip or something similar, press the button behind the hole in the housing on the first remote control. Release it and then press the UP and DOWN arrows, in turn, on the remote. Press them again to verify the lift operates normally. This remote is now paired to the lift.
- 5) Using a paperclip or something similar, press the button behind the hole in the housing on the second remote control. Release it and then press the UP and DOWN arrows, in turn, on the remote. Press them again to verify the lift operates normally. This remote is now paired to the lift. If more than the standard 2 remote controls have been supplied this procedure needs to be carried out with them.
- 6) Using a paperclip or something similar, press the button behind the hole in the housing on the direction control pod. Release it and then press the controller in the UP and DOWN directions on the pod, press them again to verify that the lift operates normally. The direction controller is now paired to the lift.

Pairing button located behind hole in housing.



Releasing A Trapped User

If a user becomes trapped on the stairlift, they should be assisted from the chair. In the event that the chair is not parallel to the rail, always ensure that the user exits towards the staircase.

Calling Out An Engineer

If you are unable to remedy a problem with your stairlift, please call your local service engineer (this will usually be the company you bought the stairlift from). As previously stated, ensure that you have a list of the messages that the display has reported available as this will assist the engineer in quickly diagnosing your problem.

Alternatively, Call The Platinum Helpline On:

01535 631 177

Technical Information

Weight Limits

This stairlift has been designed to carry one person only, and has a maximum weight limit of 120Kg (19 stone).

Operating Periods / Excessive Use

Your stairlift has been designed to run continuously for no longer than 15 minutes in any three hour period. If the stairlift is used too often without taking a break, the motor will not cool down properly between journeys and may become damaged.

Maintenance

To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service which should take place once every 12 months.

Your local stairlift servicing centre will be pleased to discuss servicing your stairlift, along with any warranty arrangements.

CAUTION

Any modifications which have not been expressly approved by the manufacturer may void the warranty and may cause damage. Your stairlift should be inspected and maintained by a Platinum approved service engineer.

Upholstery

Carelessness with matches, cigarettes and so on can cause fire. The upholstery material used on your stairlift has been tested for compliance with BS5852.

CAUTION

In the event of a fire, DO NOT use the stairlift.

Installation & Service Record

DATE	INSTALLED BY	SIGNED	1st SERVICE DUE

DATE	SERVICED BY	SIGNED	NEXT SERVICE DUE



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