

# Operator Manual



Veteran Founded  
Family Owned



## **ELITE** CURVED STAIRLIFT

Residential

CRE-2110 | CRE-2110OS

11-15-2023

P/N 2110-O

Manual en español disponible en [www.bruno.com](http://www.bruno.com)



[www.bruno.com](http://www.bruno.com)

# PRODUCT REGISTRATION FORM

**THANK YOU!** We appreciate you purchasing a Made in the USA Bruno stairlift!

## Warranty Registration

Complete the warranty registration process by filling out the product registration form in one of two ways:

- Fill it out online at [www.bruno.com/forms/product-registration](http://www.bruno.com/forms/product-registration)
- Complete Product Registration Card enclosed with this product and return via mail

## Serial Number

Please note the serial number of your stairlift is affixed to this manual cover and on the unit itself. The serial and model number is needed for your dealer to file a warranty claim, request parts or to service the unit. We encourage you to keep this information.

## Authorized Bruno Dealer

Bruno stairlifts must be installed and maintained by an authorized Bruno dealer or the warranty will be null and void.

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# REGULATORY INFORMATION and SPECIFICATIONS



## FCC Regulations

This stairlift has been tested and complies with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, try to correct the interference by one or more of the following:

- Reorient or relocate receiving antenna.
- Increase separation between equipment and receiver.
- Consult your dealer.

Contains FCC ID: OUR-XBEE OR OUR-XBEEPRO.

This device complies with FCC rules part 15. Operation is subject to the following two conditions:  
(1) this device may not cause harmful interference and,  
(2) this device must accept interference that may be received, including interference that may cause undesired operation.

## Specifications

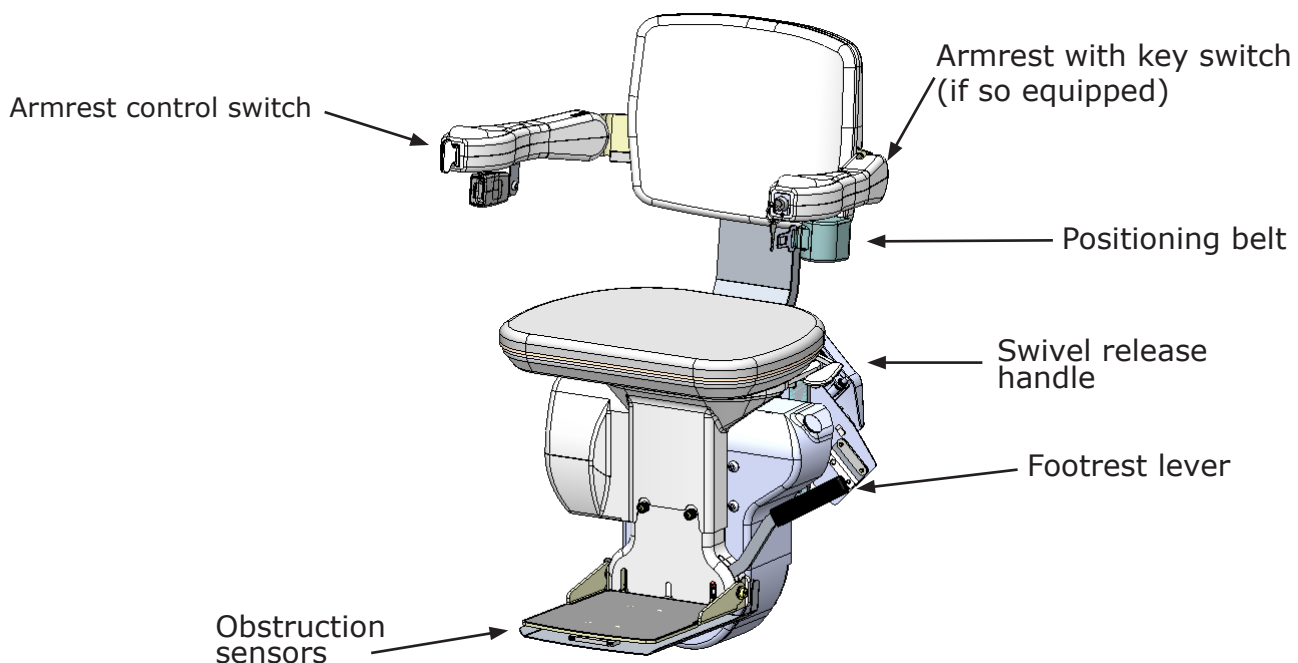
Weight Capacity: 400 lbs. (181 kg)

Control: constant pressure (armrest and two remotes)

Maximum Incline: 45 degrees

Seat Swivel: 0, 60 and 90 degrees at top

Power Supply: 24VDC battery charger powered by 120V outlet



# SAFETY

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## General Safety Tips

- Read and understand operating and safety precautions prior to using the stairlift.
- Clear stairs of objects before operating stairlift.
- Stay aware of surface onto which you are stepping as you get on/off the stairlift.
- Avoid carrying items on the stairlift which could hinder movement of the unit.
- Avoid loose clothing that could interfere with stairlift movement.
- Fasten positioning belt before operating stairlift.
- Ensure seat is locked in the correct riding position.
- Lock the swivel seat in place before getting on/off the stairlift
- Lean toward the upstairs for the smoothest ride if you cannot remain seated upright.

Non-ambulatory users: Carry a cellular or an emergency communication device when riding the stairlift alone in the house.

## Safety Features

Speed: The stairlift is designed to travel down the stairway at a slightly slower speed than traveling up.

Obstruction sensors: Sensors in the stairlift footrest will stop the carriage if an obstacle is encountered on the stairs. If this should occur, press the opposite side of the armrest control switch to run the carriage in the opposite direction. Clear the obstacle and resume travel.

Power outage: Your stairlift is battery powered and will operate for some time during a power outage, depending on the battery condition, length of stairs and weight of rider. Only in the event of a prolonged power outage – more than one hour – will it be necessary to turn the power off (circuit breaker switch on the carriage) and turn off or unplug the charger from the wall outlet to conserve battery charge.

**Note:** The remote wireless call send system may not work in a power outage but seat based controls will function

Power seat: An overload sensor will prevent the seat from swiveling if a jam is detected.

Power footrest option: An overload sensor will cause the footrest to return to its last position if a jam is detected.

# OPERATION

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Bruno's stairlift features a "soft-start," preventing the unit from moving abruptly after the armrest control switch is pressed. Press and hold the armrest control to begin the gentle acceleration of the stairlift to operating speed. The stairlift will automatically stop at the upper or lower end of the rail or when the armrest control is released.

Units equipped with an armrest key switch: Turning the key to the OFF position will disable the unit and the remote call/send transmitters.

## How to Operate Your Bruno Stairlift

- Position yourself in stairlift seat
- Ensure the seat is in the proper riding position: rider back to the stairway wall
  - Raise and hold the seat swivel lever to rotate the seat to the "riding position," if needed.
  - Release the seat swivel lever to secure seat. The stairlift will not operate unless the seat is locked in the "riding position," a right angle to the rail.
- Fasten the positioning belt.
- Position both feet on the footrest and arms on armrest cushions.
- Key switch units: Turn the key to ON position.
- Press and hold armrest control switch to travel up or down the rail.
- Raise and hold the seat swivel lever at top landing; rotate the seat to desired position.
- Release seat swivel lever and allow seat to lock in position.
- Key switch units: Turn the key to OFF position.
- Unbuckle positioning belt and carefully exit the seat.
- Fold armrests, seat and footrest when not in use, if preferred.

**Note:** Optional keyed switch units – Turning the armrest key to the OFF position disables both the remote call/send controls.

## Wireless Remote Operation

You may also move your stairlift by using one of two remotes controls included with your Bruno stairlifts. Do not use the call/send transmitters to move the stairlift when a rider is on the seat.

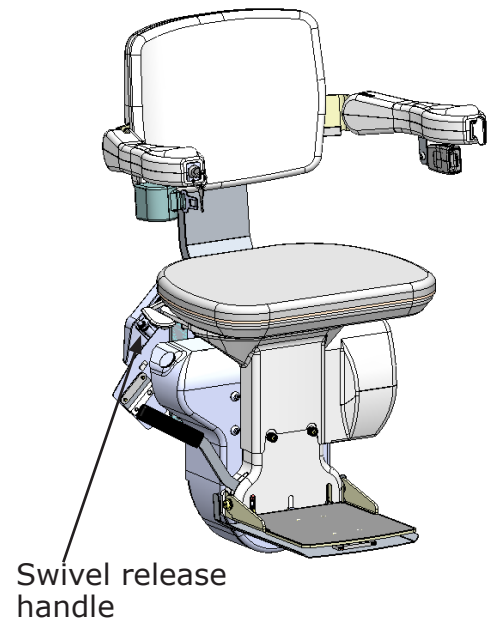
# OPERATION

## Standard Swivel Seat

Swivel Positions: The Elite Curve seat, with standard armrests, swivels a total of 135 degrees. The seat locks in three positions: the center “home” position and 60 and 90 degrees at the top landing. (Some installations allow the chair to swivel 45 degrees to the bottom landing.)

How to Rotate Seat: Swivel the seat at the top landing to safely exit away from the steps. Lift the release handle located under the seat (on either side of the chair). Once the swivel lever is released, the seat will lock in the closest 60- or 90-degree position

Flip-Up Seat: Save space on your stairs when your stairlift is not in use by flipping up the seat and armrests.



## Power Swivel Seat Option

- Release the armrest control once your stairlift has stopped at the top landing.
- Engage the power swivel seat feature by pressing the armrest control again. (in the same direction you pressed to travel up the stairs).
- Release the armrest control switch once the seat has fully rotated.
- Unbuckle and carefully exit the seat.

## Power Footrest Option

An optional power footrest makes it easy to fold the stairlift footrest without leaning over.

- Raise the stairlift seat to the “stored” position, and the footrest will automatically fold up.
- Lower the seat, and the footrest will automatically fold down.
- Raise and lower the footrest by moving the seat up or down. Attempting to manually fold a power footrest option can damage the unit.

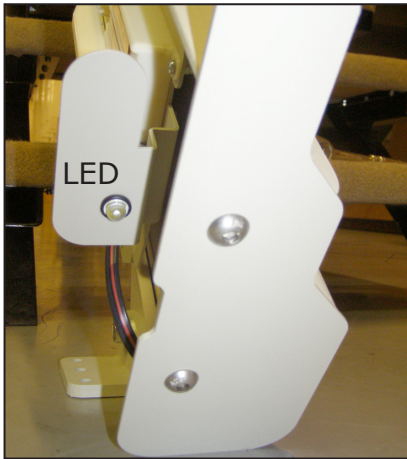
**Note:** If jam occurs when raising/lowering the footrest, clear the jam and move the seat up and down until the footrest moves again. If normal operation is not restored, please contact your Bruno dealer for service.

## Mid-Park Position Option

The mid-park position option allows you to park and charge the stairlift at a position between the two ends of the rail – such as a landing in the middle of a staircase. If you have a mid-park position option, your stairlift will automatically stop and beep in the mid park position. To continue traveling up or down stairs, press armrest control in the direction you wish to travel (or engage wireless remote call/send control).

**Note:** Optional keyed switch units – Turning the armrest key to the OFF position disables both the remotes.

## CHARGING and DIAGNOSTIC CODES (under the seat)



LED lights when carriage is connected to charge contacts.

### Keeping Stairlift Charged

Bruno curved stairlifts are powered by two 12v batteries that charge when the lift is parked tightly against the brackets at either end of the rail. If the stairlift carriage does not contact the upper or lower charge brackets, the batteries will slowly drain.

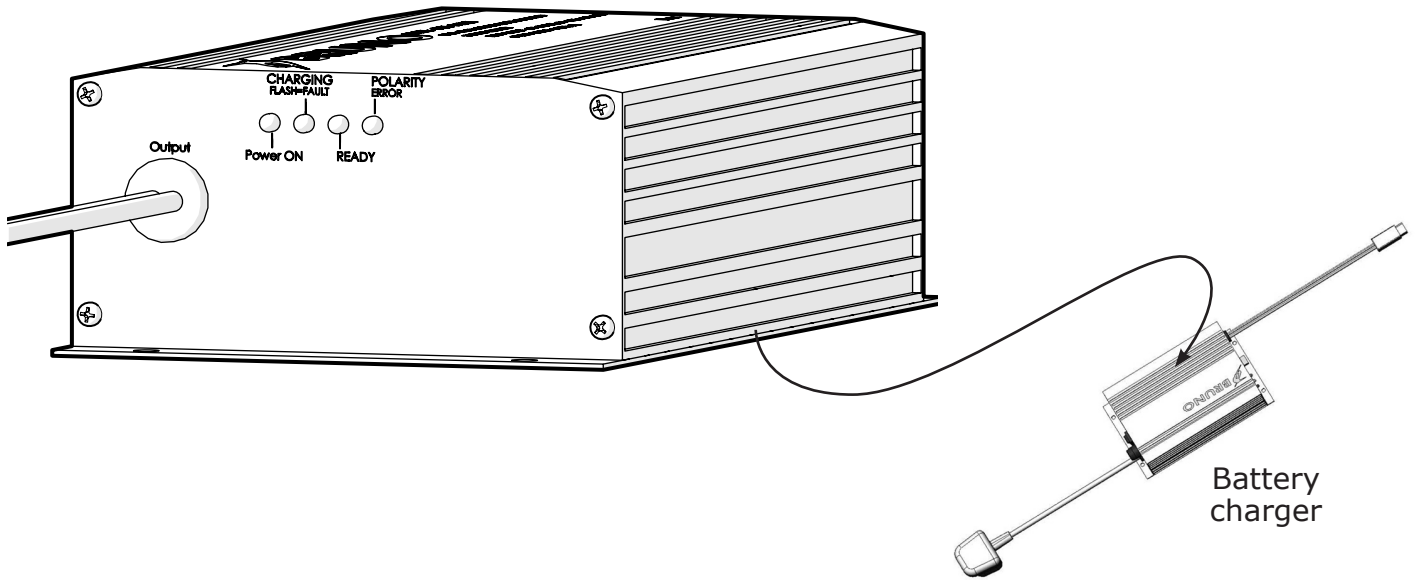
Failure to keep the batteries charged, or allowing them to fully discharge, will significantly shorten battery life. Therefore, it is important to park the stairlift at either end of the rail.

A yellow LED light glows on the upper and lower charge brackets if the stairlift is correctly parked. To confirm that the carriage is charging when properly parked, please view the LED lights on the charger. If you cannot park at one end of the stairs (for example, a door prevents it), use the remote control to "send" the stairlift to the end of the rail to stay in contact with the charge bracket. Then, use the remote to "call" the stairlift when you need it.

### Diagnostic Codes - Under the seat

A2	Seat in UP Position (Seat Fold Switch Closed)
A3	Seat Out of Riding Position (Swivel Limit Open)
A6	Seat Jammed (Actuator Stalled)
A7	Footrest Jammed (Actuator Stalled)
C1	Charging
C2	Off Charge
C3	Off Charge and Not Parked
C4	Parked and Charger Not Detected
C5	Battery Voltage Critical
C6	Battery Voltage Low
L1	Seat Safety Switch Open
L2	Up Limit Switch Open
L3	Down Limit Switch Open
L6	Mid-Rail Park Active
L8	Soft Stop Switch

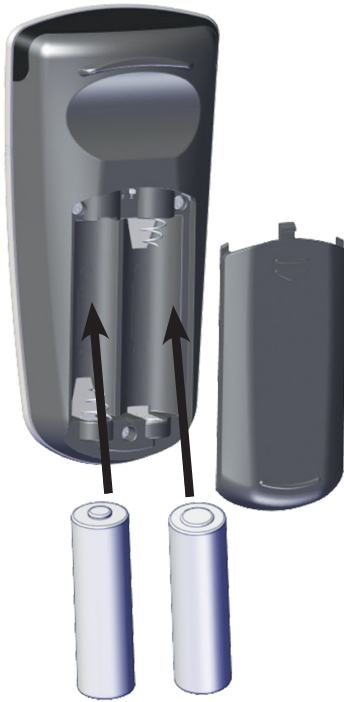
# BATTERY CHARGER LEDS



<b>RED</b>	<b>YELLOW</b>	<b>GREEN</b>	<b>BLUE</b>	<b>STATUS</b>
ON	ON (< 1 sec.) OFF	OFF	OFF	charger not connected to battery
ON (<5 sec.) ON ON	ON (<5 sec.) OFF OFF	ON (<5 sec.) BLINK (5 sec.) OFF	OFF	battery disconnect situation detected; 5-second delay until yellow and green LED's completely off
ON	ON	OFF	OFF	charger delivering maximum current (2.2A)
ON	ON	OFF	OFF	charger at maximum voltage; current continues to drop
ON	OFF	ON	OFF	batteries fully charged; yellow LED occasionally turns off
ON	BLINKS ALTERNATELY	BLINKS ALTERNATELY	OFF	low voltage indication
BLINKS ALTERNATELY	BLINKS ALTERNATELY	OFF	OFF	battery defective or heavily sulfated
ON	OFF	FAST BLINK	OFF	partially open circuit; bad contact or battery sulfation
			ON	battery connector reversed



## MAINTENANCE TIPS



Back of transmitter with battery access cover removed

### General Maintenance Tips

- Keep the rail channel clean and free of debris.
- Park the stairlift at one end of the rail when not in use to keep batteries charged.
- Keep battery charger plugged into a live outlet.
- Contact your Bruno dealer annually to have the stairlift examined, cleaned and lubricated.

### Remote Battery Replacement

- Remove access panel on back.
- Replace two AA alkaline batteries.
- Change batteries annually.

### Vacation and Long-Term Storage

- Turn off the circuit breaker (ON/OFF switch near the seat).
- Unplug the battery charger from the wall.

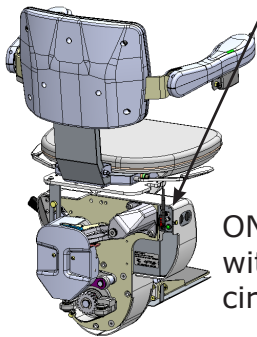
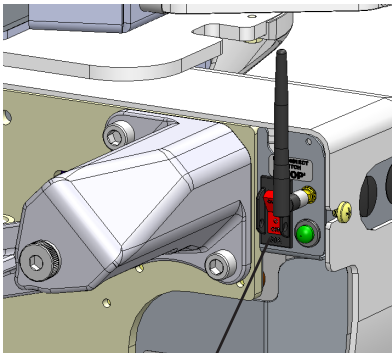
Once you are ready for the stairlift to return to action, make sure the batteries are charged and rail free of dust.

- Reconnect the charger to the wall outlet.
- Turn on the power switch on the battery charger.
- Turn on the main power switch on the stairlift carriage.
- Wait until the LED light on the charger turns green to depict full battery charge.
- Dust rail with wax-based cleaner, such as Pledge®.

### Circuit Breaker Note

The stairlift includes an ON/OFF switch with a built-in circuit breaker that protects the battery, controller and motor circuits in the stairlift carriage. It is unlikely the circuit breaker will trip. However, if the stairlift becomes inoperative, check the circuit breaker and reset if needed. Possible causes of circuit breaker tripping:

- Foreign object jamming the rail or gear rack.
- Exceeding the rated weight capacity of the stairlift.



ON/OFF switch with built-in circuit breaker

## **Stairlift Beeps at Top of Stairs When Seat Rotated**

All Bruno stairlifts are shipped in "multi-user mode" which causes the stairlift to beep at the top landing when the seat is turned. This safety feature alerts a second user that the seat is swiveled. Rotate the seat so it clicks and "locks" back into its original riding position and the beeping will stop. Your Bruno dealer can also switch the stairlift to "single user mode" which will disable the beeping safety feature.

## **Stairlift Beeps When Stopped on Rail**

The Bruno Elite curved stairlift charges when the stairlift is stopped at either end of the rail. The unit will beep if the stairlift is stopped short of the charging position, so you are alerted that the stairlift batteries are not receiving a charge. Make sure the stairlift is resting at the end of the rail to stop the beeping to ensure the batteries are receiving a charge.

## **Stairlift Operates Very Slowly**

If the batteries on your stairlift are low, the stairlift will move slowly or slowly and/or stop. If possible, bring your stairlift down to the "charging" position at the top or bottom of the rail to recharge. Partially charged batteries will allow the stairlift to go down the rail but not up. If the stairlift continues to run slow or stops, please contact a Bruno dealer to replace batteries.

## **Stairlift Will Not Operate**

- Check the LED lights on the charger.
  - Green light shows batteries fully charged.
  - Yellow light means stairlift is charging.
  - Red light depicts charger receiving electricity, but stairlift not receiving power. For example, the stairlift might not be resting on the charge strips, the charge strips may be dirty or a wire is disconnected between charger and rail.

### Possible Electrical Issues:

- Check on/off switch on the side of the stairlift seat to make sure it's in the "on" position. Flip switch "on/off" to reset.
- Look at diagnostic display under seat. Press an arm switch or remote. If nothing displays, there is no power to the unit.
- Validate the stairlift charger is plugged into a wall outlet.
- Ensure the wall outlet is working by hooking up a lamp or other device.
- Check that a main circuit breaker in your home has not been tripped or fuse blown (in fuse box of your home).
- Inspect that the cord is not plugged into a "switched" outlet that only receives current when light switch is turned on. If remotes do not work, inspect that receivers are plugged in. Keyed Stairlift Units: Make sure key is in "on" position.

### Possible Safety Trigger:

- Clear stairs of any objects that may cause the obstruction safety sensors in footrest to stop lift.

## **Bruno Dealer**

Please call your local Bruno dealer for annual maintenance on your stairlift or if you need other service on your Elite Curved stairlift.

**Limited Lifetime Major Components — 2 Year Parts**

Bruno Independent Living Aids, Inc. (Bruno) is confident in its USA-designed and built stairlift units and is pleased to provide the Original Purchaser of a Bruno Stairlift with the following "Industry Leading" warranty. The quality of parts used, along with the care of Bruno's employees in constructing Bruno's products, allow Bruno to provide the following warranty coverage to the Original Purchaser of the Bruno Stairlift:

- All Parts, other than Major Components, are/will be free of defects in material and workmanship for a period of two (2) years after the date of installation by a Bruno Authorized Dealer.
- All Major Components, which includes the motor, gearbox drivetrain and rail system of the Bruno Stairlift, are/will be free of defects in material and workmanship for the lifetime of the Bruno Stairlift and as long as the Original Purchaser owns the Stairlift. Major components do not include optional equipment.
- All labor, to be provided by a Bruno Authorized Dealer, to address any defect of the Bruno Stairlift is covered for the first thirty (30) days after installation thereof by a Bruno Authorized Dealer.
- All Bruno warranties begin on the date of installation of the Bruno Stairlift by a Bruno Authorized Dealer, but that date should be no later than 14 months after it was shipped from the factory.

Bruno Authorized Dealers are trained to evaluate your unique situation and then install the best Bruno Stairlift to meet your needs. The trained installation and service technicians employed by a Bruno Authorized Dealer have the appropriate equipment and resources needed to correctly install and maintain the Bruno Stairlift and should be the first contact for any warranty or service needs.

**What Is Not Warranty Coverage:**

- Damage to units caused by misuse, abuse, accidents, neglect, or modifications NOT made by a Bruno Authorized Dealer.
- Consumable items such as remote batteries
- All labor by a Bruno Authorized Dealer after the first thirty (30) days since installation.
- Reasonable wear and tear
- Cosmetic damage not affecting the operation of the unit

**Additional Notes:**

- All Service and Warranty must be brought to the attention of a Bruno Authorized Dealer. To ensure warranty coverage all maintenance and repair work on the Bruno Stairlift, other than maintenance provided by the Original Purchaser as called for in the Owner's Manual, must be performed by a Bruno Authorized Dealer.
- In no event shall Bruno be responsible for indirect, incidental or consequential damages, whether such damages arise based on claims based on contract, warranty, tort (including negligence, strict liability or product liability).
- Bruno, at its sole discretion, reserves the right to replace, repair, or, if not commercially practical and/or feasible, to elect to refund the Original Purchaser the purchase price of the Bruno Stairlift.
- This warranty gives the Original Purchaser specific legal rights for which the Original Purchaser may also have other rights that vary from state to state. Bruno specifically does not authorize any person to extend the time or scope of this warranty.

For further information regarding this limited warranty, please contact Bruno using the contact information shown below:

**North America**

Bruno Independent Living Aids, Inc.  
Attn: Service Department  
1780 Executive Drive  
Oconomowoc, WI 53066  
United States  
Tel. 1-800-882-8183 toll free

**UK and Europe**

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Tel. 0151 559 0732

