

Stannah Stairlifts



Model 320 User Handbook

Trouble Shooting: Page 9

Your Local Stannah Service Center:



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Introduction

Congratulations on selecting the 320 Stairlift from Stannah, maker of the world's most chosen stairlift. We are confident that you will notice immediately how much easier it makes your life, and probably wonder why you hadn't bought one sooner.

To ensure you get the most from your stairlift, we recommend that you read this user manual thoroughly. It explains all the functions of, and uses for, the different parts of the stairlift so that you understand how it works and can use it with confidence.

However, if once you have read this document/manual you still feel unsure about any aspect of your stairlift, do not hesitate to contact your Stannah Stairlift supplier for help and advice.

We wish you many safe and happy journeys!

There are some basic rules about caring for your stairlift, which when abided by will help to ensure you have a trouble-free ride!

- ❖ Read all the instructions in this manual before using your Stannah Stairlift.
- ❖ Remember that the stairlift is for use by only one person at a time. There is a maximum weight limit of 300 lbs.
- ❖ Stairlifts are mechanical appliances and like all technical equipment, they need to have a regular service to ensure that they continue to run smoothly, safely and reliably. Stannah recommends that your stairlift that you stairlift is serviced twice a year, like a car, to ensure among other things, that the stairlift is kept lubricated.
- ❖ Every Stannah Stairlift has been made with extreme care and attention to detail. The quality of a Stannah Stairlift is second to none which is why we insist that only technicians who have been trained to Stannah's own strict level of professionalism and expertise should service a Stannah Stairlift.

Description of the Stairlift



Please Note:

The appearance of your stairlift may differ slightly from that shown.

Description of the Stairlift

1. The main power switch is the source of electricity for the stairlift. If you turn this switch off, your stairlift will continue to run using a battery, but only for a period of time (not shown). The battery charger is located inside the building and ensures that the battery remains charged so that if there is a power outage, the stairlift will continue to work (not shown).
2. Your stairlift is fitted with a seatbelt, which it is advisable to use when seated in the chair.
3. The chair travels up and down the stairs on the rail, which is attached to the staircase.
4. The stairlift has two armrests. One has the joystick that controls the direction in which you move your stairlift - up or down. The other has the **red** on/off switch on it, which should be turned off when not in use. When it is switched on, the **green** light above the switch will light up.
5. When the **green** light is on, it means the lift is on and ready to move when the joystick is pushed.
6. When the **yellow** light is on, it means that the batteries are being charged. This is the normal condition and the stairlift will work while batteries are being charged.
7. On both sides of the chair there is a manual swivel lever. Pushing down on either lever, or on both levers at the same time, frees the chair to rotate and face the top landing and this makes getting off the stairlift easier and safer.
8. Around the footrest and where the stairlift comes close to the stairs there is a series of highly sensitive safety pads as highlighted on the picture. These detect any obstacles on the stairs and make the stairlift stop automatically to avoid accidents.
9. Since your 320 Stairlift is located outside, it is important to ensure that no one else can use it without your permission. Therefore the keys are removable so that you have complete control over who uses your stairlift and when.
10. Every 320 Stairlift comes with a cover to protect the chair against the effects of the weather. The cover should be put over the stairlift after use. Ensure the **red** on/off switch is off before covering the stairlift (the **green** light should be off) (not shown).
11. If the stairlift is not going to be used for long periods, for instance when you go away on vacation, the battery isolator switch (located on the back of the stairlift) should be turned off.
12. **(Optional)** At both the top and bottom of the staircase there may be additional controls. This means that if the stairlift has been left at the bottom of the stairs and you are at the top, you can bring the stairlift up by using these controls. With this option the key from the arm will be removed (not shown).

Using your Stairlift



Check that the **red** on/off switch is switched off before you sit in the stairlift. You will find the **red** on/off switch located at the end of the armrest. The **red** on/off switch is on when the **green** light is lit.

Sit down in the chair. For your added safety a seat belt is provided.

Switch the stairlift on, using the **red** on/off switch.



When sitting on the stairlift, the chair is controlled by the joystick, the small lever found at the end of the armrest. To move the stairlift, simply push the joystick in the direction you want to go. To continue moving, you must keep pushing the joystick. If you stop pushing the joystick the stairlift will stop moving.

CAUTION:

WHEN USING THE STAIRLIFT, KEEP YOUR ELBOWS CLOSE TO YOUR BODY SO THAT THEY DO NOT SCRAPE ALONG THE WALL WHEN THE CHAIR IS MOVING.



Once the stairlift has reached the top or the bottom of the stairs, release the joystick and turn the **red** on/off switch off so that the **green** light goes off. The stairlift must be switched off after each use for your safety.



Finally, use the manual swivel levers to turn the chair so that it faces the landing area. You are then able to get off the stairlift safely while the stairlift acts as a guard blocking the stairway.

Using your Stairlift

Manual Swivel Seat

When you reach the top of the stairs, push one of the levers on either side of the seat, or both at the same time. This will release the chair and will allow you to turn the seat around to face the front, onto the doorstep, porch or landing where it is safe to climb off. At the same time, the back of the chair faces down the stairs thus safely blocking the staircase.

Note:

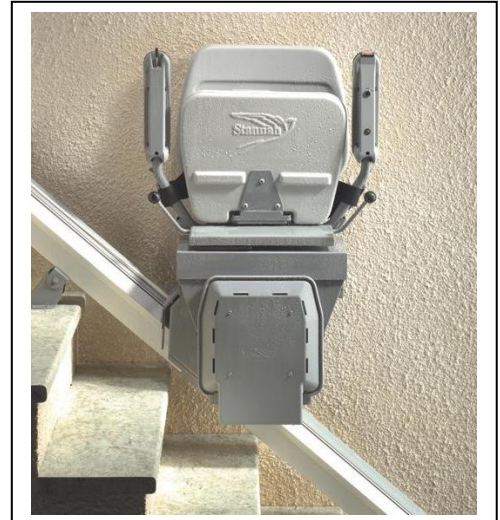
The stairlift will not operate unless the seat is returned to its original traveling position.



Folding Away your Stairlift

In order to ensure that the stairlift does not block the stairs when it is not in use, it can simply be folded away to reduce the amount of space that it takes up. All parts of the chair can be folded away manually including armrests, seat and the footrest.

The protective cover that is provided with your 310 Stairlift will only fit over the stairlift when it is folded up in this way. Ensure that the red on/off switch is off before covering the stairlift.

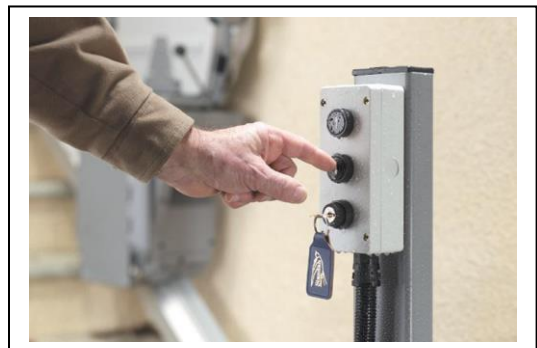


The stairlift can still operate when it is folded up, so if you need to bring it to either end of the staircase using the optional additional call stations, you can **(see below)**.

Additional Call Stations (Optional)

These are found at the top and bottom of the stairs near the stairlift. They have up and down arrow indicators and a removable key. The buttons must be pressed continually to call the stairlift. If you release the pressure on the button, the stairlift will stop moving. If one of the call stations is turned off by the key, the stairlift will not operate from either call station or the stairlift itself.

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Cleaning the Stairlift

The seat for the 320 Stairlift is made of plastic and can be cleaned using a damp soapy cloth or sponge, followed by a wipe with a damp clean cloth. Provided that you use the cover for your 320 Stairlift, any serious staining caused by external wear and tear should be successfully avoided. If you do experience a stain that does not come off with soap and water, call your Stannah Stairlift supplier for advice - do **NOT** use any solvent cleaners, bleaches, abrasives, synthetic detergents, wax polishes or aerosol sprays on the seating without checking with Stannah first.

Do **NOT** attempt to give your stairlift a good 'wash-down' with the garden hose. While it is designed for outdoor use and in virtually all weathers, the pressure in some hoses is very high and could cause damage to the stairlift.

Be sure to clean your stairlift when it is at the bottom of the stairs to avoid any possible accidents.

Troubleshooting

In the unlikely event that you should experience a problem with your stairlift, use the following checklist to see if any of these simple solutions, might be the answer. If, once you have ticked off the checklist you find that your stairlift is still not working properly, call your Stannah Stairlift supplier who will be delighted to help you.

The Stannah 320 Stairlift Checklist:

Identification	Possible Cause	Corrective Action
Stairlift will not move Green light is off	<ul style="list-style-type: none">• Carriage isolator switch is in the off position (11)• Chair arm on/off switch or chair arm keyswitch is in the off position (4)• Landing control is in the off position (12)	Check that all switches are in the on position
Stairlift starts then stops after a short distance Yellow light is off	Charger is not charging the batteries (2)	Check that the main power switch to charger is on, allowing batteries to recharge
Stairlift will not move Green and yellow lights are on	Safety pads activated (8) Seat not in original traveling position	Check for any obstructions near the stairs Swivel seat to correct position

Please contact your Stannah Stairlift supplier if you cannot correct the fault.

Personal Safety

While Stannah Stairlifts are designed with safety as the primary consideration, there are a number of things that you, as the user and owner should do to ensure that each trip on your stairlift is comfortable and safe.

- ❖ Of course no one can control the weather and since the 320 is for outside stairs, extra care should be taken when using it. The 320 can be used in temperatures ranging from 23°F to 105°F and through wind, rain, snow and shine. However, remember that weather conditions can affect your safety, particularly when getting on and off the stairlift. Ice and rain can cause slips and high winds can blow you over. *Please take care.*
- ❖ Before sitting on the lift, check that nothing is blocking the rail. Ensure that there are no plants, trees or bushes overhanging the staircase, which may hit you on your way up or down. Cut back any plants close to the stairs on a regular basis to make sure that they never get so overgrown that they affect the smooth running of the stairlift.
- ❖ Wear footwear when traveling on your stairlift and keep your feet flat on the footrest to avoid any potential hazards.
- ❖ It is advisable to wear your seatbelt securely fastened and only remove it once you have reached the top or bottom, turned the seat around and are ready to get off.
- ❖ In the unlikely event that your stairlift develops a problem while you are in transit, turn the seat up towards the top of the stairs before getting off. If possible, return the chair to its original traveling position and fold it away before carefully going to the nearest landing.

Hand-winding the Stairlift

Hand-winding the stairlift is a safety feature on your Stannah 320 Stairlift. It should only be used to move the stairlift short distances, for example if the chair has caught on something and caused the safety pad to activate, bringing the stairlift to a stop.

To use the hand-winding function:

- ❖ Ensure the battery isolator switch (on the back of the stairlift) is in the off position.
- ❖ Insert the hand-winding handle through the cover into the hole at the side of the carriage.
- ❖ Press the safety pad and turn the handle in the appropriate direction as indicated on the label, which is on the carriage.



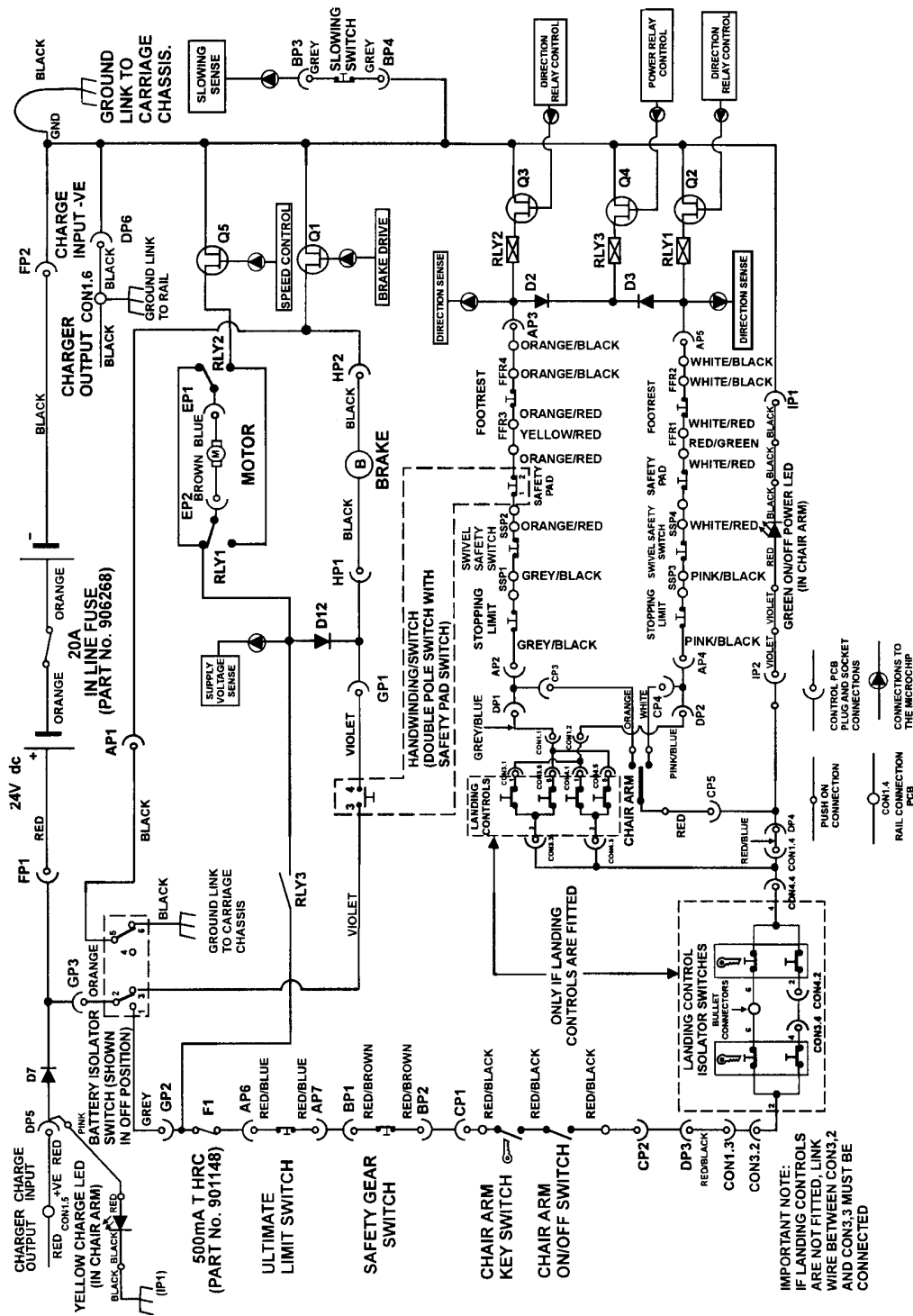
If you are unable to hand-wind the stairlift yourself, please contact your Stannah Stairlift supplier for assistance.



WARNING: THE STAIRLIFT MUST NOT BE OPERATED WITH THE HAND-WINDING HANDLE STILL INSERTED INTO THE CHAIR.

Stairlift Circuit Diagram

This drawing should only be used by approved service technicians to maintain your stairlift.



Installation and Service Record

This is the installation/service record for your stairlift. Stannah approved technicians will complete this form when they visit.

Installed by: _____ Date: _____

(PRINT IN BLOCK CAPITALS)

DATE	DETAILS	TECHNICIAN'S NAME

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