

# Using your stairlift

Model: **260 Siena**



**Stannah**

# Service Log

**It is important to us that our stairlifts always help you travel up and down your stairs in the safest possible way. With this in mind, we recommend our stairlifts are serviced regularly by a Stannah trained service technician. 12 Month intervals for private residence / 6 month intervals in locations other than private residence.**

Installed by _____		on     /     / _____
Date	Service details	Service Technician
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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A stairlift is a device to transport a seated person up and down the stairs safely.  
North America – Standard A18.1-10 must be used for inspection and test.

# Welcome to your Siena User Guide.

To help you get the most from your new stairlift, please take a few minutes to read this guide. Then, please keep this guide in a safe place in case you need to check any details in the future. If you feel unsure about any aspect of your stairlift, please do not hesitate to get in touch with your stairlift supplier, whose details are on the back page.



Siena

**Thank you for choosing Stannah**

## Contents

<b>Getting to know your stairlift</b>	<b>4-6</b>
<b>Using your stairlift</b>	<b>7</b>
Power key	7
Unfolding the chair	8
Seat belt	9
Arm control	10
Swiveling the seat	11
Getting off the stairlift	12
Remote controls	13
<b>Changing the batteries</b>	<b>14</b>
<b>Cleaning your stairlift</b>	<b>15</b>
<b>Technical and Safety</b>	<b>16</b>
<b>HELP</b>	<b>18</b>

Carriage Serial No: \_\_\_\_\_



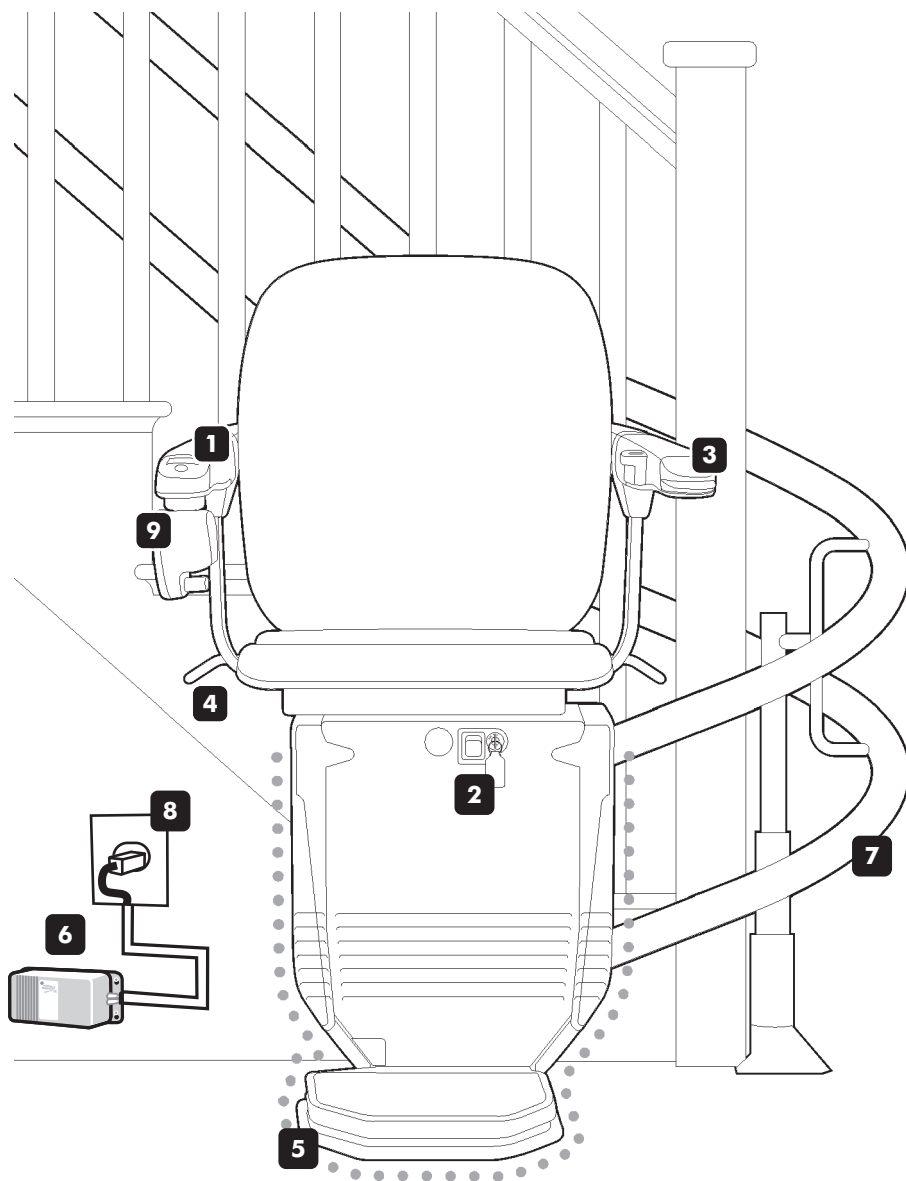
You will find important safety information wherever you see the **SAFETY NOTICE** symbol shown above.

**Important:**  
**Your stairlift is not designed to operate in the event of a fire and should not be depended on as a means of escape.**

# Getting to know your stairlift

## Siena stairlift

shown in traveling position



**1 On/Off switch & power light**

The power light comes on when the switch is in the on position.

**2 Power key**

The keyhole is on the front of the chair. The key must be inserted and turned to the on position before the stairlift will work – see page 7.

*Please note that you can remove the power key to stop others from using your stairlift.*

**3 Arm Control**

The arm control moves the stairlift in the direction you want to travel. If your chair has a powered swivel seat, you can also use the control to swivel the seat.

**4 Swivel levers**

These are on both sides of the seat. The seat will swivel towards the landing at the top of the stairs to help you get on or off the stairlift.

**5 Safety edges**

The safety edges are there to stop the stairlift if they come into contact with any obstacles. This stops anything from becoming trapped while the stairlift is being used. See page 18 for more information.

**6 Battery charger**

Charges the batteries so the stairlift is always ready to travel. This may be positioned at either the top or bottom of your staircase.

**7 Rail****8 Plug**

This should normally be left plugged in. See page 6 for more information.

**8 Seat belt**

There are various types of seat belt. The one shown is a retractable lap belt.

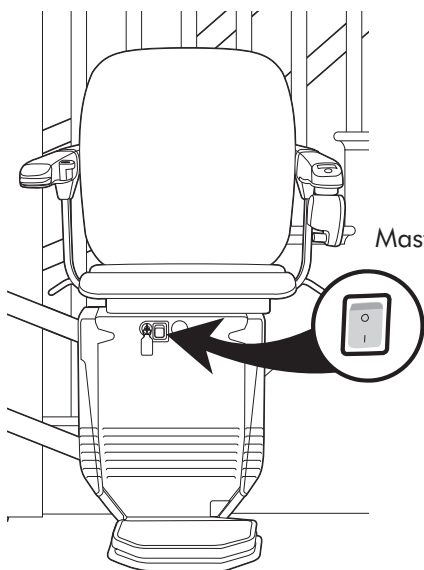
## Master power switch and wall switch

The master power switch is on the front of the chair and should normally be left switched on.

**The stairlift will not work if this switch is off.**

If you are going away for a longer time – perhaps if you go away on vacation – you can switch off the master power switch and the wall switch.

*Make sure that you switch off **both** the master power switch and the wall switch – this will ensure that the batteries will still be charged when you return.*



Master power switch

## Options

You may have chosen from the range of options we provide for the Siena stairlift.

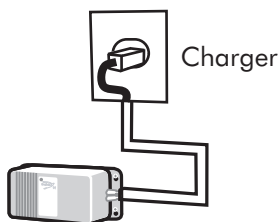
The options we've listed below are all covered in this guide, but if you need more information about any options that are not covered, please contact your local Stannah supplier.

### Swivel seats

- Manual swivel seat.
- Powered swivel seat.

### Seat belt

- Immobilizer seat belt.



**For the 'HELP' section see page 18**

# Using your stairlift

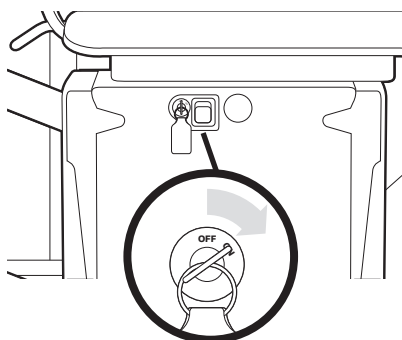
## 1. Turn on the power key

### To turn on the power

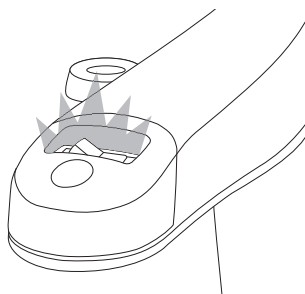
Insert the key into the keyhole on the front of the chair.

Switch the on/off switch to the ON position.

*The stairlift and the remote controls will not work unless you have inserted the power key.*



*When the key and the on/off switch are in the on position, the light on the on/off switch will come on.*

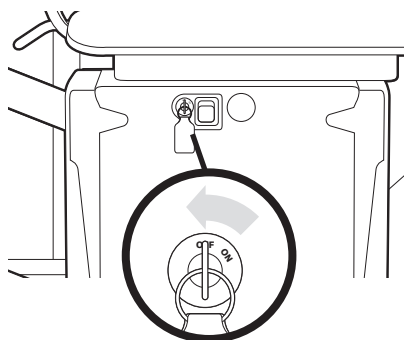


### To switch off the power

Turn the on/off switch to the OFF position.

*The light will go off.*

*If you do not want to remove the key, it can be left inserted as shown.*



## SAFETY NOTICE

You can remove the power key to stop others from using your stairlift

# Using your stairlift

## 2. Unfolding or folding the chair

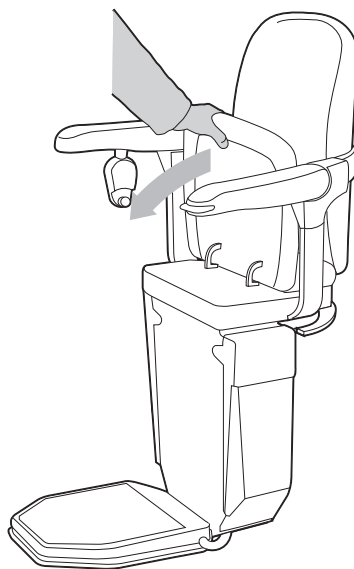
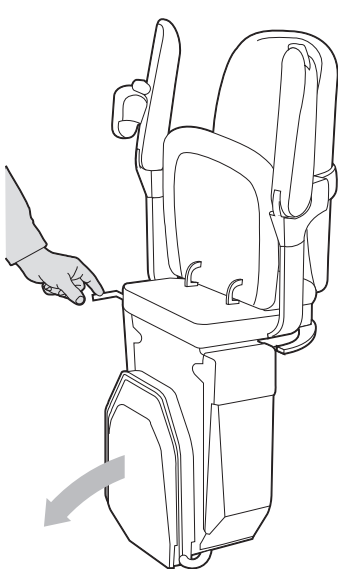
Your chair can be folded away when it is not in use to give you more space around the top and bottom of your stairs.

### To unfold the chair

To lower the footrest, use the lever on the side of the chair. Then lower both armrests and the seat.

### To fold the chair

To raise the footrest, use the lever on the side of the chair. Then raise both armrests and the seat.



### SAFETY NOTICE

Stand with your feet clear of the footrest when you lower the seat.



# Using your stairlift

## 3. Settle into the seat and start the stairlift

Make sure the on/off switch is in the off position and the power light is off. Then, settle yourself into the seat, and put your seat belt on. When you are ready to travel up or down the stairs, switch the on/off switch to the on position, and use the arm control to start the stairlift.

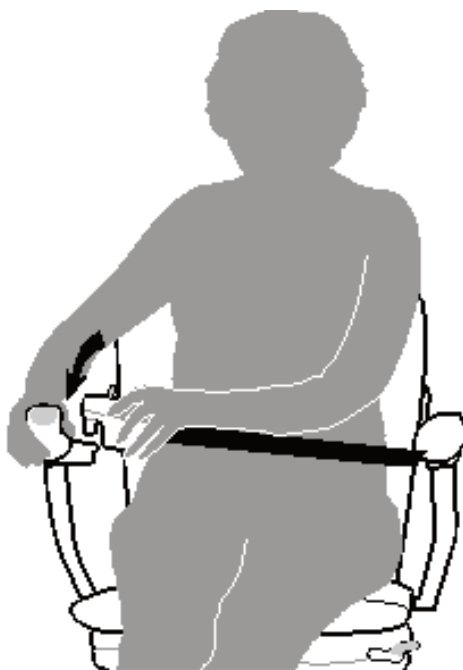
### To use the seatbelt

Pull the seatbelt across your lap and click into the holder.



#### Immobiliser seatbelt (optional)

*If you have an immobiliser seatbelt, your stairlift will not start until you have put your seatbelt on.*



## SAFETY NOTICE

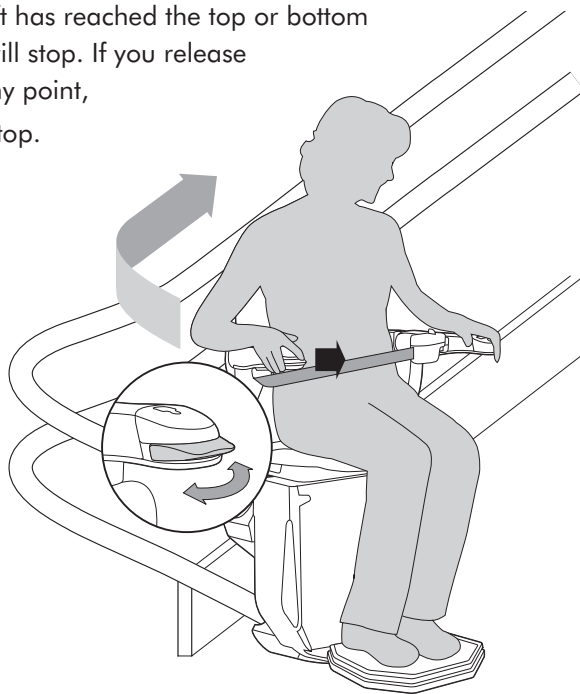
Always use the seat belt. Only undo it when you have reached the top or bottom of the stairs and are ready to get off. Keep your elbows tucked in close to your body when using the stairlift.

# Using your stairlift

## To use the armrest control

Move and hold the armrest control in the direction you want to travel – after a few seconds the stairlift will start. The delayed start is a safety feature.

When the stairlift has reached the top or bottom of the stairs, it will stop. If you release the control at any point, the stairlift will stop.



## Powered swivel seat (optional)

*If you have a powered swivel seat, you can continue to hold the armrest control when you have come to the end of your journey and the seat will automatically swivel to the side. See page 11.*

*Please note that after the stairlift has stopped, there will be a few seconds' delay until the seat swivels.*



## SAFETY NOTICE

Only one person should ever use the stairlift at one time.

# Using your stairlift

## 4. Swivel the seat

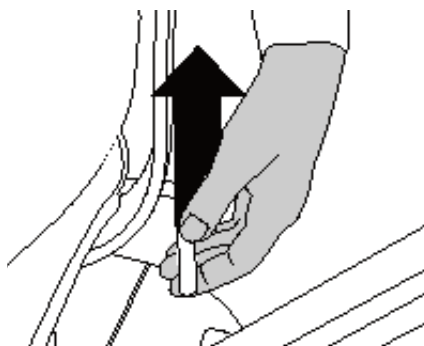
At the top of the stairs you can swivel the seat to help you get off the stairlift.

You should also swivel the seat to make it easier to get on the stairlift before you go back down.

### To swivel the chair using the manual swivel seat

Lift the swivel levers on the side of the seat and swivel the seat to the side.

*You can only do this in the direction of the top of the stairs – this is a safety feature.*



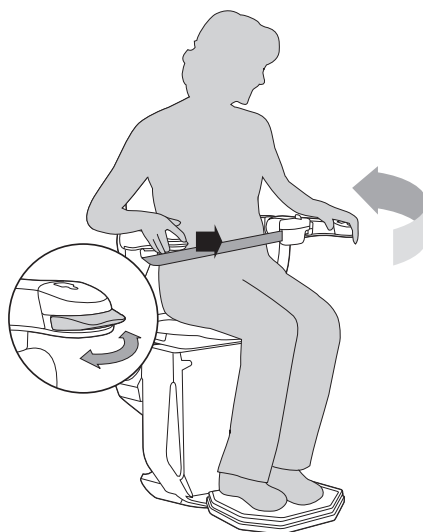
### To swivel the chair using the powered swivel seat (Optional)

Push and hold the armrest control in the direction you want to swivel the seat.

### Two-way powered swivel seat

If you have a two-way powered swivel, you can swivel the seat at the top and bottom of the stairs.

*Please note that if you have selected a two-way swivel seat, the stairlift will only swivel in the downwards direction when it is at the bottom of the stairs.*



# Using your stairlift

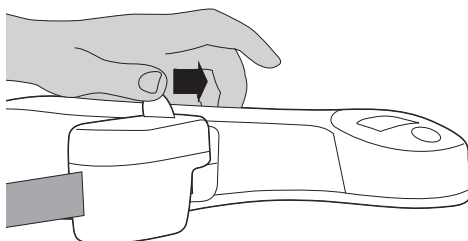
## 5. Get off the stairlift

Make sure the on/off switch is in the off position and the power light is off. Carefully, get off the stairlift and swivel the seat back to its traveling position. You can fold the chair away if you wish.

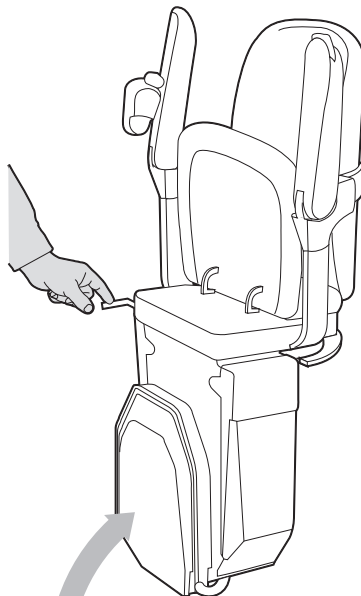
### To get off

Unfasten the seat belt.

Slide the button towards the armrest and lift the clip out of the holder. Carefully, get off the stairlift.



Swivel the seat back to its traveling position using either the manual swivel levers or, if you have a powered swivel, the remote calling controls. You can fold the chair away if you wish.



**For the 'HELP' section see page 18**

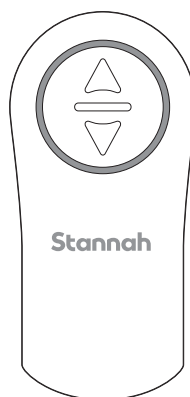
# Using your stairlift

## Remote controls

Positioned at the top and bottom of the staircase, the remote controls let you call the stairlift if it is at the opposite end of the staircase to you.

*The control will not work unless the power key is turned to the on position.*

The controls are battery powered. You will find information on how to change the battery on page 14.



## Using the remote controls

Use these when you want to move the stairlift to the opposite end of the stairs.

### To move the stairlift along the rail

Press and hold the arrow button on the remote control to move the stairlift in the direction you want. You can move the stairlift whether the chair is folded or unfolded.

*There is information on how to unfold the chair on page 8.*

If you release the arrow button, the stairlift will stop and will not start again for a few seconds. Wait for a few seconds before starting the stairlift again.



## Battery status

When you press one of the arrow buttons, the light on the controls shows how much power is in the battery. The batteries will last about one year with average usage. *You will find information on how to check and change the batteries on page 14.*



## SAFETY NOTICE

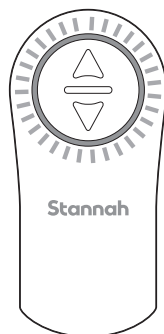
Make sure no one else is using the stairlift before you call it using the wall mounted calling controls.

# Changing the battery on the remote control

The remote control batteries will last about one year with average use.

When you press one of the arrow buttons, the light around the buttons will tell you how much power is in the battery.

Lights rotating	Batteries OK
Lights on constantly	Batteries low on power – change batteries as soon as possible
No light	Batteries have no power

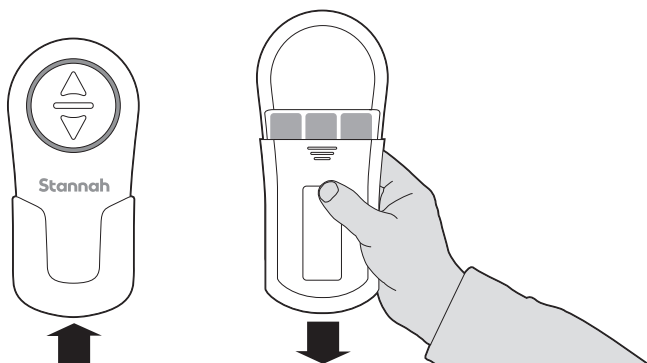


The lights are on constantly when the battery is low.

## To change the battery

Remove screw if fitted, slide down and open the battery cover, then insert the new batteries.

Each remote control takes three AA batteries.



# Cleaning your stairlift

If there are any aspects of cleaning your stairlift that you are unsure about, please call your Stannah supplier.

## To clean the rail

Use a damp cloth to remove any dust or dirt.

## To clean the upholstery

Use a damp cloth to remove any dust or dirt.

**Do not use any solvent cleaners, bleaches, abrasives, synthetic detergents, wax silicone polishes or aerosol sprays without checking with your stairlift supplier first.**

## Further Information

### Weight limit

300lbs

Maximum sound emissions 70dB



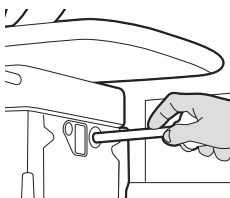
## Recycling and disposal of your stairlift

Do not dispose of any part of this product as everyday household waste. For more information about recycling and disposal of your stairlift, please contact your Stannah supplier, details on the back page.

# Technical and Safety

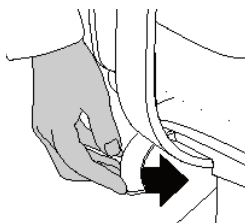
It is very unlikely that your stairlift will stop while traveling. However, if it does and is causing an obstruction, we have provided you with a hand-winding tool and instructions on how to manually move your stairlift out of the way.

If your stairlift stops at the end of the rail and the power light on the armrest goes off, use the checklist on page 18. If the checklist does not help you to solve the problem, please follow the instructions below. If in any doubt, please contact your Stannah supplier for help. Details are on the back page.



## **To move the stairlift using the hand-winding tool**

Switch off the master power switch. See page 6.  
Remove the plastic cap on the front of the chair base.  
Put the hand-winding tool into the hole where labelled.  
Turn the handle as shown on the label on the chair base



## **To swivel the powered swivel seat**

Switch off the master power switch.  
Push the lever inwards  
You can then swivel the chair until it is in its traveling position.



## **SAFETY NOTICE**

Never use the stairlift when the hand-winding tool is in the hole



# Technical and Safety

Follow these points to make sure you always use your stairlift safely.



Make sure no one else is using the stairlift before you call it using the remote calling controls.



You can remove the power key to stop others from using your stairlift.



Stand with your feet clear of the footrest when you lower the seat.



Always use the seat belt. Only undo it when you have reached the top or bottom of the stairs and are ready to get off.



Keep your elbows tucked in close to your body when using the stairlift.



Only one person should ever use the stairlift at any time.



Never use the stairlift when the hand-winding tool is in the hole.



Never allow children to use the stairlift unsupervised.



Never attempt to dismantle the stairlift.



If you are home alone when using your stairlift, we recommend carrying a cell phone, or some other communication device, so you can alert others if you need help getting off the stairlift.

# Help

It is unlikely that you will ever experience a problem with your stairlift. If you do, please use the following checklist.

If the checklist doesn't help you to solve the problem, contact your stairlift supplier, details on the back page.

## Stairlift will not move

### The power light is off

- Check that the master power switch is switched on – see page 6.
- Check that the power key is inserted and turned to the on position – see page 7.

*The stairlift will not work if either of these are switched off.*

### The power light is on

- Check that the chair is swiveled back to its traveling position and that the swivel levers are fully pushed down. *The chair will not move unless it is in this position – see pages 4 and 10.*
- Check whether there is anything obstructing the safety edges –

*If there is, the stairlift can be moved in the opposite direction to allow you to remove the obstruction. You can then continue to go up or down the stairs.*

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## If your stairlift still does not move

(1) turn the power key to the off position, then back on.

(2) move and hold the control in the downward direction – after a few seconds the stairlift will start. Then call your Stannah supplier.

*If the stairlift stops during the above, repeat steps 1 and 2 until you reach the bottom of the stairs.*

If steps 1 and 2 do not work, then alert another person in the home and ask them to contact your Stannah supplier.

If you are home alone when using your stairlift, we recommend carrying a cell phone, or some other communication device, so you can alert others if you need help getting off the stairlift.

As a last resort, swivel the chair towards the top of the stairs, undo seat belt and exit up the stairs. Then call your Stannah supplier.

# Help

## Stairlift is beeping

The batteries are not being charged.

Please note that your stairlift can continue to run on battery power.

- Check that there has not been a power outage.
- Check that the stairlift is at the top or bottom of the stairs.

If you cannot correct the fault, you can switch off the beeper by turning the master power switch to the off position – see page 6. Then, please call your Stannah supplier.

## Multiple occupancy buildings

- Switch off the power key before getting into and out of the chair.  
This will ensure that no one else can call the stairlift when you are using it.
- Make sure the power key is turned to the on position when you have completed your journey. This ensures the stairlift will work for other users.

## Remote calling controls do not work

- Check the batteries – see page 14.

## Powered swivel seat does not work

- Please call your stairlift supplier. *Use the standard swivel lever to swivel your stairlift – see page 11.*

Contact Details

# Stannah

Stannah Stairlifts Inc, 20 Liberty Way, Unit A, Franklin, MA 02038, USA

**[www.StannahStairlifts.com](http://www.StannahStairlifts.com)**

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USA / English

Original Instructions

