

Using your stairlift

Model: **260 Starla**



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

[illegible]

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 Starla 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.

Thank you for choosing Stannah



Fully Upholstered ☐ **Wooden** ☐

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HELP 18

Serial No: _____



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

Important:

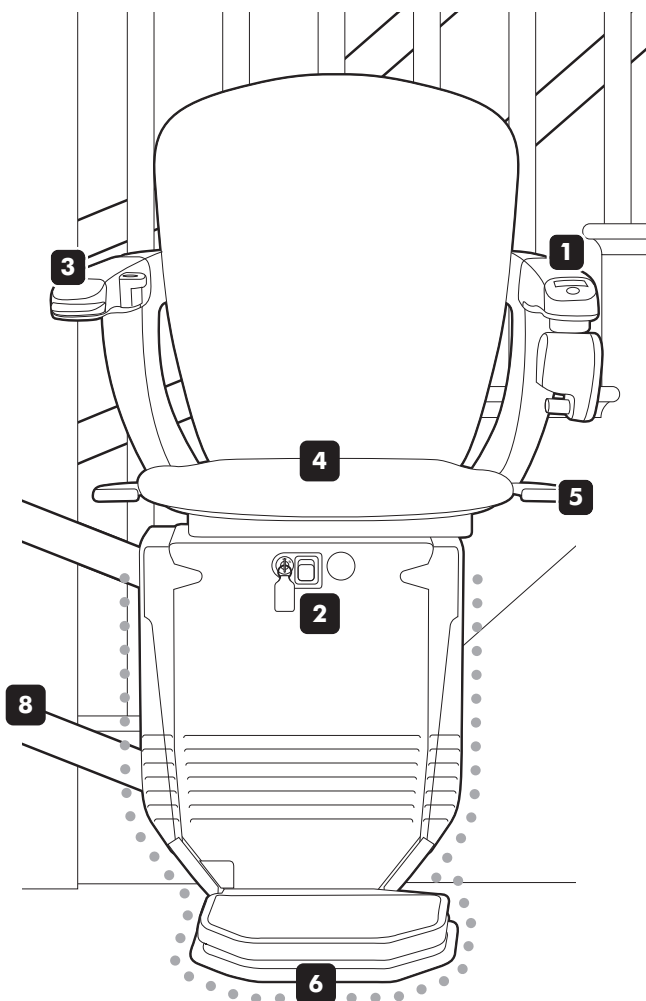
Your stairlift is not designed to operate in the event of a fire and should not be depended on as a means of escape.

Getting to know your stairlift

This guide is for both the fully upholstered and wooden finish Starla. The rest of the pictures in the guide will show the fully upholstered Starla, but the instructions are the same for both.

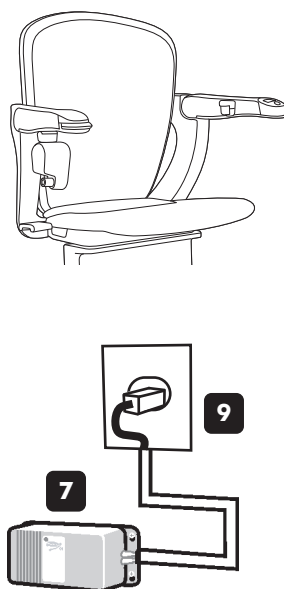
Fully upholstered finish

shown in traveling position



Wooden finish

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 Seat sensor

There is a sensor in the seat that tells the stairlift when someone is sitting on it.

You can only travel using the control if you are sitting on the seat. The Remote controls still work without any pressure on the sensor.

5 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.

6 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.

7 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.

8 Rail**9 Plug**

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

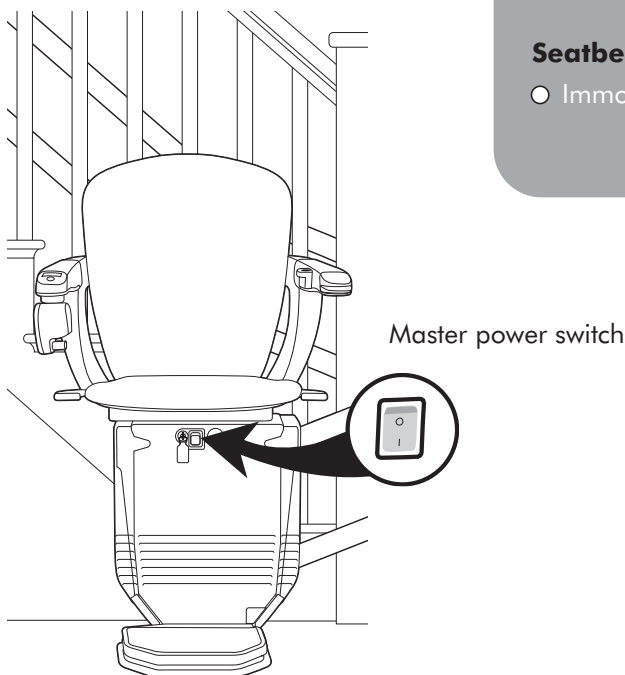
Master power switch

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.

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



Options

You may have chosen from the range of options we provide for the Starla 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.
- ☐ 2-way powered swivel seat.

Seatbelt

- ☐ Immobilizer seatbelt.

For the 'HELP' section see page 18

Using your stairlift

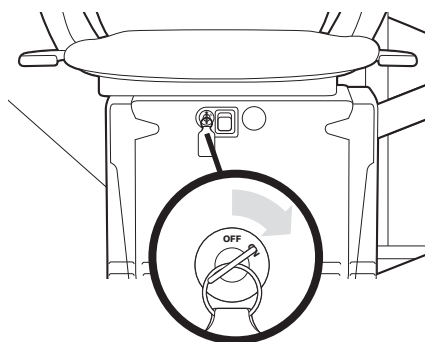
1. Turn on the power key

To turn on the power

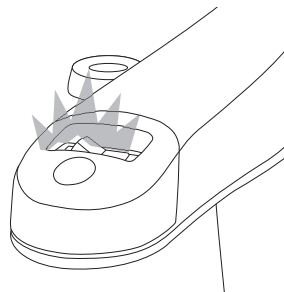
Insert the key into the keyhole on the front of the chair.

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.

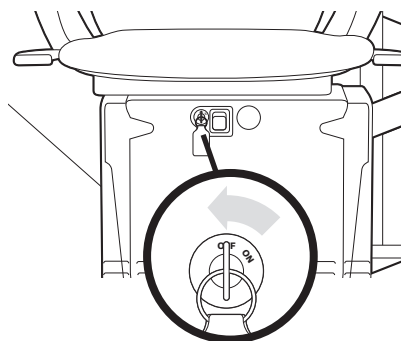


To switch off the power

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

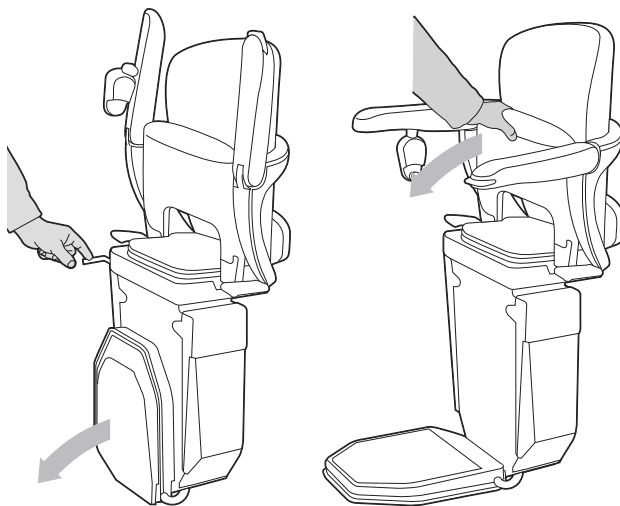
Using your stairlift

2. Unfold 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.

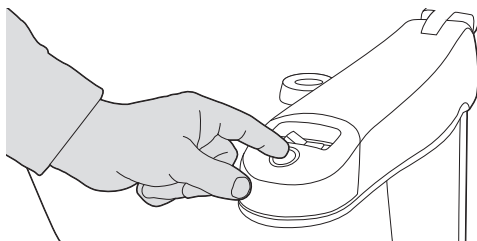
To unfold the chair

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



Footrest fold button (Optional)

If you have a footrest fold button you can use this to lower the footrest on its own.



SAFETY NOTICE

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

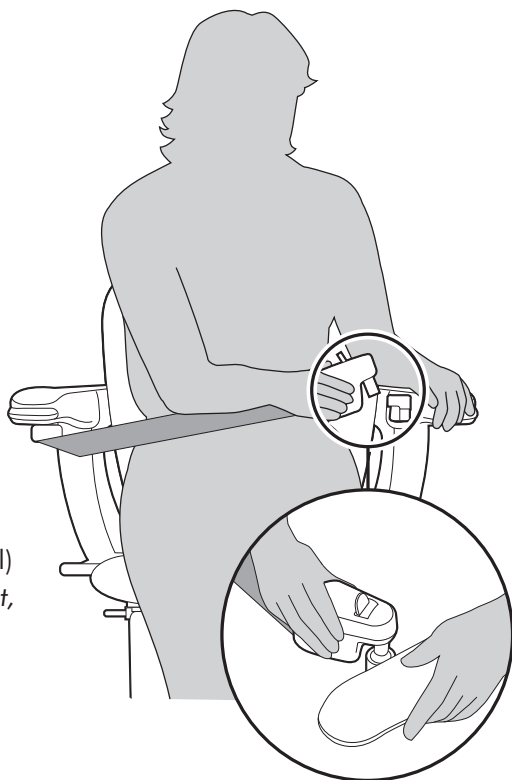
Using your stairlift

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 seatbelt 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.



Immobilizer seatbelt (Optional)

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



SAFETY NOTICE

Always use the seatbelt. 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 armrest control at any point, the stairlift will stop.



Powered swivel seat (optional)

If you have an 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

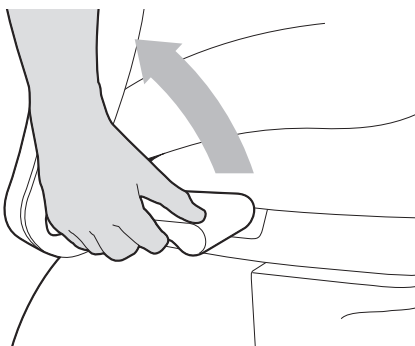
At the top of the stairs you can swivel the seat to the side to help you get off the stairlift.

You can also swivel the seat to make it easier to get on the stairlift when you want to 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.



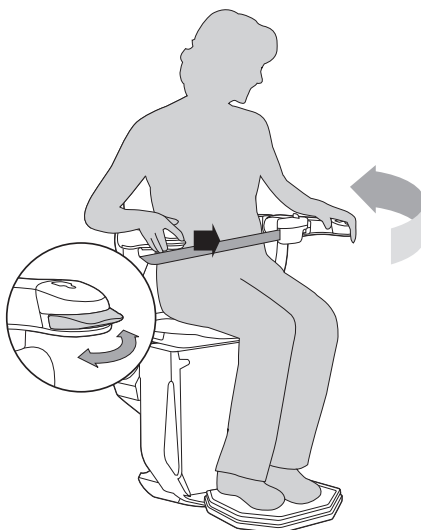
To swivel the chair using the powered swivel seat

Push and hold the arm 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

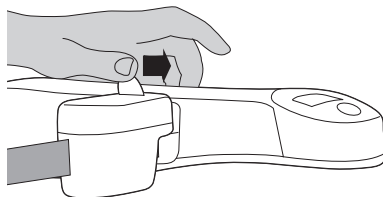
5. Get off the stairlift

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.

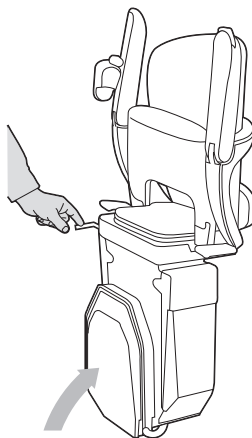
To get off

Unfasten the seatbelt.

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

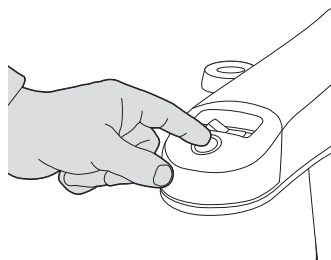


Swivel the seat back to its traveling position using either the manual swivel levers or, if you have a powered swivel, the remote control. You can fold the chair away if you wish.



Footrest fold button (Optional)

If you have a footrest fold button you can use this to raise the footrest on its own.



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

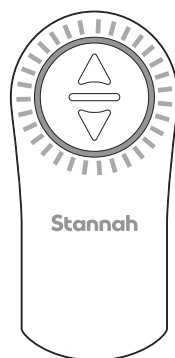
Make sure no one else is using the stairlift before you call it using the wall mounted calling controls. Multi-users, see Page 19.

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

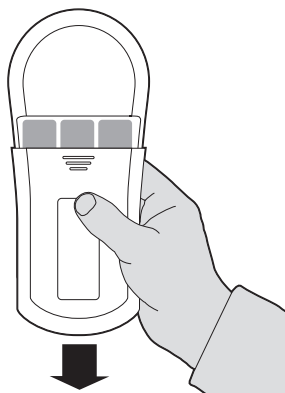
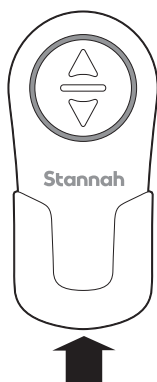


The lights are on constantly when the battery is low.

To change the battery

Remove screw, 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



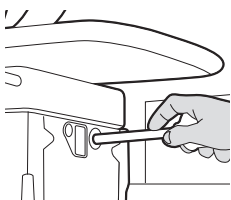
Recycling and disposal of your stairlift

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

Technical and Safety

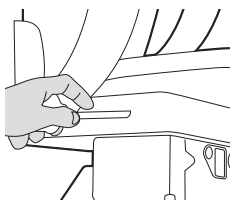
It is very unlikely that your stairlift will stop while traveling. However, if it does and is causing an obstruction, we have provided you with a hand-winding tool and instructions on how to manually move your stairlift out of the way.

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.



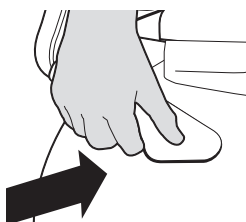
To move the stairlift using the hand-winding tool

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 labeled.
Turn the handle as shown on the label on the chair base



If 2-way powered swivel is facing downwards

Place the adaptor tool into the hand-winding tool.
Insert the hand-winding tool into the hole on the side of the chair.
Turn handle until the chair is in its traveling position.



To swivel the powered swivel seat

Switch off the master power switch.
Push both levers 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 control.



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 seatbelt. 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 cellphone, 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, whose details are 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.

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 cellphone, 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 seatbelt 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 controls do not work

- Check the batteries – see page 14.

Powered swivel seat or two-way powered swivel seat do not work

- Please call your stairlift supplier.
Use the standard swivel levers 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

Issue 2 January 2014



600323

USA / English

Original Instructions

