

# UP

— STAIRLIFT —

## UP STAIRLIFT OWNER'S MANUAL



# THANK YOU

From all of us at Harmar, thank you for placing your trust in our products and allowing us to be a part of your journey.

For more than 20 years we have been committed to building products that help you maintain independence. With a drive to empower people to live as they choose, Harmar Lifts Lives.

Harmar designs and manufactures award-winning straight and curved stairlifts, vertical platform lifts, and mobility device lifts for your vehicle.

We strive to be the leading provider of lift-assisting technology in your home and on the road.

Visit [harmar.com](http://harmar.com) or speak to your dealer about the other solutions available from Harmar.

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# SAFETY

## SECTION 1

# SAFETY

### SAFETY DEFINITIONS



This safety alert symbol appears when the lift detects an issue within the unit that may affect the user's safety. Please follow the message that accompanies this safety alert symbol.

#### **WARNING**

Indicates a hazardous situation that could result in death or serious injury.

#### **CAUTION**

Indicates a hazardous situation that could result in minor or moderate injury.

#### **NOTICE**

*Indicates a situation which can cause damage to the lift and/or the environment, or cause the lift to operate improperly.*

*NOTE: Indicates a condition that should be followed in order for the lift to function in the manner intended.*

### GENERAL SAFETY INFORMATION

- 1.1** The stairlift should not be used in case of a fire, earthquake or any other environmental event which could lead to the instability of the stairlift.
- 1.2** Should one of the environmental conditions above occur, the stairlift should be revalidated to ensure the unit works correctly.
- 1.3** Do not use the stairlift for evacuation in the event of an emergency.
- 1.4** Ensure the walkways are unobstructed. Before using the stairlift, always make sure that the surrounding area of the stairlift and rail are clear. Do not use the stairlift when the stairs are being used by another person.
- 1.5** Do not put your hands near the moving parts of the stairlift.
- 1.6** Before using the UP Stairlift, please check for external damage. Report unusual noises, like squeaking and creaking, or other abnormalities to Harmar.
- 1.7** The staircase should always be well-lit for safety. Ensure the entire track is visible from all stopping points. *Pro tip: Consider using mirrors for this.*
- 1.8** Do not remove the warning stickers. The safety stickers are part of the safety measures, therefore they should not be removed or covered.

## **RESTRICTION OF USERS**

- 2.1** Stairlifts are not rides, so keep the number of users to those who know how to use the unit properly and safely. That includes pets!
- 2.2** The stairlift should only be used by adults who have been properly instructed. Minors may only use the stairlift under supervision of an instructed adult.
- 2.3** Use the stairlift solely for the transport of people. Do not use the stairlift to transfer any goods, animals, unsupervised younger children, or objects (large or small).
- 2.4** Never use the stairlift with multiple people at the same time, even if the combined weight of those people does not exceed 125kg (275 lb).
- 2.5** Do not overload the stairlift (maximum weight of 125kg (275 lb))

# INTRODUCTION

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## SECTION 2

# INTRODUCTION

## DEVICE NAME: UP STAIRLIFT

Indications of Use: The UP Stairlift is to assist the transfer of patients or those with mobility difficulties up and down levels of a residence.

## READ AND UNDERSTAND

Read this manual carefully before using the UP Stairlift.

The UP Stairlift is designed with special consideration for transporting users with a maximum weight of 125kg (275 lb). Misuse of the UP Stairlift could lead to a dangerous situation for the lift user and bystanders. For safety and to help your lift last, use the stairlift as recommended. We suggest you keep this manual near your lift, should you need to refer to any of the information included inside. Any alterations to the equipment without written authorization by the manufacturer is prohibited and will void the warranty.

## INTENDED USE

- 3.1** When using the stairlift, always maintain a safe, correct and stable position. The user's back should be against the back of the chair, both arms on the armrests, and feet on the footrest. Finally, make sure the seatbelt is always secured and tightened. Never use the stairlift in standing position.
- 3.2** Keep limbs, hair, and clothing away from moving parts.
- 3.3** Make sure that limbs, hair, or clothing cannot become trapped between moving parts, such as the motor or the gears.
- 3.4** Only get off at the predefined stopping points.
- 3.5** Do not get off the stairlift when it is not

positioned at a predefined stopping point. If an error makes the lift stop in the middle of the stairs or in another emergency situation, the user must remain seated and ask for assistance via the built-in intercom (if configured).

- 3.6** Do not sit on the armrests.
- 3.7** Do not stand on the footrest.
- 3.8** Always use the seatbelt when the stairlift is in use.

## PRELIMINARY CHECKLIST

Before the technician installs the rail on the stairs, a preliminary checklist should be performed to ensure no damage is done to the installation site or an unsafe working environment is created.

## INSTALLATION

After the preliminary checklist is completed, the technician will prepare and install the rail based on the installation drawings. If necessary, any banister or guardrail can be removed after consulting with the customer to mount the stairlift on the stairs.

## KEY LIFT ELEMENTS

1. Foldable Armrests
2. Retractable Seatbelt
3. Foldable Seat
4. Main Switch (*not shown*)
5. Automatic Footrest
6. ON, OFF, Stop Button
7. Intercom (if activated)
8. Joystick



# OPERATION

## SECTION 3

# HOW TO USE THE UP STAIRLIFT

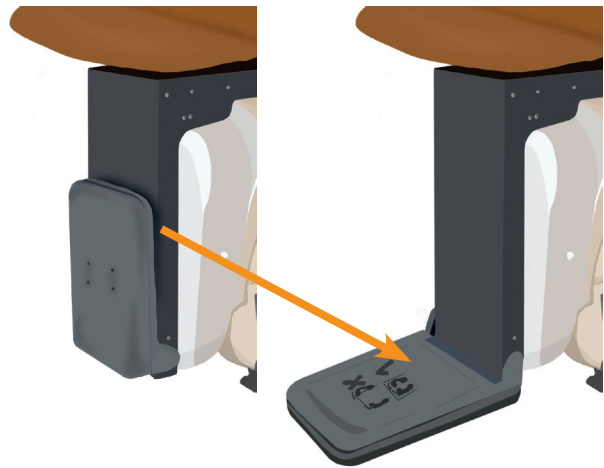
## FOLDABLE ARMRESTS AND FOOTREST

Unfold the seat and the armrests. The footrest deploys automatically after unfolding the armrests. Please give the footrest several seconds to deploy after unfolding the armrests. After use, put the seating and armrests up. Folding the armrests, seat, and footrest provides more room to move around the stairlift.



### NOTICE

*Do not fold or unfold the footrest manually. This could damage the footrest mechanism.*





## SEATBELT

*NOTE: You must fasten the seatbelt in order to operate the stairlift.*

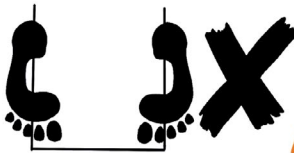
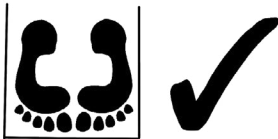
When the seatbelt is not connected, the stairlift will not be able to move when operating the joystick on the armrest.

*NOTE: When using the remote control, it is not necessary to have the seatbelt connected if no one is on the stairlift.*



## FEET POSITION

Place your feet on the footrest, make sure your feet fully rest on the footrest.



# OPERATION

## JOYSTICK OPERATION

Press the on/off button to turn on the stairlift and activate the joystick. A green light will indicate that the lift is on.

To drive the stairlift up or down the stairs, hold the joystick in the desired direction, left or right. The joystick is hold-to-run, which means you have to keep holding the joystick in either direction for continuous movement.



## SWITCHING OFF THE STAIRLIFT

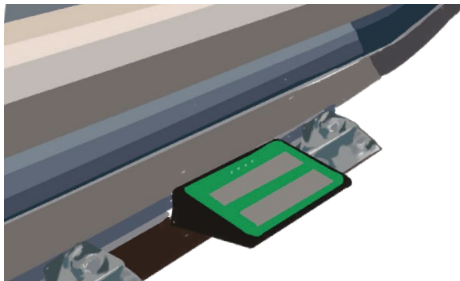
To switch off or reset the stairlift, fold both armrests and press the on/off button on the armrest for 5 seconds. The lift will now turn off completely. If the on/off button on the armrest is pressed again, the stairlift will restart.

*NOTE: While holding the joystick, the stairlift will stop automatically either at the top, bottom or additional charging stations on the rail. Make sure both armrests are folded down before operating the joystick.*



## SEAT ROTATION

When the stairlift reaches a charging station at the end of the rail and the joystick is still held in the moving direction, the chair starts to rotate if activated (maximum rotation 60). The rotation of the chair enables you to easily and safely get on or off the stairlift when necessary.



*NOTE: This configuration can only be configured by certified UP Stairlift dealers. Please contact your stairlift dealer if you would like to change the settings.*

## OPERATION

### STEPPING OF THE STAIRLIFT

Release the seatbelt, place your feet on the ground next to the footrest and slowly stand up. Fold the armrests and seat. The footrest will automatically fold with the armrests.

#### NOTICE

*Do not fold the footrest manually. This could damage the footrest mechanism.*

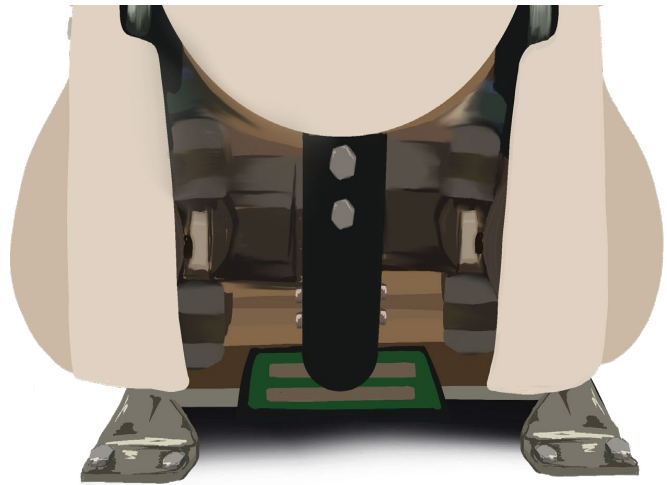


### CHARGING

The stairlift must have a minimum of two charging stations at the top floor and bottom floor of the rail.

Be sure to park your stairlift at the charging station. Should the lift not be fully stopped on a charging station, an alarm will sound, alerting that the lift's battery is not charging.

*NOTE: It takes approximately 6 to 8 hours for the stairlift to fully charge the batteries if the batteries are empty.*



### CHARGER STATUS

The charger has an LED indication light which indicates whether the stairlift batteries are charging or not.

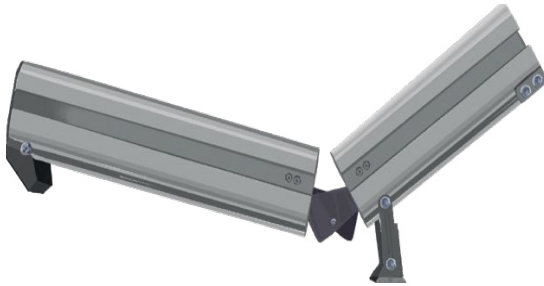
Green light = Charger not charging or full battery

Red light = Charger is charging

## HINGE RAIL

In case of obstacles, such as doors, the hinge rail is an optional folding rail to better accommodate your stairs' and landing's layout. The hinge rail is an extra option to the stairlift and must be requested upon order. The hinge rail has an additional station configured on which the stairlift detects the hinge rail — this is not a charging station. When driving towards the hinge rail station, the stairlift will stop and activate the hinge rail. Keep holding the joystick while the hinge rail is folding. Should you feel the need to end this motion, release the joystick to pause the hinge rail's movement.

After getting off, use the remote control to send this stairlift off the hinge rail and towards the charging station. The hinge rail folds automatically and the stairlift stops at the nearest charging station.



## EMERGENCY HINGE RAIL SAFETY PIN

In case of an emergency when the door is blocked, and the stairlift is not stationed on the hinge rail, it is possible to remove the safety pin in the hinge rail. This makes it possible to manually fold the hinge rail.



 **CAUTION**

Removing the hinge rail safety pin makes the hinge rail unusable. Do not remove the safety pin under any circumstance unless an emergency.



## OPERATION

### USING THE REMOTE WITH THE HINGE RAIL

When you wish to get back on the stairlift, call the stairlift down with the remote control. The hinge rail automatically deploys and the stairlift comes down.

Always have a clear view on the hinge rail during movement and ensure it is clear of obstructions.

*NOTE: Releasing the joystick while the hinge rail is folding, will stop the hinge rail. If released, wait two seconds before attempting to fold the rail again.*

 **CAUTION**

Ensure feet, limbs, pets, or other obstacles are clear from the folding hinge rail and pad as it unfolds and connects with the floor.



## JOYSTICK

### EMERGENCY STOP

In case of an emergency while driving the stairlift, either release the joystick or press the on/off button once. The on/off button will force the brake to activate and stop the stairlift.



*NOTE: When accidentally pressing the start button or to remove the emergency stop, press the start/emergency button again. This will release the brake and the stairlift will be able to move again.*

### POWER-DOWN MODE

The stairlift can be powered down by folding the armrest up and holding the on/off button.

### WI-FI AND VOIP

To use the emergency warning device, hold the emergency button for 10 seconds. The stairlift will attempt to connect to the network and send emergency data. After the emergency data has been sent, the stairlift will attempt to call the stairlift dealer. To cancel the call, hold the emergency button for 4 seconds.

*NOTE: The Wi-Fi and VoIP functionality can only be used if the technician configured the stairlift to do so. The Wi-Fi and VoIP functionality is meant as an assistance tool in case of an emergency and its stability depends on the configured Wi-Fi network.*

## REMOTE CONTROL

A remote control can be used to either bring the stairlift up or down the rail with or without the user.

1. Press the joystick (like a button) to activate the remote control until the LED lights up.
2. Shift the joystick up to drive the stairlift up the rail.
3. Shift the joystick downwards to drive the stairlift down the rail.

*NOTE: If the stairlift is not on the charger for more than 30 minutes, it goes into deep sleep to prevent the batteries from draining. As a result, the remote controls and Bluetooth connection no longer work. This can happen when the lift is not on the charging point, but also when the lift is on the hinge rail or the charger is not connected. Pressing the on/off button on the armrest will turn off deep sleep and both the lift and remote controls will work again.*



## REMOTE APP INSTRUCTION

1. Install the remote control application on your phone, as your UP Stairlift dealer for instructions. The app is only compatible with Android devices.

*NOTE: When you do not use the application for 30 seconds, you must scan the QR code again to control the stairlift.*



2. Ensure Bluetooth is on.
3. Select the correct code matching your UP serial number (UP-xxxxxx) in the Bluetooth settings.
4. When connecting to your UP Stairlift, fill in the password: 1234.
5. Open the application and press the "Connect" button.
6. Scan the QR code stickered to the wall during the installation.
7. Now your phone is ready to be used as a remote control for your stairlift.



# FINAL INSTALLATION

## COMMISSIONING

The commissioning is performed after the technician has installed the stairlift and verified that all components are working correctly. The technician will validate the stairlift by testing the safety functions and normal testing procedures as followed by the installation procedures.

After the stairlift is properly installed the technician shall finish the commissioning by the following procedures:

- Preliminary checklist has been filled in
- Installation checklist has been filled in
- Testride has been performed
- Logbook has been filled in
- Instructions/demonstrations have been given to owner


### NOTICE

*It is important that all procedures have been complied with.*

SECTION 4

# WARNING SIGNALS AND TROUBLESHOOTING

## SIGNAL AND WARNING

 <b>WARNING</b>
Never switch off the stairlift while the stairlift is driving. This could lead to the stairlift getting stuck or damaged.

## DEVICES

The stairlift is equipped with an alarm that will beep in the following situations:

<b>NOT CHARGING (4 BEEPS)</b>	The stairlift is not properly parked on a charging station. The stairlift will start beeping with an interval of a few seconds to let the user know it is not parked on a charging station.
<b>ERROR OR WARNING (6 BEEPS)</b>	The sensors of the stairlift encountered a problem while driving. Please go to Troubleshooting at the next page to attempt to clear the problem. Contact your certified UP dealer if this does not solve the problem.

*NOTE: The sound of the audible warning device is the same for warnings and errors. Some errors can only be cleared by a certified UP Stairlift dealer.*

## TROUBLESHOOTING

The stairlift has multiple sensors which check the condition of the stairlift. In case of a mechanical or electronic failure, the stairlift will go into safe position to prevent possible damage to the stairlift or injury.

### LEVEL SENSOR WARNING AND ERROR

The stairlift has multiple sensors which detects the angle of the stairlift. When driving on a bend, leaning to one side could trigger the sensors which stops the stairlift from moving.

#### **Solution**

Release the joystick and be sure to sit straight on the chair. Wait a few seconds and attempt to drive again.

### OBSTRUCTION SENSORS

The stairlift is fitted with multiple obstruction sensors, which, upon collision, prevent the stairlift from moving any further. It could be that one of the obstruction sensors is triggered and stops the stairlift from moving.

#### **Solution**

Try to see if one of the obstruction sensors of the stairlift has been triggered (white covers).

### POWER SUPPLY

The stairlift has two 12 volt batteries which could be low after too many consecutive rides. When the batteries are low, the stairlift may be able to drive for a short amount of time and stop after the power is gone. The stairlift is programmed to drive downstairs and may not be able to drive up anymore.

#### **Solution**


Try to drive back to the charging station when driving down.

If the stairlift does not have enough power to drive anymore, please contact a certified UP Stairlift dealer.


SECTION 5

# TECHNICAL SUPPORT AND MAINTENANCE

The service and maintenance of the stairlift must be performed by personnel who are trained and certified by Harmar. The service and maintenance must be performed once a year according to the planning of the service and maintenance manual. The results of this operation must be recorded in the logbook.

 **CAUTION**

If the stairlift has not received maintenance according to the schedule (minimum of once a year), please contact your certified stairlift dealer. Otherwise it may compromise the safety of the stairlift and lead to a hazardous situation that could result in minor or moderate injury.


 **CAUTION**

Do not attempt to repair or service the stairlift yourself, this could lead to an unsafe situation.

## CLEANING

When cleaning the stairlift, avoid using water and caustic cleaning agents. The chair and armrests can be cleaned with a soft tissue. Clean the rail regularly with a dry cloth.

*NOTE: After a certain amount of time, the rail may have some effects of wearing. This can leave some coating that needs cleaning.*

 **CAUTION**

Do not clean the rail with water. This could cause the overspeed safety gear of the stairlift to trigger and stop the stairlift.

# MAINTENANCE

## MAINTENANCE/SERVICE RECORD

Date	Time	Type of Service (check all that apply)				Notes, Nature of Service/Accident, Parts Replaced, Warranty	Technician
		Check	Repair	Maint.	Accident		



**MAINTENANCE**

Date	Time	Type of Service (check all that apply)				Notes, Nature of Service/Accident, Parts Replaced, Warranty	Technician
		Check	Repair	Maint.	Accident		

# WARRANTY



## SECTION 6

# 2-YEAR LIMITED WARRANTY

### PRODUCTS COVERED: UP STAIRLIFT

Your lift came with a separate warranty page on page 23. You must return this page in within ten (10) days of installation to register your lift. This warranty policy page must remain in your Owner’s Manual for your records. Do not tear out this page.

Dealer/Installer Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

The installation date and serial # of the lift will be required for the dealer to receive factory information for service or warranty work.

Installation Date: \_\_\_\_\_

Serial # of the Lift: \_\_\_\_\_

**THIS EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, INCLUDING ALL IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTY DESCRIBED HEREIN. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

Harmar Mobility warrants to the original purchaser of an UP Stairlift to be free of defects in material, mechanical and electrical component (parts), excluding labor costs, paint and covers, for a period of two (2) years from date of retail purchase, provided that the products have been installed, maintained and operated properly. Supplied batteries are limited to six (6) months from date of retail purchase. UP Stairlifts are for indoor, residential use only. UP Stairlifts installed outdoors or in commercial buildings are not covered by any warranty.

This warranty does not cover maintenance or adjustments. Harmar will not be charged for labor, consequential damage or repair expenses. Harmar will not, under any circumstances, be liable for the loss of the use of its products or loss of time. This warranty becomes null and void if the product has been lost, damaged by accident, over-stressed, misused and/or neglected, or if the product has been modified in any way. Defective parts must be returned, prepaid, to Harmar at the address listed on the following page, for inspection prior to credit, repair or replacement, at Harmar’s option. Harmar’s sole obligation and the exclusive remedy under this warranty is limited to such credit, repair or replacement.

**PLEASE FILL OUT ALL FIELDS AND RETURN WITHIN TEN (10) DAYS OF PRODUCT INSTALLATION.**

Fax completed form to 1-866-234-5680 or mail to:  
Harmar, ATTN Warranty Department, 1500 Independence Blvd. Suite 220, Sarasota Florida 34234.

**PRODUCT INFORMATION**

Model: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Installation Date: \_\_\_\_\_

**INSTALLER INFORMATION**

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**APPLICATION INFORMATION**

- |   |  |
|---|--|
| <input type="checkbox"/> Right Hand     | <input type="checkbox"/> Left Hand       |
| <input type="checkbox"/> Inside Rail    | <input type="checkbox"/> Outside Rail    |
| <input type="checkbox"/> 90-Turn        | <input type="checkbox"/> 180-Turn        |
| <input type="checkbox"/> Pie-Turn       | <input type="checkbox"/> Straight        |
| <b>Bottom:</b>                          |  |
| <input type="checkbox"/> Hingerail      | <input type="checkbox"/> Standard        |
| <input type="checkbox"/> Drop Nose      | <input type="checkbox"/> Horizontal-Turn |
| <b>Top:</b>                             |  |
| <input type="checkbox"/> Overrun        | <input type="checkbox"/> Standard        |
| <input type="checkbox"/> Footrest level | <input type="checkbox"/> Horizontal-Turn |

**PURCHASER INFORMATION**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**ADDITIONAL INFORMATION**

**How did you hear about Harmar?**

- Harmar Dealer
- Internet
- Magazine  
Which: \_\_\_\_\_
- Friend or Acquaintance
- Saw Harmar product somewhere
- Other: \_\_\_\_\_

**I purchased my Harmar lift because of:**

- Style/Appearance
- Harmar Representative
- Previous Experience
- Ease of Use
- Recommendation
- Price/Value



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