

Model 600

Your **Stairlift**

User Guide

Please keep this in a safe
place for future reference

Stannah

Welcome to your user guide

Firstly, many thanks for choosing Stannah to provide you with your new stairlift.

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 can be found on the back cover.

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Safety information

A stairlift is a device to transport a seated person up and down the stairs safely. It is important to us that our stairlifts always help you travel up and down the stairs in the safest possible way. **With this in mind, we recommend our stairlifts are serviced every year by a Stannah trained service Technician.**

DO NOT use the stairlift unless a Stannah stairlift supplier has demonstrated how to use the stairlift.

DO NOT allow children or people with mental impairment to use the stairlift unsupervised.

DO NOT allow children to play on the stairlift.

DO NOT use the stairlift to carry animals.

DO NOT use the stairlift in a standing position.

DO NOT allow liquids of any kind to come into contact with any parts of the stairlift.

DO NOT use the stairlift in the event of a fire. It is not designed for use in a fire and is not a means of fire escape.

DO NOT exceed the maximum weight limit. Only one person to use the stairlift at any time. Maximum weight is 350lbs.

DO NOT allow any type of object to dangle into, or become trapped in, the mechanism or moving parts of the stairlift, e.g. long clothing, scarves, belts or small foreign objects such as coins, pen lids, hair clips etc.

DO NOT swivel the seat until the stairlift has come to a stop.

At the top of the stairs **DO NOT** remove the seat belt or get up from the seat until it has fully swiveled.

DO NOT cover or remove the labels on the stairlift. They contain important information and safety advice.

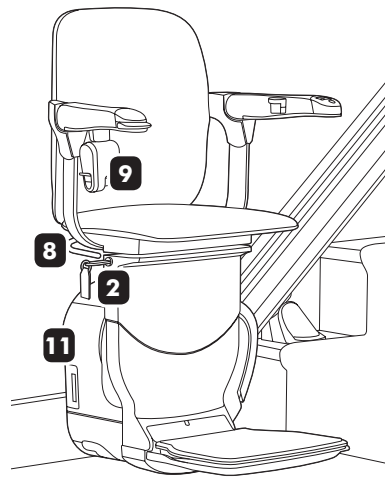
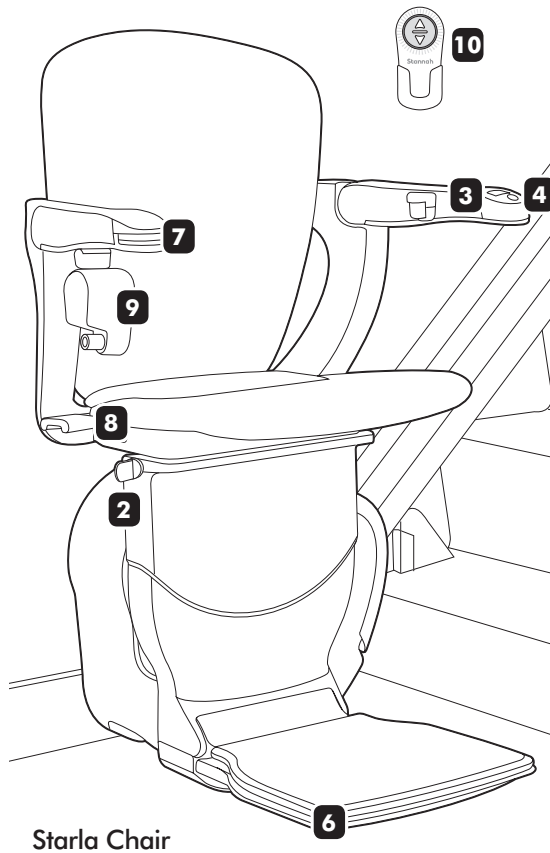
DO NOT use any solvent cleaners, bleaches, abrasives, synthetic detergents, wax silicone polishes or aerosol sprays to clean any part of the stairlift or rail.

DO NOT attempt to maintain the stairlift yourself or dismantle or modify it in any way. Such actions will invalidate the product warranty and will not be covered or repaired by the Stannah stairlift supplier.

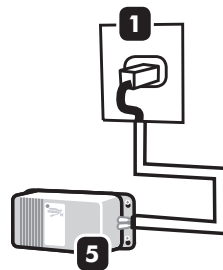
DO NOT dispose of any part of this product as part of your normal household waste. Contact your Stannah stairlift supplier for information about recycling and disposal of your stairlift.

Getting to know your stairlift

This guide is for both Starla and Siena stairlifts. The rest of the pictures in the guide are of the Siena, but the instructions are the same for both.



Siena Chair



Getting to know your stairlift

1 Power outlet

Leave the battery charger plugged in so that the batteries in your stairlift are always charged.

2 Safety key and safety switch

For your stairlift to work, the safety key must be inserted and turned to the **ON** position.

i IMPORTANT: Remove the safety key if you want to stop others from using the stairlift

3 Armrest switch and light

The armrest light only comes on when the safety key is inserted and switched **ON**. To turn your stairlift **ON**, press down the **I** symbol on the armrest switch. Press down the **O** to turn it **OFF**.

4 Footrest fold button

Raises or lowers the footrest.

5 Battery charger

Located near the outlet, this unit charges your stairlift batteries. The batteries typically last three to five years and any problems will be identified by your Stannah stairlift supplier during annual servicing.

6 Safety edges

Located around the footrest and lower part of your chair. They stop your stairlift if they come into contact with any obstacles that might get trapped while your stairlift is being used.

7 Arm control

To move your stairlift, press the control on the end of the armrest in the direction you want to go. Your stairlift will start moving after a slight delay.

8 Swivel seat levers

Located on either side of the seat. Lift a swivel lever to swivel the seat to make it easier to get on and off.

9 Seatbelt

Provides security when your stairlift is moving.

10 Wall controls

Located at the top and bottom of your staircase. Used to call your stairlift if it's at the opposite end of the staircase to you.

11 User display panel

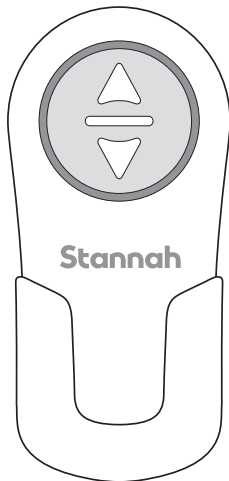
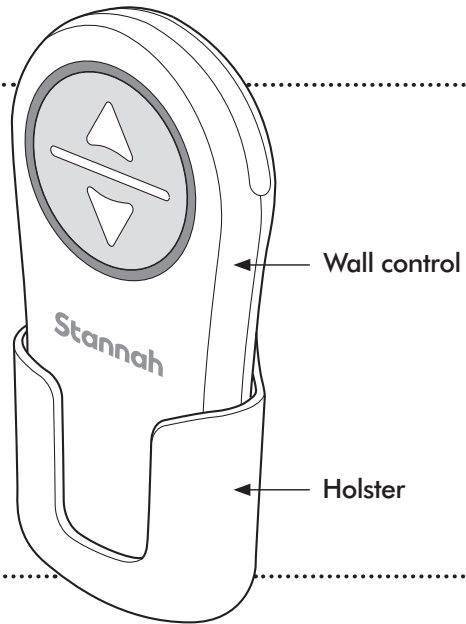
Located on the side of the stairlift, it allows you to see the status of your stairlift for easier troubleshooting.

Wall controls

You have two wall controls, one at the top of the staircase and one at the bottom.

Use them to call your stairlift to you.

The wall controls will **ONLY** work if all power switches are **ON** and the safety key is inserted and in the **ON** position.



Calling your stairlift

Calling your stairlift UP stairs:
Press and hold the ▲ button.

Calling your stairlift DOWN stairs:
Press and hold the ▼ button.

If you release the ▲ or ▼ buttons when the stairlift is moving it will stop and will not start again for a few seconds. Wait, then press the button again to call.



WARNING! Ensure all areas are clear before calling the stairlift by wall control.

Wall controls

Battery power indicator lights

When you press the ▲ or ▼ buttons, the display will show how much power is left in the batteries. With average use, they last about 12 months.

Lights ROTATING

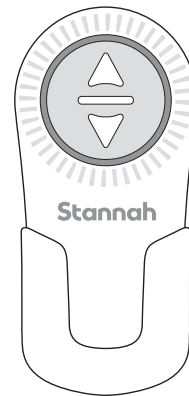
Batteries OK

Lights ON constantly

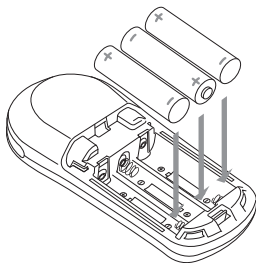
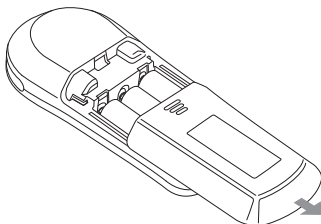
Batteries LOW on power
Replace batteries as soon as possible

NO light

Batteries have NO power
Replace batteries now



Your stairlift wall controls



Replacing the batteries

- Remove the remote control from the wall holster.
- Slide off the battery cover.
- Remove the old batteries. Insert three new batteries the correct way as shown.
- Slide the battery cover back on and replace the remote control back into the wall holster.

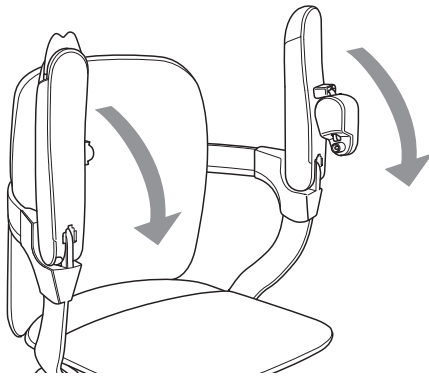
Batteries required:

3 x AA batteries for each remote control.

Operating

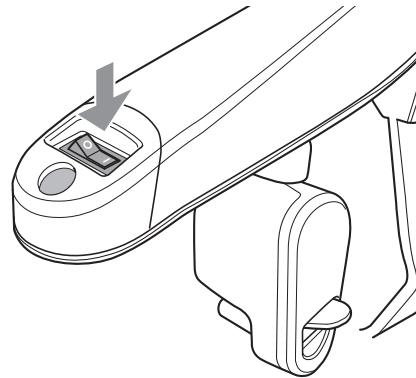
The stairlift will **ONLY** work when the power switch is **ON** and the safety key is inserted

1 Lower the seat and armrests



2 Turn off the stairlift

Press down the **⏻** symbol on the armrest before sitting on the stairlift



IMPORTANT:

The downside arm must be lowered or down for the stairlift to work.



WARNING! Place your feet well back on footrest when seated. Never allow them to dangle off the footrest. Keep your elbows tucked in when the stairlift is moving, to avoid personal injury.

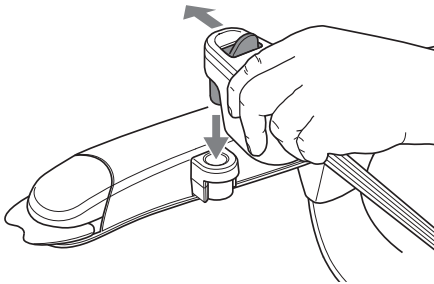


WARNING! While moving, keep sitting upright and do not lean forwards, backwards or to the side. Do not make any unnecessary movements, such as rocking.

Operating

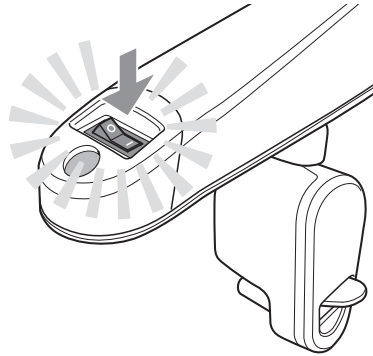
3 Sit on the seat

Put your seatbelt on by pulling it across your lap and clicking it into the holder on the opposite armrest.



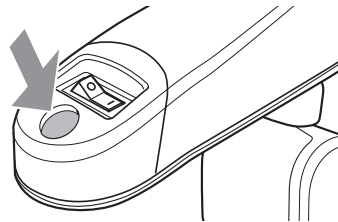
4 Turn the stairlift ON

Press down the **I** symbol on the armrest switch.



5 Lower the footrest

Press and release the footrest fold button (on the tip of one of the armrests) to raise or lower the footrest. This can be done before or after you sit in the chair. The footrest should be lowered to ride up or down the stairs.



Operating your stairlift



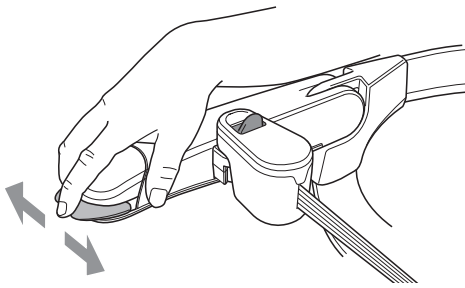
IMPORTANT:

If the optional immobilizer seat belt is fitted, your stairlift will not start until you have secured the seat belt correctly.

Operating

6 Arm control

Move and hold the arm control in the direction you want to go. To stop at any point release it.



IMPORTANT:

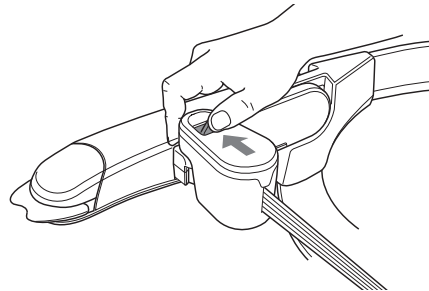
Your stairlift will start to move after a slight delay. This is a safety feature.

7 Getting off the seat

At the top of the stairs swivel the seat by lifting the levers on either side of the seat. Or continue to hold the arm control if you have the powered swivel seat option.

Turn armrest switch OFF.

Unfasten seat belt by pressing lever towards armrest.



8 Folding the chair away

Raise both armrests and the footrest, then swivel the seat back to its travelling position using either the manual swivel levers or, if you have a powered swivel, the wall controls.



WARNING! DO NOT get off until the seat is swivelled and armrest switch is off.



WARNING! Do not fold up the seat, footrest and armrest when the stairlift is not in use. This will reduce tripping hazards and prevents blocking of exits.

Operating

Using the retractable rail (optional)

Your stairlift may be fitted with a retractable rail that will automatically raise so the rail does not obstruct any doorways or passageways.

To use the retractable rail

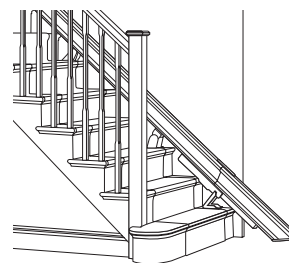
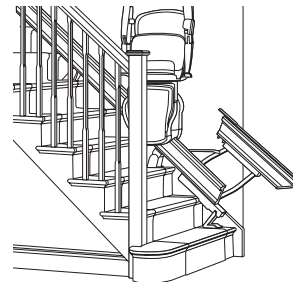
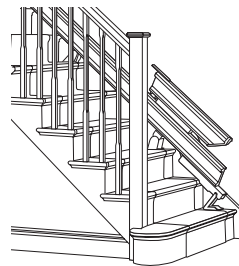
The retractable rail will automatically move when you are travelling on the stairlift.

Please note that a light will flash and you will hear a series of beeps to warn you and others that the retractable rail is moving.

When you are at the bottom of the stairs, you will need to move the stairlift back up the stairs so that the retractable rail does not obstruct any doorway or passageways. This will also make sure that the stairlift is on charge.

Press and hold the 'up' arrow on the remote calling control until the retractable rail is fully raised.

Please note that if you leave the stairlift at the bottom of the stairs, it will start to beep. This is to warn you that your stairlift may cause an obstruction and that it is not on charge.



Operating your stairlift



WARNING! Make sure the area around the retractable rail is clear before moving the stairlift.

Cleaning

Before cleaning any part of your stairlift make sure that it is turned off and the safety key is removed.

Use a clean, damp cloth to remove any dust or dirt from the upholstery and rail. If there are any aspects of cleaning your stairlift that you are unsure about, contact your Stannah stairlift supplier.



WARNING! DO NOT use any solvents, cleaners, bleaches, abrasives, synthetic detergents, wax silicone polishes or aerosol spays without checking with your Stannah stairlift supplier first.

Technical

Maximum angle of installation	Up to 52° (depending on local codes)
Load of one person at a maximum weight	350lbs
Maximum sound emissions	70dB
Battery charger input	100-240VAC - 50/60Hz
Output to stairlift	24V DC 750mA



WARNING! DO NOT dispose of any part of this product, or its batteries, as part of your normal household waste.



For more information about recycling and disposal of your stairlift and its components, please contact your Stannah stairlift supplier.

Troubleshooting

It is unlikely that you will experience a problem with your stairlift. If you do, please use the following checklist. If it doesn't help you to solve the problem, contact your Stannah stairlift supplier. See back page of this user guide for contact details.

Stairlift will not move

The armrest light is off

- Check that power switch is ON and that the safety key is inserted.
- Check that the seat is swivelled back to its travelling position and that the swivel levers are fully released. The stairlift will not move unless it is in this position.

The armrest light is on

- 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 travel up or down the stairs.

If your Stairlift still does not move

(1) turn the armrest switch to the off position, then back on.

(2) move and hold the arm control in the direction of travel – after a few seconds the stairlift will start. If not, then call your Stannah stairlift supplier. See back page of this user guide for contact details.

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

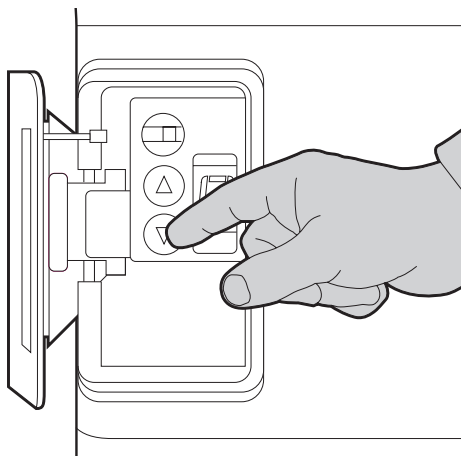
If steps 1 and 2 do not work, then alert another person in the home and ask them to contact your Stannah stairlift supplier.

If you are home alone when using your stairlift, we strongly recommend carrying a 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 seatbelt and exit up the stairs. Then call your Stannah stairlift supplier.

Troubleshooting

If your stairlift stops at the end of the rail and the power light on the armrest goes off, use the diagnostic chart on page 15. 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.

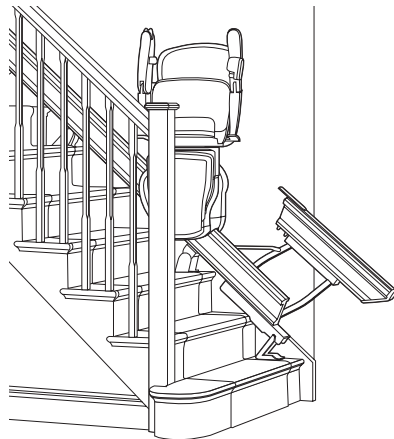


Operating the emergency drive

Open access door to reveal emergency stairlift controls.
Press the top button to switch it to emergency mode.
Press control to drive the stairlift in chosen direction.
Once finished, press the top button again to switch it back to normal operation mode.

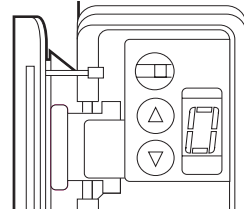
Optional retractable rail does not work

Please call your stairlift supplier.
If the bottom section of rail is causing an obstruction, you can raise the rail manually by lifting the underside of the rail.



Troubleshooting

If your stairlift still doesn't work, compare the code shown in the window on the side of the carriage (below the seat) with the chart below. If it doesn't help you to solve the problem, contact your Stannah stairlift supplier. See back page of this user guide for contact details.



Code	Why?	What should I do?
-/1	Charging / battery fault.	Check that the battery charger is plugged in. Check that there has not been a power outage. If the problem persists, call your Stannah supplier.
2	No faults found.	Call your Stannah supplier.
3	Obstruction detected around the footrest / carriage.	Check whether there is anything obstructing the safety edges. If there is, the stairlift is still on and 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.
4	Power key is not in correctly or on/off switch is in the 'off' position.	Check power key is in correctly and on/off switch is in the 'on' position - see item 2 on page 5.
5	The downside armrest is not lowered.	Ensure that the downside armrest is fully lowered.
6	Immobilizer seatbelt is not on correctly (optional)	If you have an immobilizer seatbelt fitted then ensure that it is clicked into place - see page 9.
7	Seat is not in its travelling position.	Swivel seat back to its travelling position - see page 10.
9/F	Service Technician required.	Call your Stannah supplier.

Troubleshooting



Contact Details

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USA/Canada original instructions