

This user guide contains essential information in relation to safe use and troubleshooting and should be retained with the hoist for reference

WISPA 100 Plus



User Guide

All 100 Plus models



Unit 6C Thorpe Drive
Banbury OX16 4UZ UK



WISPA 100 Plus

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These products have been designed to the highest standards with safety, strength and quality in mind.

Follow the recommendations in this guide to ensure maximum benefit from your Overhead Hoist. Should you experience any difficulties please consult the trouble shooting guide, prior to contacting your Overhead Hoist supplier.

Your Chiltern Invadex hoist has been designed and tested to meet the highest standards of safety. Read the safety section of this guide prior to use, this is contained on pages 1-2.

Intended Use of the Product

The Wispa 100+ hoist has been designed to lift and transfer a disabled or sick person with the help of a carer. It should be used with a Wispa sling or other lifting accessories, as assessed by a trained person.



Note: Not all slings and accessories are compatible with this hoist. A copy of our compatibility statement can be viewed at www.chilterninvadex.co.uk/pdfs/sling-compatibility-statement.pdf

The correct and appropriate use of this product will reduce the risks associated with manual patient handling. The lifting/transferring task should be assessed and planned by a trained person.



Safety Considerations

Prior to Use

- Ensure that all users read this guide before operating the hoist.
- Do not operate the hoist without training in the safe operation of the hoist and slings.
- Only use slings which have been assessed as suitable by a trained person.
- Read the relevant Sling User Guide, which is provided with each sling. It explains in detail how to use slings correctly.
- Do not use the hoist if there is any doubt about wear to the carry bar or there is fraying or stitch damage to the lifting tape or slings, or if the hoist itself is damaged in any way.
- Before using the hoist for the first time ensure the batteries are fully charged (Battery models only).
- Do not exceed the maximum labelled load of the hoist*.

W, WB, WL, WLB models	130kgs (20 stone)
WT, WLT, WTB, WLTB models	200kgs (31 stone)



*Note: you must check the maximum load of the sling or any other lifting accessory, where this differs from the hoist the lowest weight must not be exceeded.

When using the Hoist

- Ensure when the hoist is in use that the surrounding area is clear and the person being lifted is clear of all objects.
- Hoists should only be used to lift vertically. Lifting at an angle will wear the lifting tape prematurely.
- Do not leave a user unattended in the sling.

After use

- Return the hoist to the charging position when not in use (Battery models only).
- The outer case, mechanical parts and track should only be removed by a qualified service engineer.
- Do not touch any of the moving parts in the hoist unit or in the track. Contact Chiltern Invadex for assistance.
- Take care when attaching or removing a sling as the carry bar could cause injury if the user is hit in the face.
- Do not try and lift using the emergency lowering device as this can damage the hoist.



Independent Hoisting

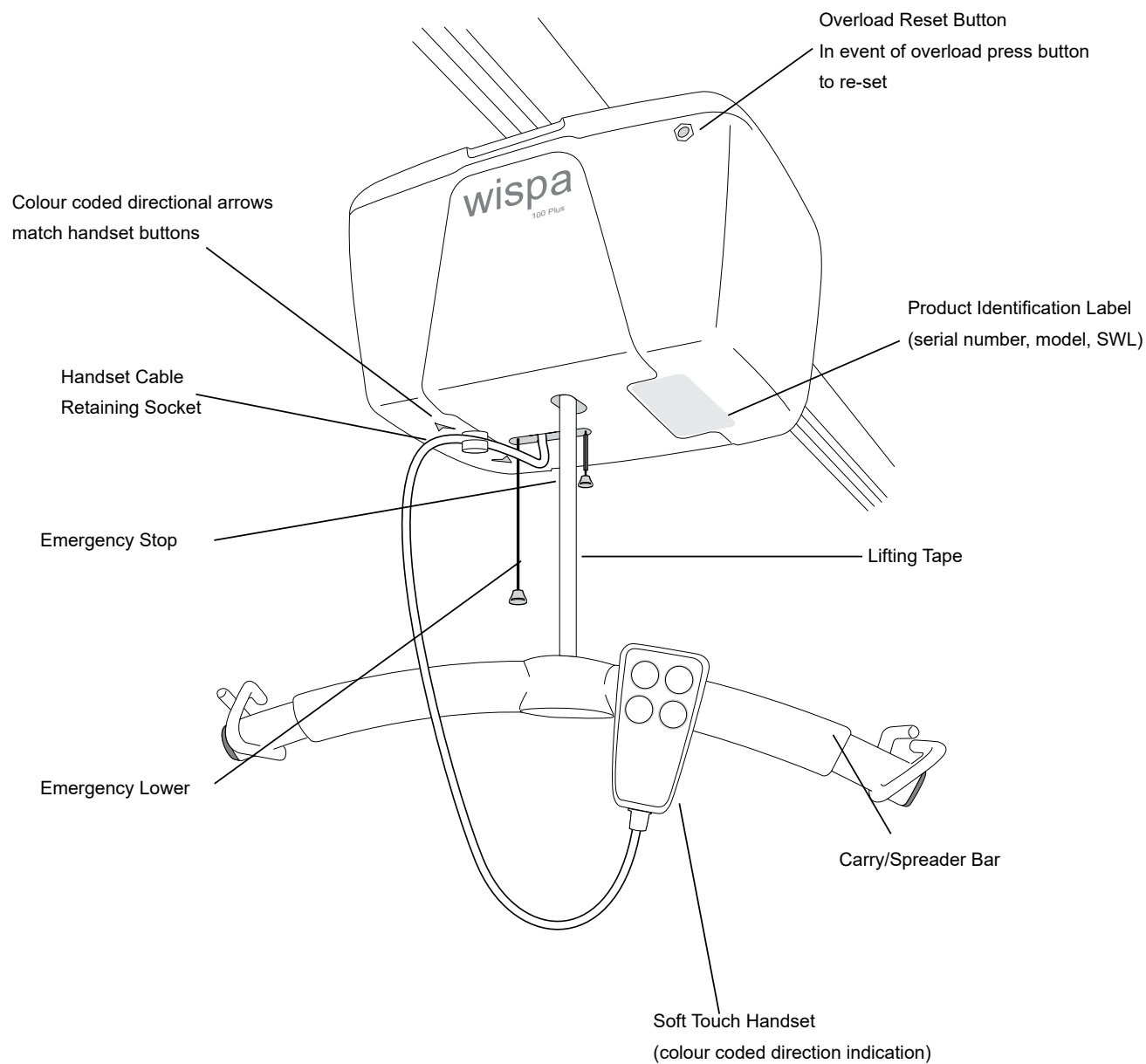
Chiltern Invadex (UK) Limited do not encourage or recommend end users to self hoist due to the increased risks associated with lack of help should assistance be required. That said, we are sensitive to the fact that there are a large number of equipment users who choose to self hoist in order to maintain their independence.

Where it is known that an end user is self hoisting, ISO 10535 (Hoists for the transfer of disabled persons. Requirements and test methods) states that an assessment of risk should be undertaken. This assessment should be undertaken by a competent person and take into consideration factors such as; does the user have the necessary training, skills and body strength to self hoist safely, are they able to use the emergency lower/stop devices, would they be able to raise the alarm if necessary, and would they be placed in unnecessary danger should a breakdown or other incident occur. Chiltern Invadex would recommend that this risk assessment is reviewed at least annually, or where there is a change in user circumstance, property or equipment.

ISO 10535 recommends that a 'conveniently placed telephone' or alarm system should be provided as a safety control measure. As it is unlikely that the end user would be able to reach even a conveniently placed telephone in an emergency situation, and a mobile phone may not be on the users person at all times, we would recommend consideration be given to the provision of a remote pendant alarm system in the form of a necklace or bracelet which may be a more suitable solution.

It is ultimately the responsibility of the user and healthcare professionals to make the necessary assessment of risk where independent use of the system is required.

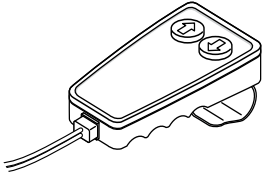
Using the controls



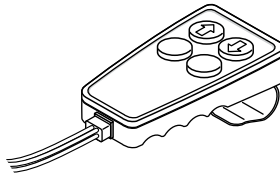
Hand controls

The controls use air to operate the hoist and are therefore completely safe to use with wet hands.

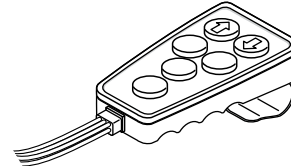
*Two Button
Hand Control*



*Four Button
Hand Control*



*Six Button
Hand Control*



PLEASE NOTE: For all battery powered models, the hoist must be moved away from the charging point at the end of the track before the lifting and lowering functions will operate. Lifting and lowering functions are inoperable whilst the green charging LED is lit.

Two Button Hand control used on Wispa (W) Hoist Models

The two button hand control is used to control the lifting and lowering of the carry bar on Wispa hoist models. The lifting and lowering are controlled by the ↑ or ↓ buttons.

Four Button Hand Control used on 'Wisपालong' (WL) Hoist Models

The four button handset is used to control the raising and lowering of the carry bar and the powered traversing along the ceiling track on Wisपालong models.

The traversing function is controlled by the ← or → buttons, on the handset. The buttons are colour coded with blue and yellow. These colours correspond to the blue and yellow direction travel arrows on the underside of the hoist case.

To control the direction of the hoist, view the coloured direction arrows mounted on the hoist and press the button on the hand control which corresponds in colour to the arrow on the hoist.

Six Button Hand Control used on X-Y Models

The 6 button hand control has the same function buttons as the four button hand control, with the addition of the tracking for the X-Y system.

The tracking X-Y function is controlled by the bottom buttons on the handset. The buttons are colour coded with red and green. These colours correspond to the red and green direction travel arrows on the underside of the track ends.

To control the direction of the hoist, view the coloured direction arrows mounted on the hoist and track ends and press the button on the hand control which corresponds in colour and direction to the arrows.

Emergency Stop

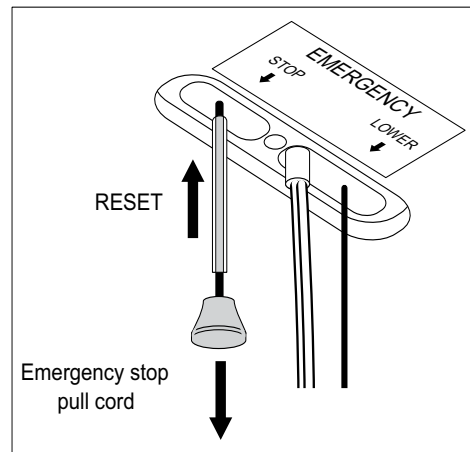
To operate in case of an emergency, pull the red cord to switch off the hoist completely.

Reset Procedure

Once the emergency stop or overload device have been activated, the hoist will need to be reset.

To reset slide the plastic tube on the red cord upwards through the hole in the case and push to reset the switch. A click will be heard when the switch resets.

The hoist should now operate normally.



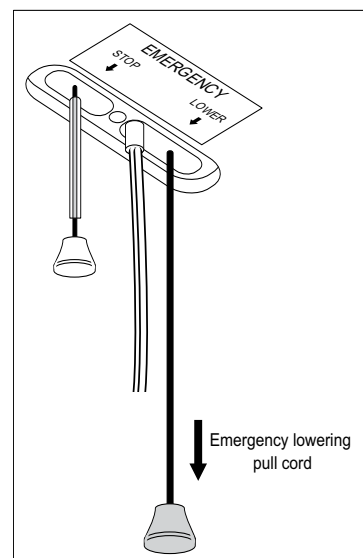
Emergency Lowering

In the unlikely event of a power failure or hoist malfunction the hoist occupant may be lowered using the emergency lowering cord.

To operate, pull the white cord gently until 2 clicks are heard/felt. The occupant will then be slowly lowered.

In certain circumstances the cord may need to be pulled more gently for just one click, to lower the occupant. If this occurs refer to the troubleshooting guide on page 8.

Do not try and lift using the emergency lowering device as this can damage the hoist.



Please Note: The emergency lowering device uses a PP3 battery to allow the occupant of the hoist to be lowered in the event of an emergency. Frequent testing of this device in non-emergency situations will quickly discharge the battery. The battery should be renewed at each service and after use.

Charging Wispa Battery Hoists

When not in use it is *VERY* important to return Wispa Battery hoists to the end of the track where the charging unit for the batteries is housed. To engage the hoist with the charger, simply push or traverse the hoist to the end of the track. Correct engagement is signalled when the charging light glows green. Once the hoist is engaged, charging is automatic. No further actions are required to charge the batteries. The batteries cannot be overcharged. When the Hoist is on charge the lifting and lowering functions will not operate, unless pre-set software is enabled - contact the sales office for further information.

Battery Low Indicator Light (Wispa Battery Hoists Only)

The battery low indicator light will glow red when the hoists batteries are in need of charging. This is unlikely to happen unless the hoist is used for long periods of time (approximately 60 lifts) without charging, or the hoist has not been properly 'parked' in its charger, to recharge the batteries. Should the light flash red, batteries are critically low and the hoist should be returned to the charging dock immediately.

Warning Buzzer (Wispa Battery Hoists Only)

If the battery low warning buzzer sounds, then the batteries need recharging before use.

Overload Reset

This device safeguards the hoist against overload, the connection between the power supply and the control unit is deliberately broken to prevent the safe working load of the unit being exceeded. Should the hoist not respond to the handset controls and the the buzzer sounds three times, the hoist has been overloaded. The reset procedure on page 5 will need to be performed to resume normal hoist function.

If the hoist fails to respond contact Chiltern Invadex or your supplier.

Servicing and maintenance

ISO10535 requires that all equipment used to lift people must be fully serviced, including a load test, at least every 12 months. The frequency of servicing should be increased in areas where the environment or heavy usage may cause deterioration of the equipment. Chiltern Invadex recommend that in these circumstances hoists are serviced every 6 months. An orange indicator light will show on the hoist when a service is due.

In addition to servicing, the Lifting Operations and Lifting Equipment Regulations (LOLER) require 6 six monthly inspections of any device and accessories (including slings) which are used as work equipment. This includes in a private home where a carer is employed.

Additional services and LOLER inspections should be carried out where the scheme has been unused for long periods, subject to modification or at point re-installation.

Information regarding LOLER requirements can be seen at <http://www.hse.gov.uk/pubns/hsis4.pdf>.

Maintenance of this equipment should only be conducted by engineers trained and certified by Chiltern Invadex.



Keep the service record (at the back of this booklet) up to date.

DO NOT USE IF:

1. There is any damage to the hoist.
2. There is fraying or stitch damage to the lifting tape or slings.

To ensure maximum cleanliness

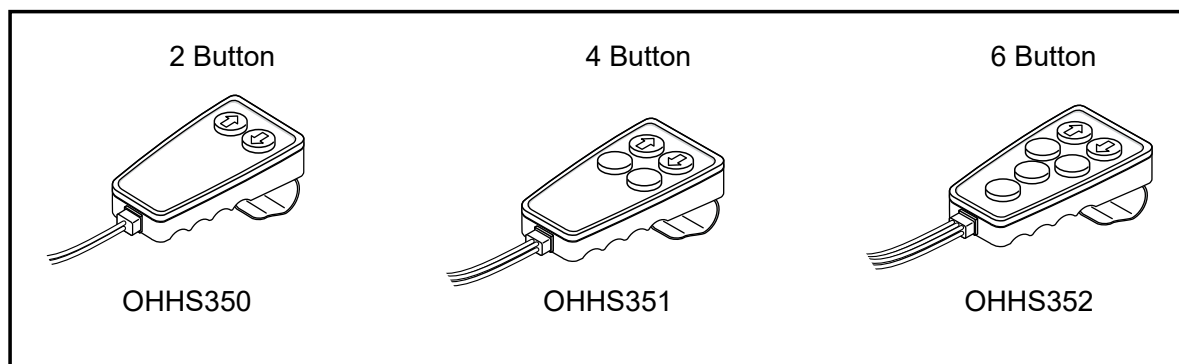
Wipe with a dry cloth (track and hoist). For stubborn marks use a damp cloth and a mild cleanser. Always read the manufacturers instructions prior to applying the cleanser. To prevent damage the hoist and handset must never be submerged in water.

Slings should be washed in accordance with the instructions on the label, sewn into the sling.

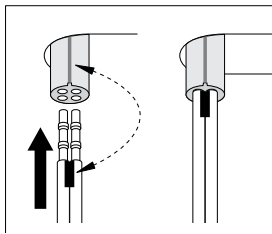
Parts

Please note: hand controls are the only spare part which can be safely replaced by untrained persons all other works should be carried out by a competent engineer.

A full list of replacement parts can be obtained on request from Chiltern Invadex or your local dealer.



Troubleshooting

Symptom	Suggested cause	Solution
<i>Battery models only</i>		
Hoist lacking power	Battery is low	Charge batteries
Hoist make beeping sound	Battery is low	Charge batteries
	Hoist is left off charge	Return to charge point
Red light is on	Battery is low	Charge batteries
Red light is flashing	Batteries are critically low	Charge immediately
Green light is on	Batteries charging	Will turn off when charged
Red & Green lights are flashing	Hoist idle	Return to charge
Hoist will not function	Hoist is charging	Remove hoist from charging dock and wait for green LED to turn off
<i>Powered models only</i>		
No hoist function	No power	Ensure mains power is connected, check fuse box
<i>All models</i>		
Hoist will not function	Hoist has been overloaded	Thermal fuse requires reset see page 3
	Emergency stop has been activated	Reset hoist, see page 5
Hoist stops when lifting	Tape is twisted	Ensure tape is vertical
Orange light is on	Service is due	Arrange service call
Orange light is flashing	Service is overdue	Arrange service call
Hoist lifts when down button is pressed 	Airline incorrectly installed Lifting tape may be reversed on the spool	Black line on handset must align with the raised edges on the hoist connection when inserted into the grommet on the hoist box To correct press up button to lower carry bar whilst pulling lift tape down gently to the end of its travel. Tape will then rewind itself correctly, or the lower cutout will operate. If lower cutout operates the tape is wound correctly.

Further assistance

Please telephone Chiltern Invadex on 01869 365500 further assistance. Remember that service calls made after the warranty period will be chargeable. If the maintenance of the equipment is the responsibility of a third party, for example the Social Services, please contact them in the first instance.

Hoist Specification

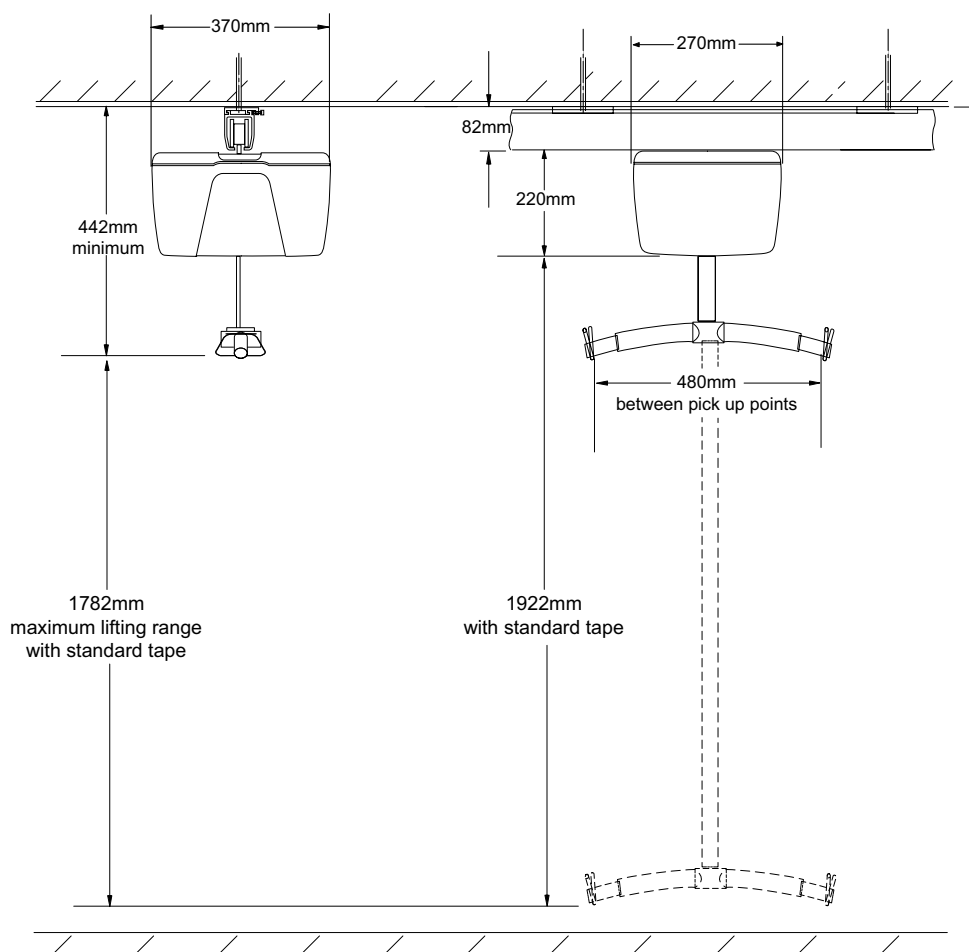
<i>Lifting capacity</i>	WP, WBP, WLP, WLBP models - 130 Kg (20 stone) WTP, WLTP, WTBP, WLTBP models - 200 Kg (31 stone)
<i>Case construction</i>	Injection moulded Flame Retardant ABS
<i>Lifting Range</i>	Approximately 1800mm*
<i>No of Lifts per Charge</i>	60** (Battery models)
<i>Battery voltage</i>	24 vdc
<i>Overload cut out</i>	<150% maximum load (All models)
<i>Hand control</i>	Pneumatic hand control
<i>Track</i>	Aluminium extruded track
<i>Low battery indication</i>	Audible and visual warning device on hoist (On battery models only)
<i>Clearance dimension</i>	Top of track to bottom of carry bar hook at max height is 442mm

*This is adjustable and should be set by the installer to meet the requirements of the user. Typically the carry bar would stop about 300mm from the floor. Extended tapes are available to accommodate high ceilings

**600mm up and down cycle with average 70kg (11 stone) patient weight.

CE Mark

The Chiltern Invadex Wispa 100Plus Hoist carries the CE mark and complies with the Medical Devices Directive (93/42/EEC) as amended 2007/47/EC



Standard single track configuration, for details of other configurations please contact us at technical@chilterninvadex.co.uk

Installation Notes

Important Information - Battery Powered Models

Where this hoist is to be a replacement unit on an existing track installation, the charging unit included in the box **MUST** be used.

This hoist is **NOT** compatible with the old RED charging unit.

Use of this hoist with the old RED charger may result in damage to the PCB and **WILL** invalidate the product warranty.

For further information please contact our Technical team on 01869 365500.

Important Information - Transformer Powered Models

Please note that the brown and blue wires on the hoist curly cable can be connected to either of the two blue wires in the transformer.



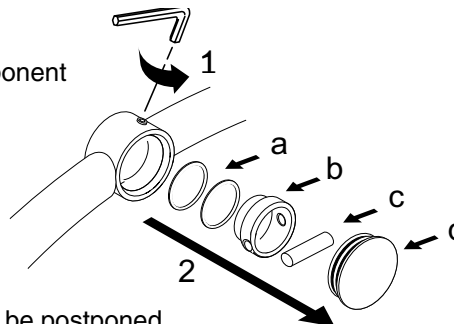
Carry/Spreader Bar Installation

This procedure should only be carried out by qualified service personnel.
Please ensure that this guide is read thoroughly prior to commencement

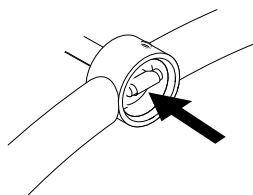
Using a 2.5mm allen key remove the security screw (1) and set aside for re-use

Push down firmly through the carry bar to remove the component parts (2). Parts should include;

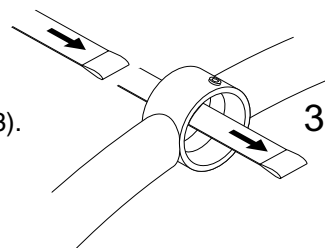
PTFE bearings x2 (a)
Lift tape retainer housing (b)
Lift tape retainer dowel (c)
Cap (d)



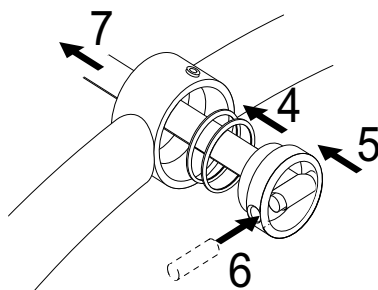
Should any of these parts be missing the installation should be postponed until the necessary replacement parts have been obtained.



Note: where an existing lift tape is being removed it may be necessary to cut along the base of the lift tape (as shown) to facilitate removal of the retainer dowel.



Push the new lift tape through the slot in the top of the carry bar (3).



Slide the two PTFE bearings over the lift tape and position them at the top of the carry bar (4).

Note: to ensure that the carry bar can swivel smoothly care should be taken to ensure that the PTFE bearings are flat against the top of the carry bar.

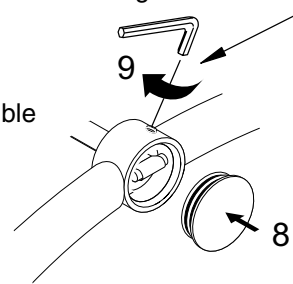
Place the retainer housing over the lift tape (5) and insert the dowel through the hole provided into the lift tape loop (6). Pull the tape tight through the slot in the top of the carry bar (7).

Note: be aware of finger trap hazard.

If the tape is fitted correctly the carry bar should rotate freely, if this is not the case ensure that PTFE bearings are installed correctly and that the dowel sits flush within the retainer housing.

Insert the cap (8) and re-insert the security screw (9).

For safety reasons a lift tape should be renewed if any sign of wear is visible or every two years regardless of condition.



Warranty

Your Chiltern Invadex (UK) Limited Overhead Hoist carries a 12 month warranty from the date of purchase, subject to the following :-

1. Should you experience any problems with your product within the first 12 months period please contact your point of purchase.
2. Repairs made during the warranty period will be carried out free of charge, provided the product has been used strictly in accordance with the guidelines set out in this user guide.
3. Our warranty does not cover replacements, adjustments or repairs which may be required as a result of normal wear and tear, wilful or accidental damage, misuse, neglect or any other cause which is beyond the control of Chiltern Invadex (UK) Limited.
4. Modifications and repairs made to this product by unauthorised persons will render the warranty void.
5. Only parts manufactured or approved by Chiltern Invadex (UK) Limited shall be used to repair this product. Use of unauthorised parts will invalidate all warranties and remove all liability from Chiltern Invadex (UK) Limited for the safety of this product.
6. Chiltern Invadex (UK) Limited shall in no event be liable for any damages, costs or expenses arising from any claim made under this warranty (save for any legal liability of Chiltern Invadex (UK) Limited for death or personal injury resulting from the company's negligence in respect of its products).
7. This warranty does not affect your statutory consumer rights.

Life Expectancy Statement

Based upon 25 years experience in the manufacture, installation and service of overhead hoists, Chiltern Invadex (UK) Ltd confirm a life expectancy of at least 8 - 10 years in relation to ceiling mounted hoists.

The life expectancy of any hoist can be vastly increased or decreased dependant upon the frequency of use, the loads applied, correct operation and of course regular servicing and maintenance as detailed within this guide.

A full statement of life expectancy can be obtained from Chiltern Invadex.

Wispa Hoist Service Record

Year 1	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 2	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 3	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 4	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 5	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 6	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 7	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 8	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 9	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

Year 10	Date of Service		Load tested to	kg
Serviced by				
Address				
Engineer name				
Comments				

In addition to regular service and maintenance a requirement to provide 6 monthly LOLER inspections may apply. Refer to page 7.

The below space can be used to store details of your service contractor, if the equipment has been provided by a third party for example the Local Authority, this information will be available from them.

Contractor name: _____

Contact number: _____

Address: _____

Contract/warranty/account number: _____

Notes:

Refer to page 17 for details unique to your hoist. This information may be required when contacting your service provider.



Chiltern Invadex (UK) Limited hereby declare the products identified below are Class 1 Medical Devices as defined by the Medical Devices Directive 93/42/EEC and carry the **CE** mark.

Wispa branded patient hoist models;

Portable hoist	100Plus	200 Series	300 Series	Mobile Hoist
WP	<i>Transformer powered models</i> W WT WL WLT <i>Battery powered models</i> WB WTB WLB WLTB	200L 200LT 200LTR 200LTX 200LTXR	300L 300PT 300PTR 300P 300PR	MHWMEHUKEL

We hereby certify that the products listed have been designed, assessed, manufactured, labelled and packaged to conform with the specifications which apply to them under International Standard ISO10535:2006 and confirm compliance with the provisions applied under the Medical Devices Directive 93/42/EEC (as amended by 2007/47/EC)

The necessary technical files are available for inspection by the relevant enforcement authorities.

Registered Manufacturer Number: **CA005328**
E4: Patient/Hoist/Transfer Aids and Accessories

Hoist model: _____

Date of manufacture: _____

Serial number: _____





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Thorpe Drive
Banbury
OX16 4UZ
UK
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WISPA 100 Plus



 Manufactured by;
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 01869 365500

 *Overseas Enquiries*
+44(0)1869 365500

 sales@chilterninvadex.co.uk

 www.chilterninvadex.co.uk



The crossed wheeled bin symbol shown on this product indicates that the item must not be disposed of with general household waste. Proper recovery of your waste electronic and electrical equipment will ensure safety of human health and the environment.

For more information where the product can be safely disposed of please contact your Local Authority, the dealer from where the product was purchased or Chiltern Invadex (UK) Limited.

To request a copy of this guide in large print
please contact
customer services on 01869 365500 opt 1 or
email: sales@chilterninvadex.co.uk



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