

400 stairlift

for straight stairs



User guide

English



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 every year by a Stannah trained service engineer.

You will find the phone number for your local Stannah stairlift supplier on page 23 of this guide.

Installed by _____ on ____ / ____ / ____

Position of mains power switch _____

Date	Service details	Service engineer
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
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Thank you for choosing Stannah

We have designed the 400 stairlift to help you continue enjoying your life at home.

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. You will find their phone number on page 23 of this guide.

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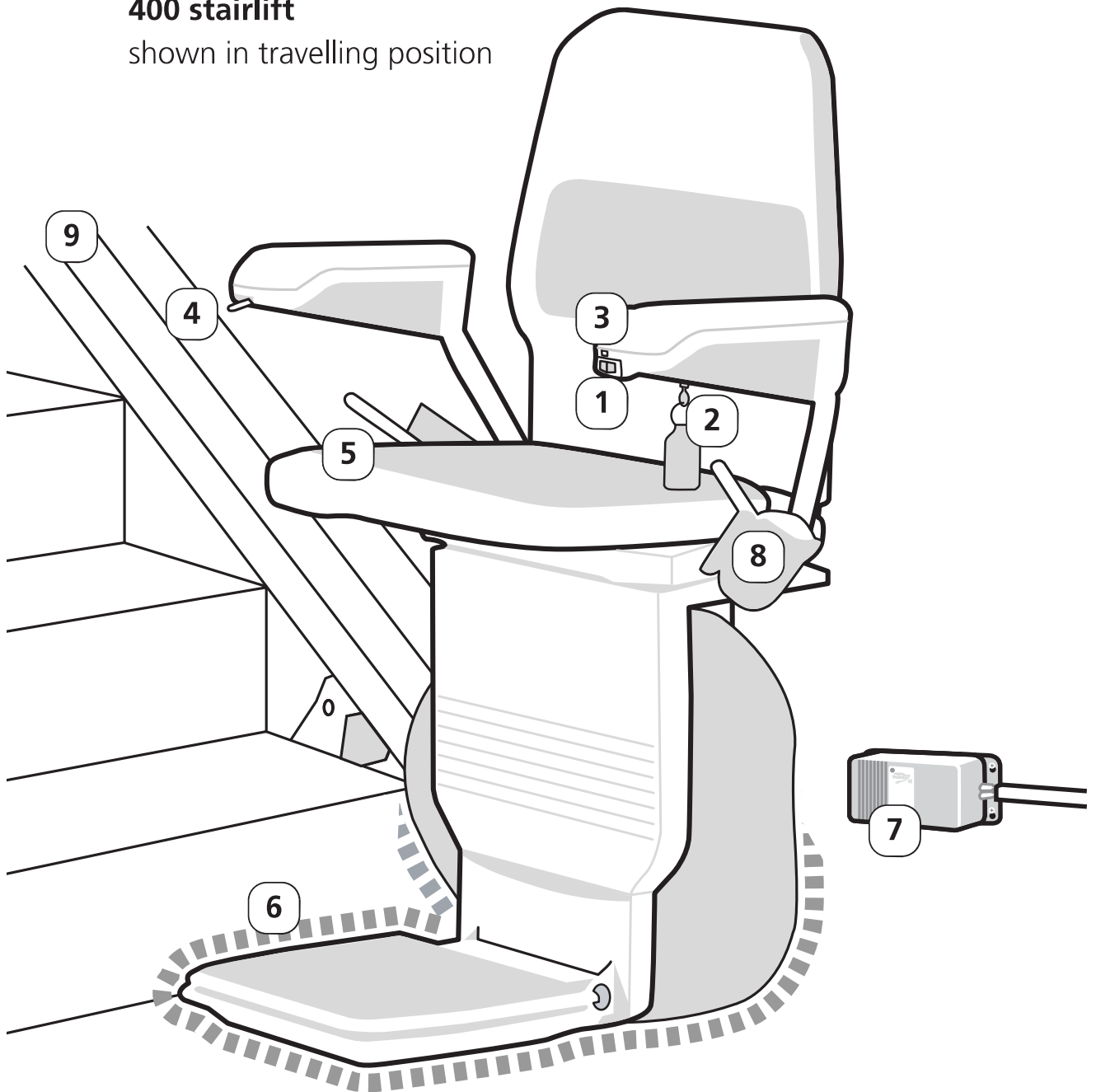


You will find safety information wherever you see the Safety! symbol.

Getting to know your stairlift

400 stairlift

shown in travelling position



1 On/off switch

2 Power key

The keyhole is on the underside of the chair arm. The key must be inserted and turned to the on position before the stairlift will work.

3 Power light

The green power light comes on when the on/off switch and the power key are turned to the on position.

4 Joystick or push button

Your stairlift may be fitted with a joystick or push button depending on the option you chose.

Moves the stairlift in the direction you want to travel.

If your chair has a powered swivel seat, you can also use the joystick or push button to swivel the seat.

5 Swivel levers

These are on both sides of the seat. The seat will swivel outwards 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.

7 Battery charger

Charges the batteries so the stairlift is always ready to travel. It also ensures the stairlift will work during a power cut.

This may be positioned at either the top or bottom of your staircase.

8 Seatbelt

There are various types of seatbelts. The one shown is a retractable lap seatbelt.

9 Rail

Getting to know your stairlift

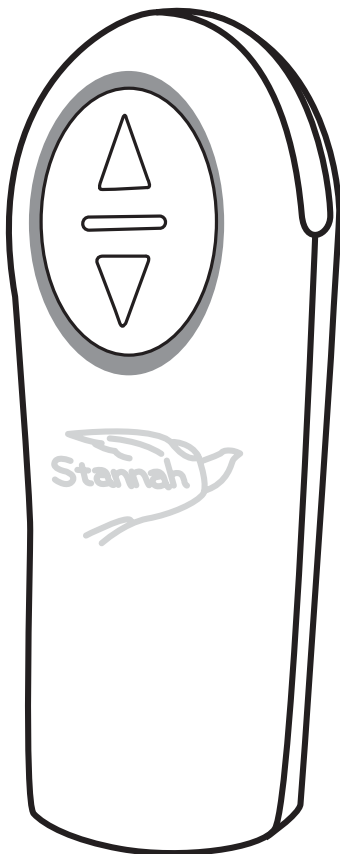
continued

Remote calling control

Positioned at the top and bottom of the staircase, the remote calling controls let you call the stairlift if it is at the opposite end of the staircase to you. The control sits in a holder that is attached to the wall, and can be used either when in its holder or when taken out.

The controls 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 20.



Infra-red control



Infra-red control with hinged rail
If you have a hinged rail, your remote calling control will look like this.



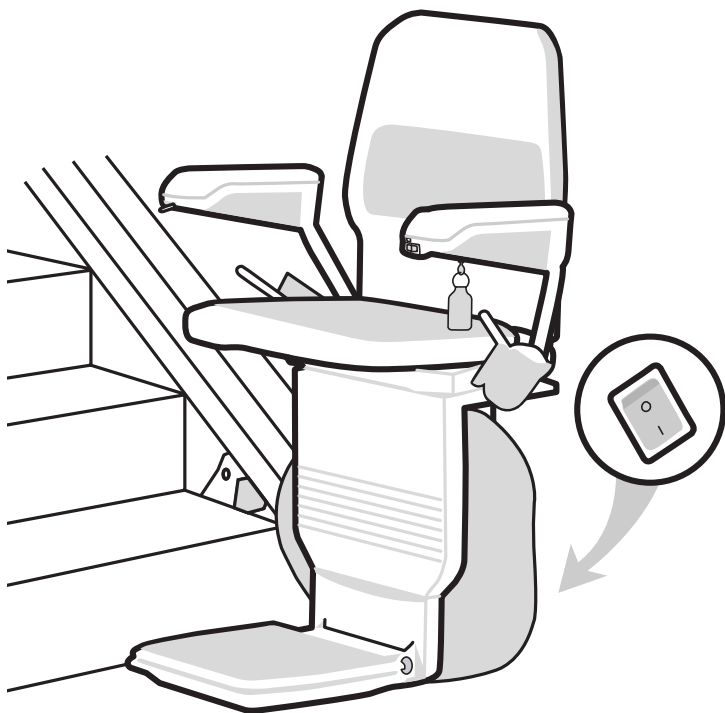
Wired control
If you have a wired control, it will look like this.

Master power switch

This switch is on the back of the base of the chair and should normally be left switched on. **The stairlift will not work if this switch is off.**

You can switch the master power switch off – perhaps if you go away on holiday and your stairlift will not be used for more than a week.

Remember to switch the master power switch back on when you return.



Options

You may have chosen from the range of options we provide for the Sofia and Solus stairlifts.

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. You'll find their phone number on page 23 of the guide.

Remote calling controls

- wired remote calling control
- infra-red remote calling control

Swivel seats

- standard swivel seat
- automatic swivel seat

Hinged rail

- standard hinged rail
- automatic hinged rail

Using your stairlift

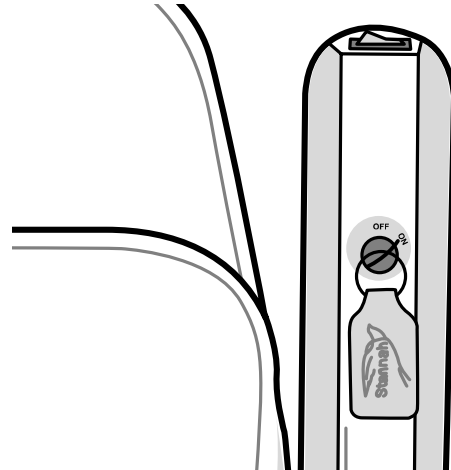
1 Turn on the power key

To turn on the power key

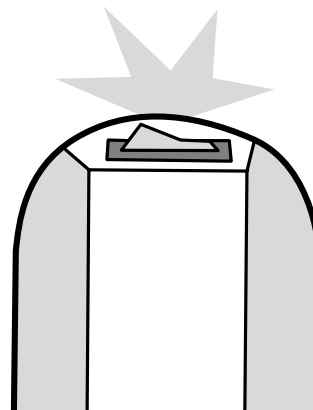
- Put the key into the keyhole on the underside of the chair arm and turn it to the on position.

Switch the on/off switch to the on position.

The stairlift and the remote controls will not work unless you have turned on the power key and the on/off switch.



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



To switch off the power key

- Turn the key to the off position and take the key out.

The green power light will go off.

If you do not want to remove the key, leave the key in the off position as shown.



Using the remote calling 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 calling 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 10.

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

This is a safety feature – wait for a few seconds before starting the stairlift again.



Battery status

When you press one of the arrow buttons, the light on the control shows how much power is in the battery.

You will find more information on how to check the battery on page 20.

The batteries will last about one year with average usage.

You will find information on how to change the batteries on page 20.

If you have a hinged rail, your remote calling control will look like this.



If you have a wired control, it will look like this. Please note that wired controls do not use batteries.

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.

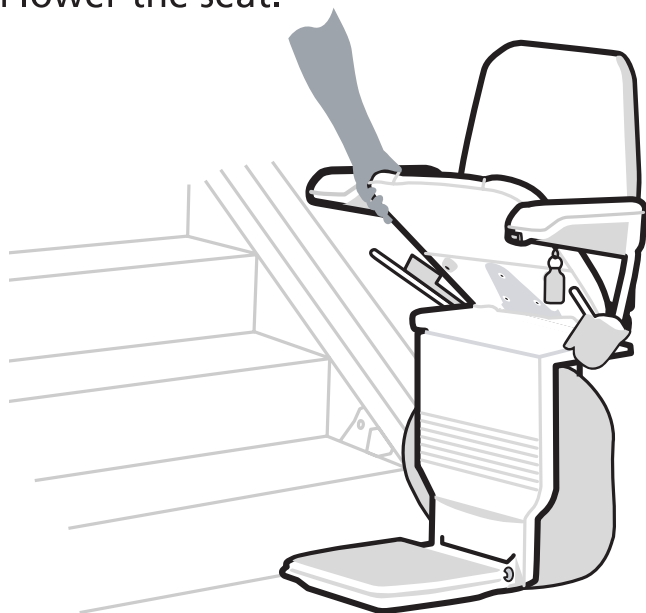
To unfold the chair

Lower the armrest nearest the top of the stairs.

The footrest will unfold with the armrests.



Lower the other armrest. Then lower the seat.



Safety

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

Using the hinged rail

Your stairlift may be fitted with a hinged rail that you can raise so the rail does not obstruct any doorways or passageways.

The stairlift will not work until the hinged rail is fully lowered.

To use the automatic hinged rail (optional)

Make sure the chair is at the top of the stairs.

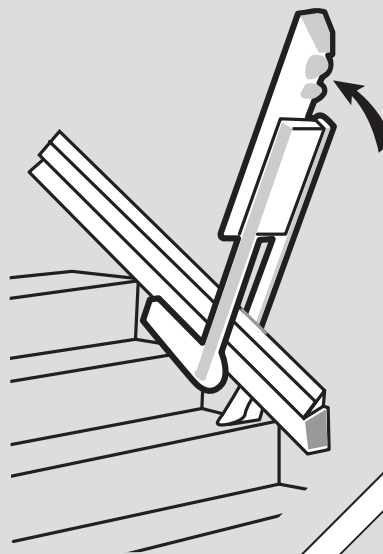
Press and hold the arrow button on the hinge control until the hinge is fully raised or lowered.



To use the standard hinged rail (optional)

Make sure the chair is at the top of the stairs.

Use the handle on the underside of the rail to raise or lower the hinged section of the rail.



Safety

Take care when raising or lowering the hinged rail.

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 control to start the stairlift.

To use the seatbelt

Your stairlift may be fitted with one of the seatbelts shown below. Pull the seatbelt across you and fasten together.



Diagonal side fastening seatbelt



Side fastening seatbelt



Basic centre fastening seatbelt

Safety

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. See page 17 for maximum weight details.

To start the stairlift

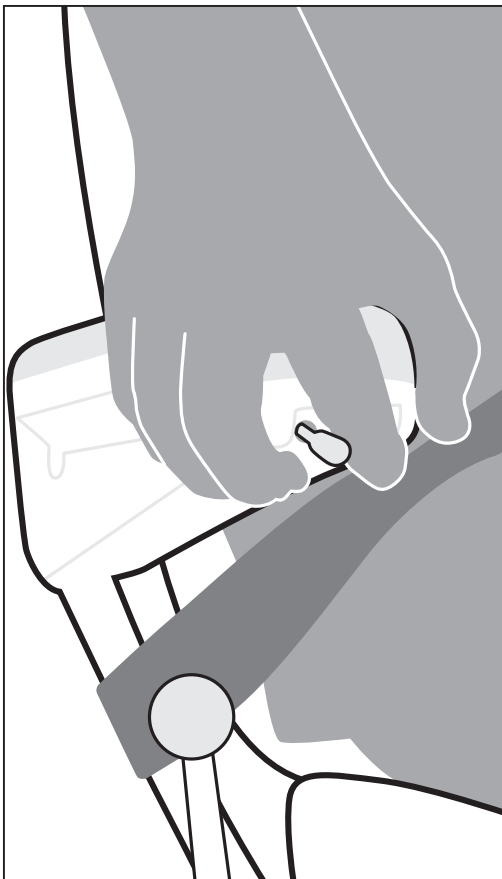
Your stairlift may be fitted with a joystick or a push button control depending on which you chose.

To use the joystick: move and hold the joystick in the direction you want to travel.

To use the push button: press and hold the button in the direction you want to travel

The stairlift will start after a few seconds – 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.



Joystick control



Push button control

Safety

Never use your stairlift in the event of fire.

Using your stairlift

4 Swivel the seat

At the top of the stairs you can swivel the seat towards the landing 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 standard swivel seat

Push the swivel levers down fully on the sides 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 automatic swivel seat (optional)

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

You can also use the buttons on the remote control to swivel the seat – press and hold the up arrow.



5 Get off the stairlift

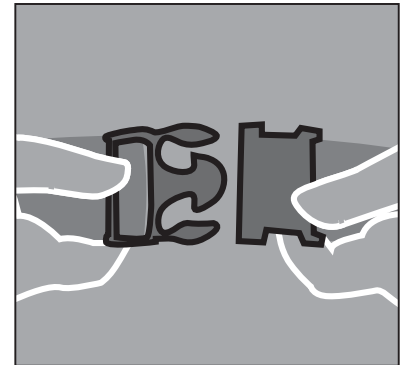
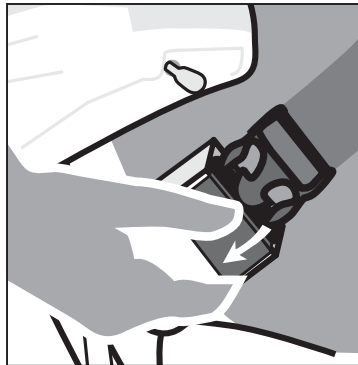
Make sure the on/off switch is in the off position and the power light is off. Carefully, get off the stairlift and swivel the seat back to its travelling position. You can fold the chair away if you wish.

If you want to call the stairlift using the remote controls, make sure the on/off switch is in the on position.

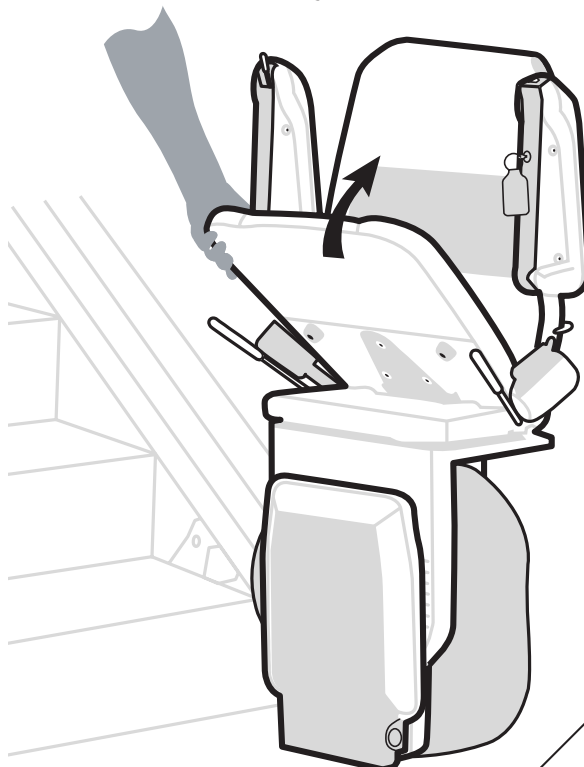
To get off

Unfasten the seatbelt.

Carefully get off the stairlift.



Swivel the seat back to its travelling position and fold the chair away if you wish.



Safety

Do not raise the chair arm when your feet are on the footrest.

Safety

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



It is unlikely that the stairlift will stop while you are using it. If it does, swivel the chair towards the top of the stairs using the standard swivel lever before you get off. If possible, swivel the seat back to its travelling position and fold the chair up before you make your way to the nearest end of the stairs.



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



Always use the seatbelt.



Only undo the seatbelt 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. Please see page 17 for details of weight limits.



Never use your stairlift in the event of fire.



Do not raise the chair arm when your feet are on the footrest.



Never use the stairlift when the hand-winding tool is in the hole – see page 22.



Never attempt to dismantle the stairlift.

Cleaning your stairlift

If there are any aspects of cleaning your stairlift that you are unsure about, please call your Stannah supplier. You will find their phone number on page 23 of this guide.

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

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.

Weight limits

The maximum weight limit depends on the angle of the stairs.

Angle	Weight limit
Up to 42°	160kg (approx 25 stone)
42° to 49°	135kg (approx 21 stone)
49° to 52°	120kg (approx 19 stone)

Help

In the unlikely event that you ever experience a problem with your stairlift, please use the following checklist.

If the checklist doesn't help you to solve the problem, please contact your stairlift supplier – their phone number is on page 23 of this guide.

Stairlift is beeping

The battery charger is not charging the batteries.

- Check that the mains power switch is on.

The position of the mains power switch can be found on page 2 of this guide.

- Check that there has not been a power cut.

If you cannot correct the fault, you can switch off the beeper by turning the master power switch to the off position. Please call your Stannah supplier.

Automatic swivel seat does not work

There may be a mechanical fault.

- Please call your stairlift supplier.

You will still be able to use the standard swivel until our technician can visit you.

Stairlift will not move

Is the green light on?

No

- Check that the master power switch is switched on – see page 7.

The stairlift will not work if this switch is off.

- Check that the power key is inserted and turned to the on position – see page 8.

The stairlift will not work if the key is switched off.

Yes

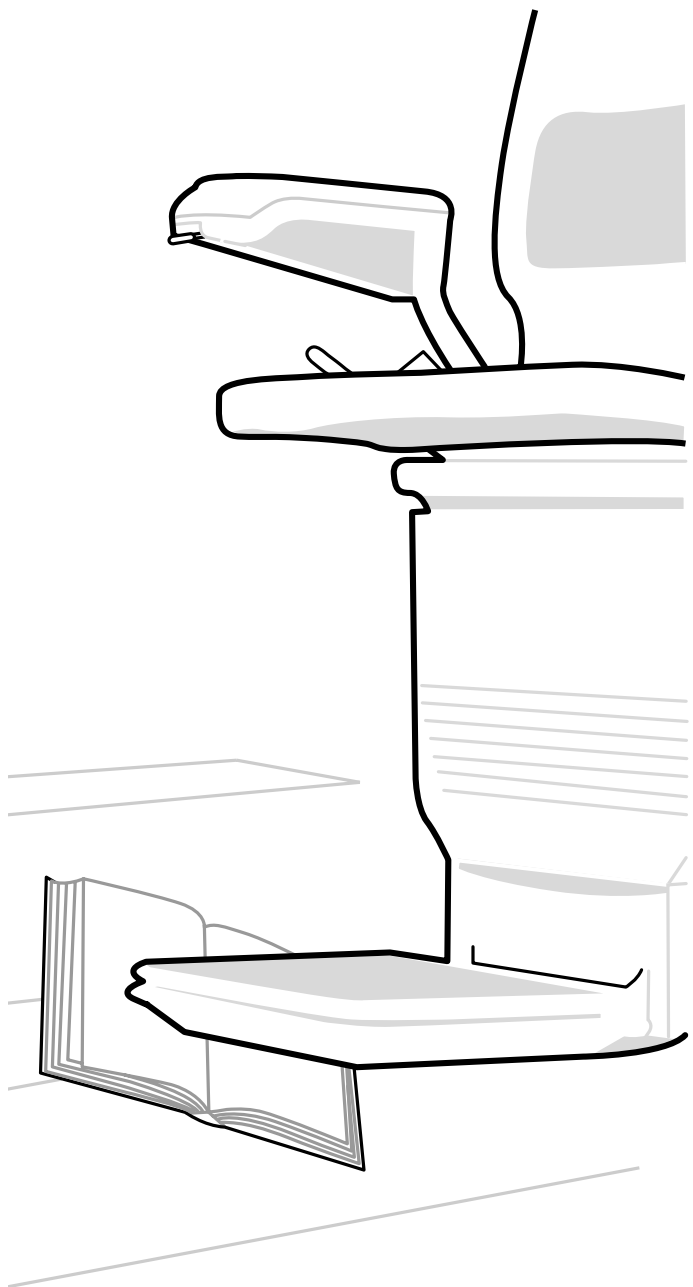
- Check whether there is anything obstructing the safety edges – see picture.

If there is, remove the obstruction. You may need to go in the opposite direction before you can move the obstruction and then continue to go up or down the stairs.

- Check that the chair is swivelled back to its travelling position. *The chair will not move unless it is in the travelling position – see pages 4 and 15.*

- Check the hinged rail is fully lowered.

The chair will not move if the hinged rail is raised – see page 11.

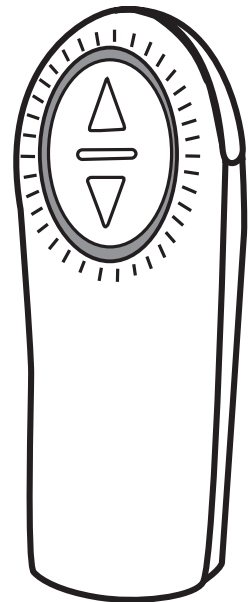


Changing the battery on the remote calling control

The remote calling 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	<i>Batteries OK</i>
Lights on constantly	<i>Batteries low on power – change batteries as soon as possible</i>
No light	<i>Batteries have no power</i>



The lights are on constantly when the battery is low.

If you have a hinged rail, the light on your remote calling control will work differently as follows:

Green light on	<i>Batteries OK</i>
Green light flashing	<i>Batteries low on power – change batteries as soon as possible</i>
No light	<i>Batteries have no power</i>

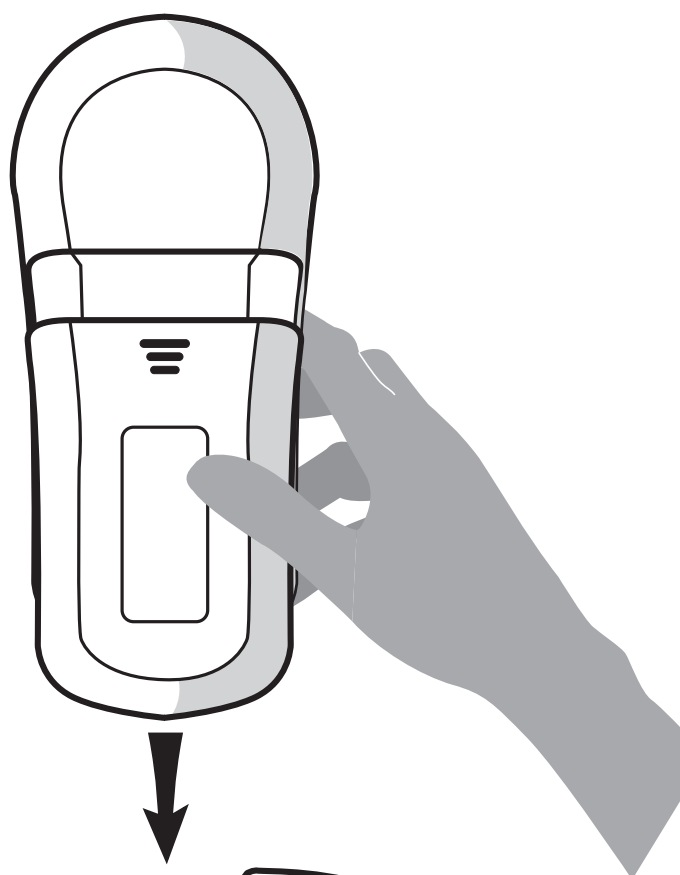


The green light is flashing when the battery is low.

To change the battery

Slide down and open the battery cover, then insert the new batteries.

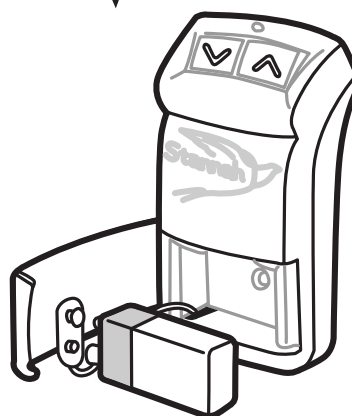
Each remote calling control takes three AA batteries.



If you have a hinged rail, the battery compartment on your remote calling control is different.

Open the battery cover and insert a new 9V PP3 battery.

Do not use a Ni-cad rechargeable battery.



Technical

It is very unlikely that your stairlift will stop while travelling. However, if it does, we have provided you with a hand-winding tool and instructions on how to use it.

If your stairlift stops at the end of the rail and the green power light on the armrest goes off, use the checklist on page 19. 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. You will find their phone number on page 23 of this guide.

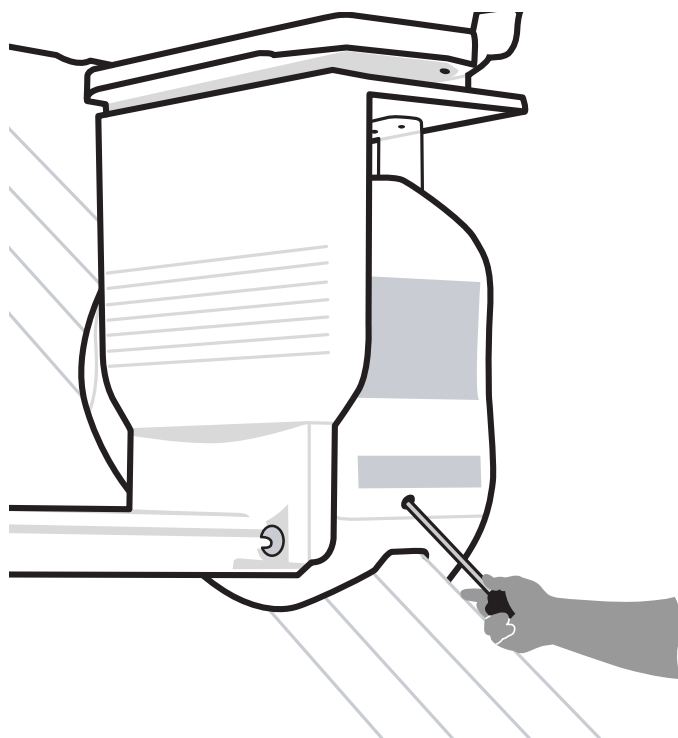
To move the stairlift using the hand-winding tool

Switch off the master power switch.

Remove the plastic cap on the side of the chair base.

Put the hand-winding tool into the hole where labelled.

Push and hold in the safety edge below the hand-winding hole and turn the handle as shown on the label on the chair base.



Safety

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

Stannah suppliers

You can also find details at our website: www.stannah.com

UK Stannah branches

Birmingham

0121 559 2260

Brackley

01280 704 600

Bristol

0117 955 9976

Christchurch

01202 476 781

Crayford

01322 555 777

Gateshead

0191 460 0010

Glasgow

0141 882 9946

Mansfield

01623 631 010

Norwich

01603 748 021

Stockport

0161 477 3344

International suppliers

Australia

PR King & Sons Pty Ltd
1300 859 267 (free call)

Tony Graystone
61 883 705 644

Channel Islands

Rob Willder Lifts Ltd
01534 739 515

Iceland

Hedinn Schindler
5-444-777

Malta

Lift Services Ltd
2125 2206

New Zealand

Independence Ltd
0800 92 66 77

Northern Ireland

Olympic Lifts Ltd
0845 330 5817

Republic of Ireland

Stannah Ireland
Daytime 01-450 7971
After hours 01-217 3786

Thailand

Thai Lifts
(66 2) 961 0422

West Indies

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868 628 7058

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