

The Flow2 stairlift

User Manual



A ThyssenKrupp
Elevator company

ThyssenKrupp Accessibility



ThyssenKrupp

The Flow2 stairlift

User Manual

ATTENTION:

READ THIS USER MANUAL CAREFULLY BEFORE USING
THE Stairlift

PAY SPECIAL ATTENTION TO THE CHAPTER 'SAFETY
INSTRUCTIONS'

KEEP THIS MANUAL IN THE VICINITY OF THE Stairlift SO
THAT YOU WILL ALWAYS HAVE THE INFORMATION YOU
NEED AVAILABLE

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Foreword

Congratulations!

You have chosen a ThyssenKrupp Accessibility stairlift. A modern, user-friendly and safe product that will give you years of pleasure. We will do everything to justify the confidence that you have placed in us. In order to make the best possible use of the stairlift, it is extremely important that you read this user manual carefully before you actually use the stairlift.

This manual

The instructions in this user manual are intended for you, the user of The Flow2 stairlift. The instructions contain all the information needed for a correct and safe use of the stairlift. All sections and subsections are numbered. The page number is shown at the bottom of each page. In this manual, the terms “left”, “right”, “front” and “rear” are used to identify specific parts of the lift. The reference point for this is always your position as user, sitting on the stairlift.

Symbols

The following symbols are used in this manual:



NOTE

Tips and advice to make it easier to carry out the associated action.



CAUTION

Subjects and actions for which extra attention and/or caution is required.



WARNING

Actions that could result in damage to the lift, the surrounding or the environment if they are not carried out with care.

Service & technical support

To ensure that your stairlift works correctly and safely, it is important that the stairlift is inspected and maintained on a regular basis. We advise you to take out a service contract so that the optimal working of your stairlift is always guaranteed. You can contact your supplier for this (see Chapter 5).

Stairlifts and the environment



Batteries

The stairlift contains two batteries, each 12 V (7 Ah), to provide the motor with power. These batteries may only be replaced by authorized maintenance technicians. There are also 'C' cell batteries in the call and park stations and the control unit. You may replace these batteries yourself (see Chapter 4).

Do not dispose of old batteries with domestic refuse, but hand them in when you buy the new batteries. If this is not possible, contact your local municipality to find out where you can hand in the used batteries.



Disposal of the stairlift

Stairlifts that are no longer used can generally, after consultation with the dealer, be taken back. If this is not possible, find out from your local government administration what the possibilities are for return, re-use or environmentally-friendly disposal of the materials.

Safety instructions

General

Your The Flow2 stairlift has been designed for maximum user-friendliness in domestic households. To ensure that the stairlift is operated correctly, it is important that every user is aware of the instructions in this user manual. You, as end user of the stairlift, are always completely responsible for compliance with local safety requirements and directives.

ThyssenKrupp Accessibility is therefore not responsible for damage or injury caused by failure to correctly observe the safety requirements and directives as described in the user manual, of improper use during the use or maintenance of the stairlift.

Warning stickers on the stairlift

The warning stickers on The Flow2 stairlift are an important part of our safety measures. The stickers may therefore not be covered or removed and must always be visible and legible. If the warning stickers are unreadable or damaged, they must be replaced immediately. You can contact your supplier for this (see Chapter 5).

Users

- Only adults who are aware of the contents of this user manual may use the stairlift.
- Under-aged and mentally disadvantaged persons may only use the stairlift under supervision.
- Never exceed the maximum permissible weight (125 kg).
- The stairlift is exclusively intended for the transportation of one person per journey.
- Never use the stairlift for transporting animals or goods.
- Never change the sequence of the actions to be performed.

- Keep children away from the stairlift; do not allow them to play with the stairlift.

Use

- Before use, inspect both the stairway and the stairlift. Only use the stairlift if the stairway and rail are completely free of any obstacles.
- Practice using the stairlift until you have completely mastered all the actions.
- Be careful of loose clothing (scarves, belts, jackets, wide skirts, etc.). Ensure that they cannot become trapped in the moving parts of the stairlift.
- Never stand on the stairlift and always use the safety belt supplied.
- While moving, keep sitting upright and do not lean forwards, backwards or to the side. Do not make any unnecessary movements, such as rocking.
- While moving, keep your hands on the armrests and your feet on the footplate. Do not allow your hands and feet to dangle outside the stairlift.
- Do not force the parts of the stairlift open or closed. Do not try to physically force the stairlift to start moving.
- Never use the stairlift if there is a fire or in the vicinity of an explosion hazard.
- Report unusual noises and vibration to your dealer immediately.
- Protect the stairlift from water and moisture. Never spray or squirt the stairlift with water.
- Keep the control unit and the Call and park box free of dirt and grease.
- Remove the joysticks as necessary from the controls when the stairlift is not in use and keep them in a safe place.

- Never remove the main plug from the wall socket because the batteries will then not be charged.

Technical specifications

The technical specifications specified in §4.4 may not be changed.

Maintenance

Never carry out maintenance work yourself. Modifications to or replacement of the stairlift may only be carried out by personnel who have been trained by ThyssenKrupp Accessibility BV.

Only carry out maintenance when it is specified in this user manual.



WARNING

Never remove the main plug from the wall socket because the batteries will then not be charged.

Do not remove any signs or labels that should be affixed to the lift.

1. Introduction

1.1 General description

Flow2 is a custom-made stairlift with which you can safely, comfortably and ascend and descend the stairs without any physical exertion. The stairlift is suitable for the transportation of a maximum of one person per journey.

The stairlift is driven by an electric motor and is equipped with rechargeable batteries. The batteries are recharged at the stopping positions (at the top and bottom of the stairs) and at any extra parking positions and intermediate floors.

The stairlift can be controlled in two ways:

- Seated on the stairlift, the stairlift can be controlled with the joystick in the control unit in the right or left armrest.
- To fetch or park at or from another position on the rail, you can use the call and park box. The call and park stations are located at the top and bottom of the stairs and possibly at (optional) intermediate stopping positions. The call and park box can be operated with the joystick.

1.2 Stairlift components



NOTE

In figure 1 the standard assembly is shown for a right-handed user, where the joystick is positioned on the right.

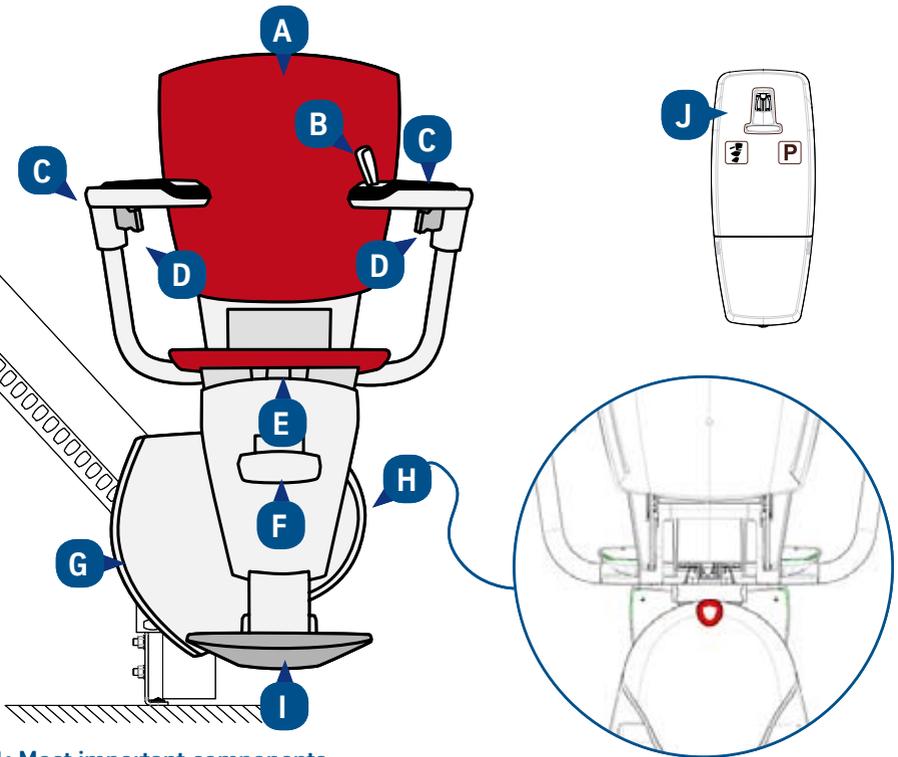


Fig. 1/1: Most important components

- | | |
|-------------------------------|----------------------------|
| a. backrest | f. footplate handle |
| b. control unit with joystick | g. motor + status lamp |
| c. armrests (folding) | h. main switch (rear side) |
| d. safety belt | i. footplate (folding) |
| e. seat (folding) | j. call and park box |

2. Controls

This chapter first gives a description of the most important controls. Secondly, it describes the operation of the stairlift, whereby all the procedures are dealt with that are part of the daily use.

2.1 Controls

The most important controls of The Flow2 stairlift are:

- The call and park stations.
- The control unit in one of the armrests.

The lamp on these controls indicates the status of the stairlift (see Chapter 3). The stairlift is also equipped with a main switch and optionally with an attendant control unit.



NOTE

The joystick works like a "dead man's handle". This means that the joystick must be held in the required direction of movement throughout the whole of the journey. When the joystick is released, the stairlift will stop. The stairlift emits an audio signal for every movement.

2.1.1 Call and park stations

The call and park stations are located at the top and bottom of the stairs and possibly at each intermediate floor with a stopping position. With the call and park stations you can bring the stairlift to you or sent it to a parking position.

If you have chosen to be able to put the lift "out of the way" somewhere halfway down the stairs, your stairlift will go to this parking position. This preset parking position (with charging contact) has been chosen so that other stairway users are obstructed as little as possible by the stairlift.

You operate the call and park stations by pressing the joystick. Press the joystick at the side with the 'P' to park the stairlift (see fig. 2/1d). The stairlift will then go to a pre-programmed parking position and stop there. Press the joystick at the side with the 'stairlift symbol' to bring the stairlift to you (see fig. 2/1c).



Fig. 2/1: Call and park box
a. joystick
b. status lamp
c. fetching the stairlift
d. parking the stairlift

2.1.2 Control unit in armrest

As soon as you insert the joystick in the hole in the control unit, you can, while sitting on the seat, control the stairlift with a single hand movement. The control unit is mounted on the left or right armrest.



Fig.2/2: Control unit with various joysticks



Fig. 2/3: Inserting the joystick

2.1.3 Main switch

Switching off the power:

The stairlift can be switched on and off with the main switch, for example when you go on holiday or during a period when you are not home for an extended period. An illuminated lamp on the drive unit cover indicates that the stairlift is switched on and ready for use. The stairlift is switched off when this lamp is not lit.

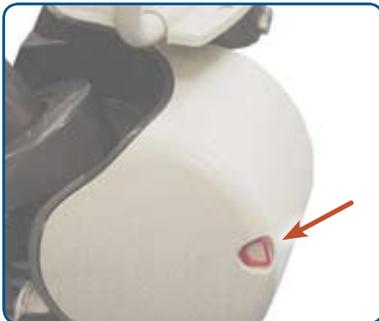


Fig. 2/4: Main switch
on: pull out off: push in



Fig. 2/5: Status lamp on the motor cover

Descent system for emergencies:

With the main switch you can also let the stairlift descend in the unlikely event that a malfunction occurs and the stairlift stops halfway along the rail.

Pull out the main switch on the rear of the motor cover as far as possible to activate the descent system. Keep the main switch in this position until the stairlift has arrived at the desired location. If you release the main switch, the stairlift will stop.



Fig. 2/6: Making the lift descend in an emergency

As a safety precaution, the emergency descent system will not work after the stairlift has stopped for a short time at a charging contact.



WARNING

The descent system is not intended for everyday use.

2.1.4 Optional attendant control unit

With the optional attendant control unit, an attendant can easily send the stairlift upwards and downwards while the user sits on the stairlift (fig. 2/7).



Fig. 2/7: Attendant control unit



NOTE

For operation, the control unit in the armrest always has priority over the other controls.

2.2 Using the stairlift



CAUTION

Read the safety instructions carefully before using the stairlift.



NOTE

Remember that all of the controls act like "dead man's handles". As soon as you release the joystick, the stairlift will stop immediately.

Starting point: the stairlift is at one of the stopping positions where you are going to step on.

2.2.1 Charging contacts

Your stairlift works on batteries. Therefore, always park the stairlift on a charging contact. The stairlift stops automatically when it arrives at a charging contact. If you do not park the stairlift on a charging contact, the batteries can become empty and you cannot move the stairlift. In this case, the stairlift will emit a continuous audio signal.



Fig. 2/8: Charging contact



CAUTION

Never remove the transformer plug from the wall socket. Use the main switch to turn the stairlift on and off.

2.2.2 Folding out the seat and sitting down

1. Fold down the seat (fig. 2/9).
2. Sit on the seat with your back against the backrest (fig. 2/10).
3. Fold the footplate out by pushing the handle on the frame downwards and put your feet on the footplate (fig. 2/11). Throughout the journey, keep your feet on the footplate and your hands away from moving parts.
4. Fasten the safety belt (fig. 2/12).
5. Fold the two armrests down (fig. 2/13).



Fig. 2/9: Fold up the seat



Fig. 2/10: Sit down



Fig. 2/11: Fold out the footplate



Fig. 2/12: Fasten the safety belt



Fig. 2/13: Fold down the armrests

2.2.3 Optional: manual or automatic swivel seat

To be able to sit down safely and comfortably, you may have opted for a manual or an automatic swivel seat.

Option 1: Manual swivel seat:

Before you sit down or stand up, you can turn the seat in the required direction.

1. Unlock the seat by pulling the swivel seat handle (fig. 2/14) up.
2. You can now turn the seat in the required direction.
3. Ensure that you always lock the swivel seat again before you sit down. You lock the swivel seat by pushing the handle downwards.



Fig. 2/14: Manual seat swivel handle.



NOTE

The seat can only be turned in one direction, about a quarter of a turn. The stairlift will not work when the seat is turned.



CAUTION

Ensure that you always lock the swivel seat again before you sit down or stand up. You lock the swivel seat by pushing the handle downwards.

Option 2: Automatic swivel seat:

Before sitting down and standing up, the seat will automatically turn in the required direction when you control the stairlift with the call and park box or the control unit. It is also possible for your stairlift to go up the stairs rotated backwards, and go down the stairs rotated forwards (see fig. 2/15).



Fig. 2/15: The stairlift can move forwards or backwards.

Examples of automatic seat swiveling:

Arriving at the top of the stairs with an automatic swivel seat:

1. Keep holding the joystick in the direction of travel until you have arrived at the top of the stairs. The stairlift will turn automatically. When you hear an audio signal, you can release the joystick and stand up safely.
2. Folding up the seat.
3. Turn the seat back, out of the way, by pressing the joystick on the call and park box in the 'P' direction (see fig. 2/16).



Fig. 2/16: Call and park box options.

Sitting down safely with the automatic swivel seat:

1. To be able to sit down comfortably and safely, you can turn the seat automatically by pressing the button on the call and park box in the direction of the stairlift symbol (see fig. 2/16).
2. Then sit down on the seat and push the joystick in the armrest in the required direction of movement. The stairlift will turn back first and then start moving.

2.2.4 Traveling in the stairlift

1. Check that the stairs are free of any obstacles.
2. Place the joystick in the hole in the control unit (fig. 2/17).
3. Push the joystick to the left or right to move the stairlift upwards or downwards (fig. 2/18).
4. The lamp on the control unit indicates the status of the stairlift, see Chapter 3 for a description of the signals.
5. The stairlift will stop at any intermediate floors. To carry on moving immediately, release the joystick and then press it again in the required direction of movement.



Fig. 2/17: Inserting the joystick.



Fig. 2/18: Hold the joystick in the required direction.

**NOTE**

The stairlift keeps moving until you release the joystick, or until the end of the rail is reached.

**NOTE**

When you have arrived at a stopping position, the stairlift always stops automatically. Release the joystick only after the lift has come to a stop.

**NOTE**

As soon as you release the joystick, the stairlift stops and the lamp on the control unit goes out. An inbuilt safety mechanism ensures that you cannot keep changing the direction of movement. After each change, the stairlift waits for a short time interval. Even after a stop, for example halfway down the stairs, the stairlift will only start after a short delay.

**CAUTION**

Always park the stairlift on a charging contact. If you do not park the stairlift on a charging contact, the batteries can become empty and you cannot move the stairlift any longer.

2.2.5 Standing up and folding up the seat

If your stairlift is equipped with a manual or automatic swivel seat, you can stand up easily and safely by first turning the seat in the required direction (see § 2.2.3).

1. Unfasten the safety belt (fig. 2/19).
2. If you want to remove the joystick, push it forwards (fig. 2/20).
3. Fold up the armrests (fig. 2/21).
4. Fold up the footplate by pulling the handle on the frame upwards (fig. 2/22).
5. Stand up and step off the seat (fig. 2/23).
6. Fold up the seat by pulling it upwards (fig. 2/24).



Fig. 2/19: Unfasten the safety belt



Fig. 2/20: Remove the joystick, if required



Fig. 2/21: Fold up the armrests



Fig. 2/22: Fold up the footplate



Fig. 2/23: Stand up



Fig. 2/24: Fold up the seat

2.2.6 Using the call and park stations

1. Check that the stairs are free of any objects that could cause an obstruction.
2. Place the joystick in the hole in the call and park box (fig. 2/25).
3. Push the joystick in the direction of the stairlift symbol to bring the lift to you (fig. 2/26 A).
4. Fold up the seat and press the joystick at the side with the 'P' to send the stairlift to the nearest parking position (fig. 2/26 B).



Fig. 2/25: Insert the joystick in the call and park box.

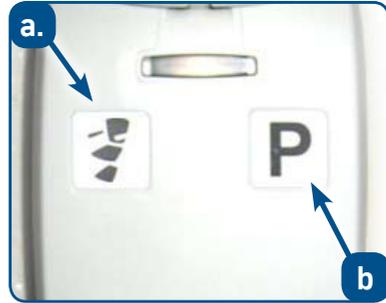


Fig. 2/26: Symbols on the call and park box.
a. Calling the stairlift.
b. Parking the stairlift.



NOTE

As soon as you release the joystick, the stairlift will stop immediately.



WARNING

Ensure that you do not obstruct anyone. Therefore, always call or park the stairlift with the seat folded.

3. Recognizing and resolving signals

When you move the joystick in the call and park box or the control unit, the lamp on these controls, in combination with an audio signal from the stairlift, indicate the status of the stairlift. The following table gives an overview of the possible signals.

3.1 Signals during normal operation of the stairlift

Signal on control	Meaning
Constant green lamp.	The joystick has been operated and the stairlift is moving or will move.
Constant green lamp + audio signal from motor.	After the stairlift has been operated, the stairlift is operated again with a different control. The stairlift will start moving within 10 seconds.

3.2 Signals on the motor cover

Signal on the motor	Meaning
Constant blue lamp.	The stairlift is on. The stairlift can be switched off with the main switch.
No lamp.	The stairlift is off and will not work. The stairlift can be switched on with the main switch.

3.3 Warning signals while operating the stairlift

Signal on control	Meaning	Action
Flashing green lamp	The batteries of this control are (almost) empty and must be replaced.	Replace the batteries (see §4.2) of the control concerned.
Flashing red lamp + audio signal from motor.	1. The stairlift is not parked on a charging contact.	1. Drive the stairlift to a charging contact. If this is not possible, you can turn the audio signal off by switching the stairlift off with the main switch (see §2.1.3). Then contact your supplier.
	<i>Or:</i> 2. The stairlift has encountered an obstacle and will not move any further.	
Constant red lamp.	There is a malfunction in the stairlift.	Switch the stairlift off and then on again (see §2.1.3). Try to operate the stairlift. If the stairlift does not work contact your supplier. If this situation occurs while moving, you can always descend with the emergency descent system (see §2.1.3).

4. Maintenance

4.1 Cleaning

- Clean the stairlift regularly with a clean, slightly moist cloth and possibly a light cleaning agent.
- You can remove the dust particles that collect under the rail during the running-in period of your stairlift with a vacuum cleaner.



CAUTION

Do not use any caustic or abrasive cleaning agents, and do not use too much water.

4.2 Replacing the batteries

When the 'C' cell batteries in a control are about to become empty, the lamp - with joystick operation - on the control concerned will flash green. In that case, replace the batteries.

1. Remove the cover by lifting it, or by placing the joystick in the cutout under the cover and then turning it a half turn (see fig. 4/1).
2. Remove the batteries from the control unit (see fig. 4/2).



Fig. 4/1: Removing the cover.



Fig. 4/2: Control unit batteries.

3. Replace the batteries with the spare batteries located in the other armrest.
4. Refit the cover by pushing it forwards and clicking it into place (see fig. 4/3).



Fig. 4/3: Refit the cover



NOTE

The armrest opposite the armrest in which the control unit is mounted contains spare batteries that you can use to replace empty batteries. Ensure that you fit new batteries when you use the spare batteries.

4.3 Preventive maintenance

In addition to cleaning the stairlift, regular maintenance is needed to guarantee that your stairlift will keep working as it should and without any problems. This maintenance should be carried out by authorized maintenance technicians. We therefore advise you to take out a maintenance contract so that you can always be certain that your stairlift will stay in optimal condition. Contact your supplier for more information about the maintenance contract.

4.4 Technical data

General

Permissible weight	125 kg
Driving speed (max.)	0.15 meter per second
Decibel (max.)	67 dBA
Fire resistance	according to EN81-40
Charging time 12 V batteries	24 hours (less is possible for 1 journey)
Capacity 12 V batteries	10 journeys (1 floor, vertical landing, horizontal run-out at the top, 125 kg)

Electrical system

Supply voltage	24 VDC, 2.5 A
Mains supply	230 VAC, 0.35 A

Environmental conditions

Surrounding temperature	5 - 40 °C
Relative humidity	20 - 80%

5. Contact

For information about settings, service or other matters not dealt with in this manual, you can contact your dealer. The telephone number is:

[ENTER THE SERVICE TELEPHONE NUMBER HERE]

To be able to help you as quickly as possible, please have the following details available when you contact one of our service department staff:

End user name:

Installation number:

Telephone number:

Type of stairlift:

Description of the problem:

[YOUR INSTALLATION NUMBER]

6. EC Certificate

A ThyssenKrupp
Elevator company

ThyssenKrupp Accessibility



ThyssenKrupp

EC STATEMENT OF CONFORMITY

(Directive 98/37/EG, Appendix II, under A)

ThyssenKrupp Accessibility BV
Van Utrechtweg 99
2921 LN Krimpen aan den IJssel
The Netherlands

declares that:

chairlift for transport of one person along a staircase FLOW2

is consistent with Machine directive 98/37/EG.

Krimpen aan den IJssel, Wednesday 24 May 2006

P.F.M. Hofman
Managing director

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