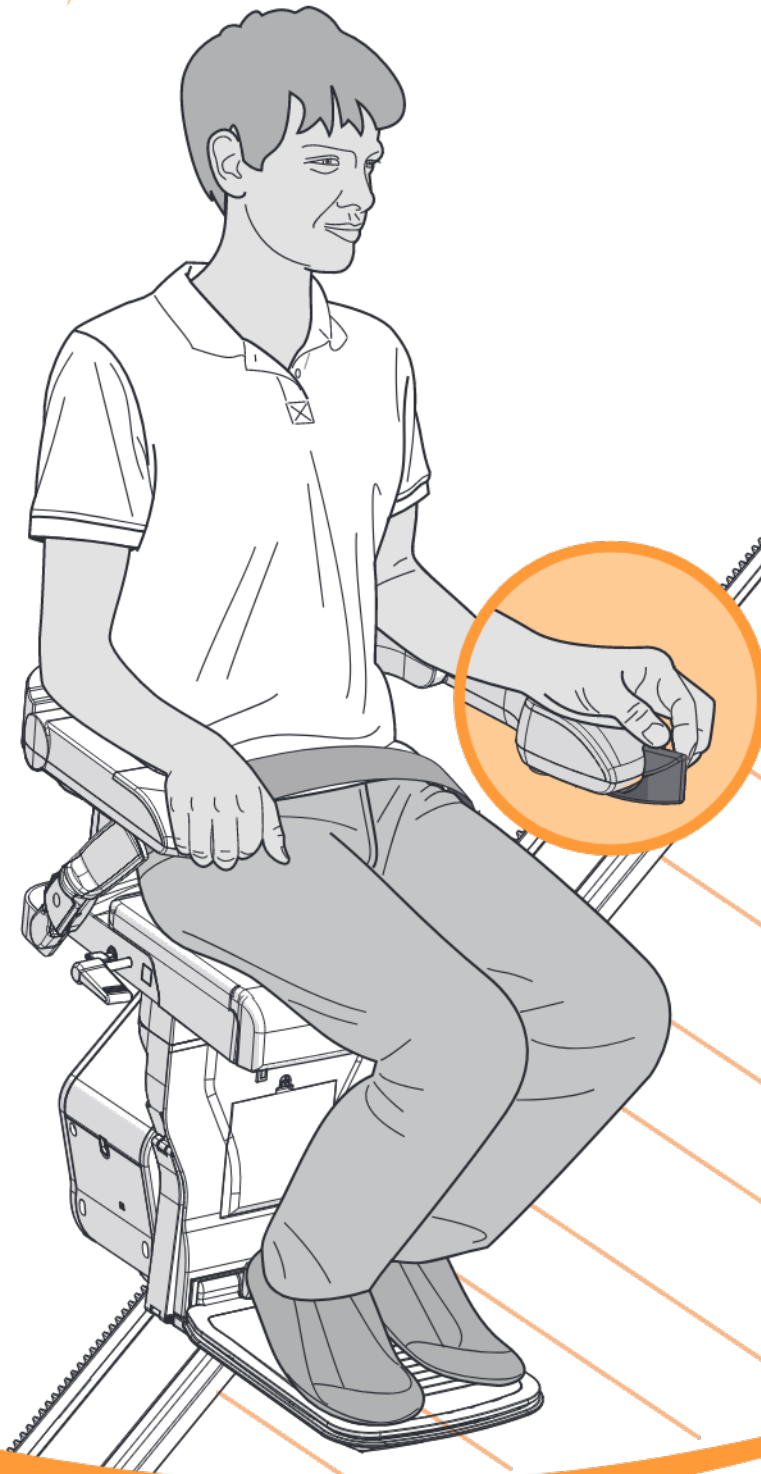


xclusive | USER MANUAL



EN

CONTENT

USER MANUAL	2
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<i>A. Reminders</i>	<i>20</i>
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FOREWORD

Thank you for choosing a Handicare stairlift. This manual is for the XCLUSIVE lift type, and includes instructions for the standard features and optional upgrades.

Make everyday life easier....



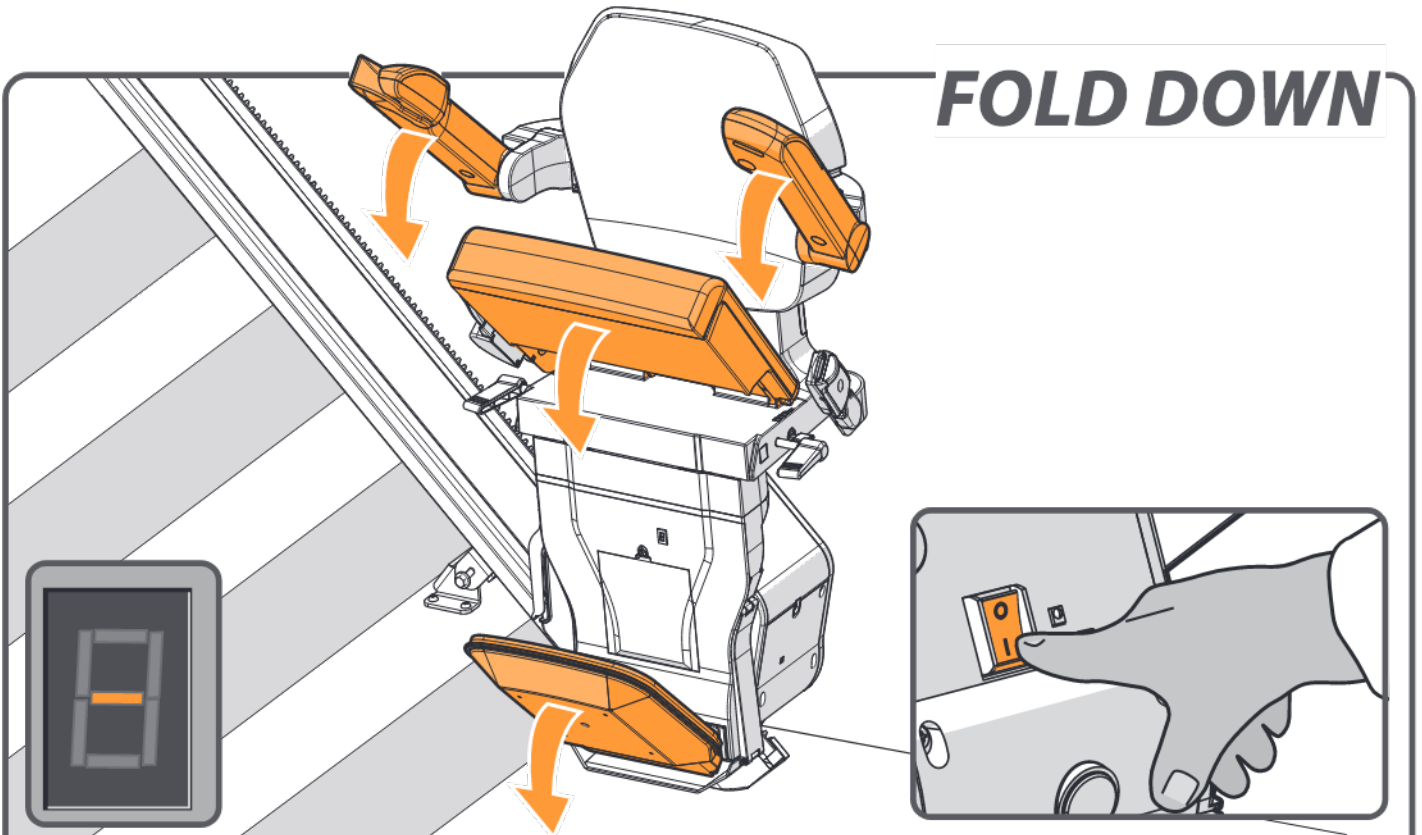
OPTIONS

- Automatic Swivel
- Powered Footrest
- Continuous Charge kit

The illustration above shows the features used to operate the XCLUSIVE lift. The XCLUSIVE lift can be upgraded with the Automatic Swivel seat, Powered Footrest and the Continuous Charge kit, options to create even more seat comfort and user-friendliness.

- [1] Diagnostic Display
- [2] Joystick
- [3] Emergency stop
- [4] Seat belt
- [5] Key switch
- [6] Seat swivel lever
- [7] Footplate
- [8] Remote control

FOLD DOWN

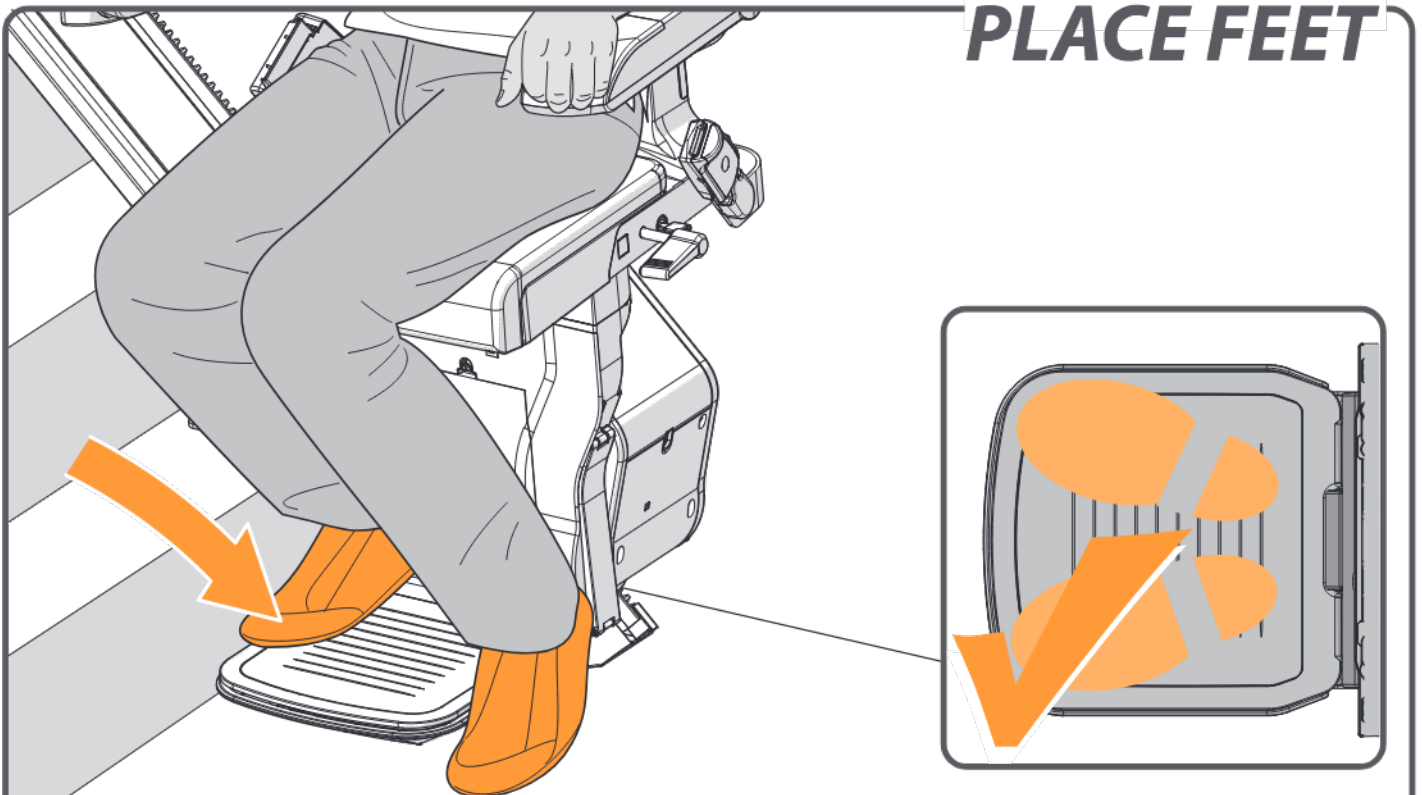


Ensure that the on/off switch is set in the 'ON' position. The diagnostic display will be illuminated when switched on.

Fold down the footplate, the armrests and seat.

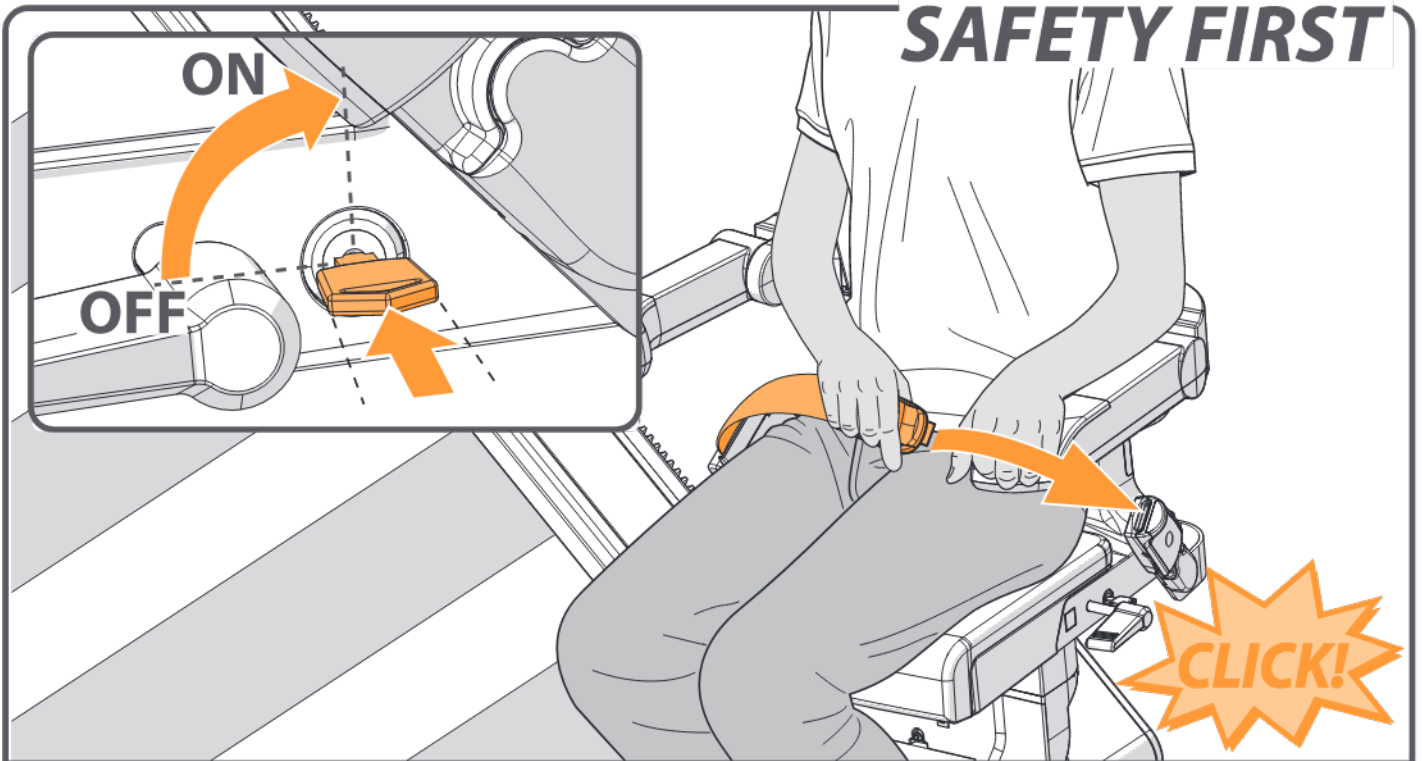
 [page 10 > OPTIONAL POWERED FOOTREST](#)

PLACE FEET



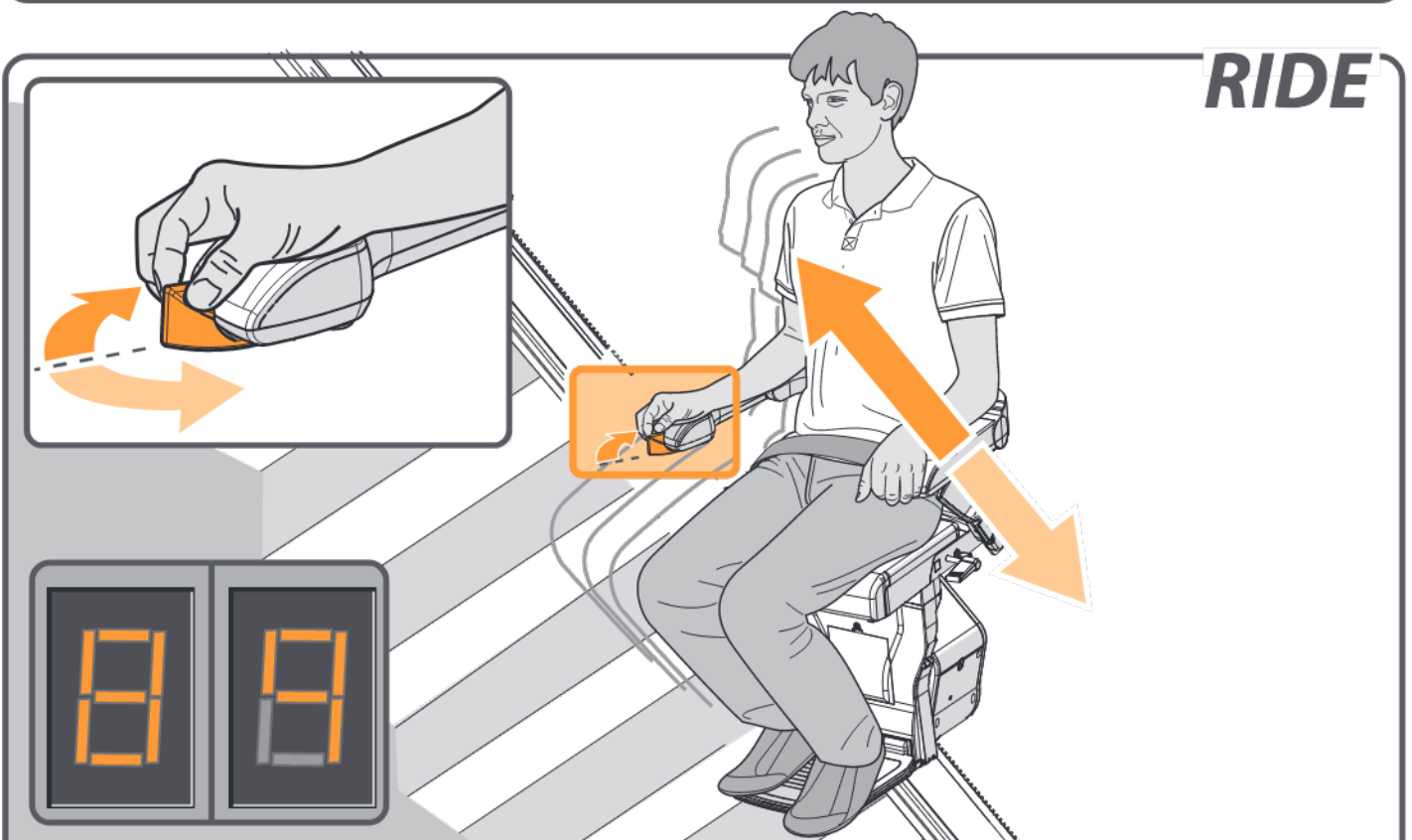
Place your feet on the footplate. Ensure that both feet are completely on the plate.

SAFETY FIRST



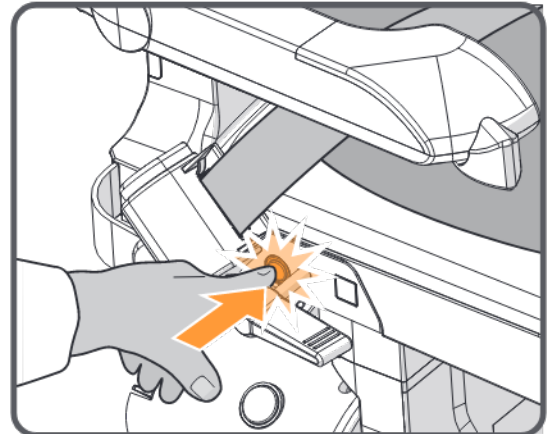
Fasten the seat belt securely, ensuring that it clicks into the holder. Put the key in the switch and turn it ninety degrees clockwise. Check that the chair is in the locked position.

RIDE



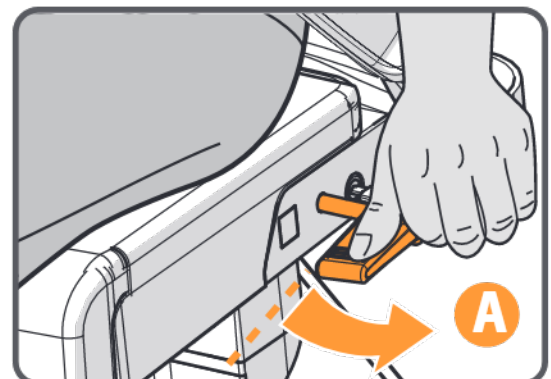
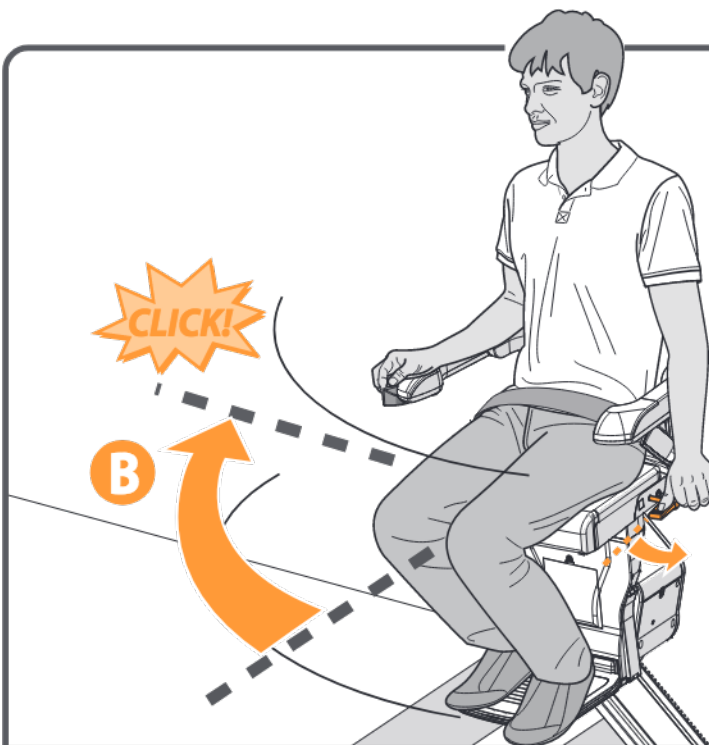
Move the joystick in the desired direction of travel. The display shows a “8/9”, the lift gradually starts to move.

EMERGENCY STOP



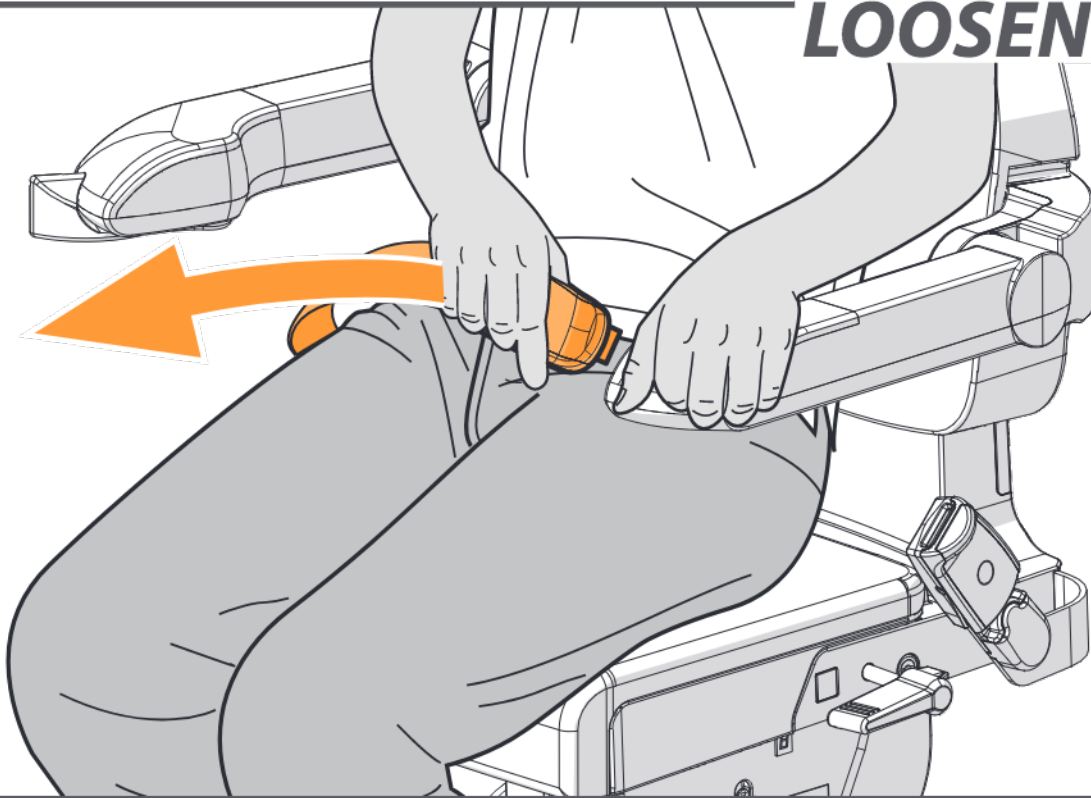
In an emergency, press the emergency stop once. The lift stops straight away. To release the lift, press the emergency stop again.

SWIVEL



The lift stops automatically at the end of the rail. You should now swivel the seat manually, making it easier to get on and off. To do this, push down the lever {A}. Swivel the seat until you hear a 'click'. The seat is now in the correct position {B}.

LOOSEN BELT

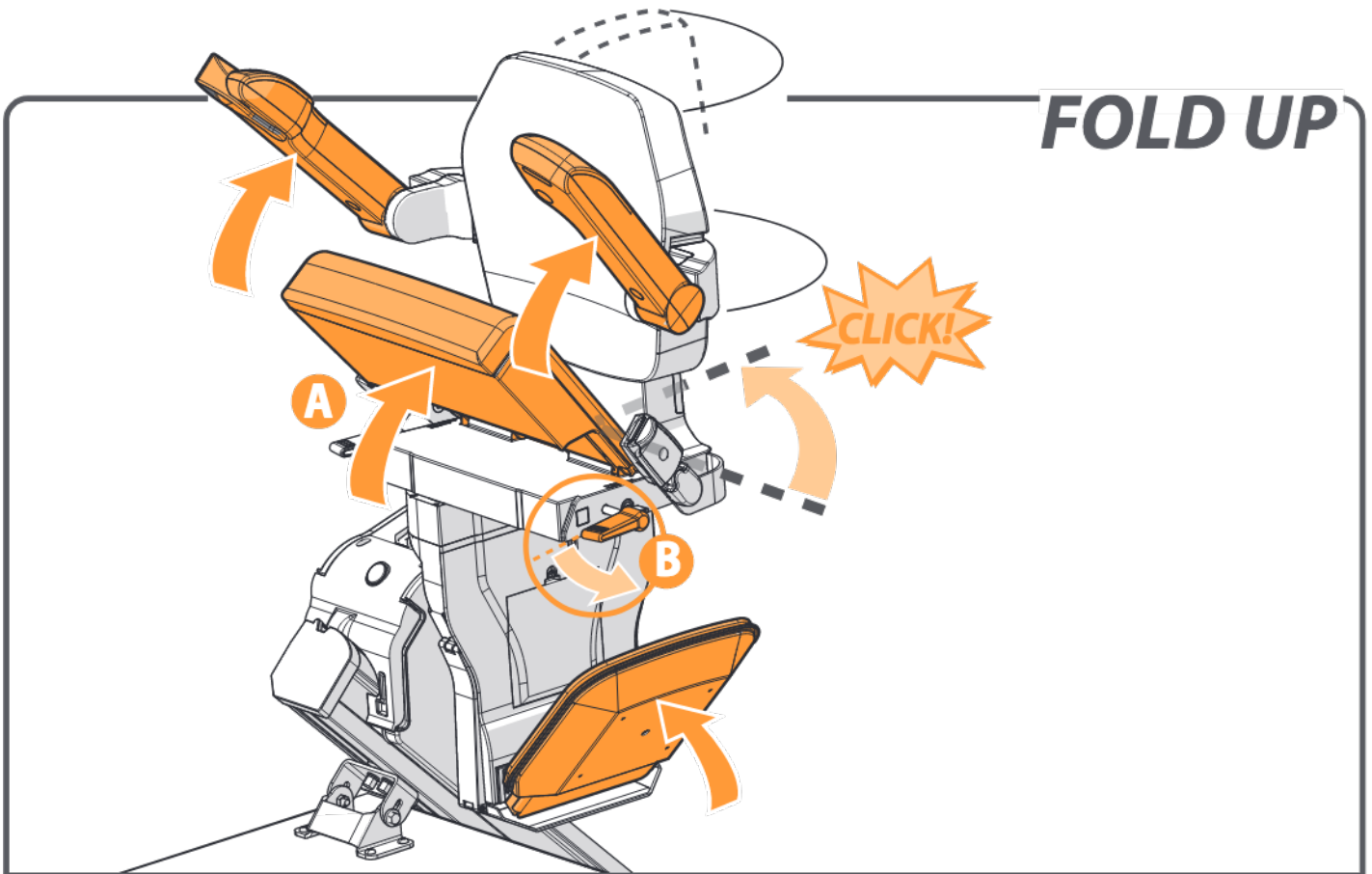


Unfasten the seat belt.

STAND UP

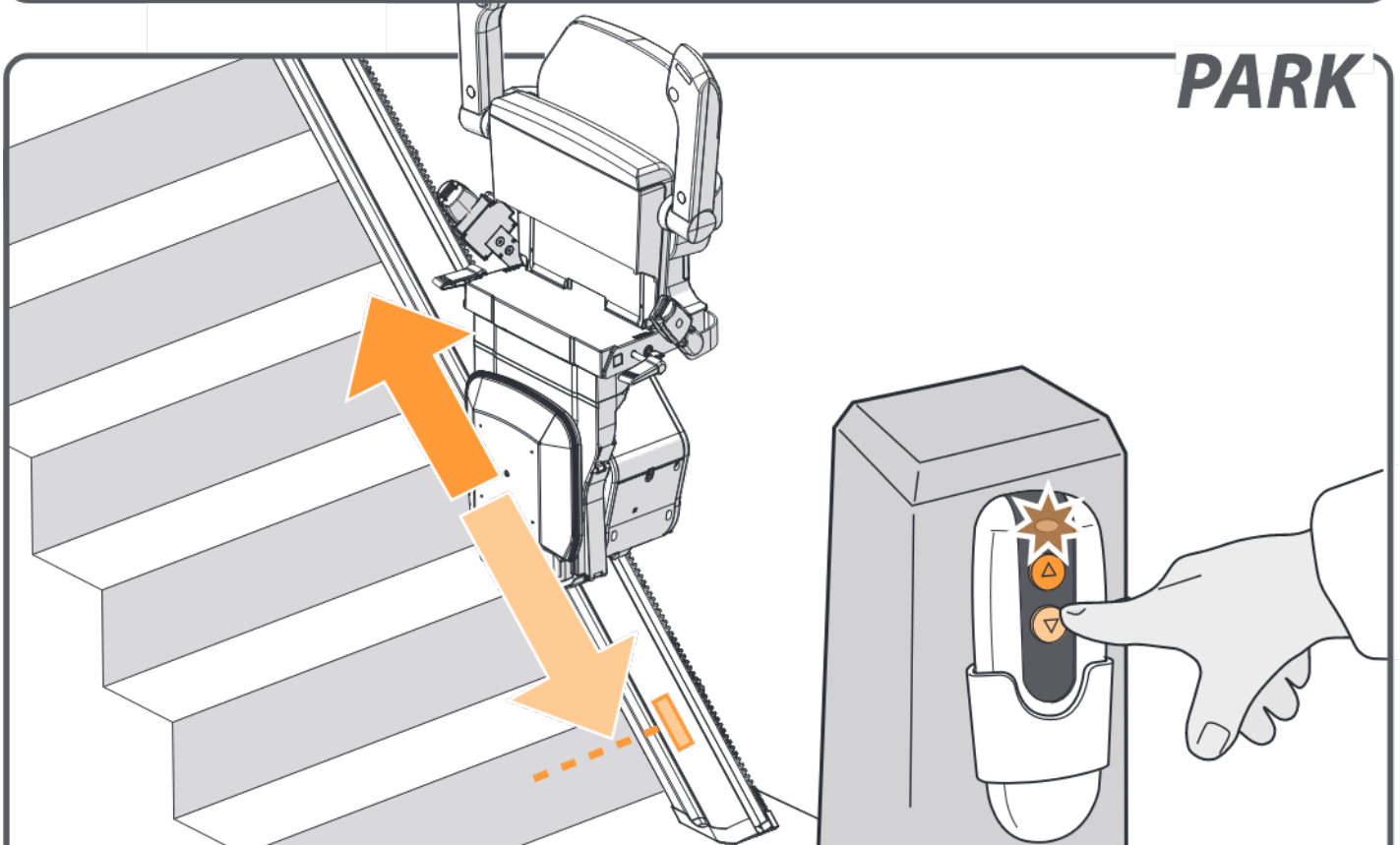


Stand up from the seat.



FOLD UP

Fold up the armrests and seat {A}. Push the handle, located to the left or right under the seat, downwards {B}. Swivel the seat until you hear a 'click'. The seat is now in the locked position.



PARK

Press and hold the button on the remote control until the lift reaches a charge point. Upon arrival, the lift stops automatically and the LED on the remote control goes out.

CHARGE

The diagram shows a lift on a rail. A callout on the left shows a battery icon with a plus sign at the top and a minus sign at the bottom, with an orange arrow pointing up, indicating a full or charging battery. A callout on the right shows a digital display with the number '2' and a speaker icon with '15 sec.' below it, indicating a 15-second alarm when the lift is not at a charge point. A large orange checkmark is positioned above the lift's cabin area.

There are charge points for recharging the lift's batteries at the top and bottom of the rail (there may be additional charge points). If the lift is not in the correct position at the charge point, the lift beeps for 15 seconds and the display shows a "2". The lift does not work if the batteries are flat.

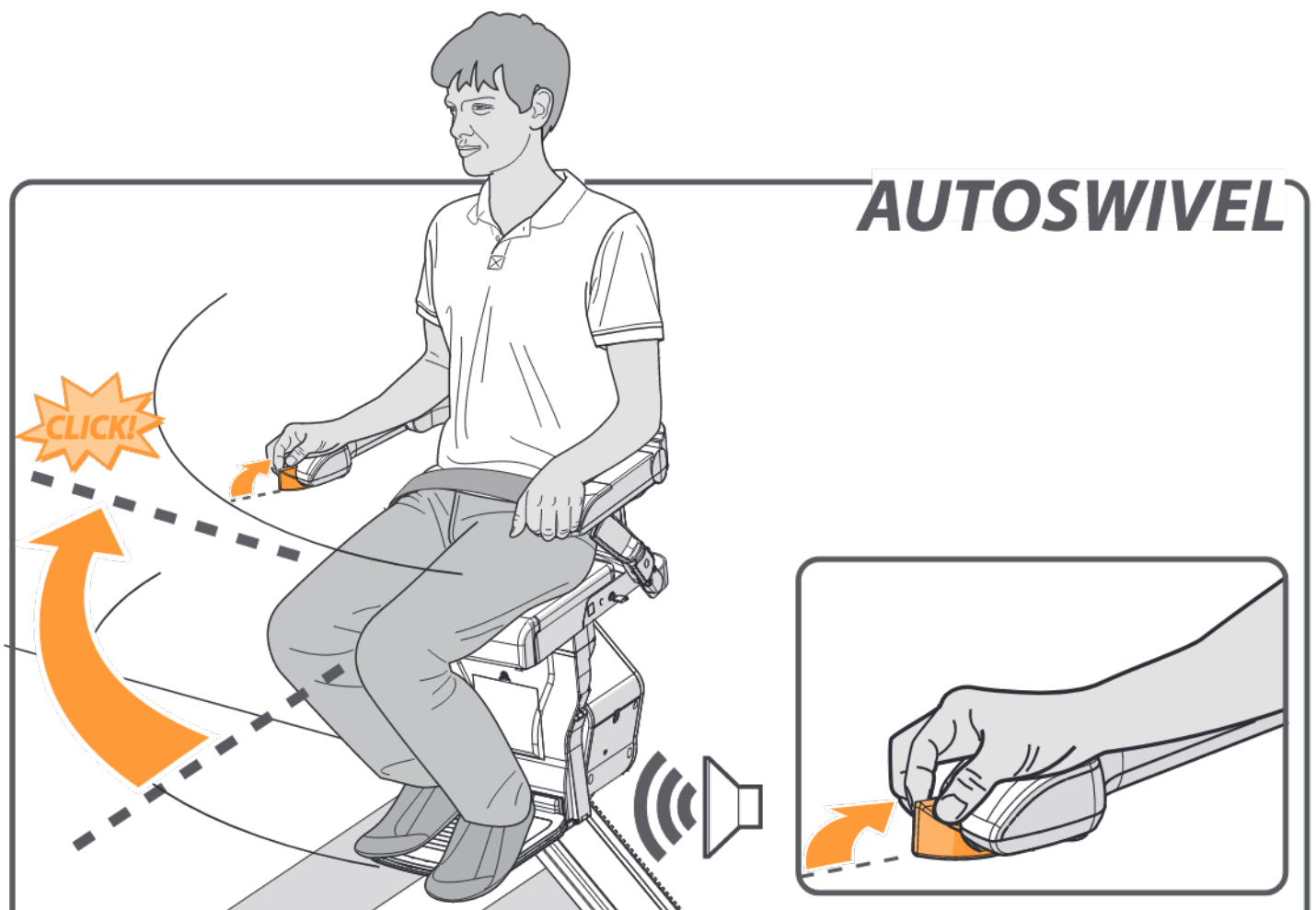
page 10 > OPTIONAL CONTINUOUS CHARGE KIT

OPTIONS

AUTOSWIVEL _____ *page 9*

POWERED FOOTREST _____ *page 10*

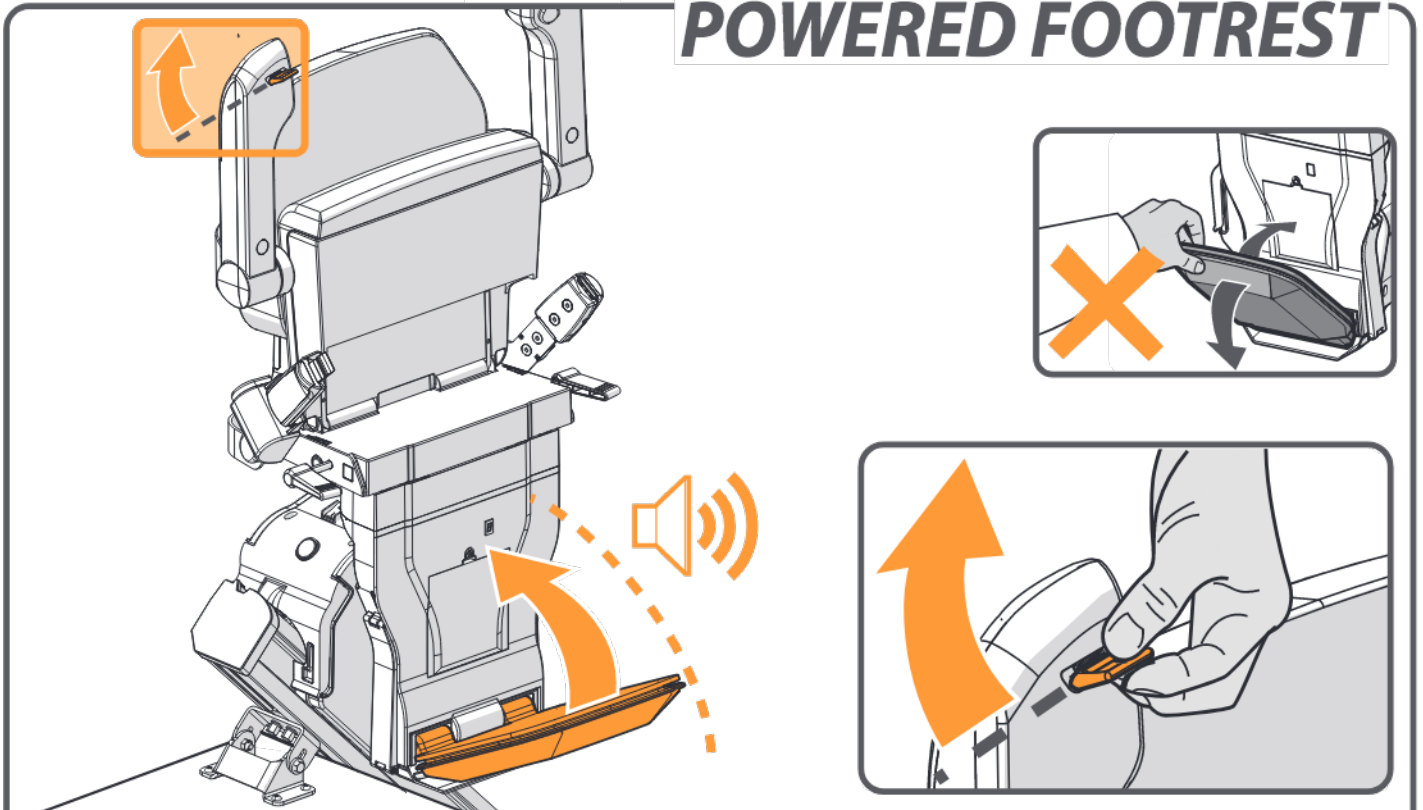
CONTINUOUS CHARGE KIT _____ *page 10*



The AUTOMATIC SWIVEL SEAT option lets you swivel the seat automatically to face the direction you are going to walk in. To do this, push and hold the joystick in the direction of travel.

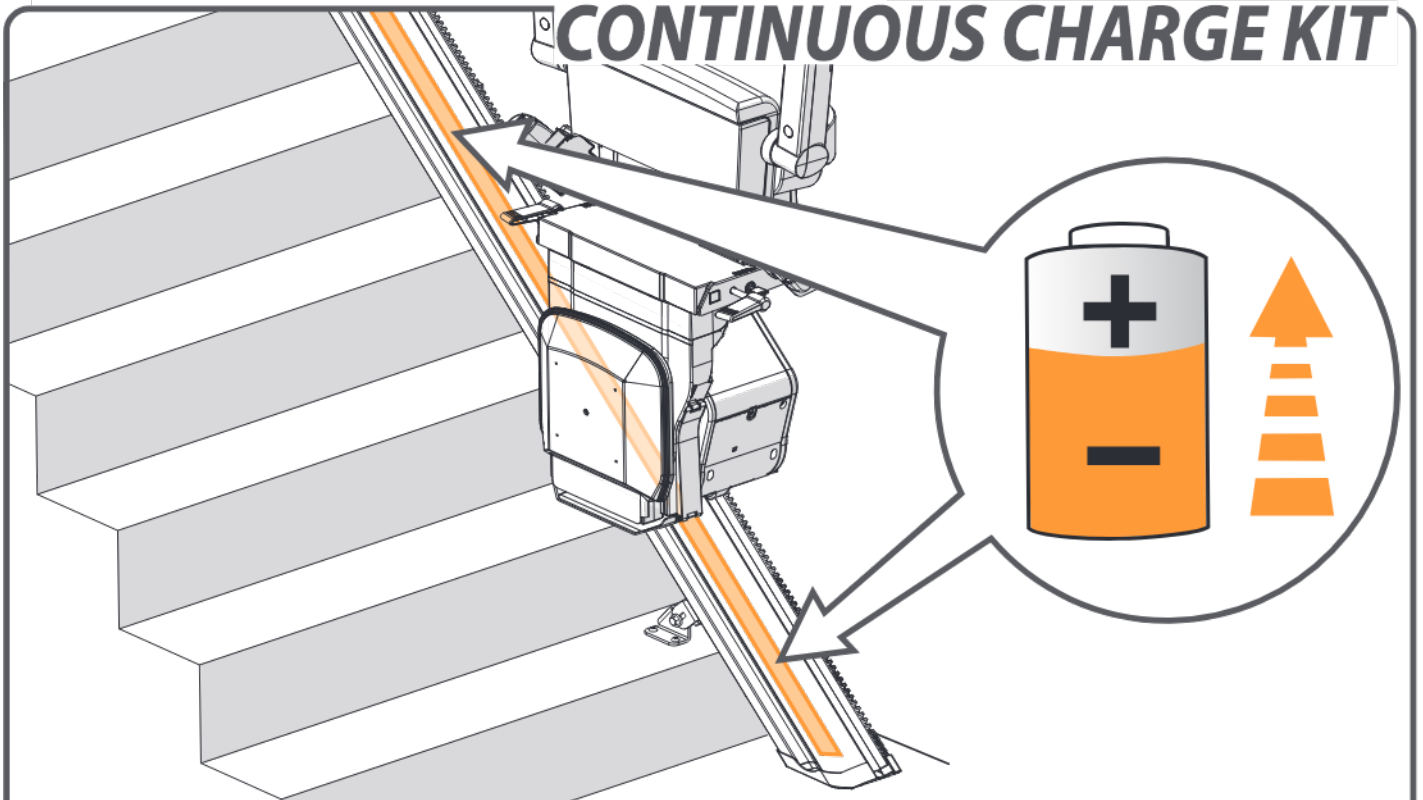
OPTION

POWERED FOOTREST



To operate a POWERED FOOTREST move the switch under the armrest. The stairlift should beep whilst folding the footrest. Always ensure the footplate is in the down position during travel.

CONTINUOUS CHARGE KIT



When the CONTINUOUS CHARGE strip is installed, the batteries will charge on every position of the rail.

IMPORTANT INFORMATION

EG DECLARATION OF CONFORMITY FOR MACHINERY

(Directive 2006/42/EG)

Manufacturer: Handicare
Address : 82 First Avenue
Pensnett Estate
Kingswinford,
West Midlands DY6 7FJ
United Kingdom

Herewith declares that the

Xclusive

is in conformity with the provisions of the Machinery Directive 2006/42/EG,
Low Voltage Directive 2006/95/EC and EMC Directive 2004/108/EC.

The stairlifts are 33V DC Powered Stairlifts moving in an inclined plane, used
with an approved battery charger product.

The stairlift has been designed and manufactured in accordance with the
following standards:

EN 81-40, ISO 9386-2, EN ISO 12100-1,
EN ISO 12100-2, EN ISO 14121,
EN60204-1, (including the EMC standards).

Liftinstituut B.V., Buikslotermeerplein 361, 1025 XE, Amsterdam, The Netherlands.
Identificationnr 0400 has issued an EC-certificate in compliance with above
mentioned directives and standards with reference NL13-400-1001-120-04

The Technical Construction File for the above Stairlift is retained at the
manufacturers address. A copy is retained at the Liftinstituut B.V.office.

Kingswinford, United Kingdom, 1 january 2013



J.W.F. Meier
Managing Director Handicare b.v.

Project:

Date:

FOREWORD

Your Xclusive stairlift is a sophisticated product that has been specifically developed to carry one person (max 130 kg/20½ stone/286 lbs) sitting on the seat. Before using your Xclusive stairlift please read this manual thoroughly to familiarise yourself with how to operate your stairlift.

Your stairlift has been constructed with state of the art technology and in accordance with recognised safety regulations so you can be sure that you have a safe and reliable solution.

Nevertheless, incorrect use of the stairlift may cause risk to the user or third parties, damage to your stairlift or other goods. Use your stairlift only when it is in good working order, in accordance with the intended use described above and with due attention to this manual. Always keep this manual near the stairlift.

TECHNICAL SUPPORT

Should issues arise that are not covered by this document please contact your supplier. Their Service department staff will always be pleased to help you. To help them identify your product please have the following details to hand when you call them:

- this manual
- your name, address, postcode, town and telephone number
- stairlift serial number which can be found on the label located on the power pack underneath the seat.

SAFETY INSTRUCTIONS

When using the stairlift always observe appropriate safety regulations regarding risk of electric shock and physical injury.

- 1.** Provide an unobstructed environment by ensuring that the entire track is free of obstacles.
- 2.** Take environmental influences into account. Do not expose the lift to damp or extreme sunlight. Make sure that the environment is well lit.
- 3.** The stairlift should only be used by individuals who have received the appropriate guidance. On installation the supplier is required to demonstrate how to use this stairlift and the user is required to sign the declaration confirming that this instruction has been received.
- 4.** Stairlifts should only be used for carrying one person: do not use your stairlift to carry pets, goods or more than one person at a time, even if the load is below the maximum user weight. Keep children and pets away from the stairlift.
- 5.** Remove the key after use to prevent unauthorised use.
- 6.** Keep limbs and clothing away from moving parts. Make sure that wide or loose clothing cannot become trapped between the chair and the stairs or rail.
- 7.** Ensure a safe position during use. Always ensure a correct, stable position. Please sit as far back in the seat as you can and place your feet as close to the centre of the footplate as you are able to. Always use the safety belt and never stand on the stairlift.
- 8.** Take care at all times. Concentrate on the operation of the stairlift as releasing the operating toggle will cause the lift to stop. To restart the lift wait 3 seconds and

push and hold the toggle in the direction of travel desired until you reach the landing or hallway.

9. Check for damage. Before use check the lift for external damage. Report unusual noises, such as squeaking and creaking, to your supplier. To avoid accidents repairs and preventive maintenance should only be carried out by engineers qualified to do so.
10. The stairlift must not be used in the event of a fire or as a means of escape during a fire.
11. If the stairlift is not fitted with a communication device, we recommend that you always have one to hand.
12. Only leave the stairlift at the designated points at the top and bottom of the rail.

Structure

The strength and the suitability in general of wall, staircases, terraces, upper floors, banisters, plinths etc. which are to support or surround the installation have been verified and ensured by the customer, who therefore accepts all relative responsibilities. Neither Handicare nor its authorised dealers may be held responsible for the suitability of the structures which surround and support the installation.

MAINTENANCE

Cleaning

Clean the stairlift regularly with a damp cloth; avoid excessive use of water. Ensure the track is kept free of dirt and dust. Over time the track wheels may leave a mark on the rail.

Preventive maintenance

In addition to cleaning your stairlift, periodic preventive maintenance is necessary for continued long-term use.

Your stairlift must be serviced at least once a year by a qualified person. If your stairlift has more than two users we recommend a minimum of two services per year.

Please make an electrical socket available to provide local lighting if required during inspection and servicing. Lighting to a minimum value of 50 lux shall be provided at the boarding points whilst the stairlift is in use. Most light bulb packaging will detail the lux value of the light bulb.

GUARANTEE AND LIABILITY

The manufacturer guarantees that this stairlift (excluding batteries) will be repaired free of charge should manufacturing and/or material defects occur within 12 months of the purchase date, during normal use in accordance with the recommended user, installation and maintenance instructions. Damage caused by normal wear and tear, overloading or misuse and the replacement of batteries in the remote control is not covered by this guarantee.

We recommend that your stairlift is serviced annually by an appropriately qualified stairlift engineer.

Under no circumstances can the manufacturer accept responsibility for death, personal injury, damage to property, or incidental, unforeseen consequences and/or costs or damage resulting from the use of your stairlift.

The carrying out of alterations to the product is not permitted and doing so will invalidate the warranty. The manufacturer is not liable for damage resulting from such alterations. The manufacturer accepts no liability for damage or injury caused by the non or inadequate observance of the safety regulations and instructions in this manual, or by negligence during the installation, use, maintenance and repair of this stairlift. Installation and servicing should only be carried out by dealers or installers/service engineers authorised by the manufacturer in accordance with local regulations.

The wall mounted remote controls operate on a infra-red frequency; Handicare is unable to accept responsibility for system inoperability in the unlikely event of interference from signals external to this stairlift.

TECHNICAL SPECIFICATIONS

Supply voltage	230 VAC	Speed	0.15 m/s (max.)
Frequency	50/60 Hz	Ambient temperature	0 - 40°C
Current	1 A	Relative humidity	20 - 80%
Power	360 watt	Usage	15 rides per 24 hours
Fuses	30 A		10 rides continuous
Load	(max.) 130 kg	Noise	56 dB

The information provided in this manual is based on general specifications regarding the construction, material properties and working methods known to us at the time of publication; alterations and improvements are therefore anticipated.

All rights reserved. No part of this publication may be reproduced and/or published by means of print, photocopy, microfilm or in any other way or form, without prior written permission from the manufacturer. This also applies for the accompanying drawings and diagrams. The manufacturer reserves the right to change parts at any time, without prior or direct notification to the customer. The contents of this manual may also be changed without prior warning. This manual is intended for the standard models of the lift. The manufacturer therefore cannot be held liable for any damage resulting from specifications that differ from those of the standard model of the lift supplied to you. For information concerning adjustment, maintenance or repairs not provided in this manual, please contact your supplier's service department. This manual has been compiled with the best intentions and every possible care but the manufacturer cannot accept responsibility for any errors in this manual or for the consequences thereof.

The Dutch manual is the original language.

FAULTFINDING

DIAGNOSTIC DISPLAY _____ *page 15*

CHAIRPOSITION _____ *page 16*

EMERGENCY STOP _____ *page 16*

ARMREST _____ *page 17*

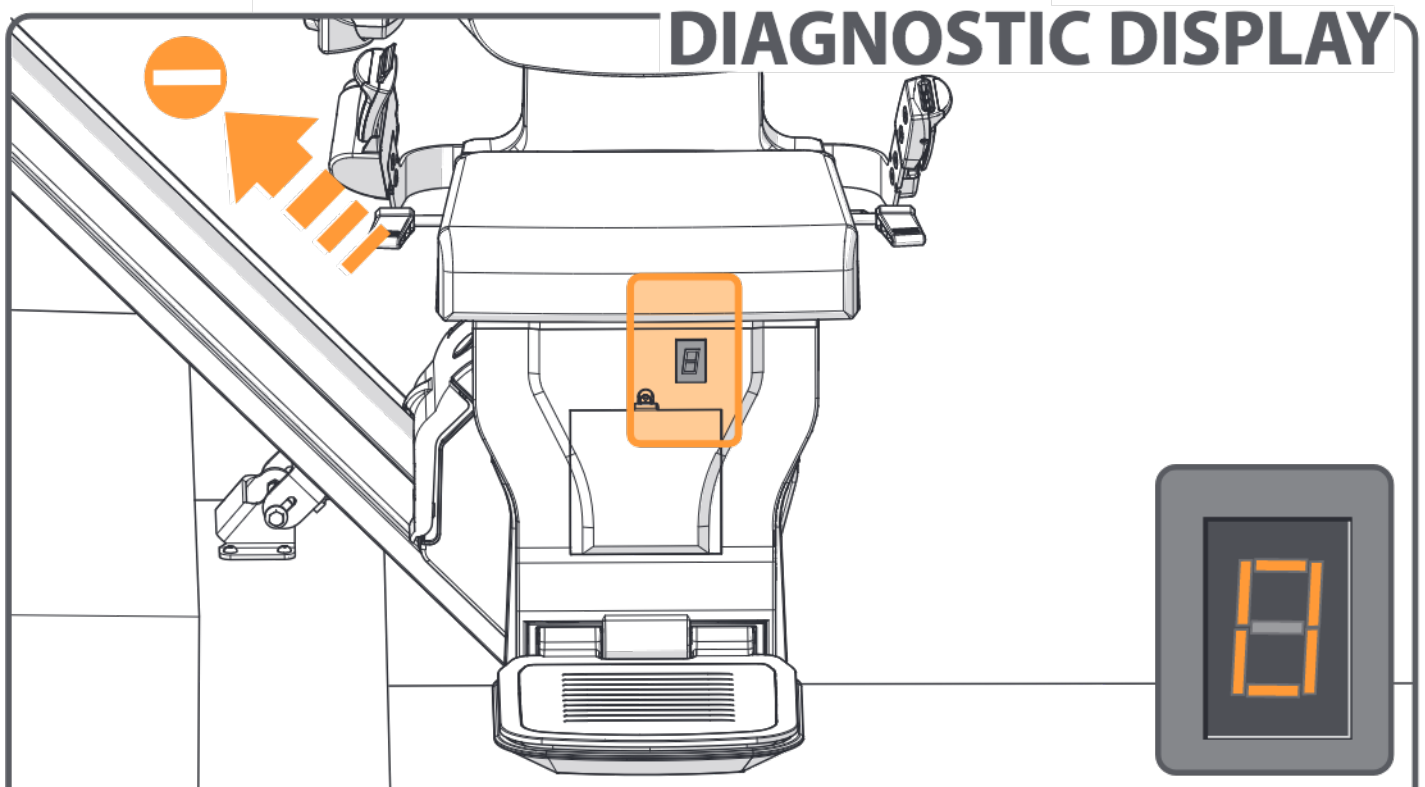
KEY _____ *page 17*

BATTERIES RC _____ *page 18*

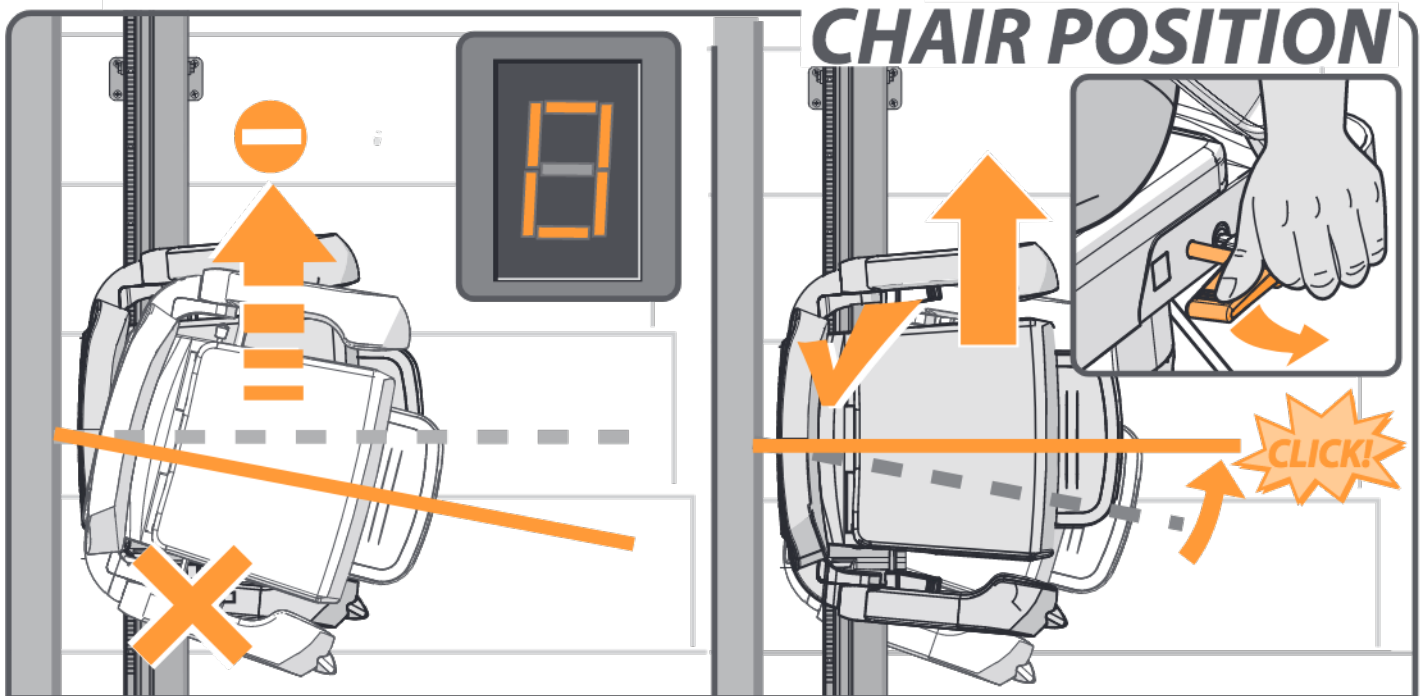
POWER _____ *page 18*

OBSTACLE _____ *page 19*

SWITCH _____ *page 19*



The stairlift is fitted with a diagnostic display that displays a code to help diagnose faults. Refer to APPENDIX C for an explanation of the diagnostic codes. Please inform the customer service operator of this code when reporting any fault.



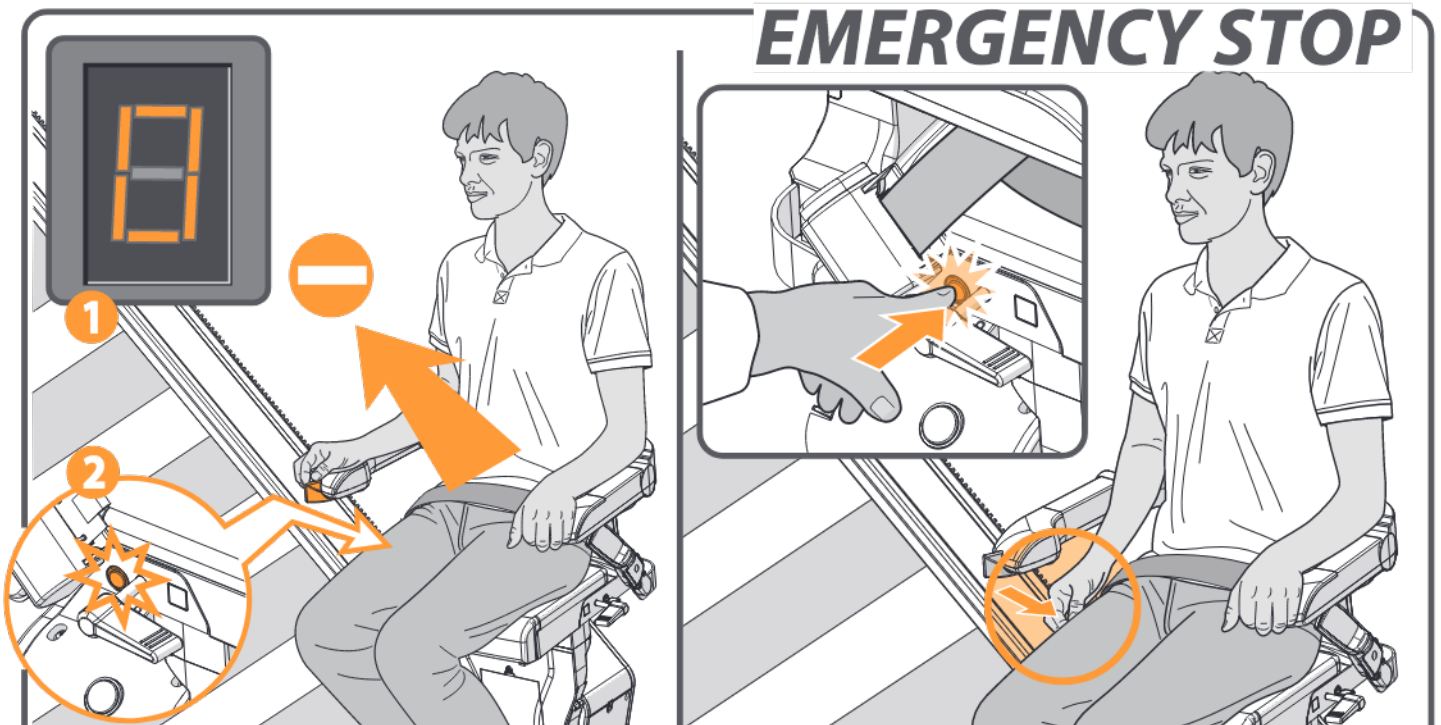
CAUSE

SOLUTION

Problem: the lift does not travel in either direction and the display shows a “0”.

Cause: the seat is not locked and is in a swivelled position.

Solution: swivel the seat using the handle located to the left or right under the seat, until it “clicks” into position.



CAUSE

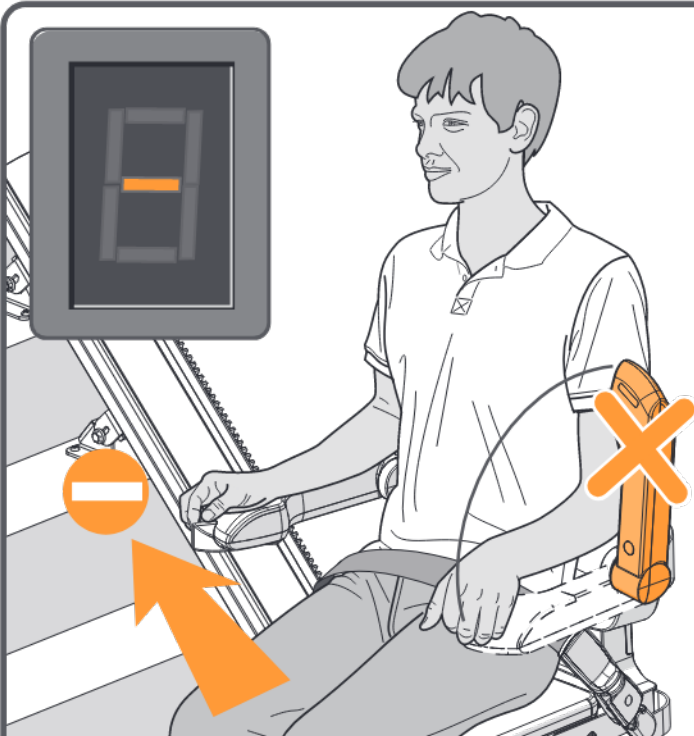
SOLUTION

Problem: the lift does not travel in either direction, the display shows a “0” [1] and the emergency stop [2] is illuminated.

Cause: the emergency stop has been pressed.

Solution: press the emergency stop once.

ARMREST

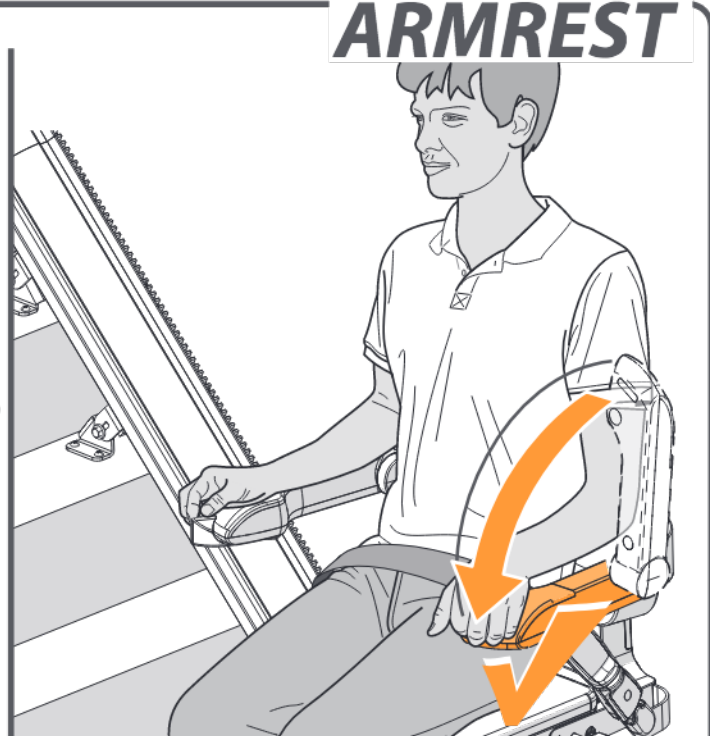


CAUSE

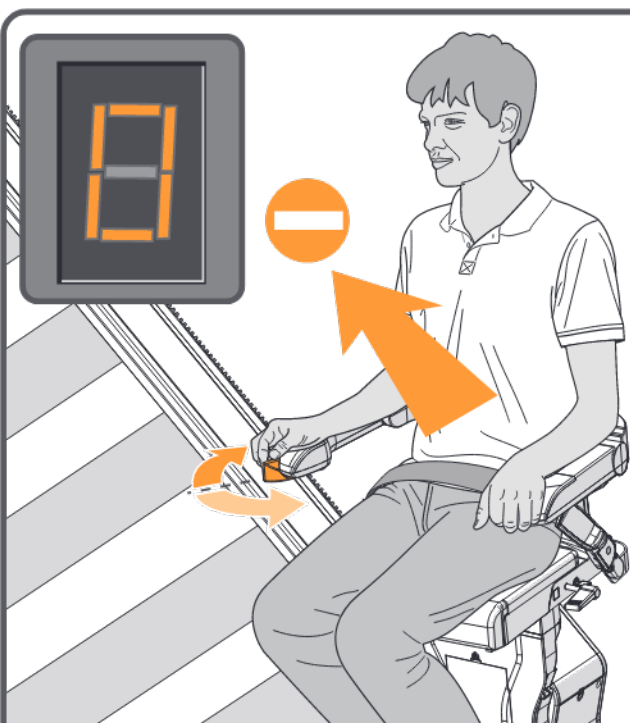
Problem: the lift does not travel in either direction and the display shows a “-”.

Cause: an armrest has not been folded down.

Solution: fold down the armrest fully.



SOLUTION

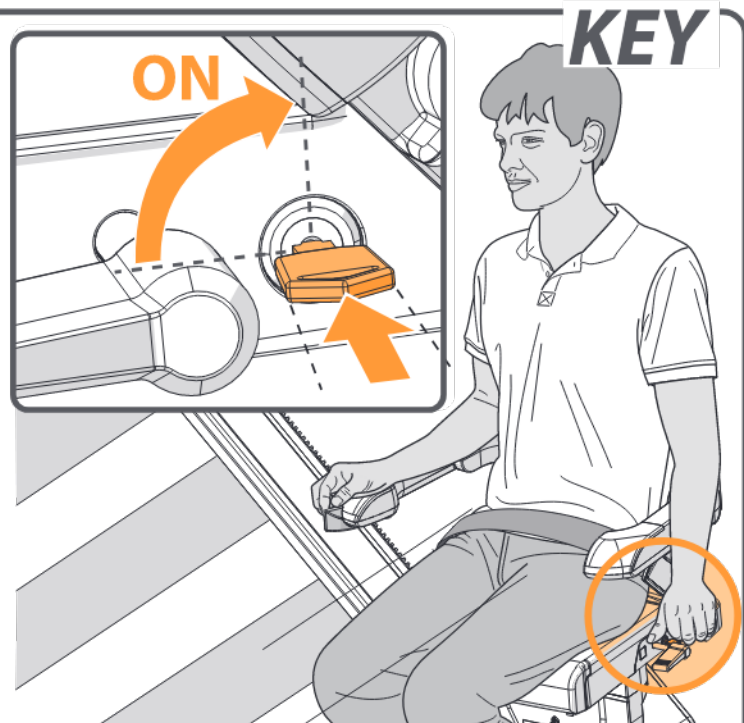


CAUSE

Problem: the lift does not travel in either direction and the display shows a “0”.

Cause: the key-operated switch is in the off position.

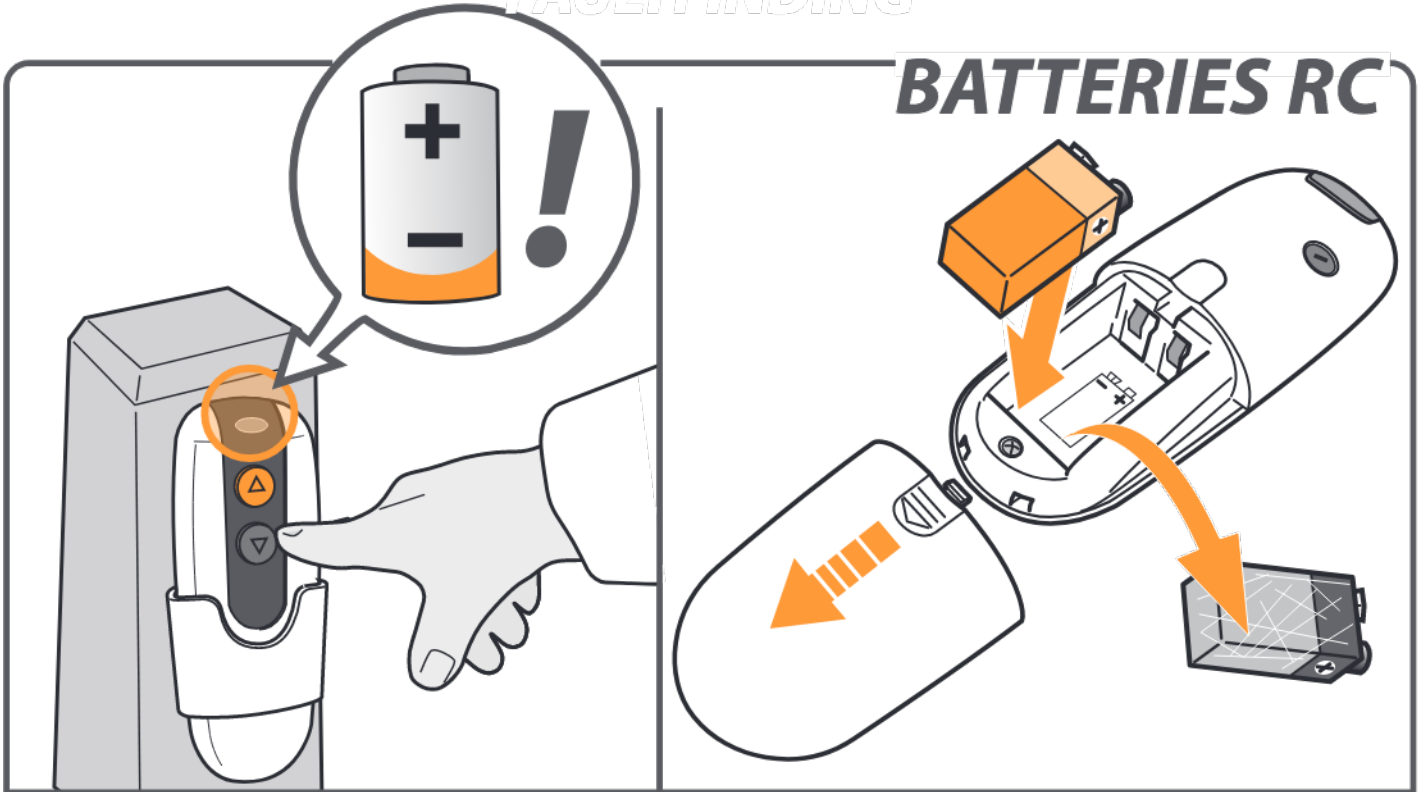
Solution: turn the key-operated switch ninety degrees clockwise.



KEY

SOLUTION

BATTERIES RC



CAUSE

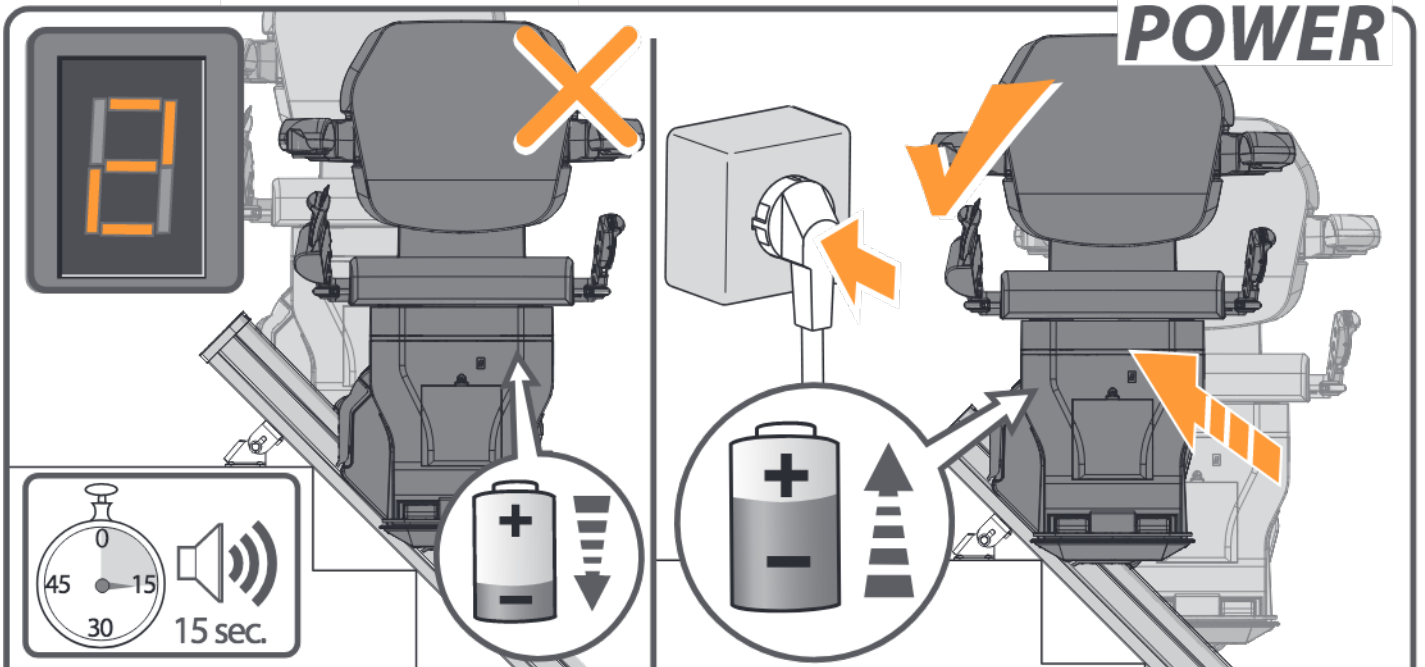
SOLUTION

Problem: the lift does not travel in either direction and the LED on the remote control does not light up when the remote control is operated.

Cause: the batteries in the remote control are flat.

Solution: replace the batteries in the remote control.

POWER



CAUSE

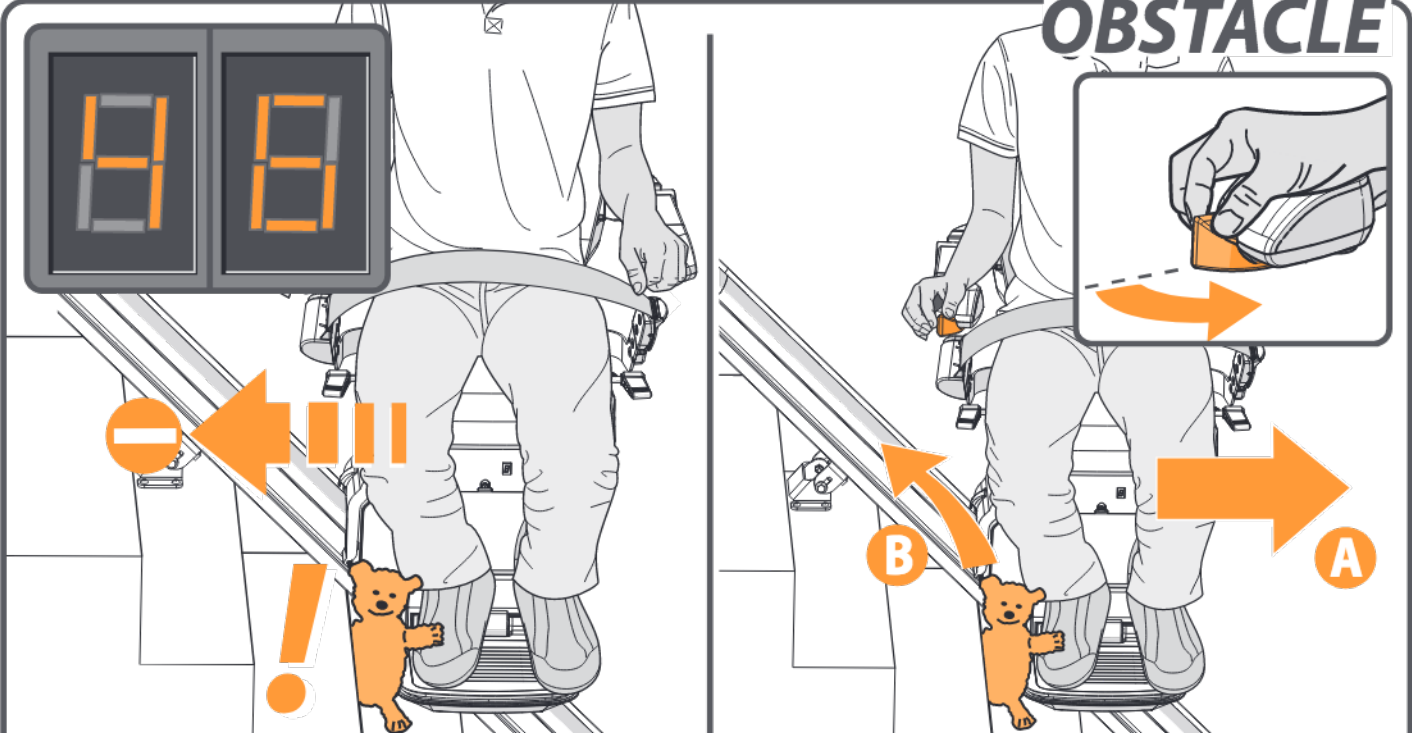
SOLUTION

Problem: the lift batteries are not recharging, the lift beeps for 15 seconds and the display shows a "2".

Cause: the lift is not in the correct position at a charge point or the plug is not in the socket.

Solution: move the lift to a charge point or put the plug in the socket.

OBSTACLE

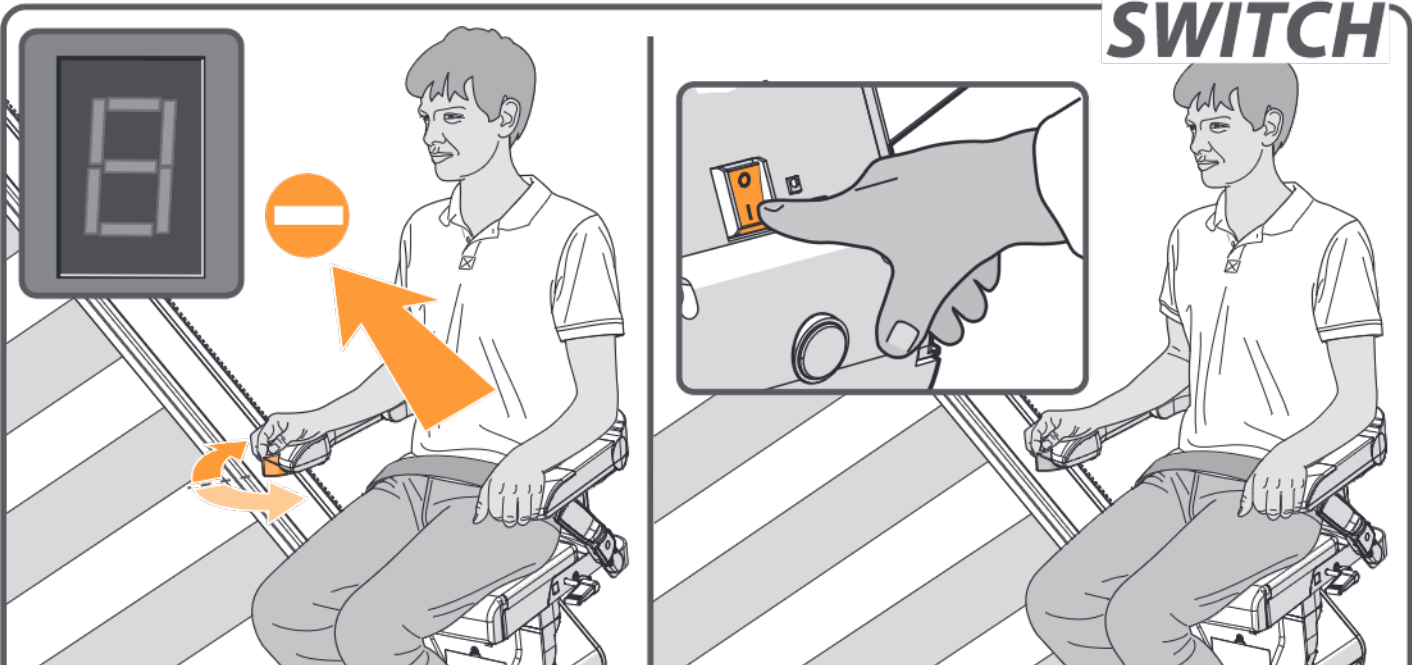


CAUSE

SOLUTION

Problem: the lift travels in one direction only and the display shows a “4/6”.
Cause: there is an obstacle between the lift and the stairs.
Solution: move the lift in the opposite direction {A} and remove the obstacle {B}.

SWITCH



CAUSE

SOLUTION

Problem: If the lift is not moving in either direction, there is no code on the diagnostic display
Cause: The lift may be switched off.
Solution: Turn the lift on.

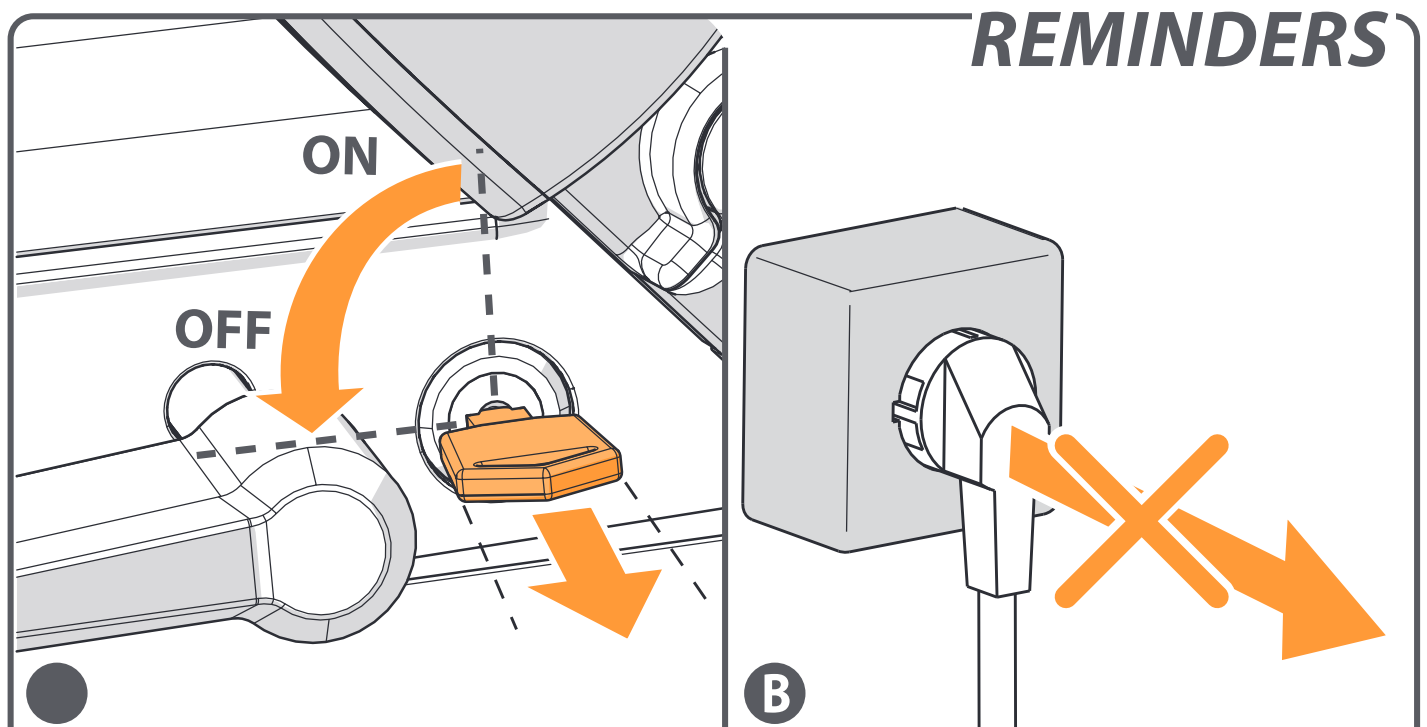
TT COMMENTS

REMINDERS page 20

EMERGENCY OPERATION page 21

DIAGNOSTIC CODES page 23

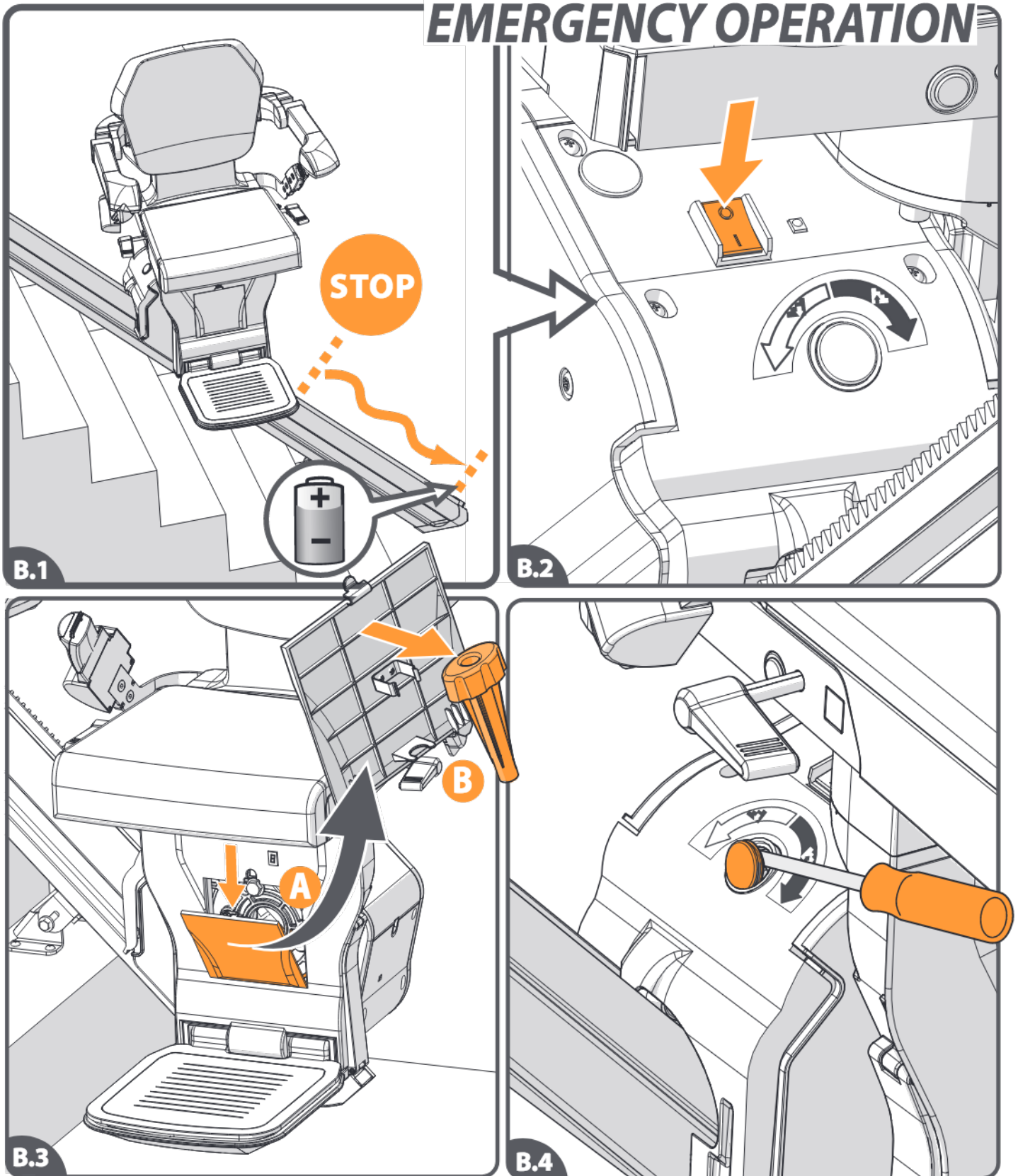
SPAREPARTS page 26



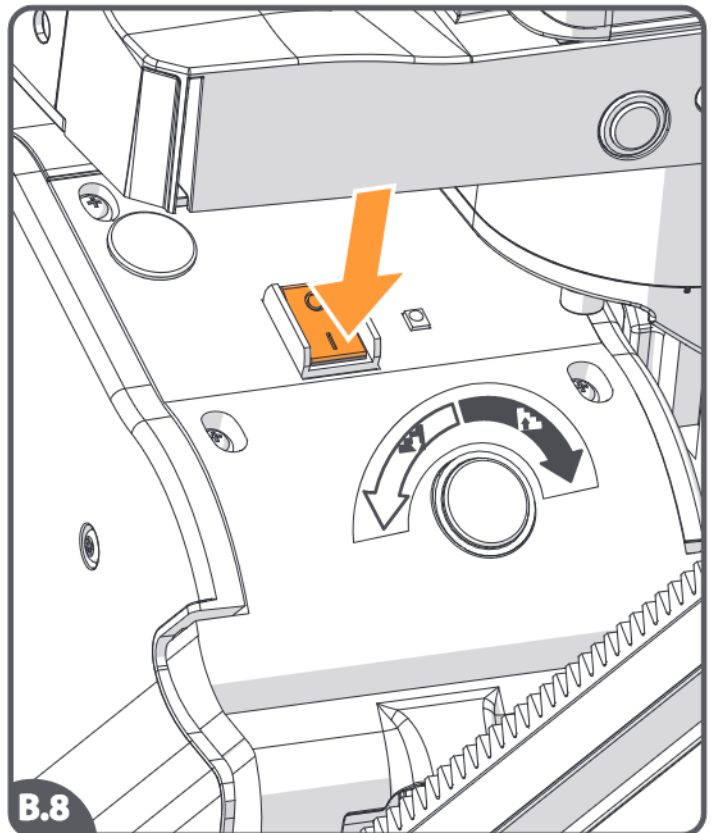
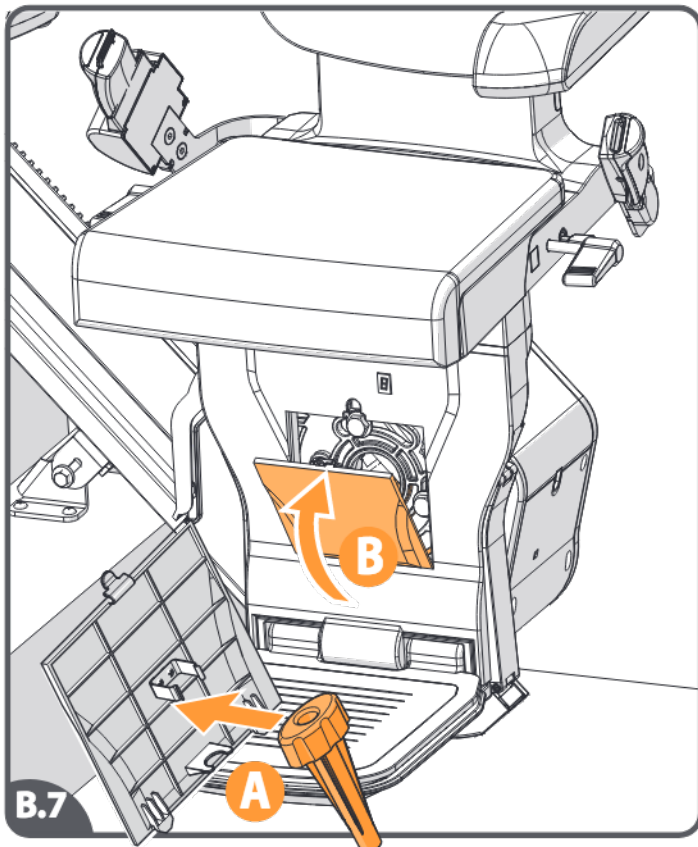
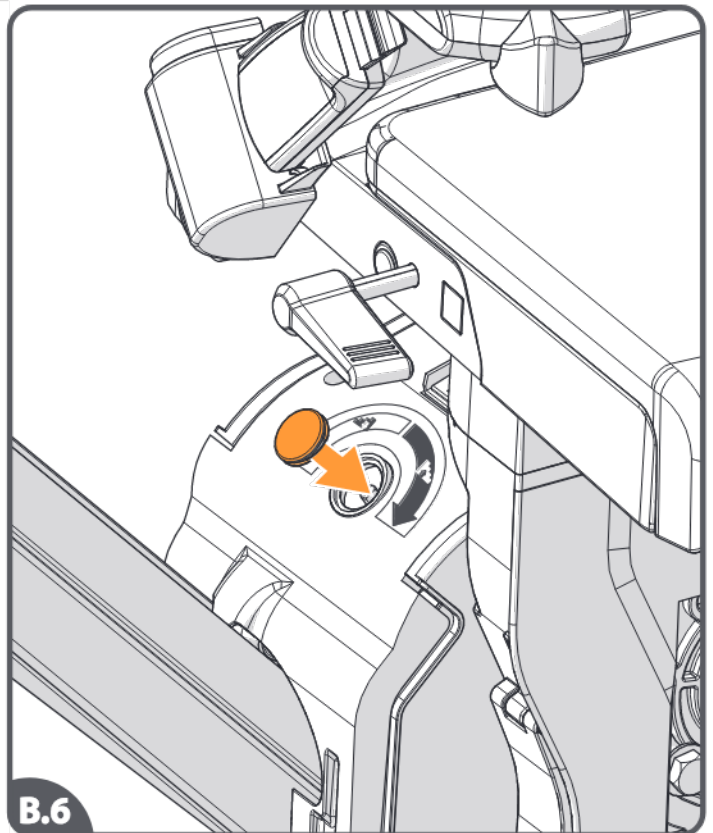
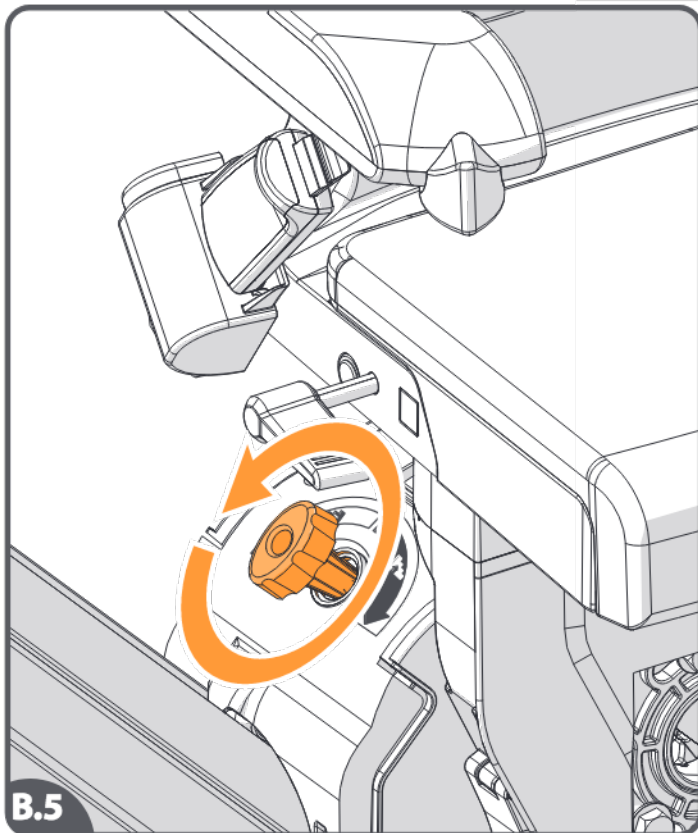
[A] Remove the key from the switch whenever you leave the lift.

[B] Never remove the lift plug from the wall socket.

EMERGENCY OPERATION



[B.1] When the stairlift stops unexpectedly and no longer moves any further, the hand winder can be used to move the lift to a charging point. [B.2] Turn off the lift. [B.3] Open the cover in the front plate of the chassis, by pressing the tab at the top of the cover {A}. Take the hand winder from the cover {B}. [B.4] Remove the cap from the unit with a screwdriver.


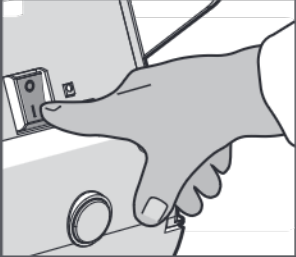



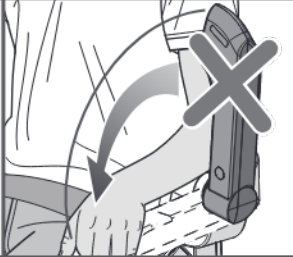
[B.5] Turn the hand winder as indicated on the winder access point. Then wind the lift in the required direction. [B.6] Replace the cap. [B.7] Replace the winder {A} and the cover {B}. [B.8] Turn on the lift.


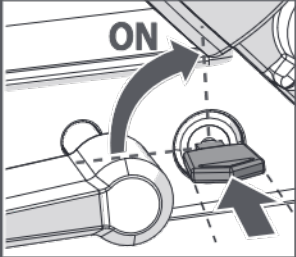
If the mentioned action does not help, call Handicare.


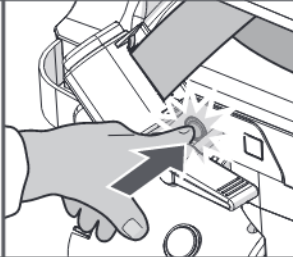
DIAGNOSTIC CODES


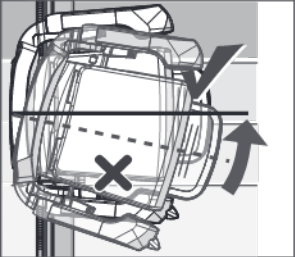
Write down the diagnostic code when you call Handicare for help.


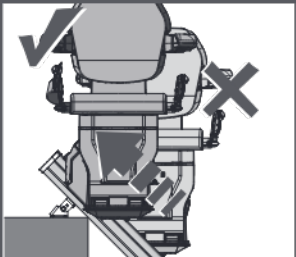
Display	Action
	
No display	
FAULT	


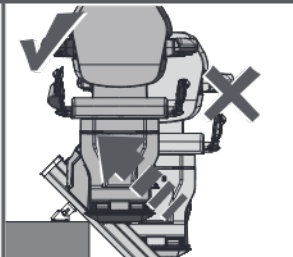
Display	Action
	
Charging, but the lift does not drive	
FAULT	

Display	Action
	
Final limit circuit activated	
FAULT	


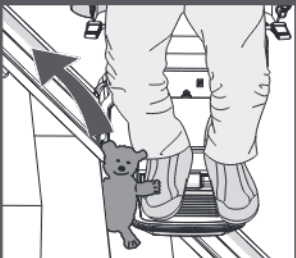
Display	Action
	
Final limit circuit activated	
FAULT	



Display	Action
	
Final limit circuit activated	
FAULT	


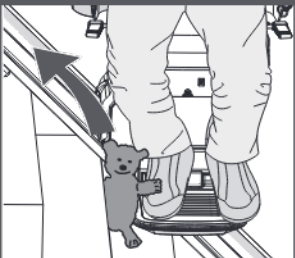
Display	Action
	
Requires charge	
FAULT	


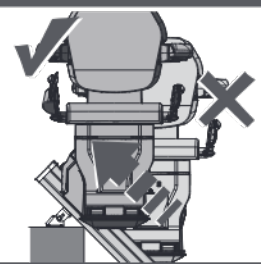
Display	Action
	
Off charge	
FAULT	



Display	Action
	
Top track limit activated	
FAULT	


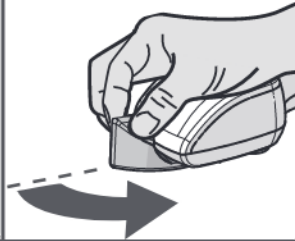
Display	Action
	
Top safety edge activated	
FAULT	



Display	Action
	
Bottom track limit activated	
FAULT	



Display	Action
	
Bottom safety edge activated	
FAULT	



Display	Action
	
Low battery voltage	
FAULT	



Display	Action
	
Joystick activated	
FAULT	



Display	Action
	
Joystick activated	
FAULT	



Display	Action
	
IR address fail	
FAULT	


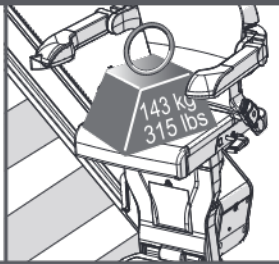
Display	Action
	
The main power relay not open	
FAULT	



Display	Action
	
The main power not closed	
FAULT	



Display	Action
	
Brake semi-conductor failed	
FAULT	


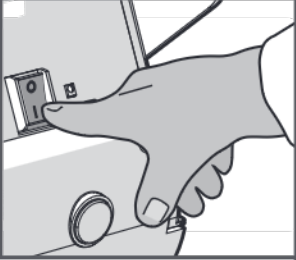
Display	Action
	
Brake not connected	
FAULT	


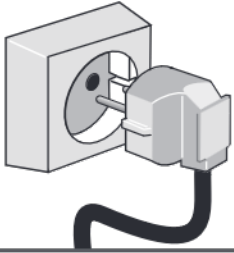
Display	Action
	
The main power relay has closed early	
FAULT	



Display	Action
	
Current limit exceeded	
FAULT	



Display	Action
	
Lift driving at half speed	
FAULT	



Display	Action
	
The main control board has a memory problem	
FAULT	



Display	Action
	
Power supply fault during charging	
FAULT	


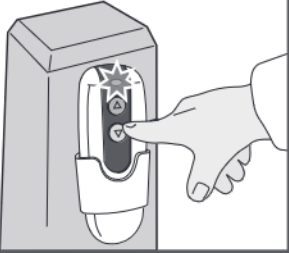
Display	Action
	
Power supply fault during charging	
FAULT	

Display	Action
	
Power supply fault when battery on float	
FAULT	

Display	Action
	
Main board hardware fault	
FAULT	

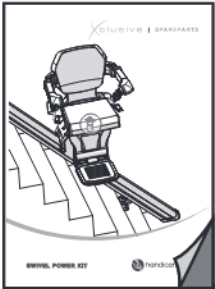
Display	Action
	
Over current	
FAULT	

Display	Action
	
Sleeping mode	
FAULT	

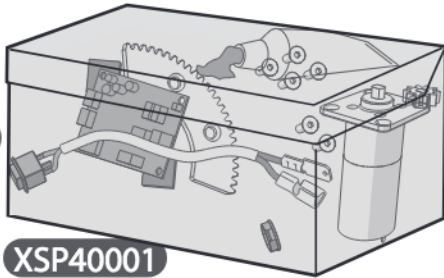
Display	Action
	
Sleeping mode	
FAULT	

If the display is showing anything but the diagnostic codes listed it requires resetting: drive the lift off the charge contacts. Turn the main switch on the unit off for 10 seconds and then back on.

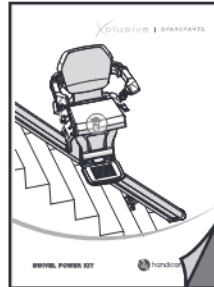
SPAREPARTS



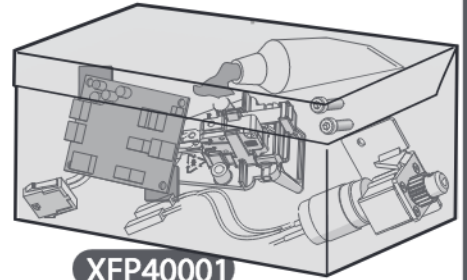
FSS60001



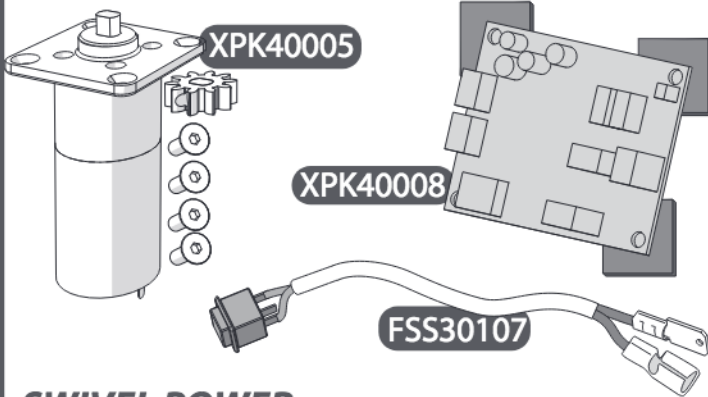
XSP40001



FSF60001



XFP40001

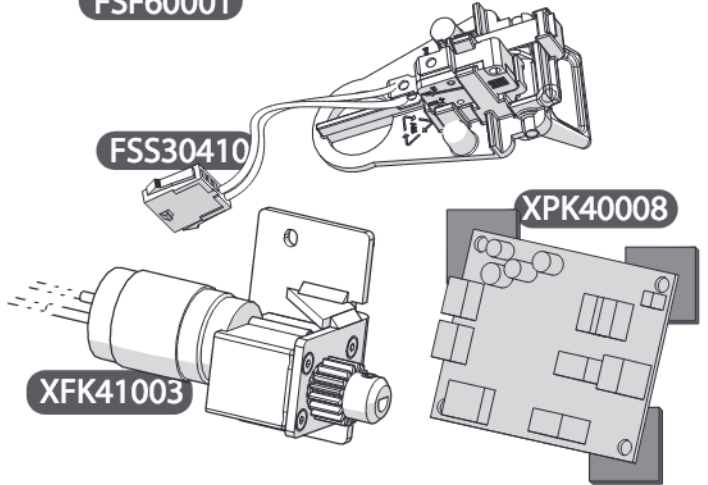


XPK40005

XPK40008

FSS30107

SWIVEL POWER

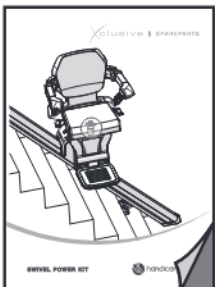


FSS30410

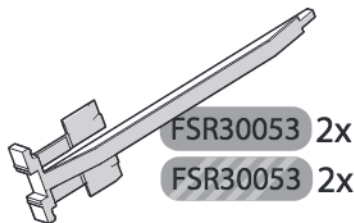
XFK41003

XPK40008

FOOTREST POWER

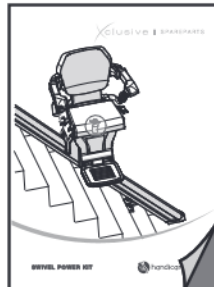


FSR60001

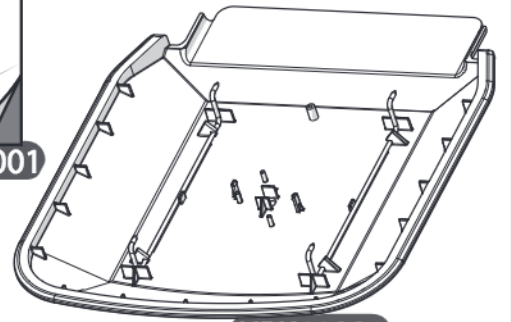


FSR30053 2x

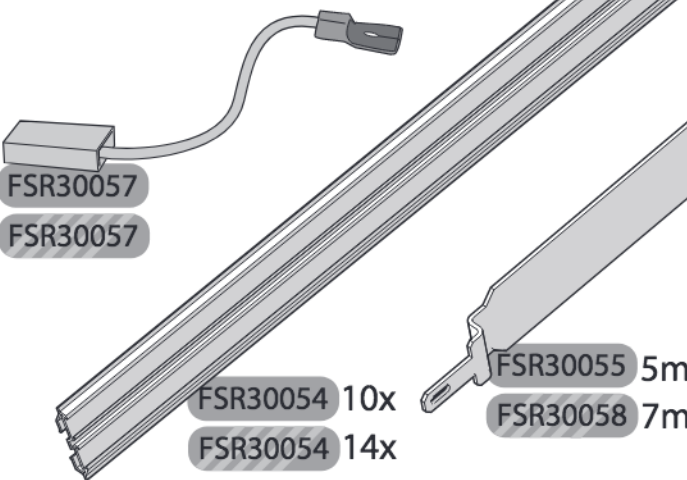
FSR30053 2x



FSD60001



XPK41001



FSR30057

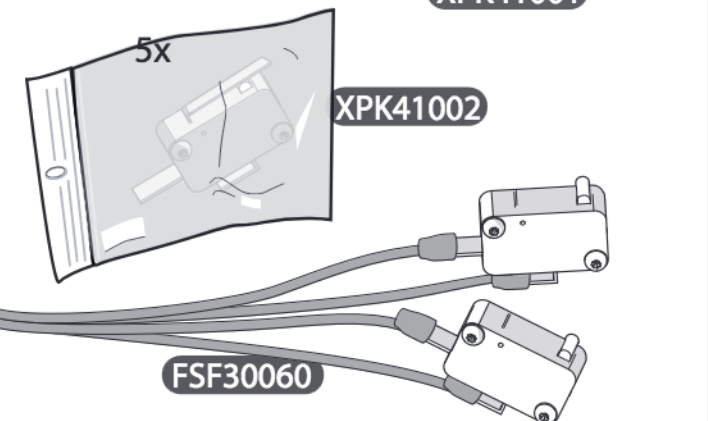
FSR30057

FSR30054 10x

FSR30054 14x

FSR30055 5m

FSR30058 7m



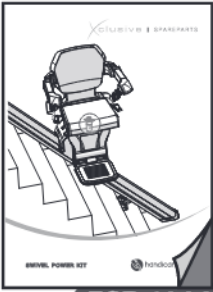
5x

XPK41002

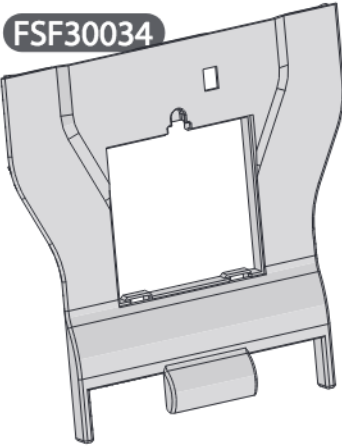
FSF30060

CONTINUOUS CHARGE

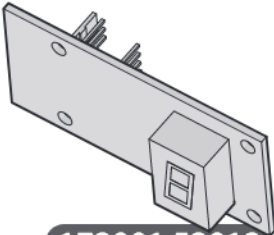
FOOTPLATE



FSD60002



FSF30034

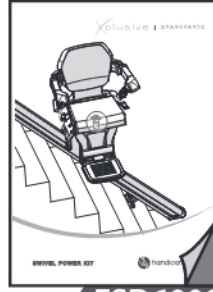


172001.52012

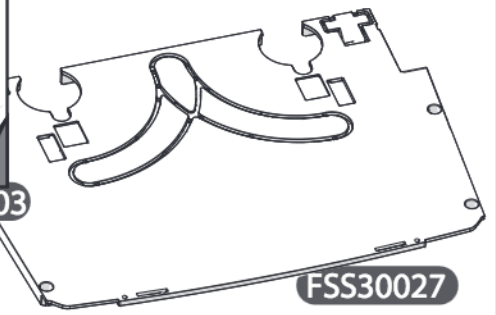


XPK41002

FRONT CHASSIS



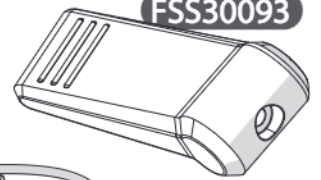
FSD60003



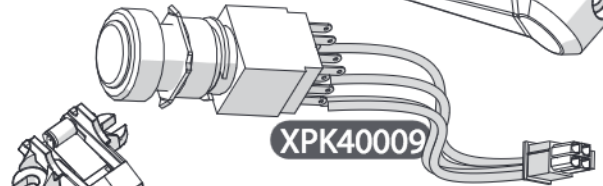
FSS30027



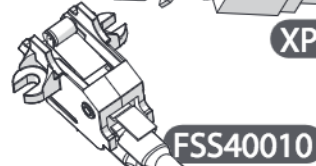
FSS30106



FSS30093



XPK40009

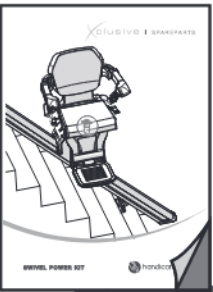


FSS40010

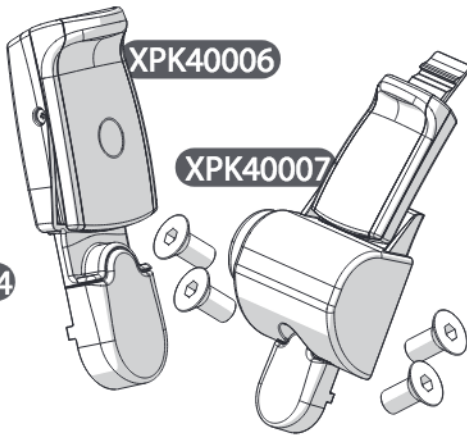


XPK40004

SEAT BASE



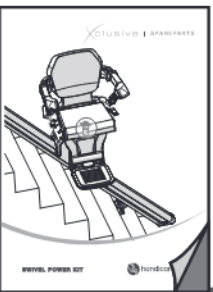
FSD60004



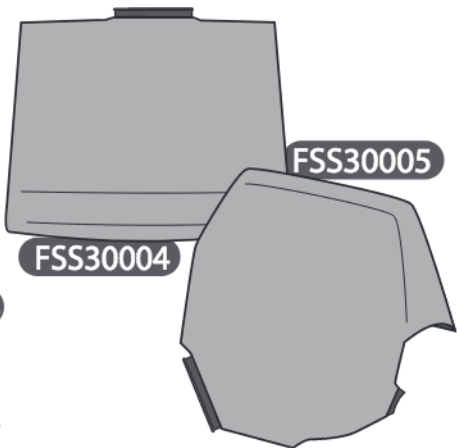
XPK40006

XPK40007

SEAT BELT



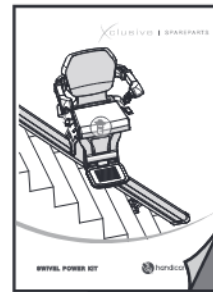
FSD60005



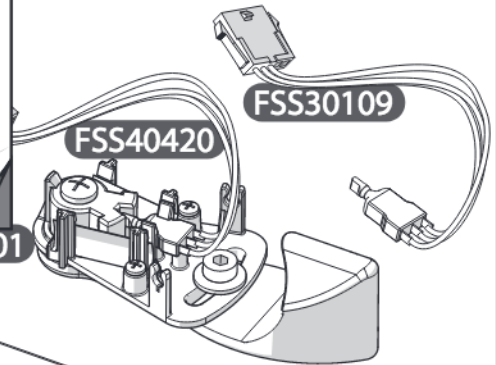
FSS30004

FSS30005

UPHOLSTERY

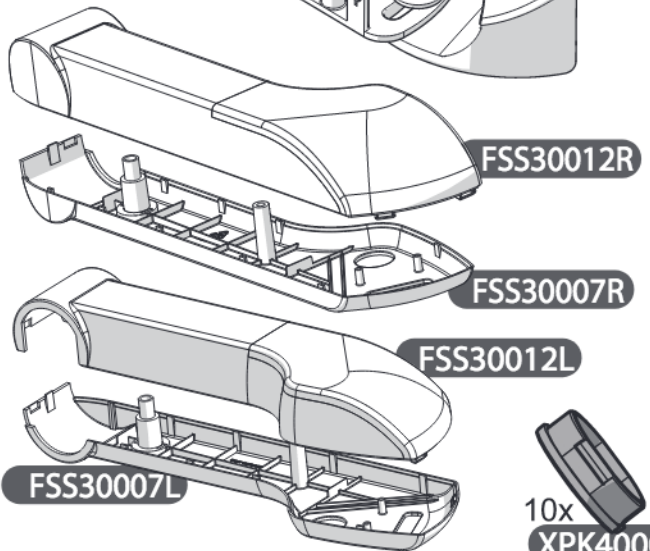


FSS60001



FSS40420

FSS30109



FSS30012R

FSS30007R

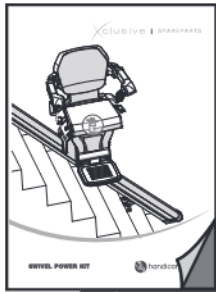
FSS30012L

FSS30007L



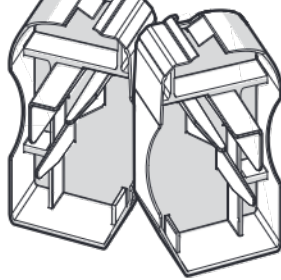
10x
XPK40002

ARMREST+TOGGLE

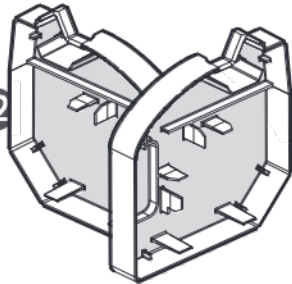


FSD60009

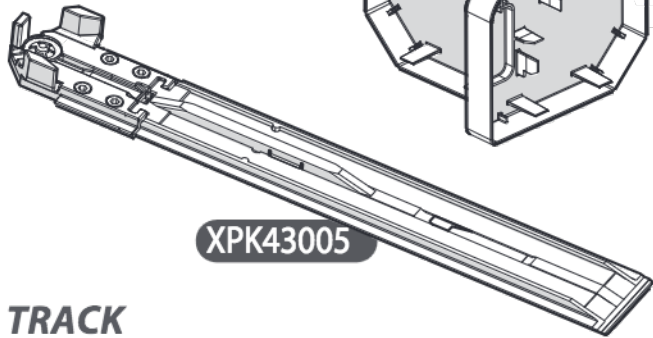
XPk43001



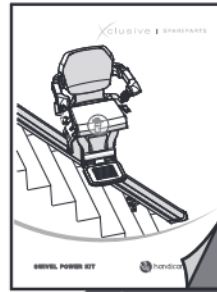
XPk43002



XPk43005

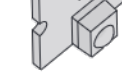


TRACK



FSD60008

XPk42002
5x



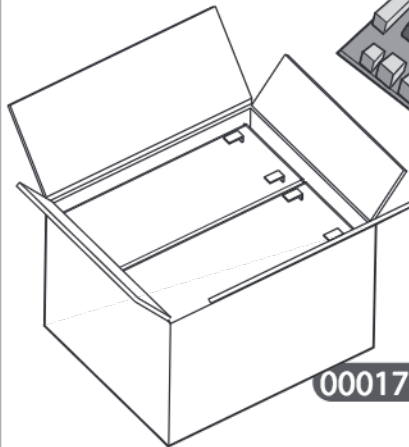
5x

XPk42003

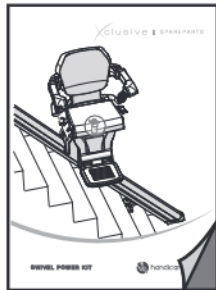


172001.52650

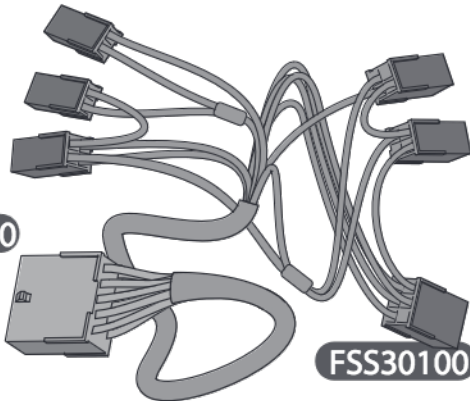
000172.52000



POWER PACK-1

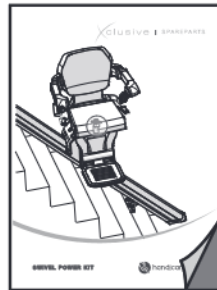


FSD60010



FSS30100

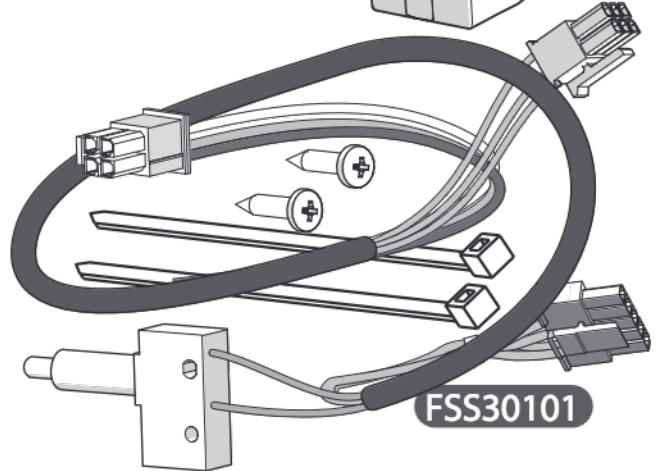
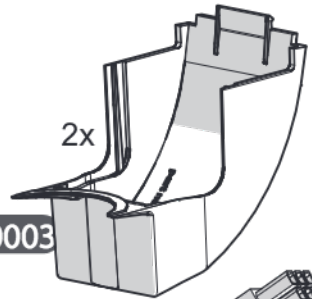
MAIN LOOM



FSD60006

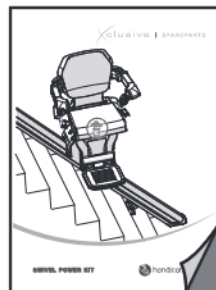
2x

XPk40003

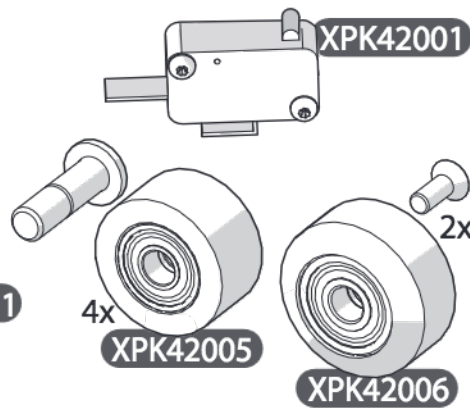


FSS30101

ARM INTERLOCK



FSD60011



XPk42001

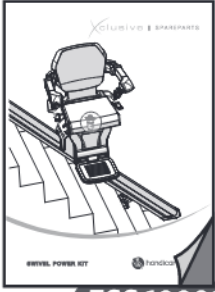
4x

XPk42005

2x

XPk42006

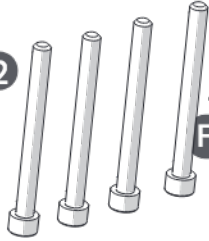
POWER PACK-2



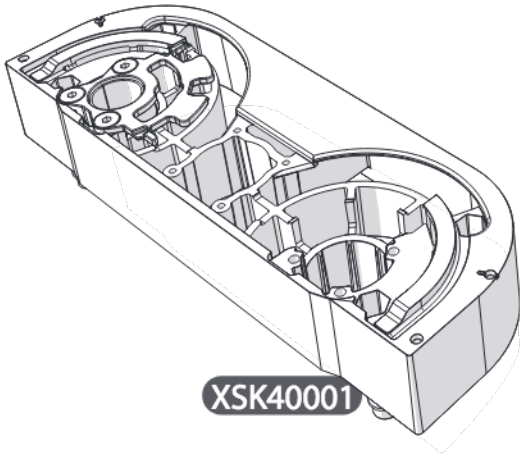
FSS60002



000933.0028

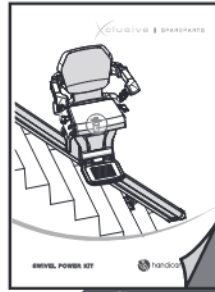


**4x
FSS20007**

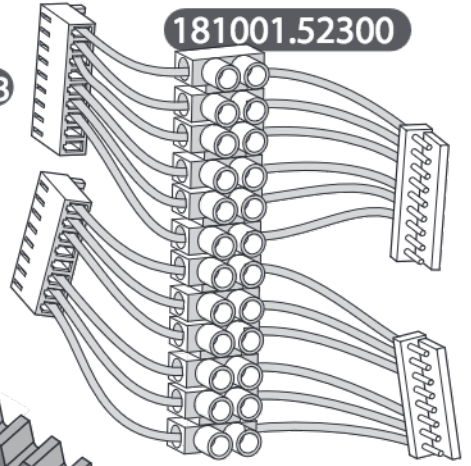


XSK40001

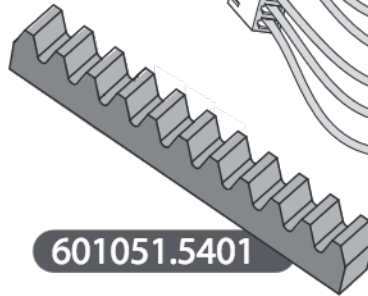
XHK40001



FSD60013



181001.52300



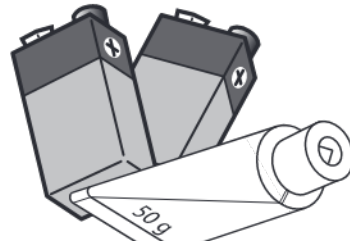
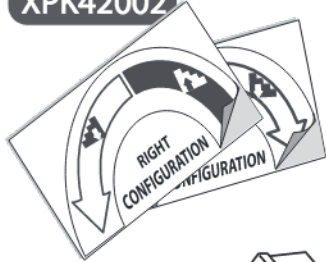
601051.5401



FSM30010

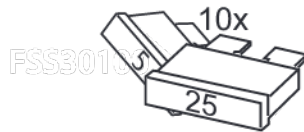
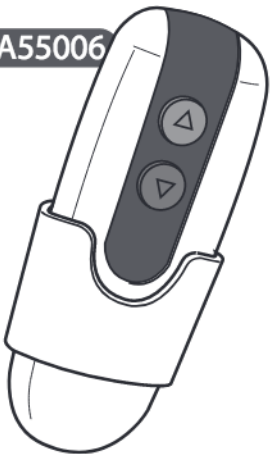
INSTALLATION

XPK42002



XPK44001

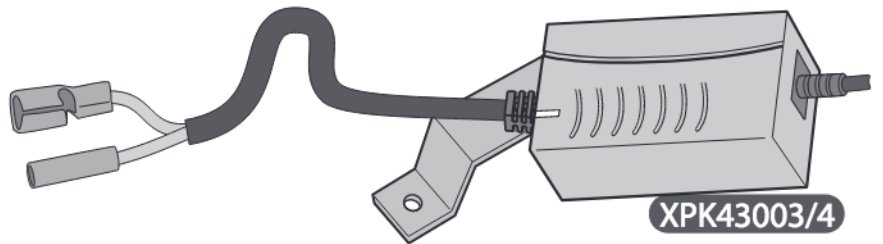
RNA55006



FSS30105

10x

25



XPK43003/4

REMAINING



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USER MANUAL



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