

HANDICARE 2000 | USER MANUAL



EN

Smart seat
Simplicity seat
Style seat

CONTENT

USER MANUAL	2
OPTIONS	11
IMPORTANT INFORMATION	14
FAULT FINDING	18
ATTACHMENTS	23
<i>A. Reminders</i>	<i>23</i>
<i>B. Emergency operation</i>	<i>24</i>
<i>C. Diagnostic codes</i>	<i>27</i>
<i>D. Spareparts</i>	<i>30</i>

FOREWORD

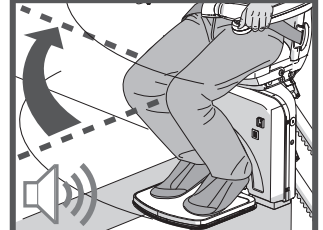
Thank you for choosing a Handicare stairlift. This manual is for the HANDICARE 2000 lift type, and includes instructions for the standard features and optional upgrades.

Make everyday life easier....

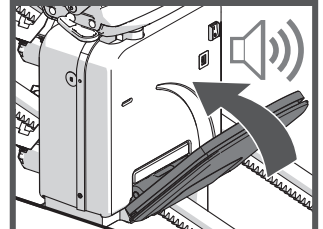
SMART SEAT

OPTIONS

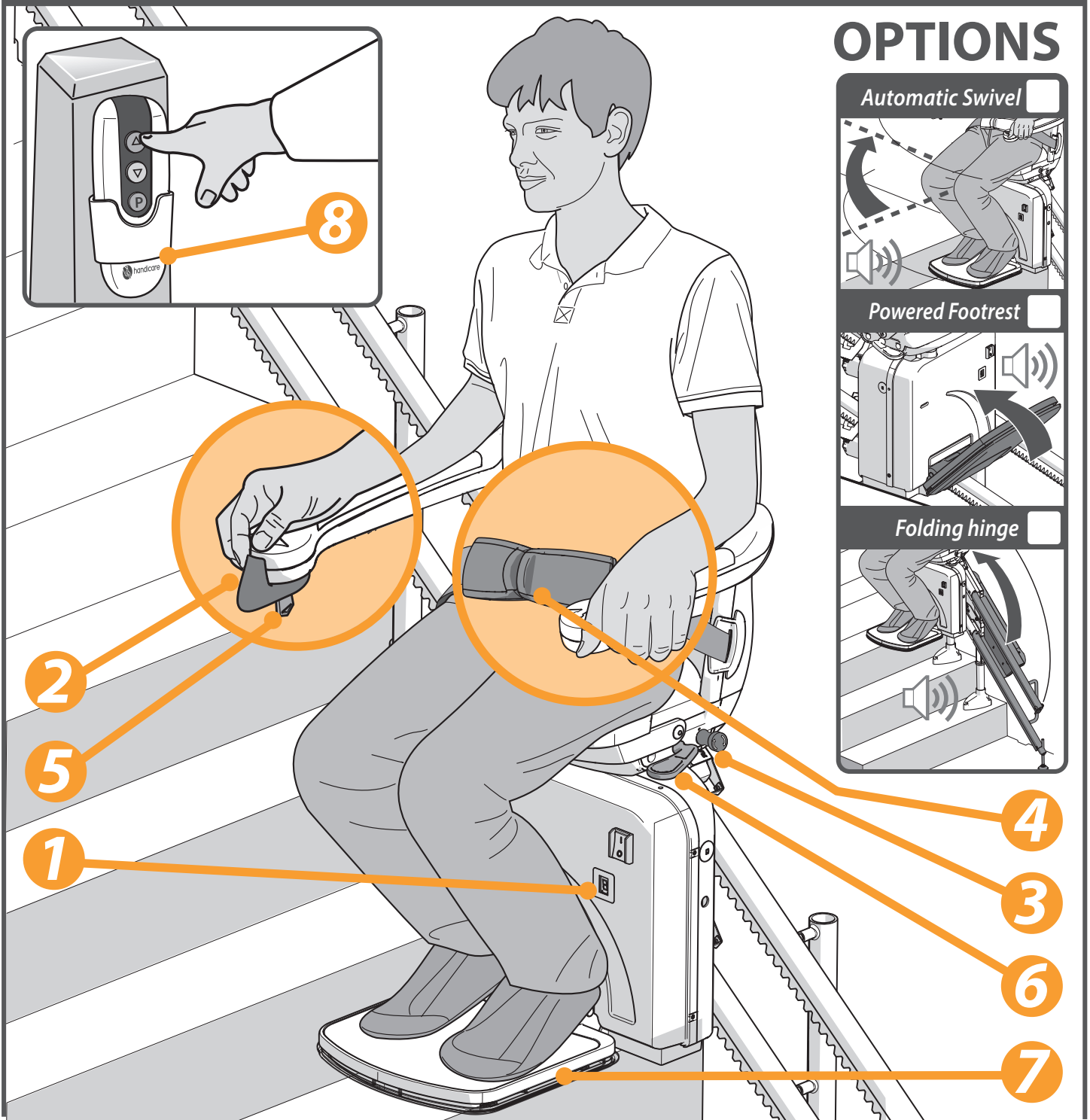
Automatic Swivel



Powered Footrest



Folding hinge



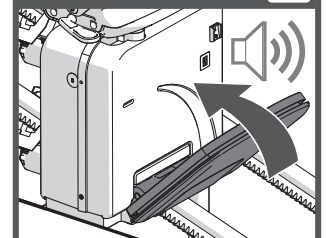
The illustration above shows the features used to operate the SMART seat. The SMART seat can be upgraded with the Automatic Swivel seat, Powered Footrest and the Folding hinge, options to create even more seat comfort and user-friendliness.

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

SIMPLICITY SEAT

OPTIONS

Powered Footrest



Folding hinge



The illustration above shows the features used to operate the SIMPLICITY seat. The SIMPLICITY seat can be upgraded with the Automatic Swivel seat, Powered Footrest and the Folding hinge, 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

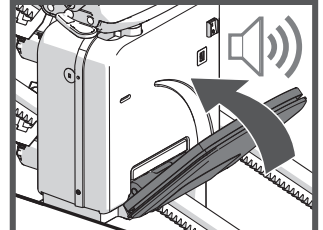
STYLE SEAT

OPTIONS

Automatic Swivel



Powered Footrest



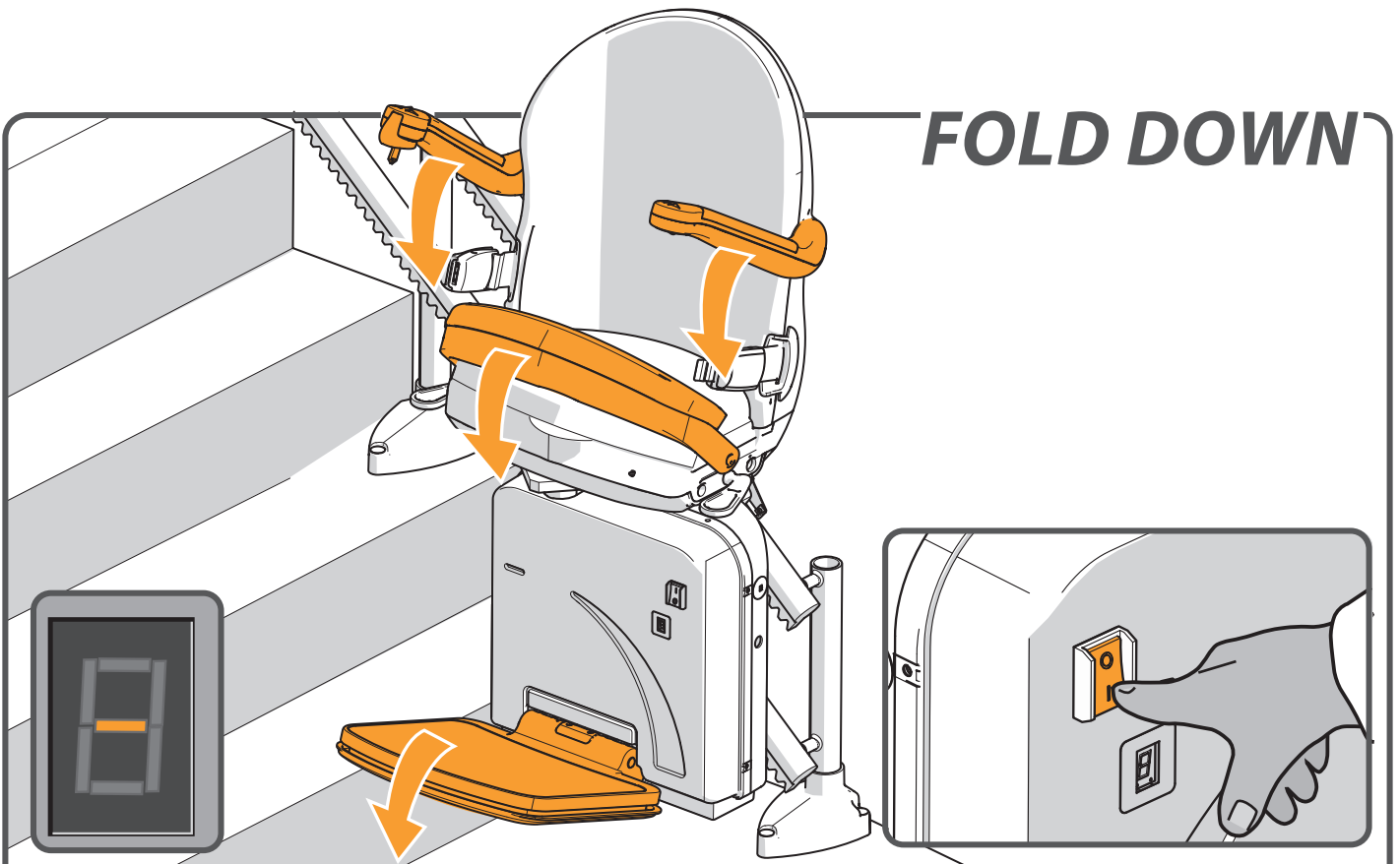
Folding hinge



The illustration above shows the features used to operate the STYLE seat. The STYLE seat can be upgraded with the Automatic Swivel seat, Powered Footrest and the Folding hinge, 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

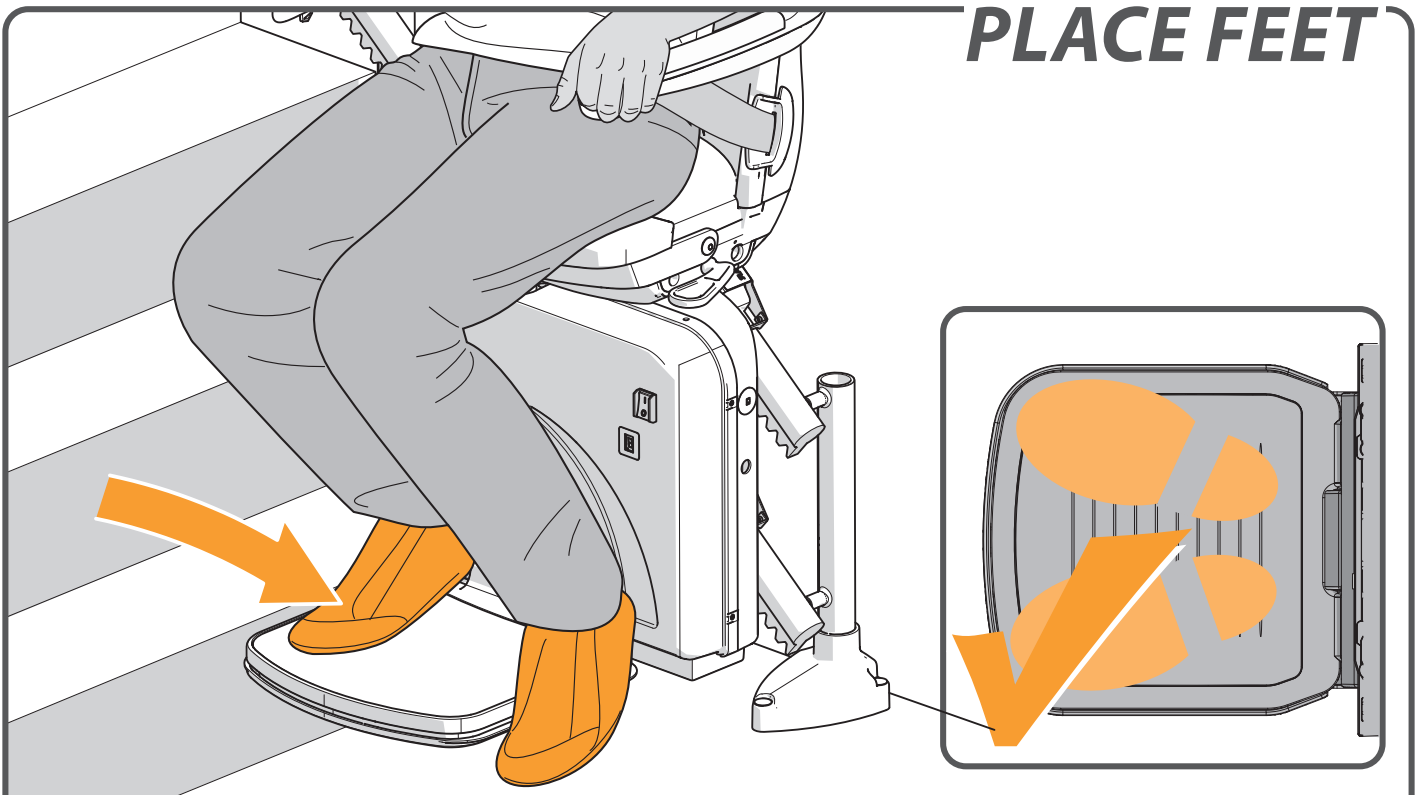


Ensure that the on/off switch is set in the 'ON' position. The diagnostic display will be illuminated when switched on.

Fold down the footplate, the armrests and seat.

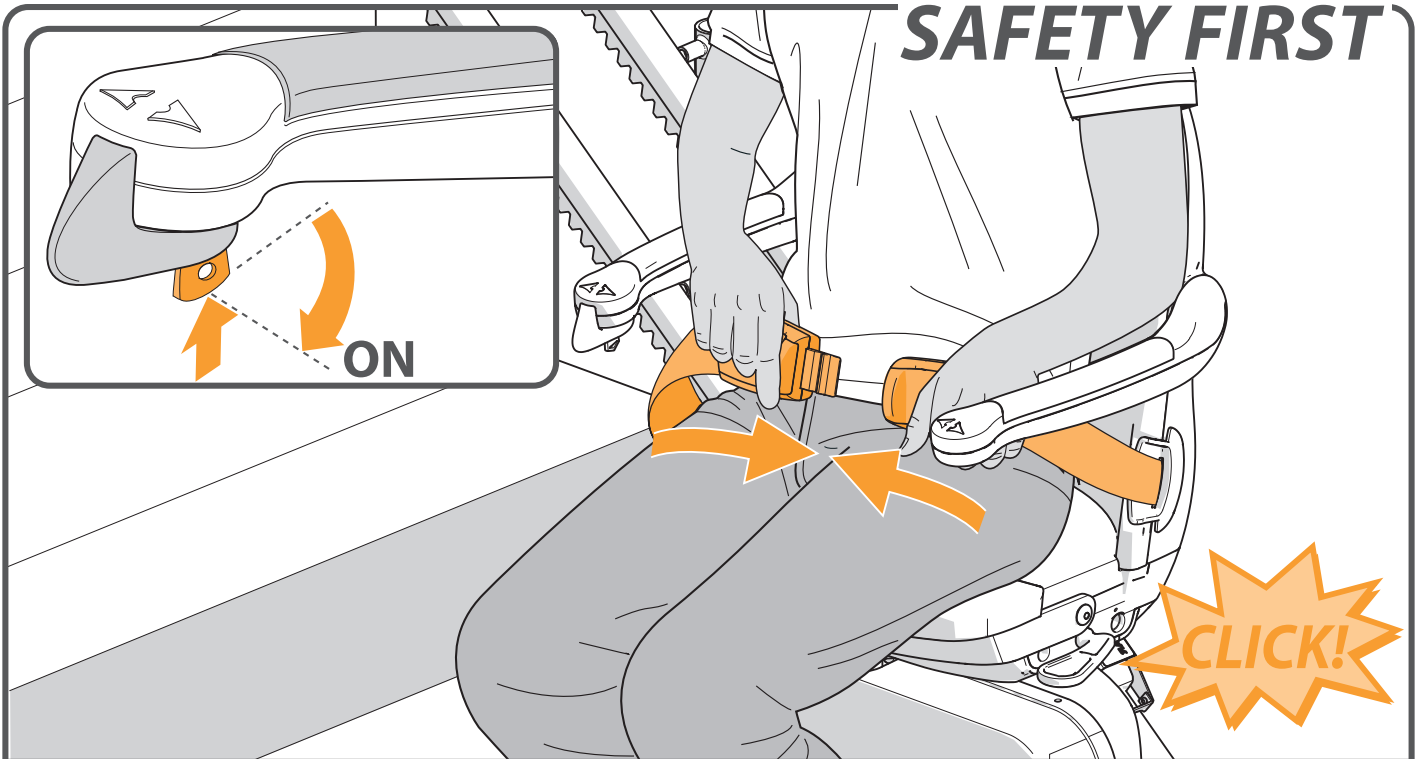
 [page 12 > OPTIONAL POWERED FOOTREST](#)

PLACE FEET



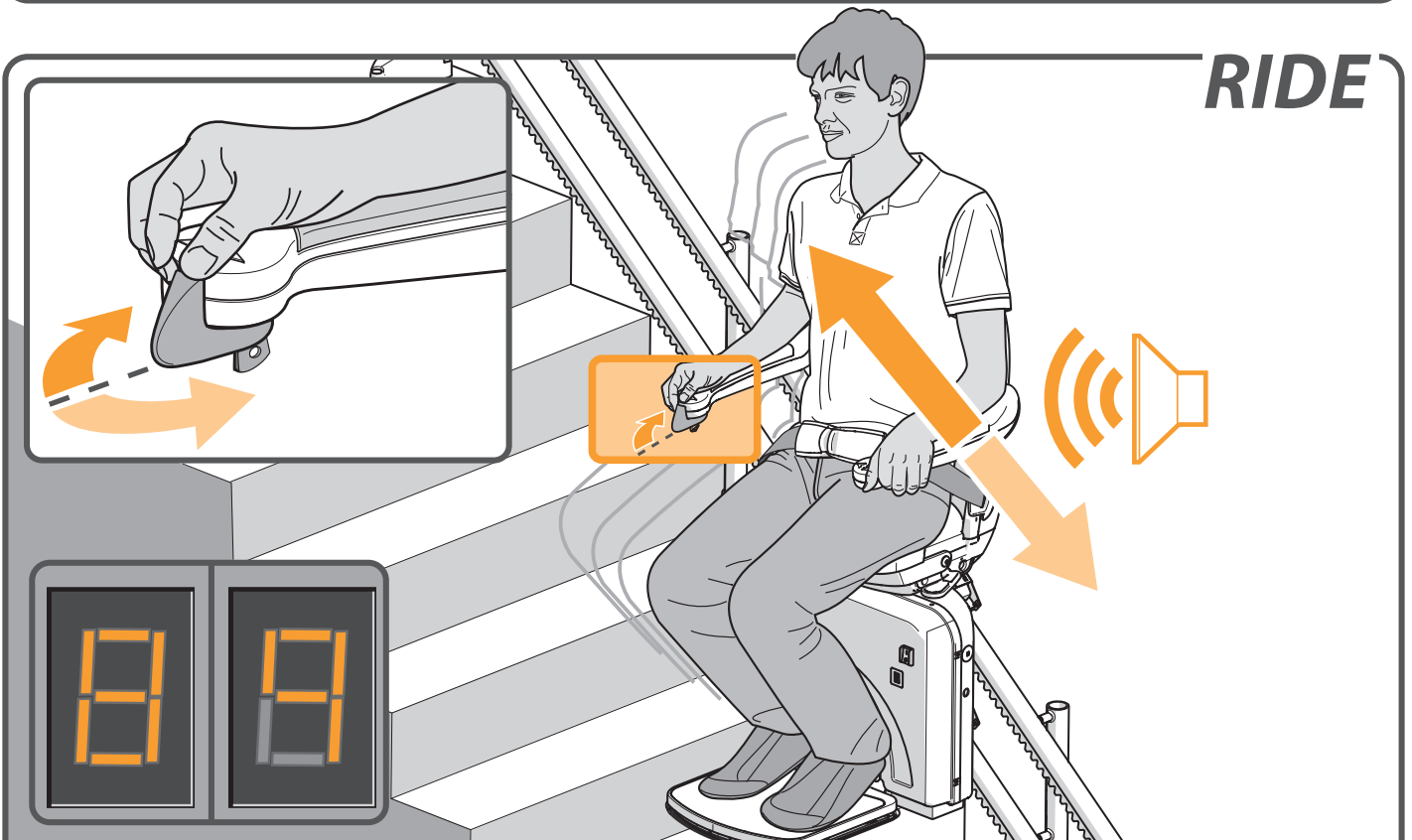
Place your feet on the footplate. Ensure that both feet are completely on the plate.

SAFETY FIRST



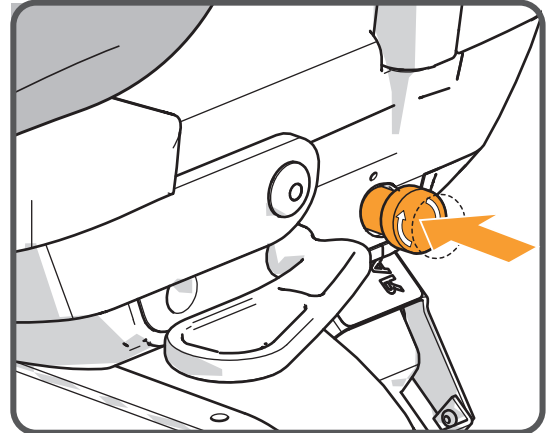
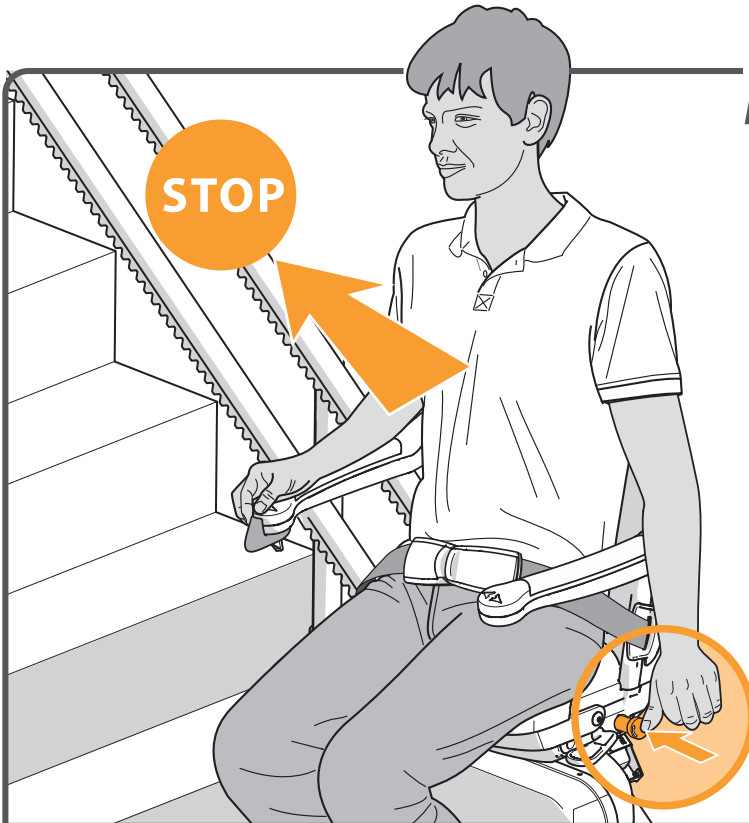
Fasten the seat belt securely, ensuring that it clicks into the holder. Put the key in the switch and turn it ninety degrees clockwise. Check that the chair is in the locked position.

RIDE



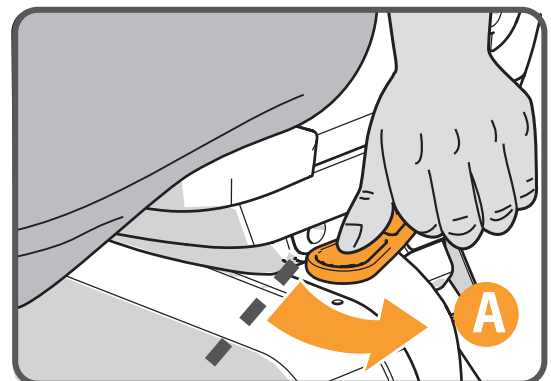
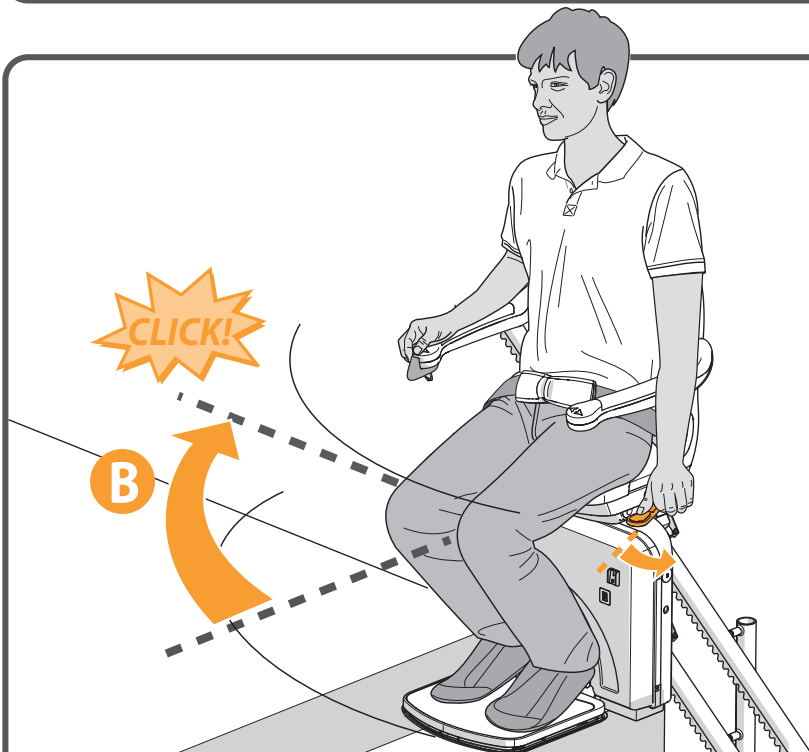
Move and hold the joystick in the desired direction of travel. The display shows a "8/9", the lift will beep 3 times and start slowly after 1 second. When changing the direction of travel the delay will be 3 seconds.

EMERGENCY STOP



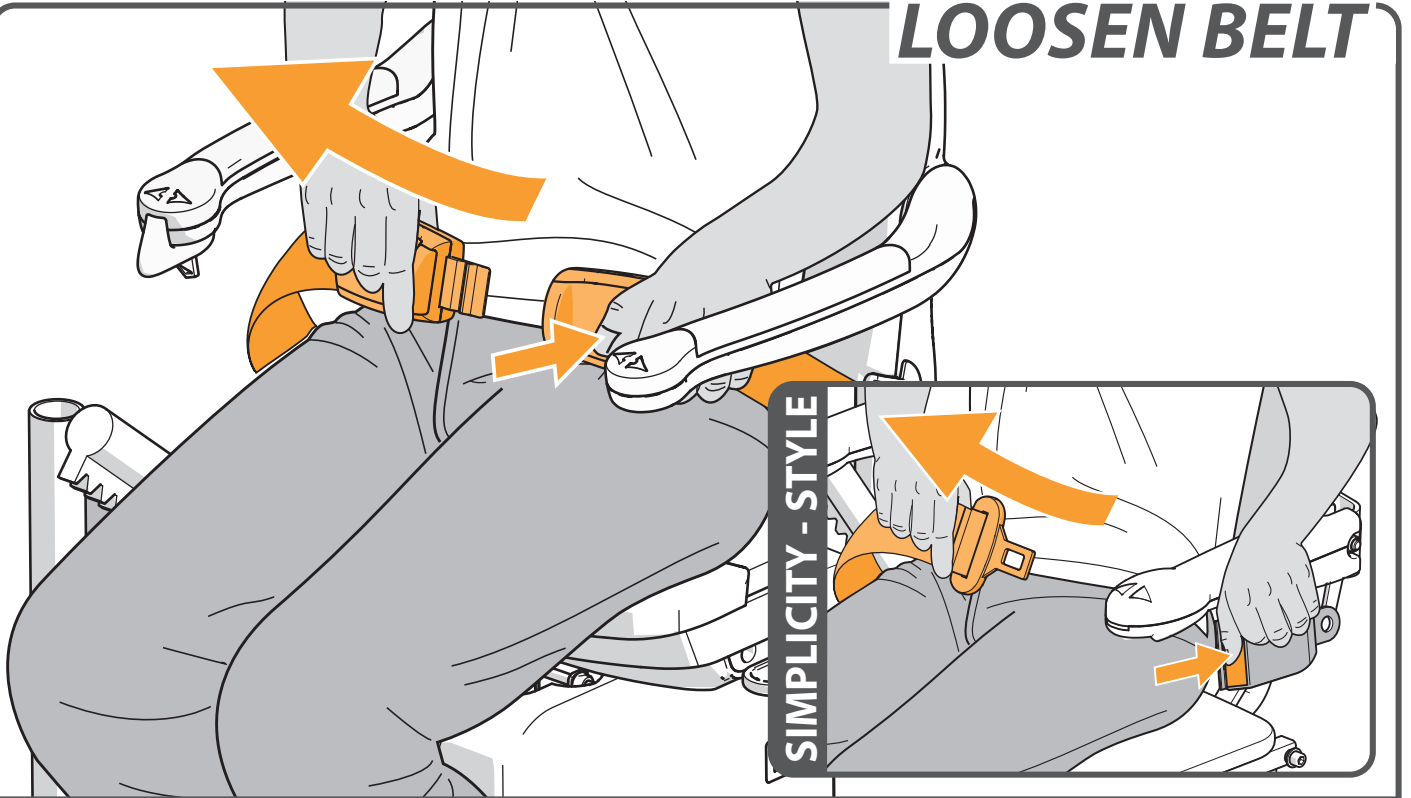
In an emergency, press the emergency stop once. The lift stops straight away. The emergency stop can be released by turning the emergency button.

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

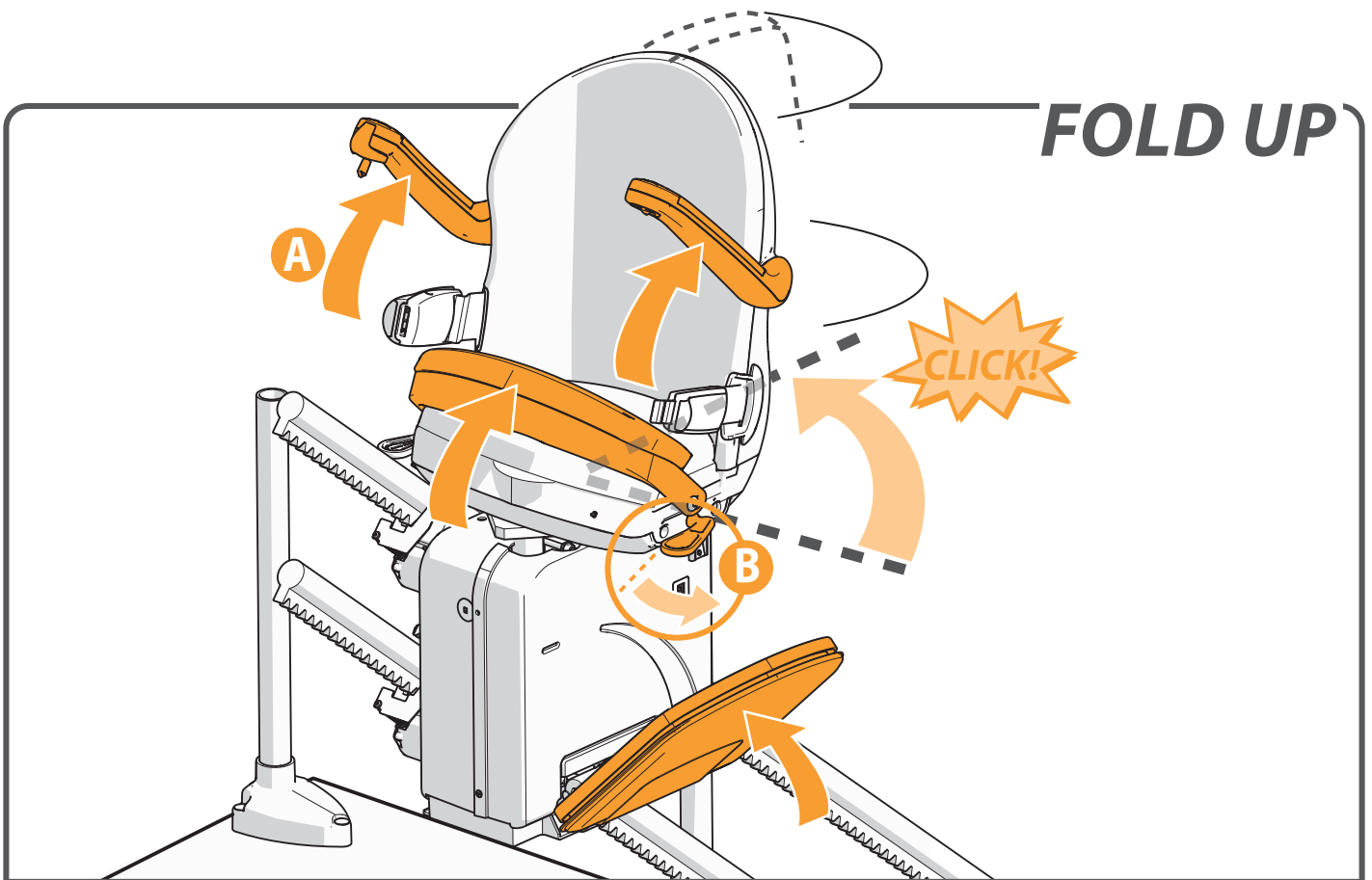


Unfasten the seat belt.

STAND UP

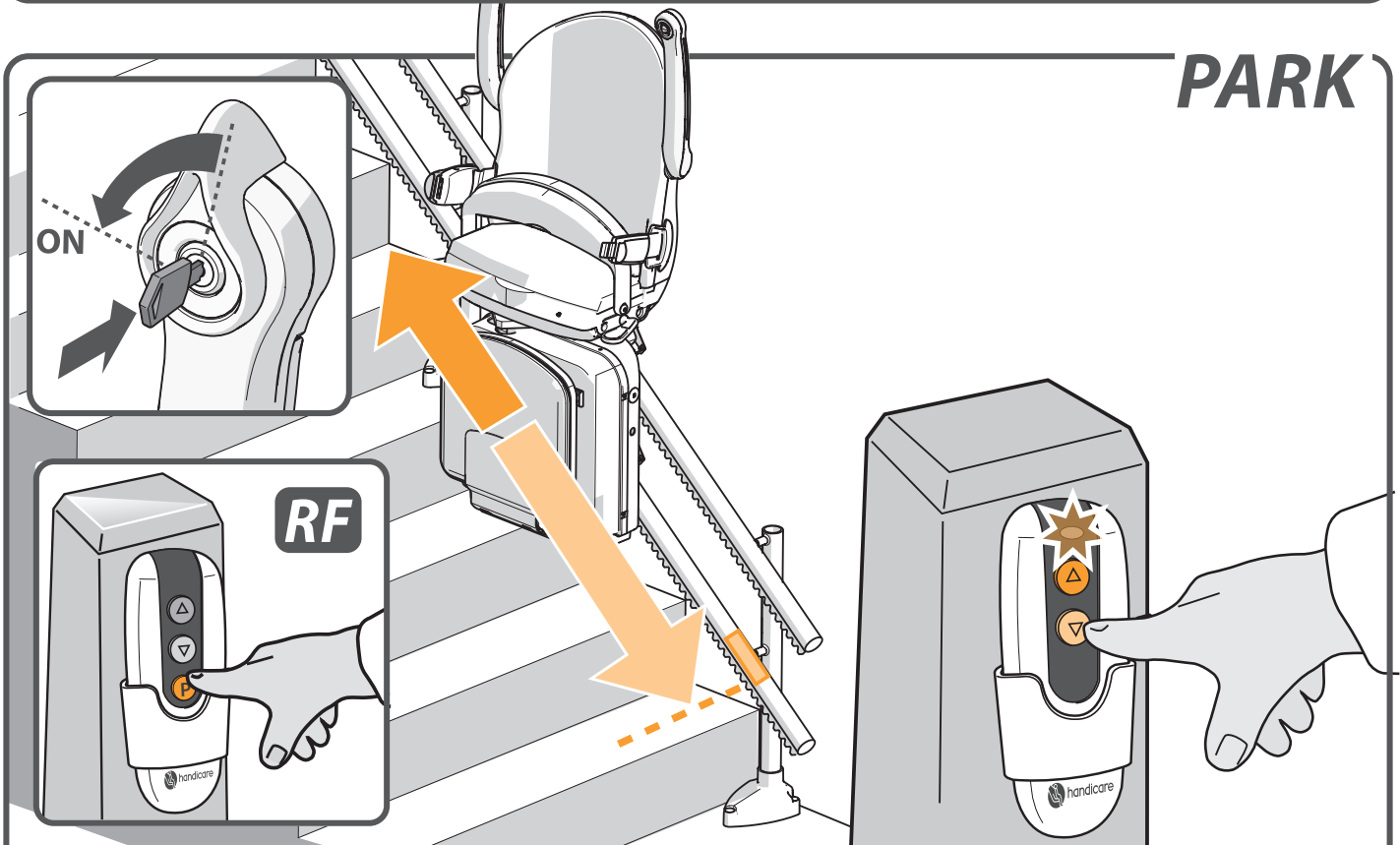


Stand up from the seat.



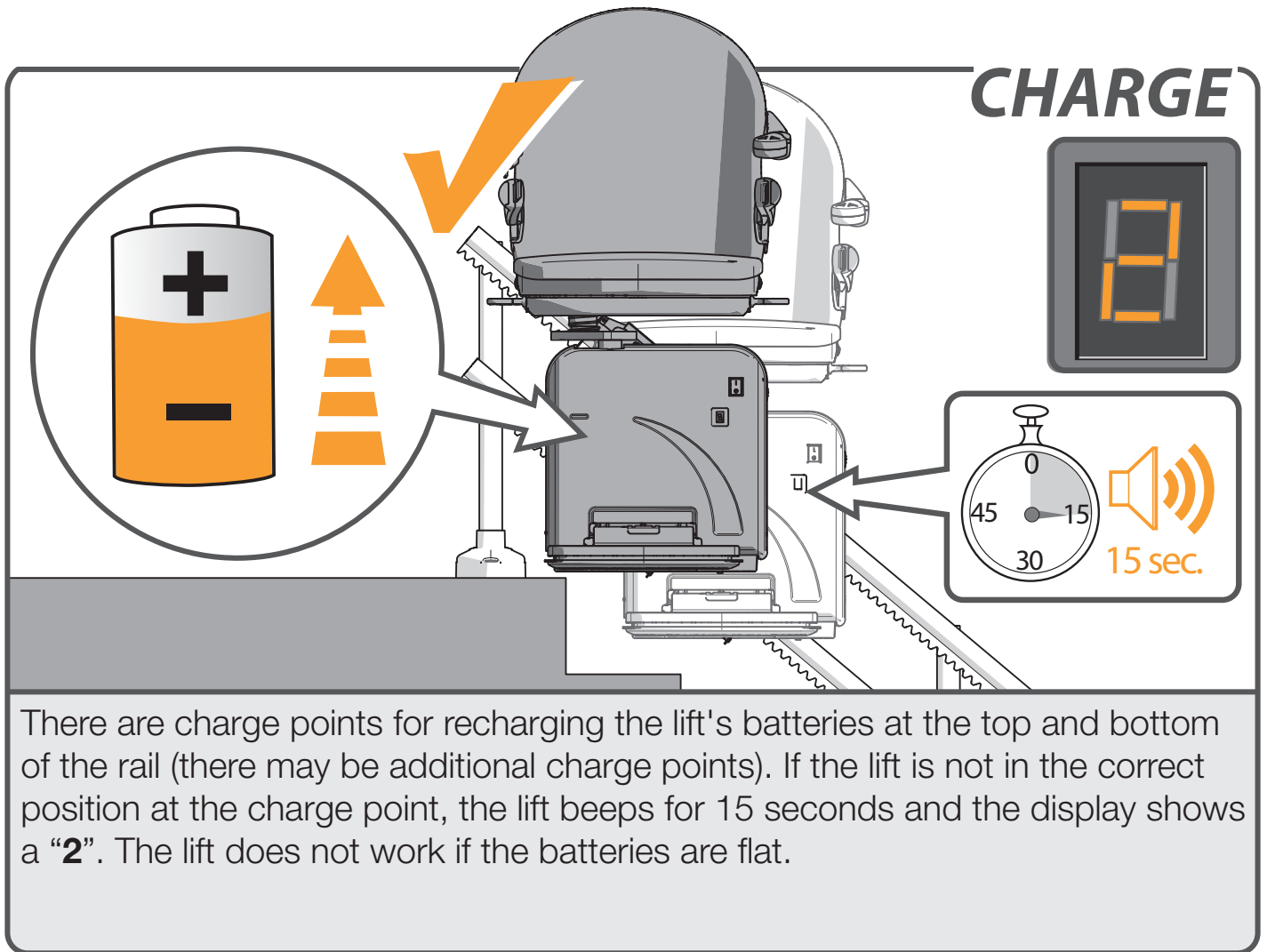
FOLD UP

Fold up the armrests, footplate 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 up or down button on the remote control until the lift reaches a charge point. Upon arrival, the lift stops automatically.

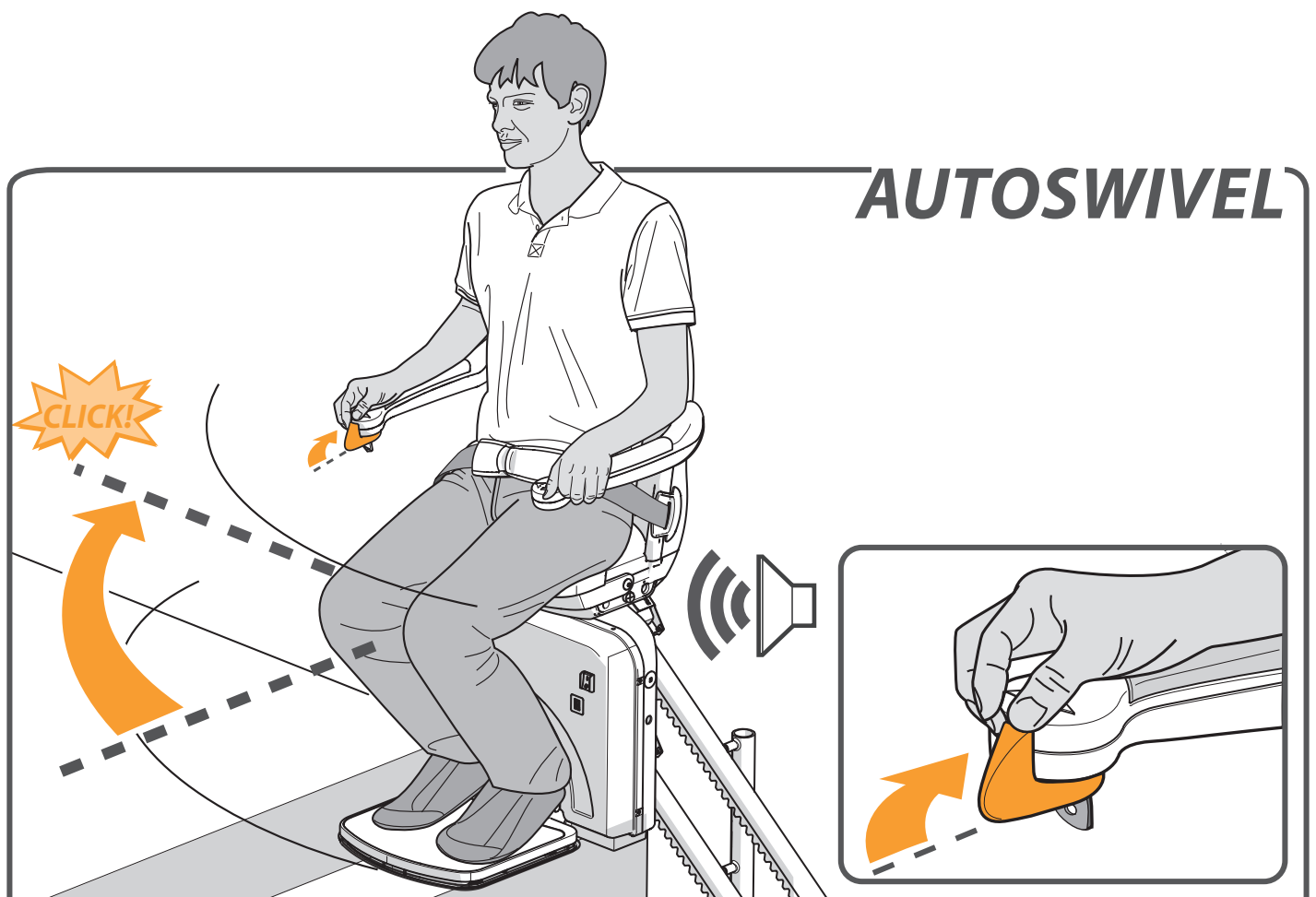


OPTIONS

AUTOSWIVEL _____ *page 11*

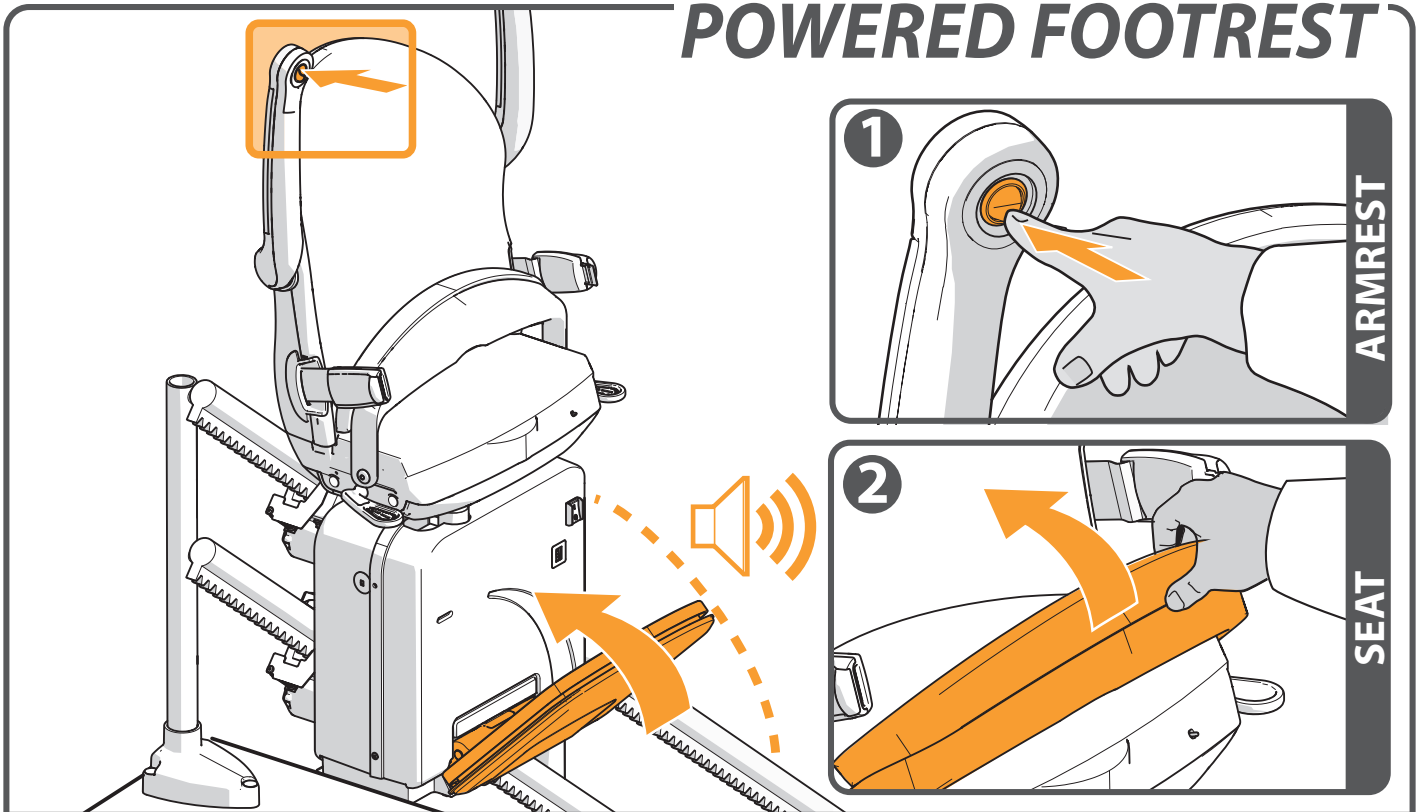
POWERED FOOTREST _____ *page 12*

HINGED RAIL _____ *page 12*



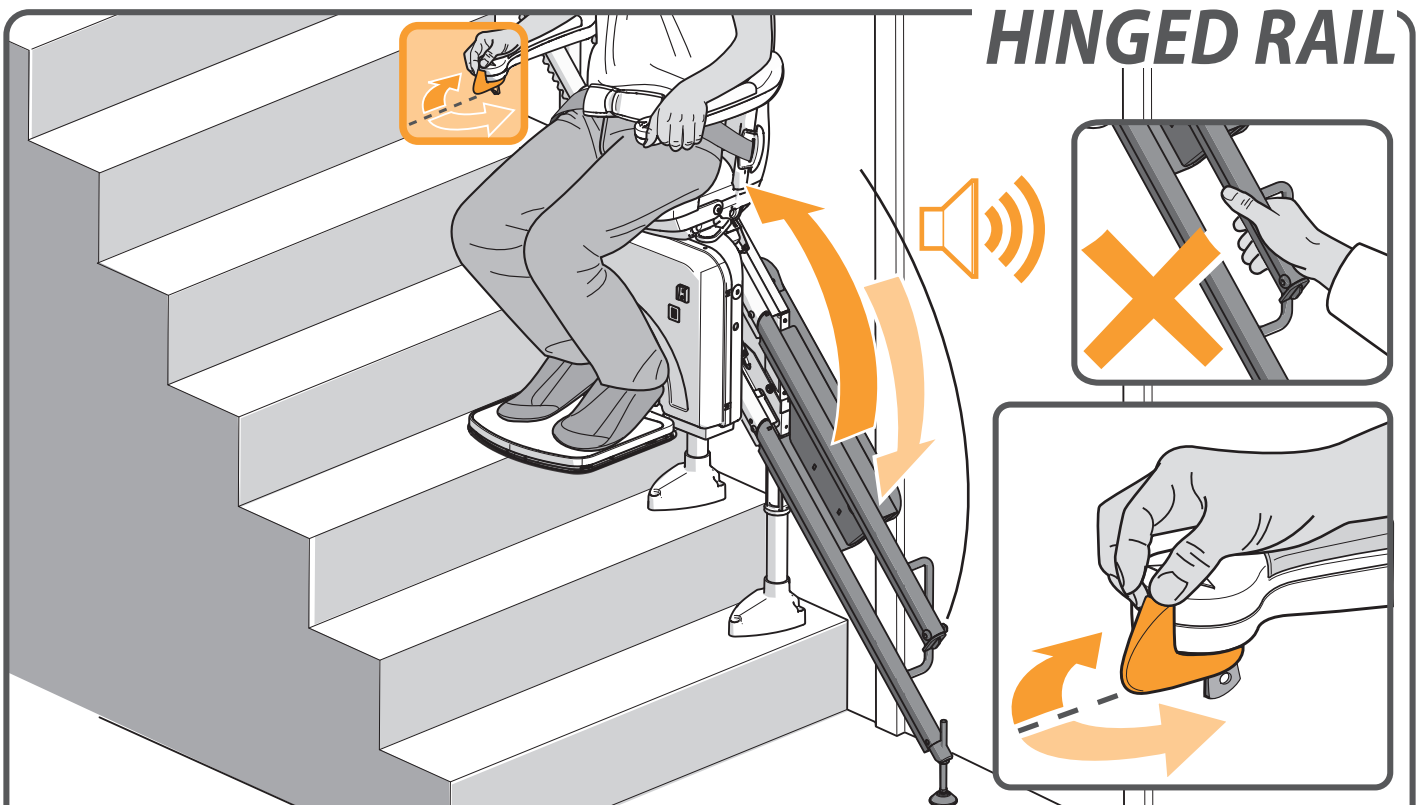
The AUTOMATIC SWIVEL SEAT option lets you swivel the seat automatically to face the direction you are going to walk. To do this, push and hold the joystick in the direction of travel.

POWERED FOOTREST



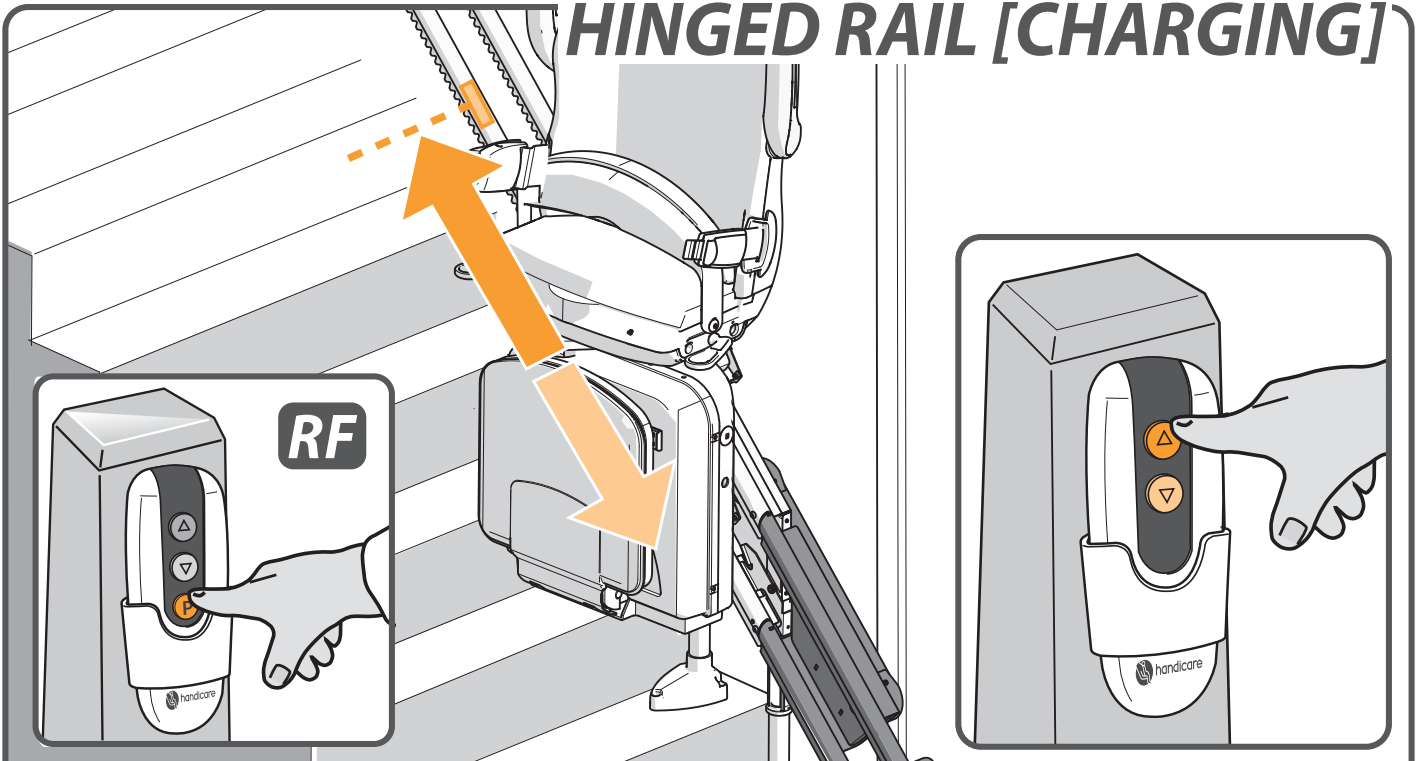
To operate a POWERED FOOTREST press the switch under the armrest[1] or fold up the seat[2]. The stairlift should beep whilst folding the footrest. Always ensure the footplate is in the down position during travel.

HINGED RAIL



With the FOLDING HINGE option, the seat stops just above the hinged rail. Move the joystick up or down to fold or unfold the rail.

HINGED RAIL [CHARGING]



Do not leave the lift on the hinged rail after use. Use the remote control to move the lift to a charge point and recharge the batteries. The first stopping point is a charge point.

IMPORTANT INFORMATION

EC DECLARATION OF CONFORMITY FOR MACHINERY (Directive 2006/42/EC)

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

Herewith declares that the

Handicare 2000

is in conformity with the provisions of the Machinery Directive 2006/42/EC,
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 NL13-400-1001-120-02

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, 19 july 2017



P. Slack
Vice President, Operations, Handicare

Project:

Date:

FOREWORD

Your Handicare 2000 stairlift is a sophisticated product that has been specifically developed to carry one person (max 115 kg/18.1 stone/253 lbs) sitting on the seat (heavy duty type: max 137 kg/21.5 stone/301 lbs). Before using your Handicare 2000 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. In case of outdoor lift: always put the cover over the lift when the lift is not in use.
- 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 radio frequency; Handicare is unable to accept responsibility for system inoperability in the unlikely event of interference from signals external to this stairlift.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.) 115 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 18

CHAIR POSITION page 19

EMERGENCY STOP page 19

ARMREST page 20

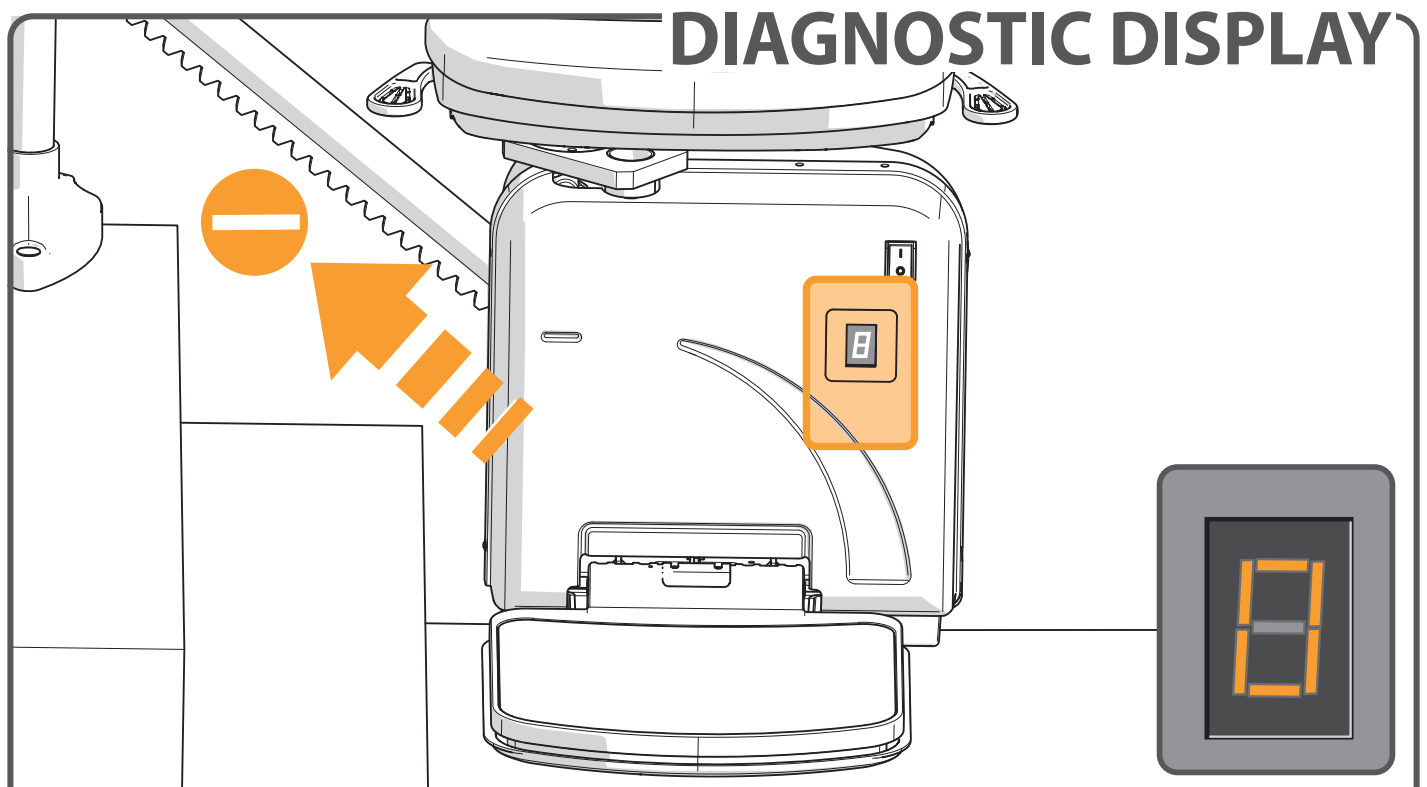
KEY page 20

BATTERIES RC page 21

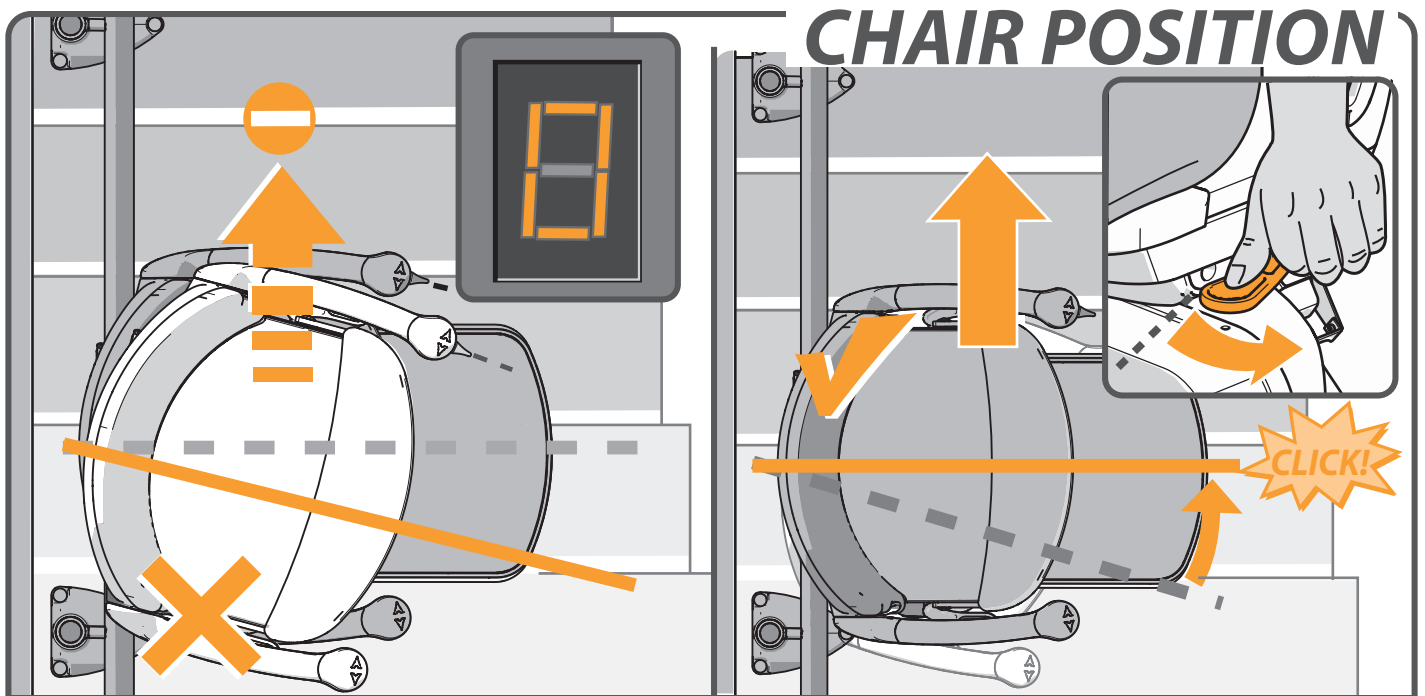
POWER page 21

OBSTACLE page 22

SWITCH page 22



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



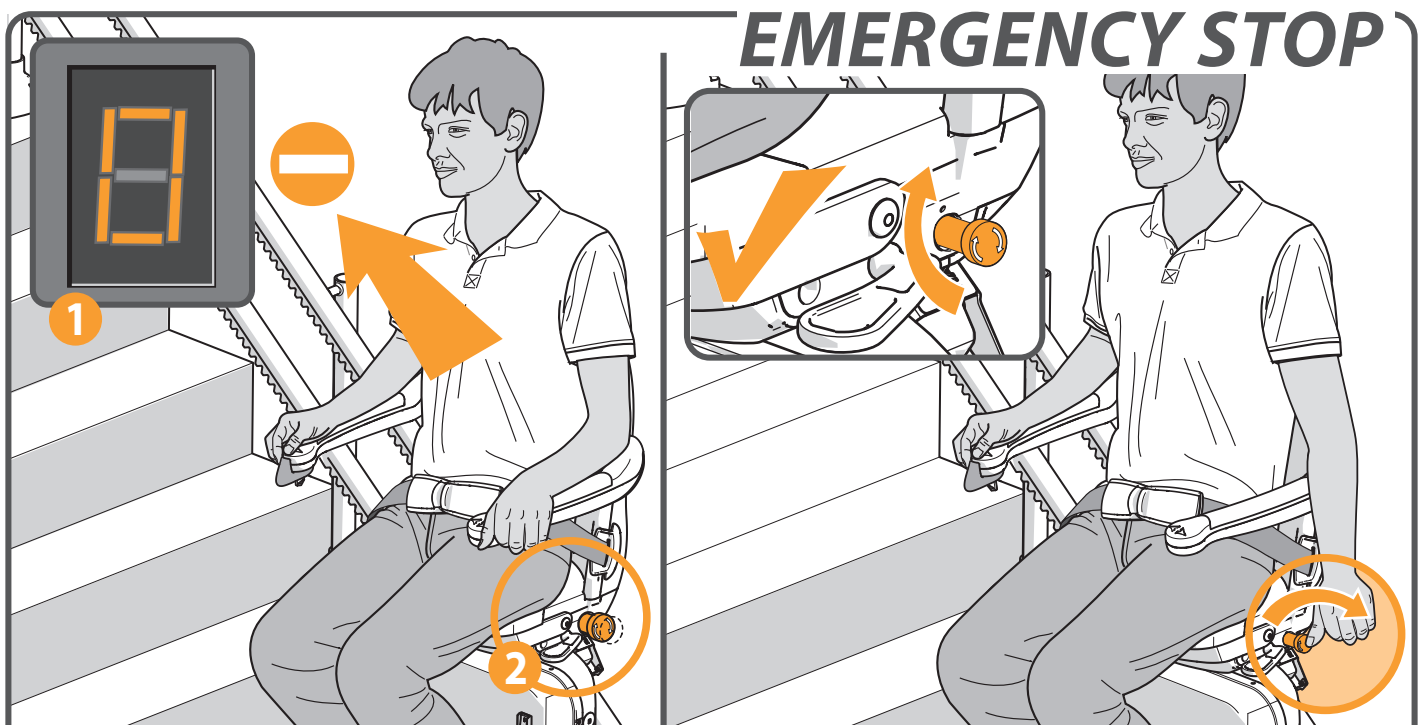
CAUSE

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

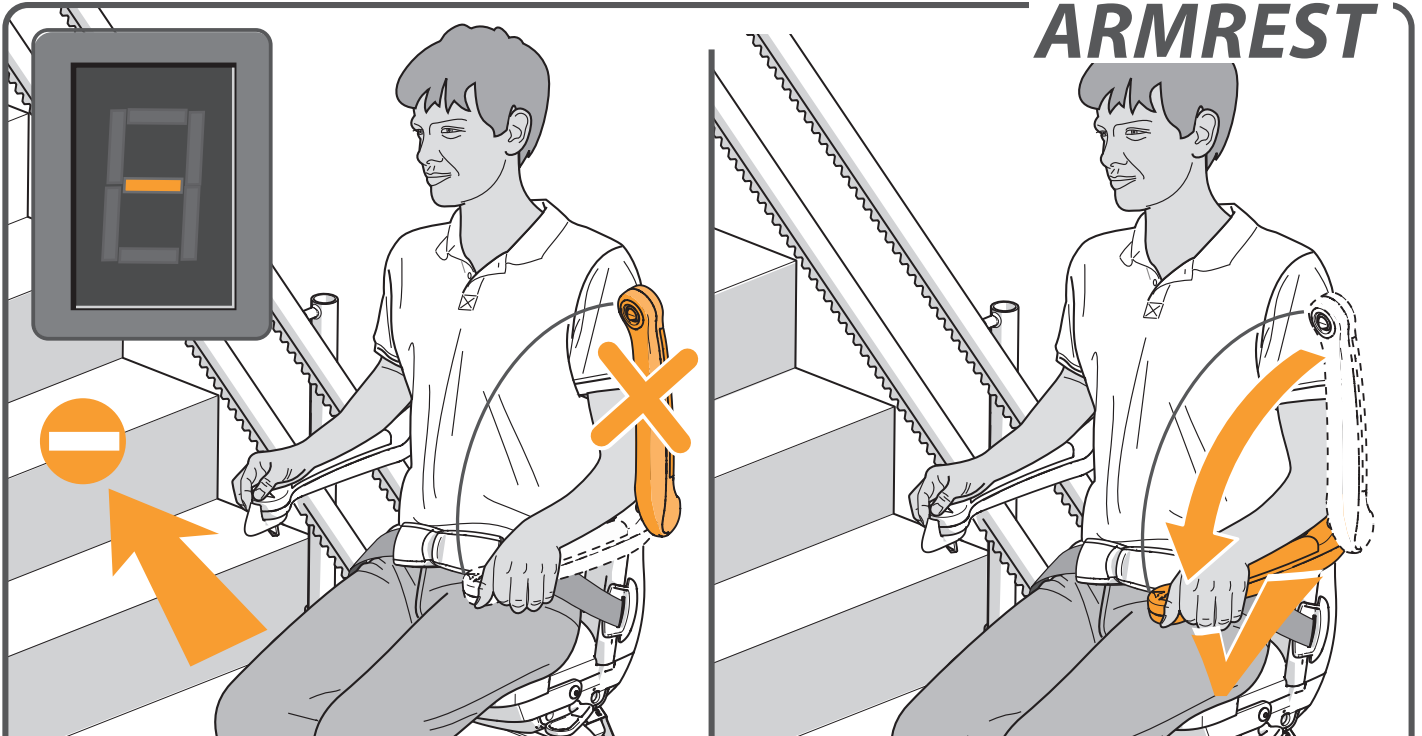
SOLUTION

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

Cause: the emergency stop has been pressed.

Solution: the emergency stop can be released by turning the emergency button.

ARMREST



CAUSE

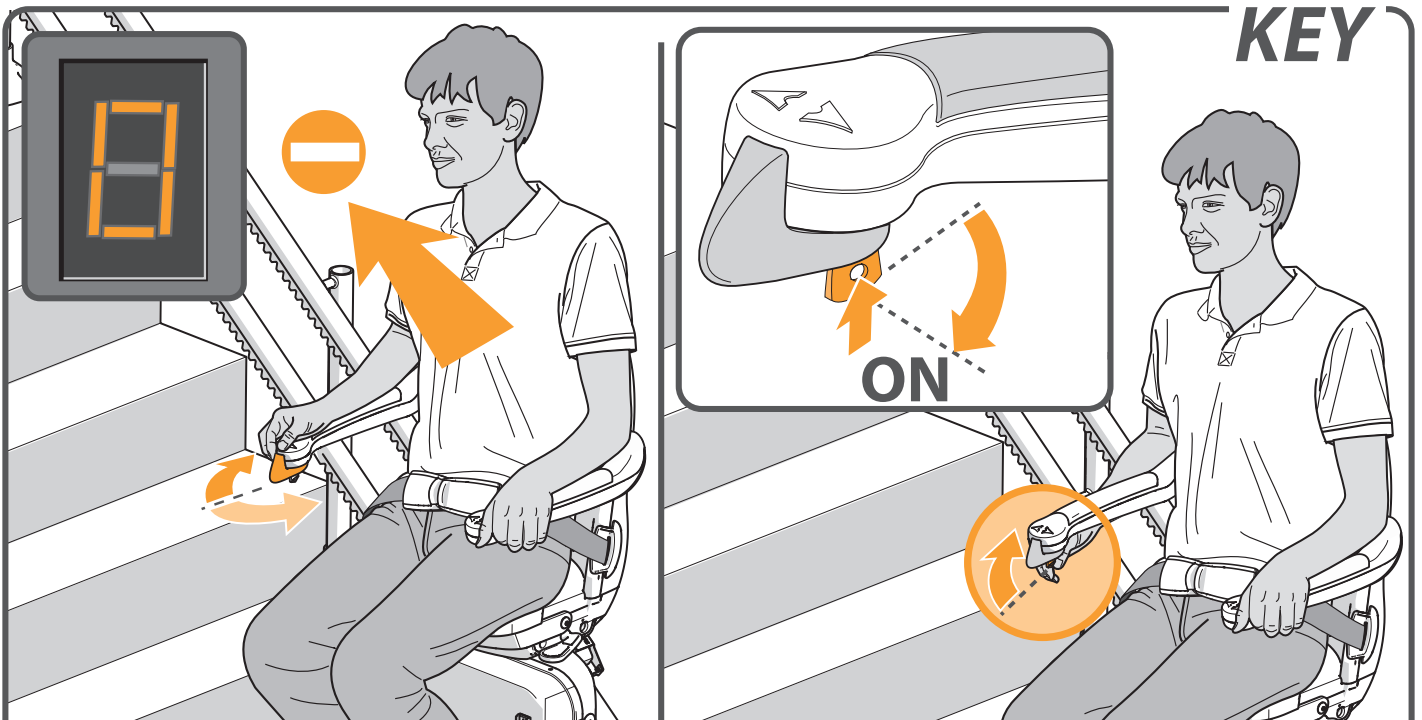
SOLUTION

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.

KEY



CAUSE

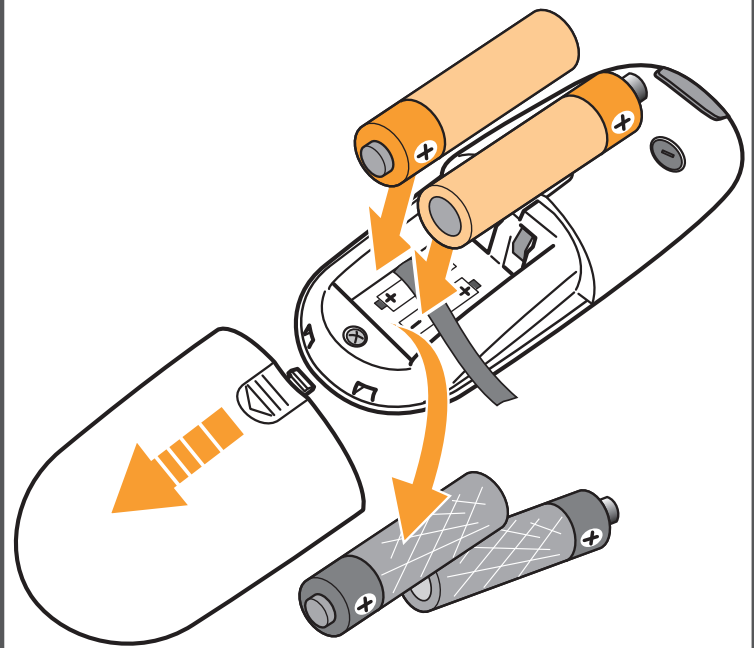
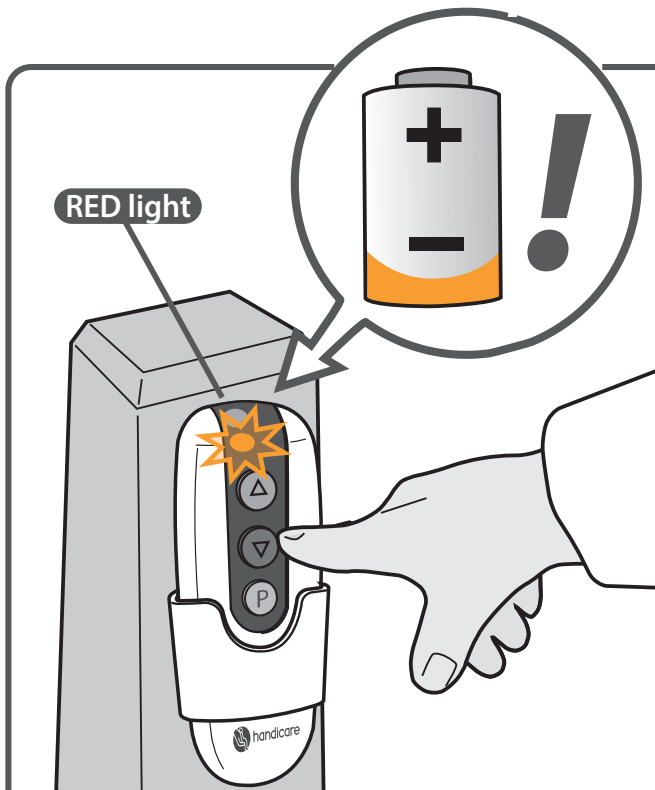
SOLUTION

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.

BATTERIES RC



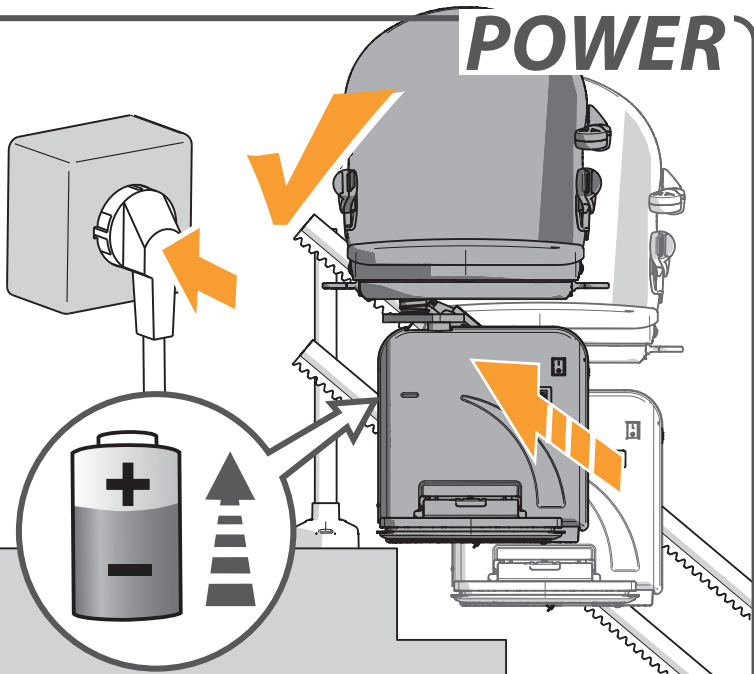
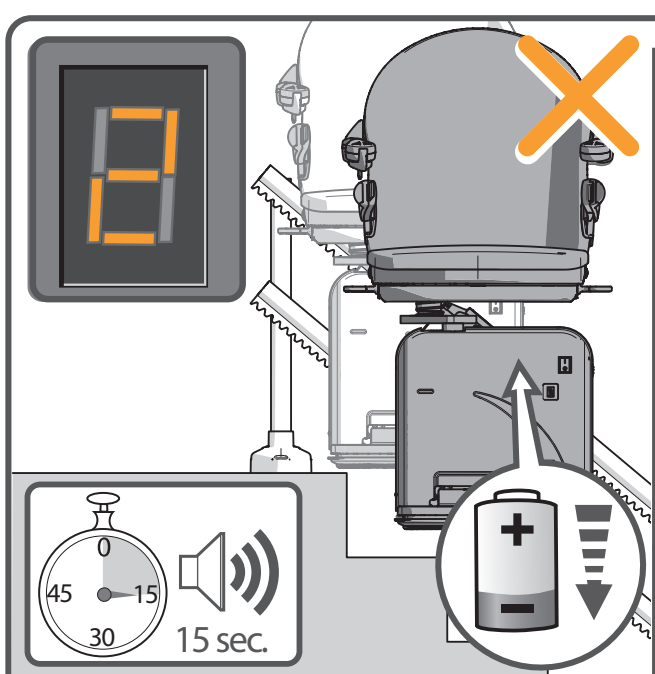
CAUSE

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

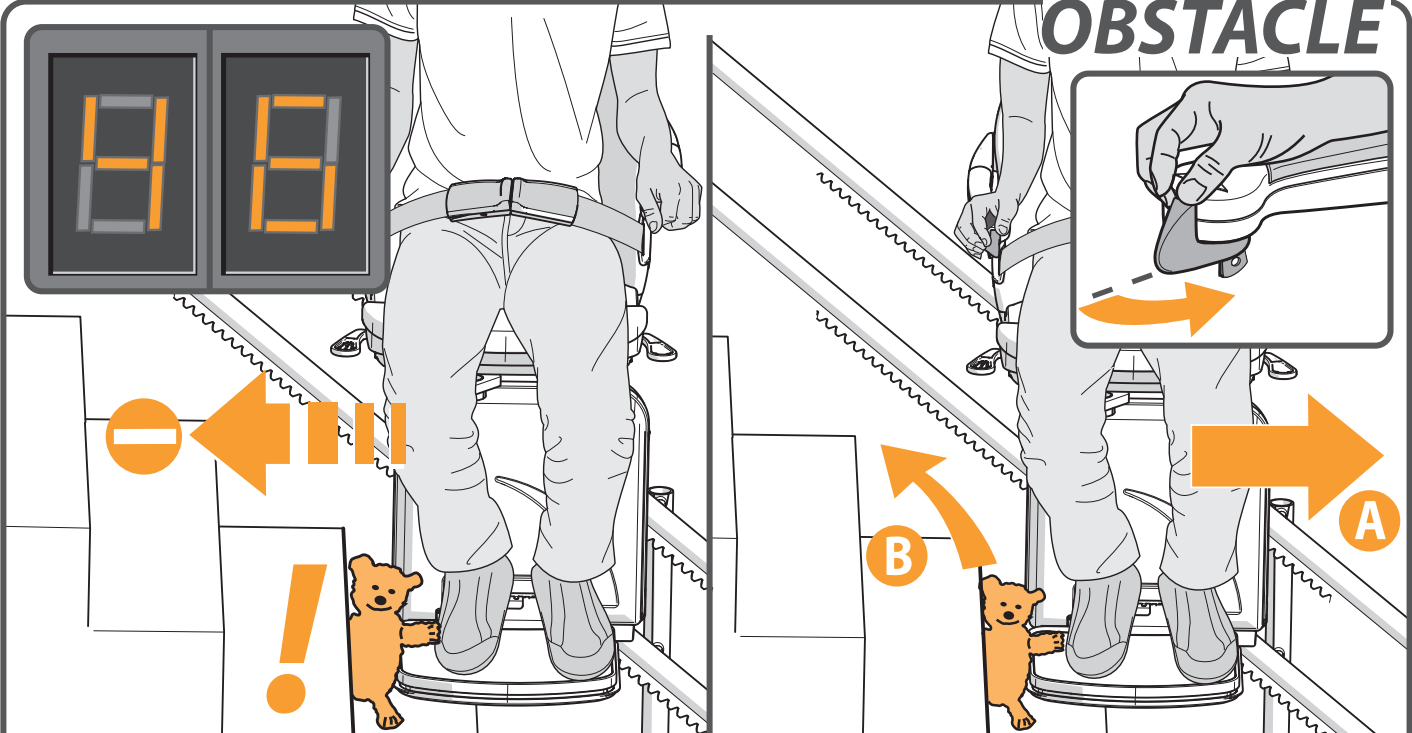
SOLUTION

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

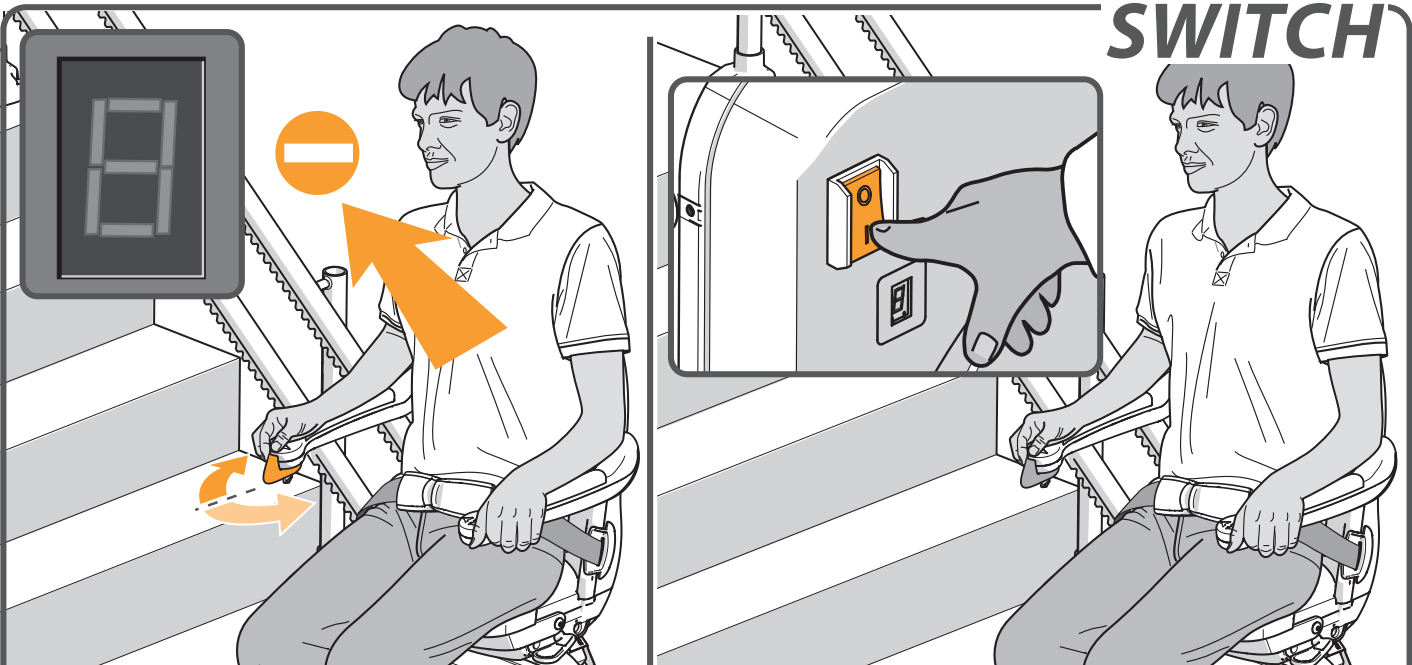


CAUSE

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.

ATTACHMENTS

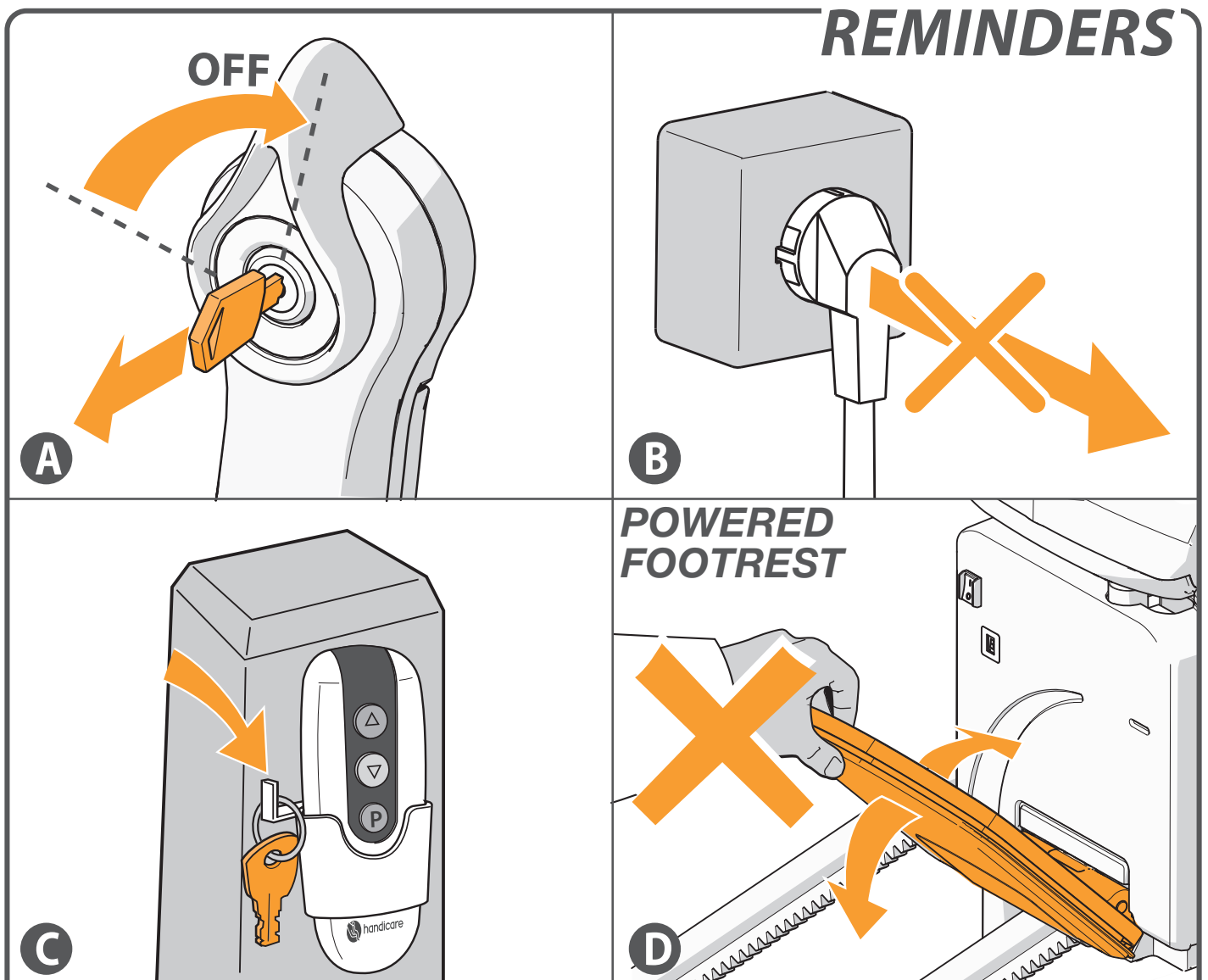
REMINDERS page 23

EMERGENCY OPERATIONS page 24

DIAGNOSTIC CODES page 27

SPAREPARTS page 30

REMINDERS

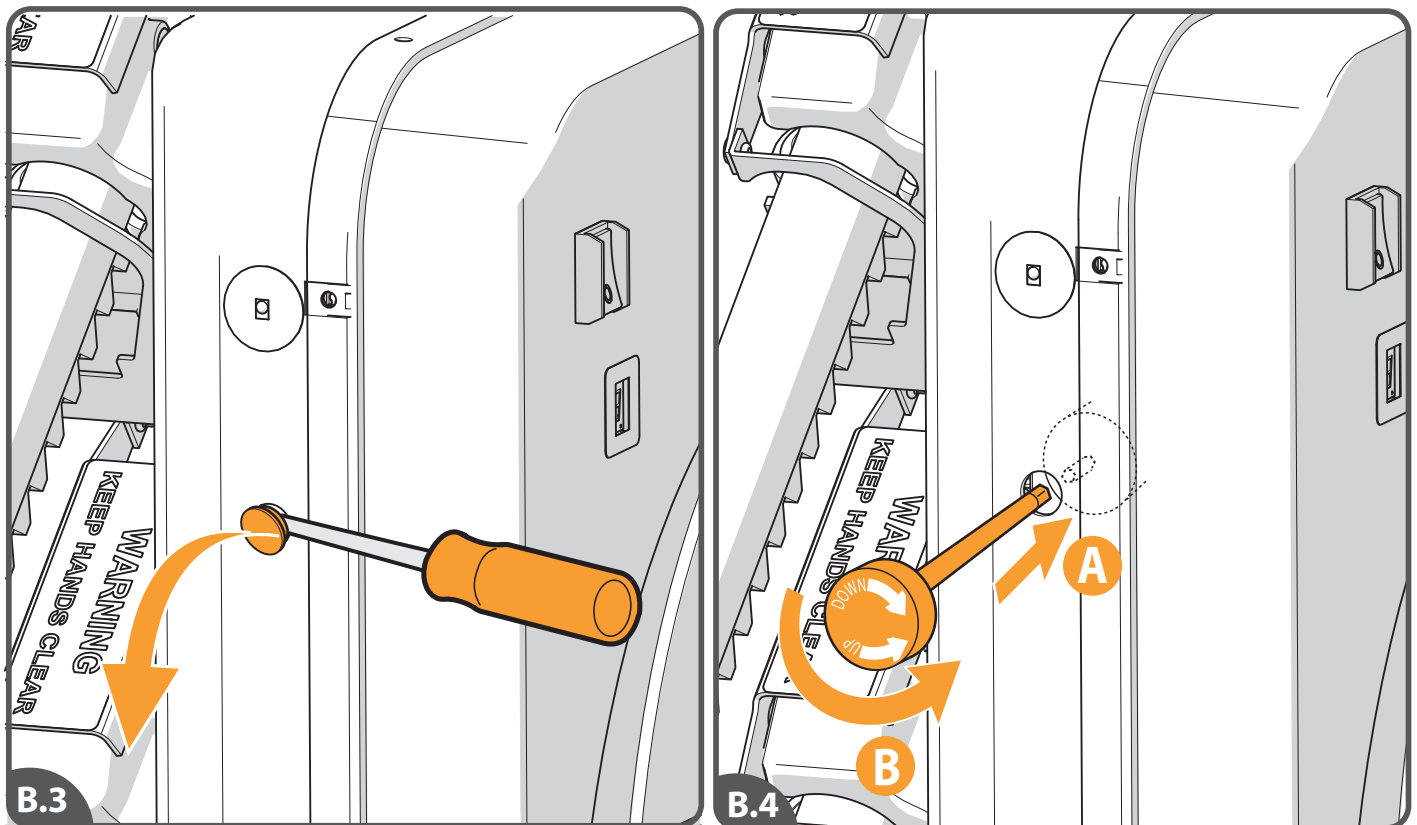
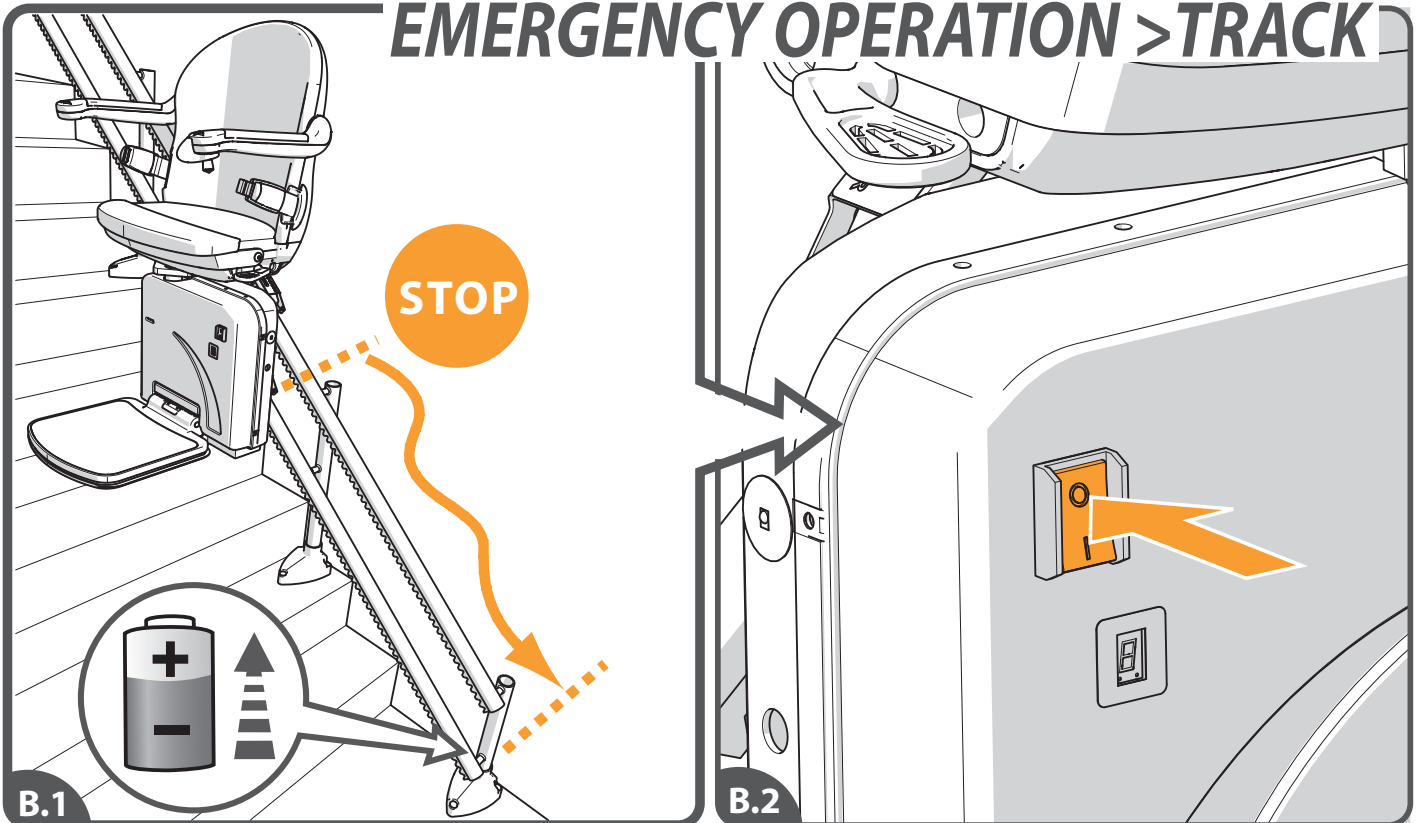


[A] Remove the key from the switch whenever you leave the lift.

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

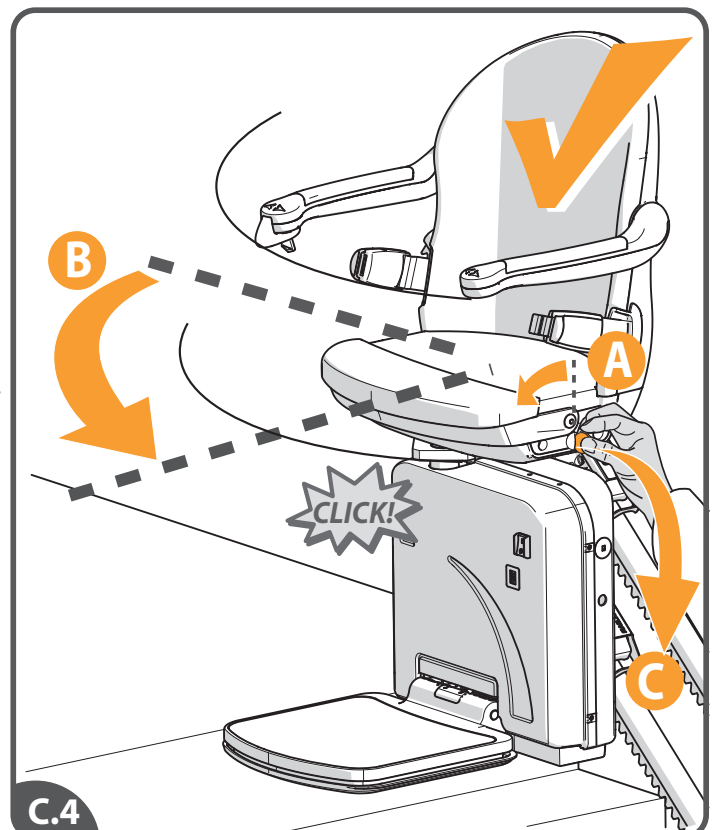
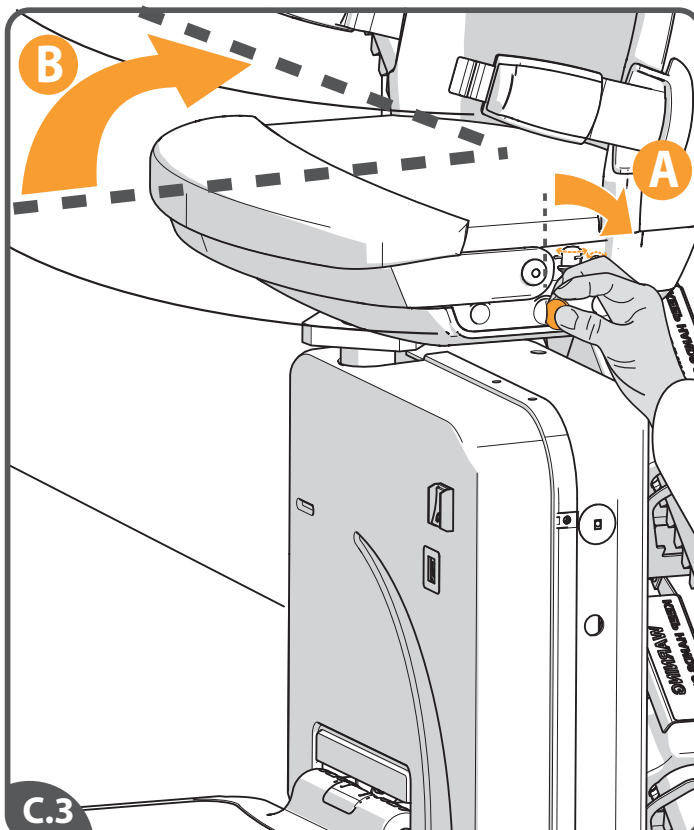
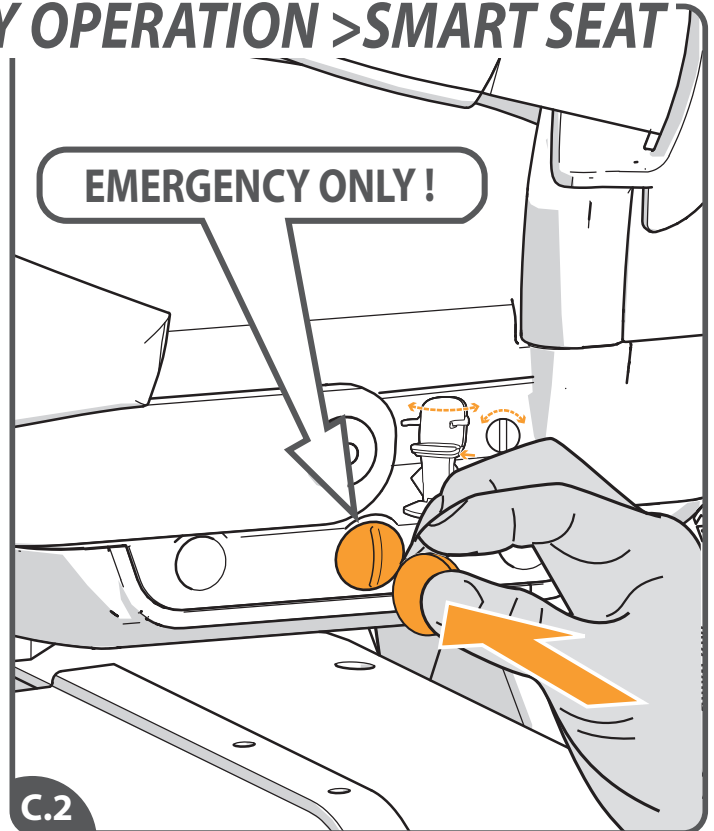
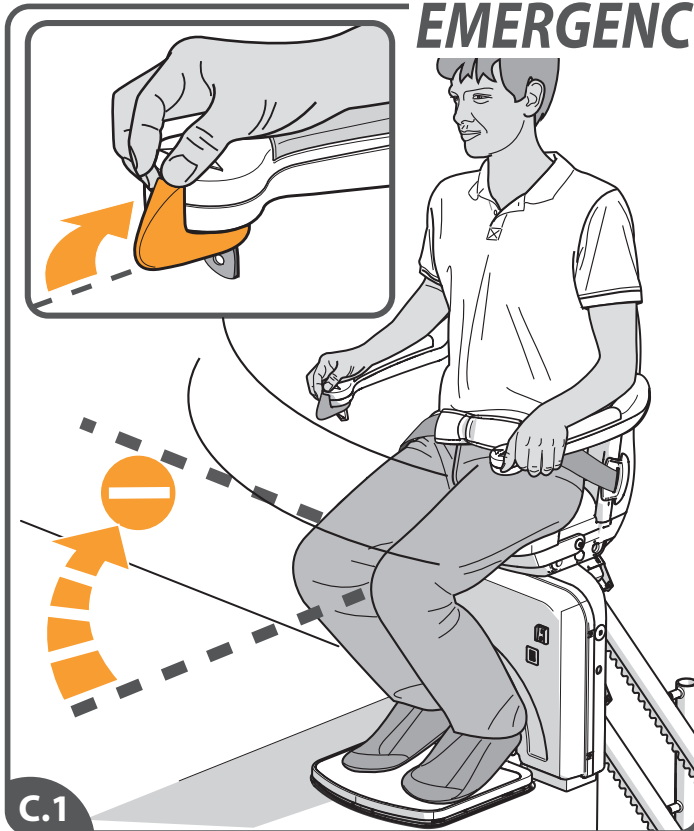
[C] It is recommended that the keys be stored close to the stairlift by hanging a key on the handset wall bracket.

EMERGENCY OPERATION > TRACK



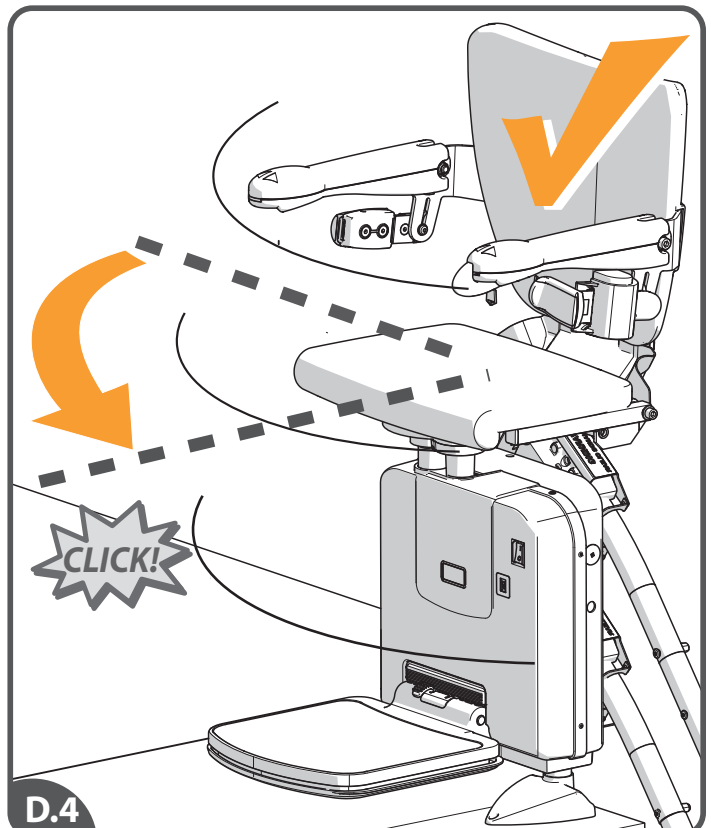
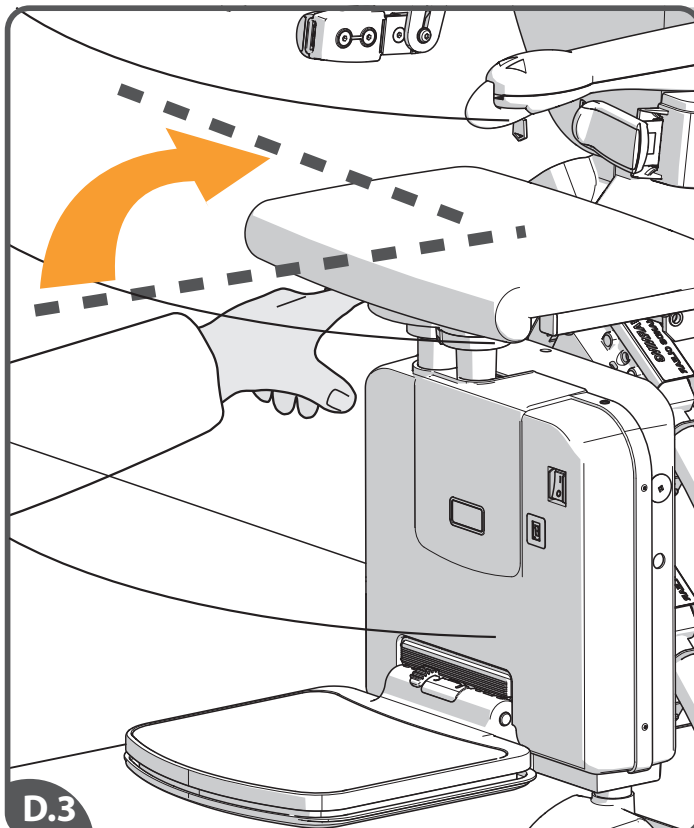
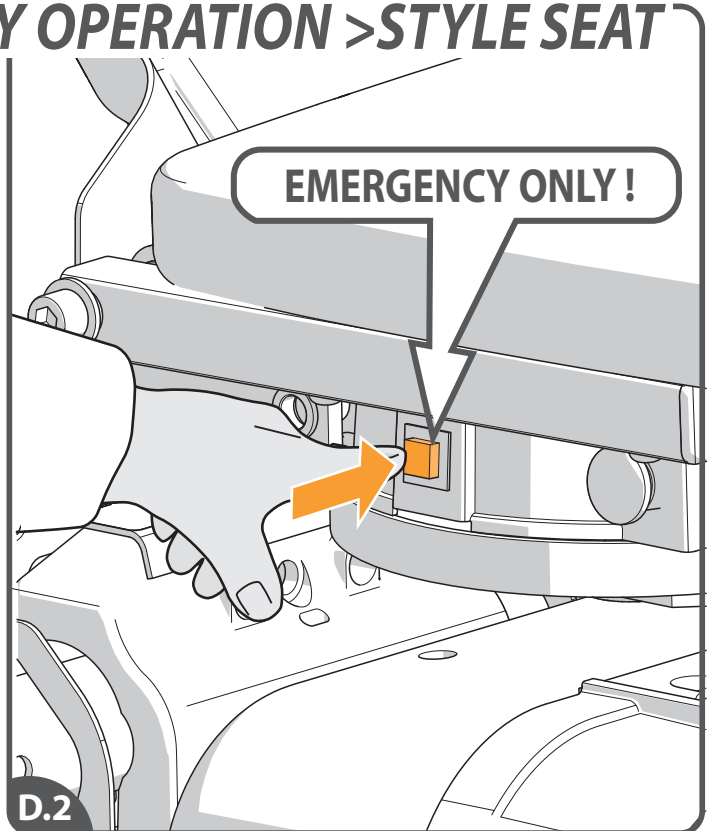
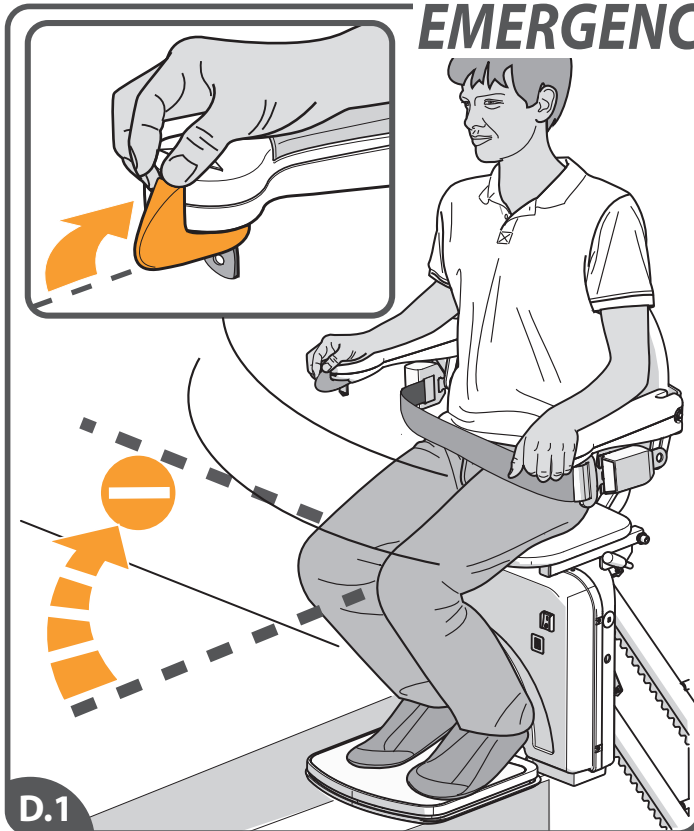
[B.1] When the stairlift stops unexpectedly and no longer moves any further, the hand winder can be used to move the lift to a charging point. [B.2] Turn off the lift. [B.3] Remove the cap from the unit with a screwdriver. [B.4] Turn the hand winder as indicated on the winder. Then wind the lift in the required direction.

EMERGENCY OPERATION > SMART SEAT



[C.1] If the power swivel is not functioning it can be swivelled manually. Do this only in an emergency. [C.2] Insert a coin in the button on the side of the seat. [C.3] Swivel the seat manually. [C.4] The seat must be returned to the start position. Remove the coin. Do this before you use the lift again.

EMERGENCY OPERATION > STYLE SEAT


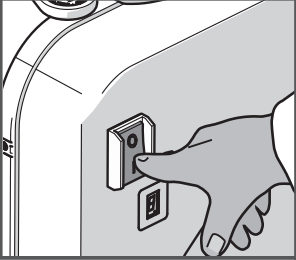



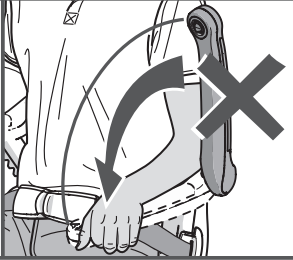
[D.1] If the power swivel is not functioning it can be swivelled manually. Do this only in an emergency. [D.2] Press the release button. [D.3] Swivel the seat manually. [D.4] The seat must be returned to the start position. Do this before you use the lift again.


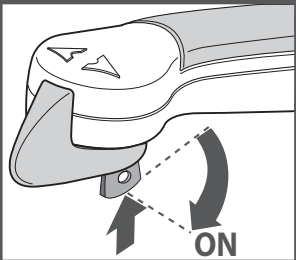
If the mentioned action does not help, call Handicare.


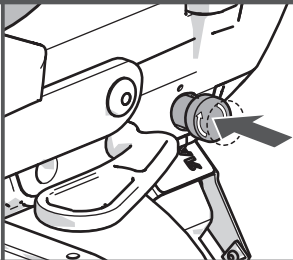
DIAGNOSTIC CODES


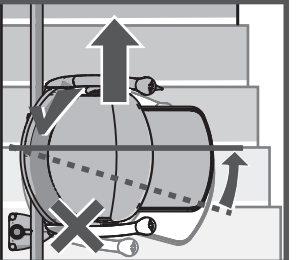
Write down the diagnostic code when you call Handicare for help.


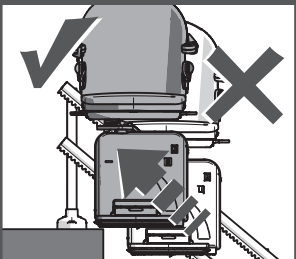
Display	Action
	
No display	
FAULT	


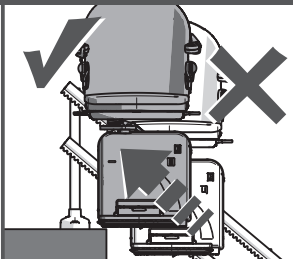
Display	Action
	
Charging, but the lift does not drive	
FAULT	


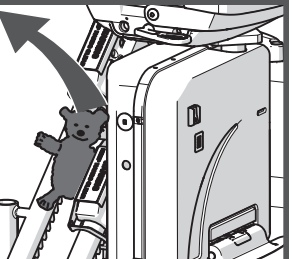
Display	Action
	
Final limit circuit activated	
FAULT	


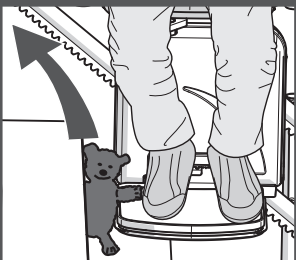
Display	Action
	
Final limit circuit activated	
FAULT	


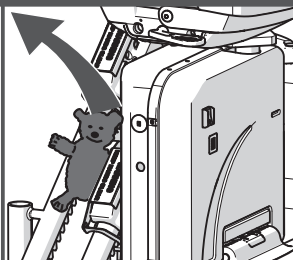
Display	Action
	
Final limit circuit activated	
FAULT	


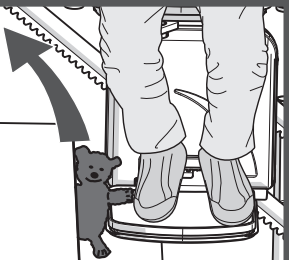
Display	Action
	
Requires charge	
FAULT	

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	


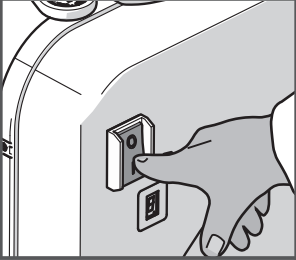
Display	Action
Brake not connected	
FAULT	


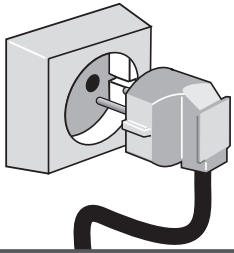
Display	Action
The main power relay has closed early	
FAULT	



Display	Action
Current limit exceeded	
FAULT	



Display	Action
Lift driving at half speed	
FAULT	

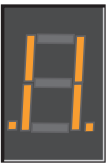

Display	Action
The main control board has a memory problem	
FAULT	

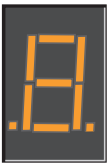
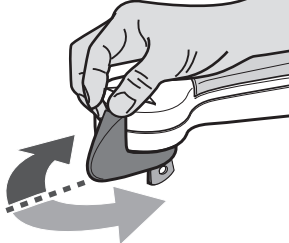
Display	Action
	
Power supply fault during charging	
FAULT	


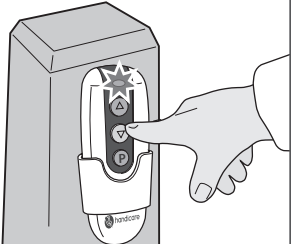
Display	Action
	
Power supply fault during charging	
FAULT	

Display	Action
	
Power supply fault when battery on float	
FAULT	

Display	Action
	
Main board hardware fault	
FAULT	

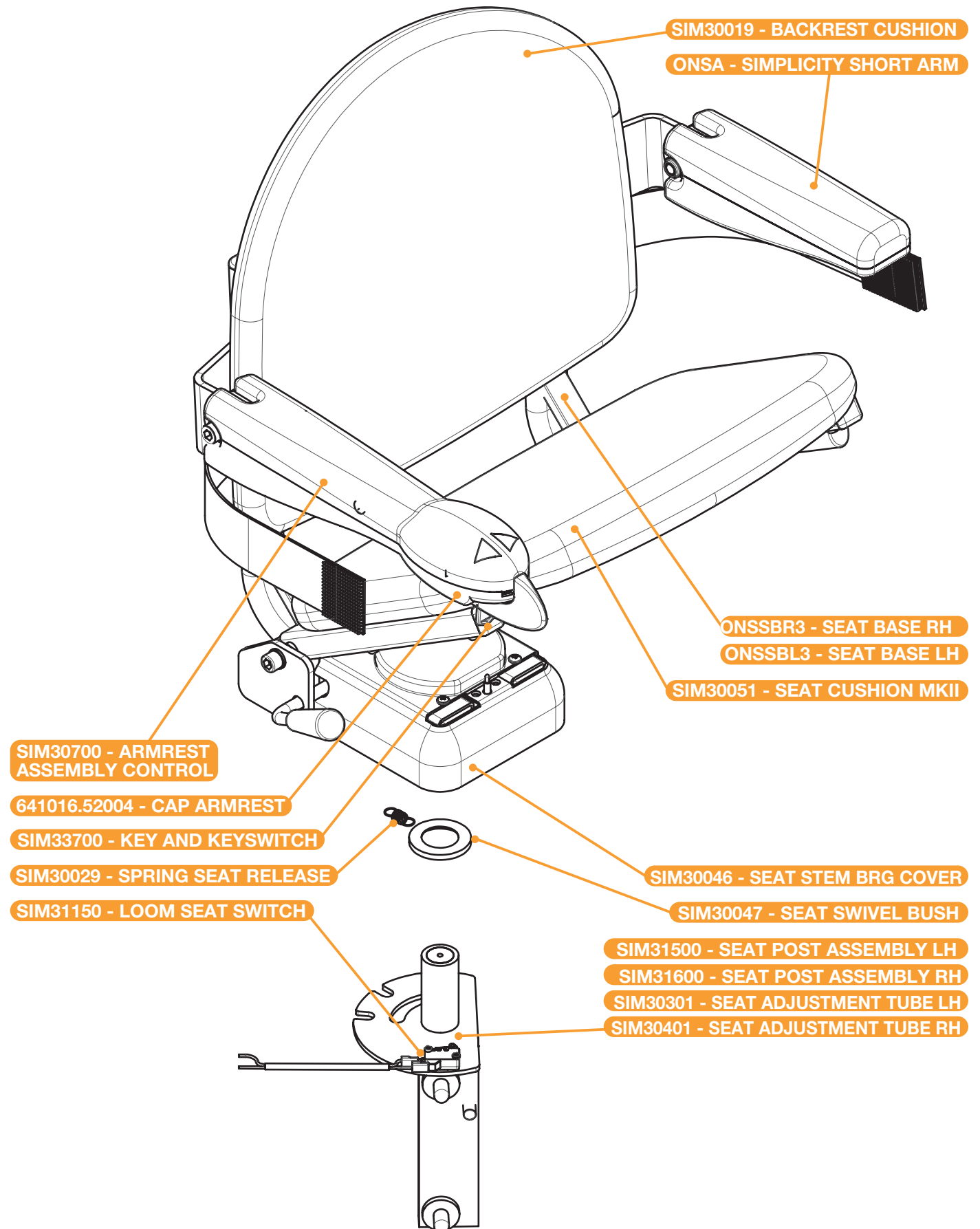
Display	Action
	
Over current	
FAULT	

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



SIMPLICITY SEAT

SPAREPARTS

SMART SEAT UPHOLSTERY OPTIONS
 ORCPUCO - COCOA
 ORCPUJA - JADE
 ORCPURU - RUBY
 ORCPUSA - SAND
 ORCPUSP - SAPPHIRE

ORASKSSD - ARM SPACERS
 DOUBLE SIZE

ORASKSS - ARM SPACERS
 STANDARD SIZE

RNA35031 - ARMREST
 ASSEMBLY RH
 (NO CONTROL)

RNA35006 - ARMREST
 ASSEMBLY RH
 (CONTROL)

RNP30050 - KEY SWITCH
 SIM33700 - KEY SWITCH

641415.52001 - LEVER SWITCH

RNA35003 - SEAT BELT
 ASSEMBLY LH

RNP30041 - RELEASE LEVER LH

RNP30042 - RELEASE LEVER RH

RNP30094 - LOOM SEAT SWIVEL SWITCH

RNP30077 - TORSION SPRING

RNP30015 - SWIVEL MOTOR

SMART SEAT EXTENDED UPHOLSTERY OPTIONS
 ORCPUEJA - JADE
 ORCPUERU - RUBY
 ORCPUECO - COCOA
 ORCPUESA - SAND
 ORCPUESP - SAPPHIRE

RNA35004 - SEAT BELT ASSEMBLY RH

RNA35030 - ARMREST ASSEMBLY LH (CONTROL)

RNA35005 - ARMREST ASSEMBLY LH (NO CONTROL)

ORESFK - EXTENDED

OXSSSBEU - SEAT BASE
 EXTENSION UPGRADE

RNP30076 - FLAP SWITCH BRACKET

172001.52120 - HAN 126 PCB

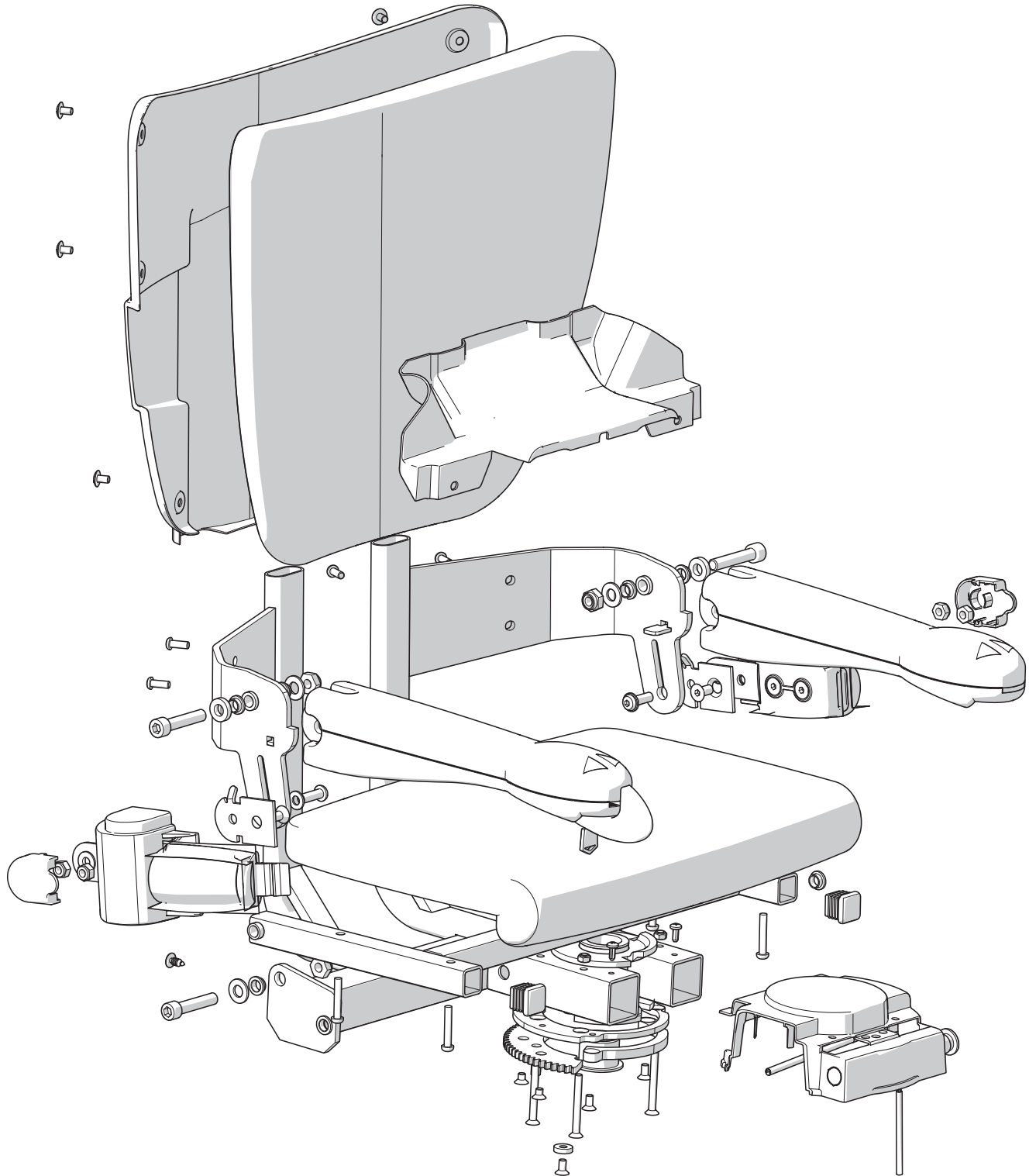
RNP30129 - IGUS BEARING

RNP30155 - PRESSED
 SHAFT AND PINION

ONRPSL - SMART SEAT
 POWER SWIVEL OPTION LH

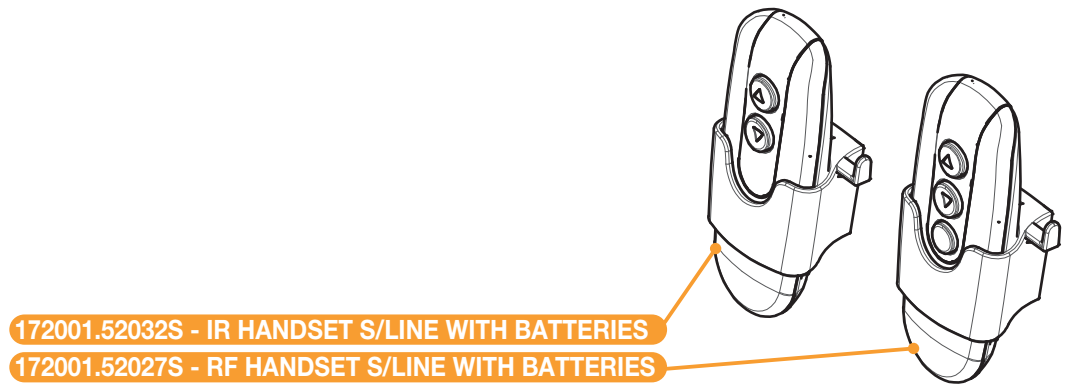
ONRPSR - SMART SEAT
 POWER SWIVEL OPTION RH

SMART SEAT



STYLE SEAT

SPAREPARTS





handicare

Handicare Stairlifts B.V

Newtonstraat 35
1704 SB Heerhugowaard
The Netherlands
T +31 (0)72 576 88 88
F +31 (0)72 574 34 35
stairlifts@handicare.com
www.handicare.com

Handicare Accessibility Ltd

82 First Avenue, Pensnett Estate
Kingswinford, West Midlands
DY6 7FJ United Kingdom
T. +44 (0)1384 408700
F. +44 (0)1384 408719
E. enquiries@handicare.co.uk

Handicare Monte-escaliers

4 Rue des Piverts
ZAC de l' Aunaie
91610 Ballancourt-sur-Essonne
France
Tel: +33 (0) 1 69 46 86 10
Fax: +33 (0) 1 69 46 86 19
monte-escaliers@handicare.fr

Handicare GmbH

Hausberger Straße 16
32457 Porta Westfalica
Deutschland
Tel: +49 (0) 571 973398-55
Fax: +49 (0) 571 973398-56
data@handicare.com

Prism Medical Inc.

10888 Metro Court
St. Louis, MO 63043
United States of America
Toll Free: 1.866.891.6502
Local: 314.692.9135
Fax: 314.692.7858
info@prismmedicalinc.com

USER MANUAL



000411.1506, rev. E