



## **Platinum Curve Stairlift**

### *User Guide*

**PLEASE RETAIN THIS GUIDE  
FOR FUTURE REFERENCE.**

## Contents

Getting to Know Your Stairlift.....	4
Controls:.....	5
Mains Power Switch .....	5
Battery Isolator Switch.....	5
Diagnostic Display .....	5
Key Switch .....	5
Direction Control.....	5
Footrest.....	5
Swivel Seat.....	6
Safety Interlocks .....	6
Lap Belt .....	6
Charging Points .....	7
Remote Controls.....	7
How to Use Your Stairlift.....	7
Getting On to the Chair:.....	8
Travelling up or down the stairs .....	8
Getting Off the Chair:.....	8
Remote Control: .....	8
Cleaning & Maintaining your stairlift.....	9
Problems / Troubleshooting .....	10
System Status Codes .....	10
Mains Power, Battery Power and Power Cuts .....	11
Battery Replacement.....	12
Hand Winding the Stairlift .....	12
Calling Out an Engineer .....	12
Technical Information .....	13
Weight Limits.....	13
Operating Periods / Excessive Use .....	13
Maintenance.....	13
Upholstery .....	13
Installation & Service Record.....	14
Notes.....	15

## **Thank you for choosing Platinum Stairlifts**

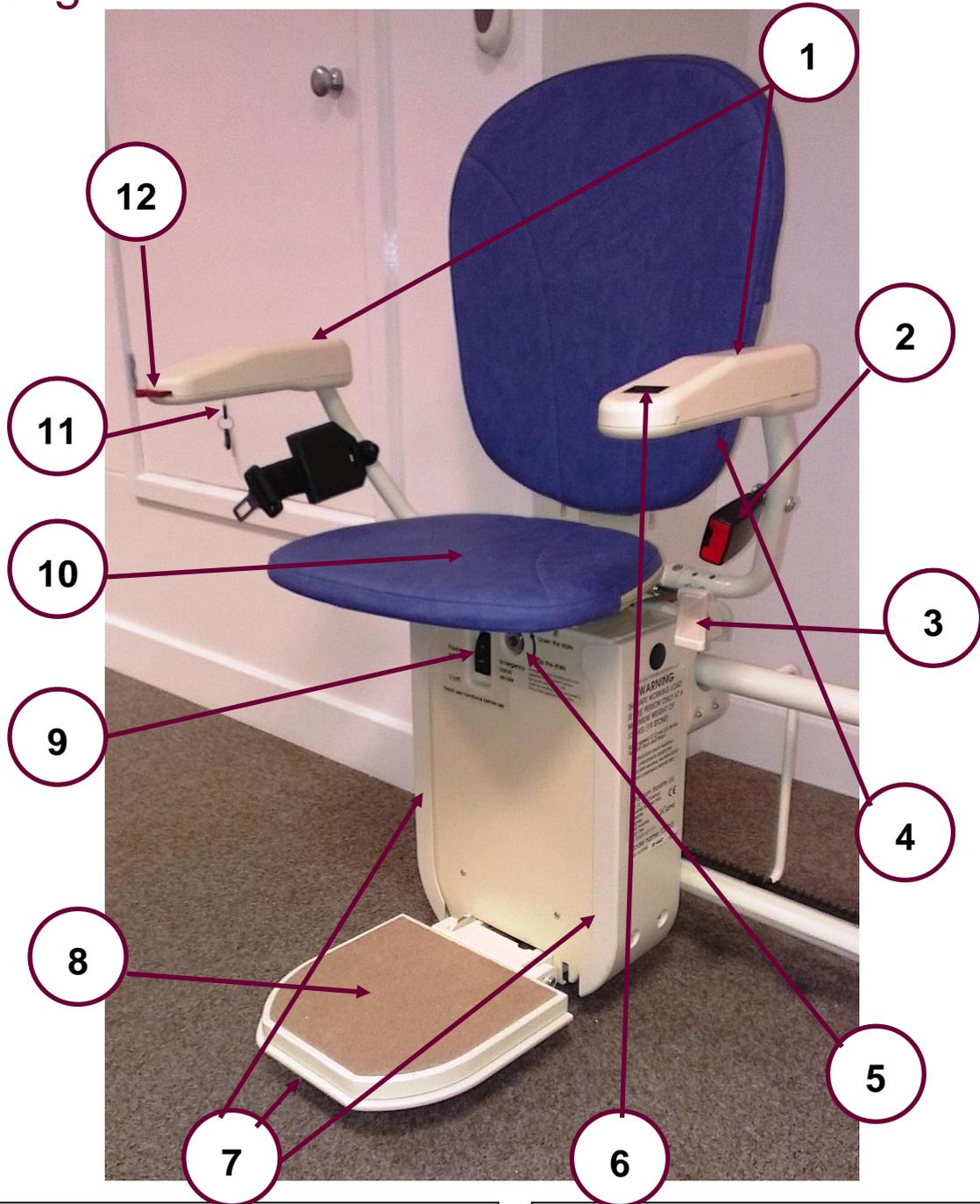
We have designed our range of Platinum Curve stairlifts to help you continue living in your home.

To help you get the best from your stairlift, please take a few minutes to study this guide. Also, please show this guide to any-one else who might need to use the lift. If you have a cleaner or a helper, they should also have a look through this guide too.

Please keep this guide in a safe place so you can refer to it in the future, and so you know who to call if there is a technical problem with your stairlift. Remember to keep your stairlift plugged in and switched on at all times (except when you go away for long holidays).

Remember to keep the area underneath and around your stairlift free from obstructions.

# Getting to Know Your Stairlift



No	Meaning
1	Arm rests (fold up and down)
2	Lap Belt
3	Seat Swivel Lever
4	Powered footrest control (if option fitted)
5	Emergency Hand-wind Mechanism
6	Diagnostic Display
7	Safety Limit Covers
8	Footrest (folds up and down)

No	Meaning
9	Battery Isolator Switch
10	Seat (folds up and down)
11	Keyswitch
12	Direction Control
13	Mains Power Switch
14	Charging Point
15	Remote Control

These numbers are used throughout this guide.

## Mains Power Switch

The stairlift should be plugged in at the nearest mains socket. This could be at the top or bottom of the stairs.

The lift needs to be plugged in and switched on at all times. When the power is on, a green indicator light will be shown on the power supply, mounted nearby.



## Battery Isolator Switch

The Battery Isolator Switch (9) is used to switch the stairlift on or off.

This should be left switched on at all times



## Diagnostic Display

The diagnostic display (6) displays the current status. If any faults develop with the operation of the lift they will be displayed here. For a list of codes please see System Status Codes section in this manual.



## Key Switch

The Key Switch (11) is used to lock the stairlift.

The Key Switch is located on the underside of the armrest which contains the direction control.



## Direction Control

The Direction control (12) is red and located on the end of one of the armrests.

To move the chair, push and hold the joystick in the direction you want to move.

There is a short delay before the stairlift will start or change direction.



## Footrest

The footrest (8) folds up and down manually.

### Powered footrest option.

There is an option of an automatic powered footrest. If this option is fitted the powered footrest can be operated by using the powered footrest control (4). This is located on the underside of the opposite armrest containing the direction control



## Swivel Seat

For safety, the seat (10) is locked into one of two positions. In the normal travel position, the seat will be locked into position with your back parallel to the track. This is so you do not catch your feet on the steps during travel. The lift will not travel unless the the seat is locked into this position.



The seat can be swivelled approx. 85 degrees to allow easy access when the lift is at the top of the stairs. To rotate the seat, lift one of the Seat Swivel Levers (3), and swivel towards the landing until the seat comes to a stop then release the lever to lock the seat in place. Make sure the seat is locked before you try to sit down or get up from it.



To return the seat to the normal travel position, lift one of the seat swivel levers (3) and swivel away from the landing until the seat comes to a stop then release the lever to lock the seat in place.

The seat only swivels at the top of the stairs.

If you try to swivel the seat whilst the lift is moving, the chair will stop.

### Powered Swivel Option.

There is an option of an automatic powered swivel. If this option is fitted, when reaching the top of the stairs, keep the direction control pressed upwards. After a short pause, the carriage will swivel towards the landing. To return the carriage to the normal travel position, press the direction control downwards and the chair will swivel back into the normal travelling position before moving down the stairs.



## Safety Interlocks (8)

The footrest and the motor unit are fitted with Safety Interlocks (8). These are pressure pads which will stop the lift if they come into contact with any obstructions.

If the lift stops because it has encountered an obstruction, a fault code will be displayed on the diagnostic display. Release the direction control, wait two or three seconds, then reverse away from the blockage.

## Lap Belt (2)

The Lap Belt (2) holds you safely on the seat as you climb or descend the stairs. To use, pull the belt across in one, smooth movement and click into it's socket. To remove, press the red button on the socket, the belt will then retract into it's casing.

The lap belt must be used every time the stairlift is used.

Do not undo the lap belt until the chair reaches the end of the track.

## Charging Points (15)

The stairlift is powered by large internal batteries. These are charged when the stairlift is not in use. Charging points are located at the top and bottom of the track. The lift MUST be parked on a charging point when not in use. The stairlift will sound an audible beep and display a number 2 on the diagnostic display if it is not parked on a charging point.



## Remote Controls (16)

The Remote Controls (16) work in the same way as the arm controls. The standard lift is supplied with 2 remote controls. The red park button is used with the intermediate park option. If fitted, this option would typically be used to park the chair somewhere other than the top or bottom of the rail if doing so would cause an obstruction. It can also be used as an alternative embark/disembark point on multi floor installations.



## How to Use Your Stairlift

Before you use your stairlift, please read all of these instructions carefully.

Your stairlift is for carrying people in a seated position. Do not allow children to play on or near the stairlift.

**The stairlift chair must be isolated with the keyswitch while getting on and off the lift.**

**The swivel seat must be locked into the correct position.**

**If you are not able to safely get on or off this lift, seek assistance from a competent person.**

## Getting On the Chair:

1. Manually fold down the Footrest (8). If powered footrest option fitted, press and hold powered footrest switch until footrest is completely down. The switch is located under opposite armrest to main direction joystick.
2. Fold down the seat pad (10) and ensure that the seat is swivelled into the correct position so you can sit on it safely. If the seat requires swivelling, lift either of the seat swivel levers (3) fully up and swivel the seat completely around. When the seat stops, release the seat levers and ensure the seat locks into place.
3. Fold down the Arm Rests (1).
4. Sit on the seat and then fasten the Lap Belt (2) around your waist.
5. If necessary, swivel the seat back into the correct travel position and place your feet on the footrest (8).

## Travelling up or down the stairs:

Keep your feet on the footrest (8) and your arms on the armrests.

Press and hold the joystick (12) in the direction that you wish to travel. There will be a short delay and then the stairlift will slowly move off. The stairlift will automatically adjust it's speed as it travels along the rail to ensure a smooth and comfortable journey. Keep the joystick pressed in the direction of travel until the stairlift comes to a complete stop. If the powered swivel option is fitted, keep the joystick pressed and the chair will swivel into the correct position. When the stairlift has come to a complete hold you can release the joystick and get off the chair.

If you stop the lift during travel, or wish to change direction, release the joystick, wait for a few seconds, press the joystick in the direction you wish to travel. Again, there will be a short delay before the stairlift moves off.

## Getting Off the Chair:

1. The chair must be in a position for you to get off safely. Please bear in mind that this may mean swivelling the seat. If the seat does require swivelling, lift either of the Seat Swivel Levers (3) fully up and swivel the Seat (10) completely around into the correct position for you to get off it safely. When the seat stops, release the Seat Levers to lock the Seat in place.
2. Unfasten the Lap Belt (2) from around your waist and get out of the stairlift seat.
3. Fold up the Arm Rests (1), and the Seat (10).
4. Fold up the footrest (8). If powered footrest option fitted, press and hold powered footrest switch until footrest is completely up. Switch is located under opposite armrest to main direction joystick.
5. If the stairlift needs to be moved without a passenger, the seat will need to be returned back to it's correct travel position first.

## Remote Control:

To move the stairlift without a passenger, or to assist a seated passenger, press and hold down the appropriate direction button on the Remote Control (15). Red for up, Green for down

## **Cleaning and Maintaining Your Stairlift**

**To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service.**

**Your local stairlift servicing centre will be pleased to discuss servicing your stairlift and any warranty arrangements.**

**Before cleaning your stairlift, switch off using the keyswitch (11).**

The top and bottom tubes of the stairlift rail must be kept clean to ensure the continued, reliable operation of the stairlift. These can be cleaned using soapy water or any mild, non abrasive house-hold cleaner.

The plastic, metal and painted metal areas of your stairlift can be cleaned using a small quantity of any mild kitchen surface cleaner. If you use a spray, apply a small amount of spray to a soft cloth, then gently use the cloth to wipe the surface.

The upholstery is resistant to most household stains, most of which can be wiped off fairly easily. Regular cleaning with a damp soapy cloth or sponge, followed by a wipe with a damp clean cloth will help the upholstery maintain a fresh appearance.

To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service. The lift should be inspected and serviced every 12 months. Your local stairlift servicing centre will be pleased to discuss servicing your stairlift and any warranty arrangements.

### **Important**

**Solvent-based cleaners, bleaches, abrasives, synthetic detergents, wax or silicon-based polishes and aerosol sprays must not be used on any part of the stairlift. Do not try to clean the interior of the motor housing, the chair or the rails. If special cleaning is needed, please contact your local service centre.**

## Problems / Troubleshooting

If used correctly, your stairlift should give you trouble-free operation. If you experience a problem, please follow the checklist below before requesting a visit from an engineer. The engineer will make a charge if there is not a technical problem with the lift.

### System Status Codes

These codes are displayed on the diagnostic display (6) on the stairlift:

Code	Meaning
	<p><b>No Display</b> No power</p> <p>1. Check the battery isolator switch is in the "I" position</p>
<b>Battery Isolated</b>	<p><b>Stairlift is turned Off</b></p> <p>1. Check the battery isolator switch is in the "I" position</p>
<b>Platinum</b>	<p><b>OK</b> The stairlift is on charge and everything is OK, lift should operate normally.</p>
<b>Safety Circuit</b>	<p><b>Final Limit Fault</b></p> <p>1. Check the key is in and switched on. 2. Check seat is swivelled into the correct position.</p>
<b>Low Battery</b>	<p><b>Batteries Need Charging</b></p> <p>1. Check that the lift parked correctly on one of the charge points. 2. Check charger is plugged in to mains socket and turned on.</p>
<b>Off Charge</b>	<p><b>Lift is off Charge</b> Stairlift batteries are not charging (the stairlift may still work). To charge them:</p> <p>1. Move the stairlift to a charging point 2. Check transformer is plugged in to mains socket and turned on.</p>
<b>End Stop</b>	<p><b>End Stop Activated (bottom skate metal cover left and right)</b> Ensure that both track and staircase are clear of obstructions.</p>
<b>Safety Edge</b>	<p><b>Lift stopped by safety edge in direction of travel (footplate, top skate, side cover)</b> Ensure that both track and staircase are clear of obstructions.</p>
<b>Move Right</b>	<p><b>Lift travel direction</b> Right.</p>
<b>Move Left</b>	<p><b>Lift travel direction</b> Left.</p>
<b>Seat Swivel</b>	<p><b>Seat in Swivelled position (Powered Swivel Only)</b> Lift cannot move until powered swivel seat is returned to travel position.</p>

<b>Code</b>	<b>Meaning</b>
<b>Lost Position</b>	<b>Lift has lost datum position</b> Move lift to bottom of track to reset datum position.
<b>Thermal Cut Out</b>	<b>Motor and motor drive are running too hot, overloaded lift or excessive use.</b> Switch lift off and allow motor to cool.
<b>Call Conflict</b>	<b>More than one conflicting call received.</b> Direction toggle or wall control direction button stuck on.
<b>Release Joystick</b>	<b>Conflicting call received.</b> User needs to release joystick and re-input call.
<b>Brake Fault</b>	<b>Motor brake inoperable.</b> Turn lift off using battery isolator switch, wait 10 seconds, turn lift back on.
<b>Relay Fault</b>	<b>Power relay did not close</b> Turn lift off using battery isolator switch, wait 10 seconds, turn lift back on.

### **Mains Power, Battery Power and Power Cuts**

The mains power supplies power to a set of large internal batteries. These batteries then power the motor which lifts you up and down the stairs.

If the mains power fails, you can continue to use the stairlift for a short while as the batteries store enough power to allow you up and down the stairs a few times.

If the battery power runs low (for example after a power cut), a status code will appear on the display.

If the battery power runs very low (for example, after a power cut and several trips on the lift), another status code will appear on the display. At this point you urgently need to charge the stairlift batteries back up again.

## Battery Replacement

The large internal batteries will need replacing periodically by a service engineer. They will be checked and replaced if necessary during a service visit by the engineer.

You need to replace the batteries in the Remote Control (15) periodically. To replace the batteries in the remote control:

- Open the cover of the remote control and remove the old battery.
- Replace it with 2 new AAA batteries, ensuring the polarity is correct.
- Replace the cover.

## Hand Winding the Stairlift

The stairlift should only be hand-wound by, or under the supervision of, a competent stairlift engineer. Hand-winding the stairlift downwards, in some circumstances, or without releasing the brake can cause severe damage to the stairlift which will not be covered under your guarantee or warranty.

## Calling Out an Engineer

**If you are still unable to remedy the problem, please call your local service engineer (this will usually be the company you bought the lift from). Please have a list of system status codes that you may have witnessed available.**

Alternatively, you can call the Platinum Helpline on:

**0800 542 3166**

## **Technical Information**

### **Weight Limits**

The standard stairlift has been designed to carry one person only, and has a maximum weight limit of 120kg (19 stone). The heavy duty stairlift has a maximum weight limit of 160kg (25 stone).

### **Operating Periods/Excessive Use**

Your stairlift has been designed to run continuously for no more than 15 minutes in any three hour period. If you use the stairlift too often without taking a break, the motor will not cool down between journeys and may become damaged.

### **Maintenance**

To maintain safe and reliable operation, your stairlift needs a regular safety inspection and service. **The standard, 120kg (19 stone) stairlift requires one service visit every 12 months. The Heavy Duty, 160kg (25 stone) stairlift requires one service visit every 6 months.**

Your local stairlift servicing centre will be pleased to discuss servicing your stairlift and any warranty arrangements.

### **CAUTION:**

**MODIFICATIONS WHICH HAVE NOT BEEN EXPRESSLY APPROVED BY THE MANUFACTURER MAY VOID THE WARRANTY AND MAY CAUSE DAMAGE.**

**YOUR STAIRLIFT SHOULD BE INSPECTED AND MAINTAINED BY A PLATINUM APPROVED SERVICE ENGINEER.**

### **Upholstery**

Carelessness with matches, cigarettes and so on can cause a fire. The upholstery material used on your stairlift has been tested for compliance with BS5852.

### **CAUTION:**

**IN THE EVENT OF FIRE, DO NOT USE THE STAIRLIFT.**



## Notes



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