

Looking after your stairlift

Model: **320 Outdoor**



Stannah



Ask any one in our team and they'll say they're committed to providing the best stairlifts. And they're true to their word.

Here at Stannah, our people are at the heart of everything we do. No matter what their role, they share our passion for making world class stairlifts.

Whether they are responsible for fitting a particular part or checking each finished stairlift as it glides off the production line, each one takes enormous care to ensure that every small detail is perfect. This commitment and pride is inspired by the way they see our customers - as individuals. Each employee understands that you need to have complete faith that your stairlift will work exactly as it should, so it can be everything you hope for.

It's this personal involvement, along with our policy of making every stairlift to order in our own Stannah facilities, that ensures that every model that leaves our premises is as good as it can possibly be. And there's one vision that drives all these principles - the Stannah pledge to be true to our word.

Everyone who works for us believes in what we stand for and is committed to fulfilling our promise to you - to provide you with a stairlift that offers all the quality, reliability and performance you need to stay comfortable, safe and independent in your home.

Service Log

It is important to us that our stairlifts always help you travel up and down your stairs in the safest possible way. With this in mind, we recommend our stairlifts are serviced twice a year by a Stannah trained service engineer.

Installed by _____ on / /

Position of wall switch _____

| Date | Service details | Service Engineer |
|-------|-----------------|------------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
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| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

A stairlift is a device to transport a seated person up and down the stairs safely

Welcome to your 320 User Guide.

To help you get the most from your new stairlift, please take a few minutes to read this guide. Then, please keep this guide in a safe place in case you need to check any details in the future.

If you feel unsure about any aspect of your stairlift, please do not hesitate to get in touch with your stairlift supplier, details on the back page.

Thank you for choosing Stannah



320

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Serial No: _____



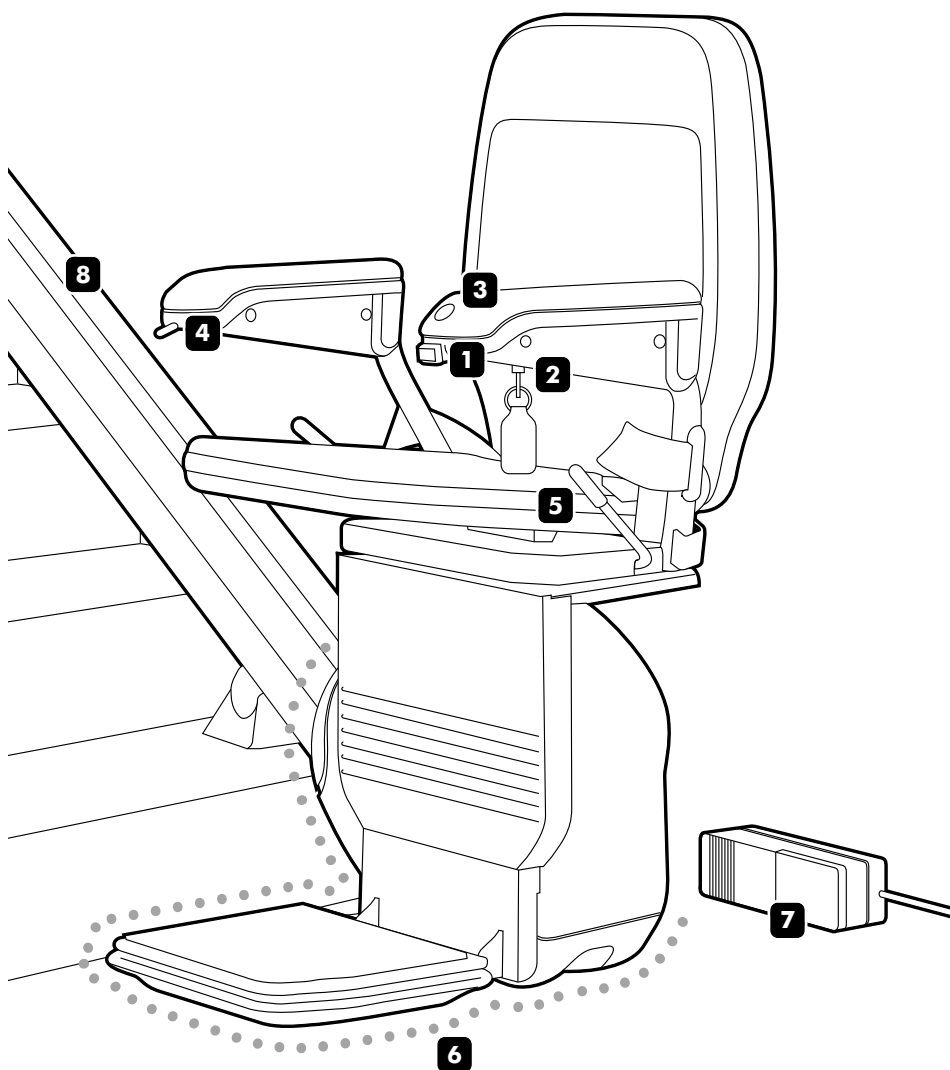
You will find important safety information wherever you see the **SAFETY NOTICE** symbol shown above.

Important:
Your stairlift is not designed to operate in the event of a fire and should not be depended on as a means of escape.

Getting to know your stairlift

320 stairlift

shown in travelling position



1 On/off switch**2 Power key**

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

3 Power Light

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

4 Joystick

Moves the stairlift in the direction you want to travel.

5 Swivel levers

These are on both sides of the seat. The seat will swivel outwards at the top of the stairs to help you get on or off the stairlift.

6 Safety edges

The safety edges are there to stop the stairlift if they come into contact with any obstacles. This stops anything from becoming trapped while the stairlift is being used. See page 20 for more information.

7 Battery charger

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

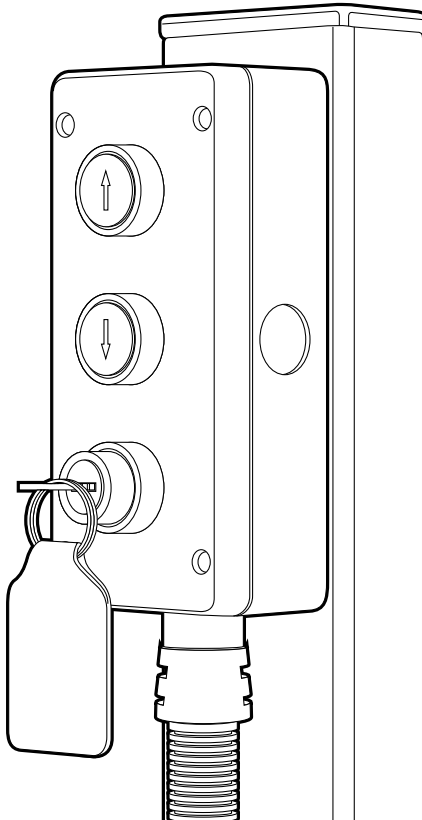
8 Rail

Getting to know your stairlift

Additional calling controls (optional)

Positioned at the top and bottom of the staircase, the additional calling controls let you call the stairlift if it is at the opposite end of the staircase to you.

The controls will not work unless the power key is turned to the on position.



SAFETY NOTICE

Make sure no one else is using the stairlift before you call it.

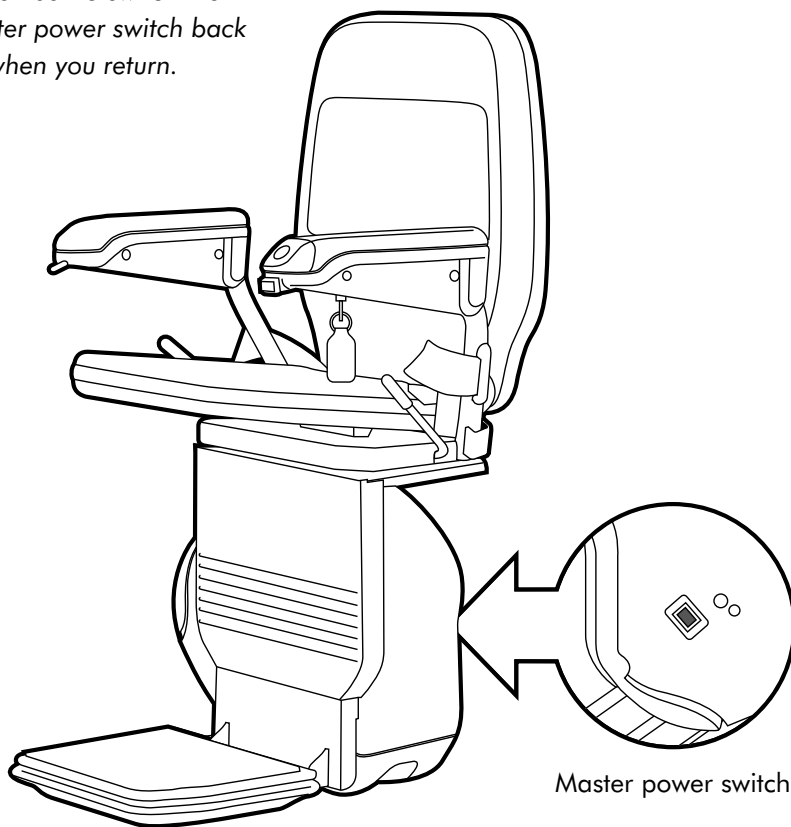
Getting to know your stairlift

Master power switch

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

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

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



For the 'HELP' section see page 20

Using your stairlift

1. Turn on the power key

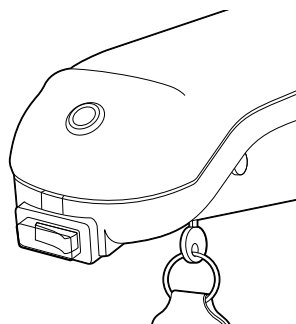
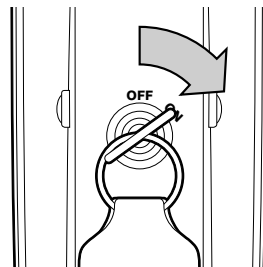
To turn on the power key

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

Switch the on/off switch to the on position.

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

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

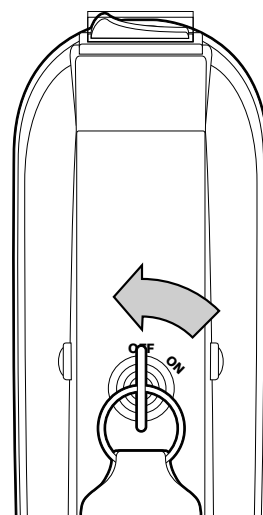


2. To switch off the power key

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

The green power light will go off.

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



For the 'HELP' section see page 20

Using your stairlift

3. Using the additional calling controls

Use these when you want to move the stairlift to the opposite end of the stairs.

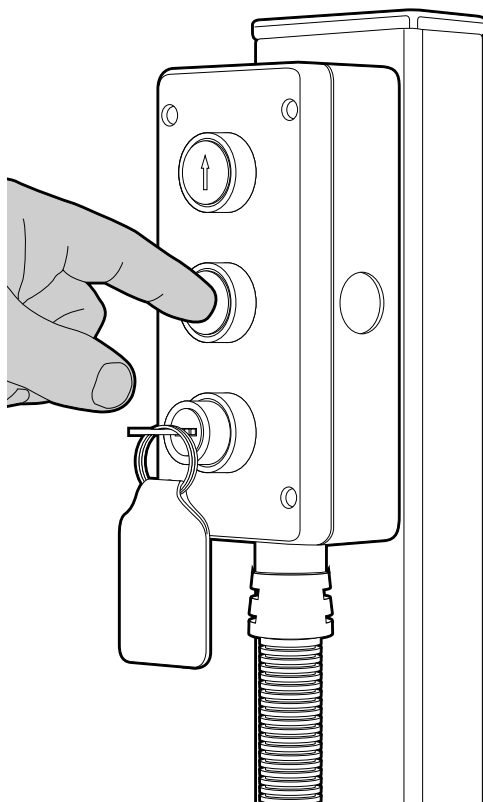
To move the stairlift along the rail

Press and hold the arrow button on the additional control to move the stairlift in the direction you want.

You can move the stairlift whether the chair is folded or unfolded.

There is further information on how to unfold the chair on page 12.

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



SAFETY NOTICE

Make sure no one else is using the stairlift before you call it.

Using your stairlift

4. Unfold the chair

Your chair can be folded away when it is not in use to give you more space around the top and bottom of your stairs.

To unfold the chair

Lower both armrests,
the seat and the footrest.



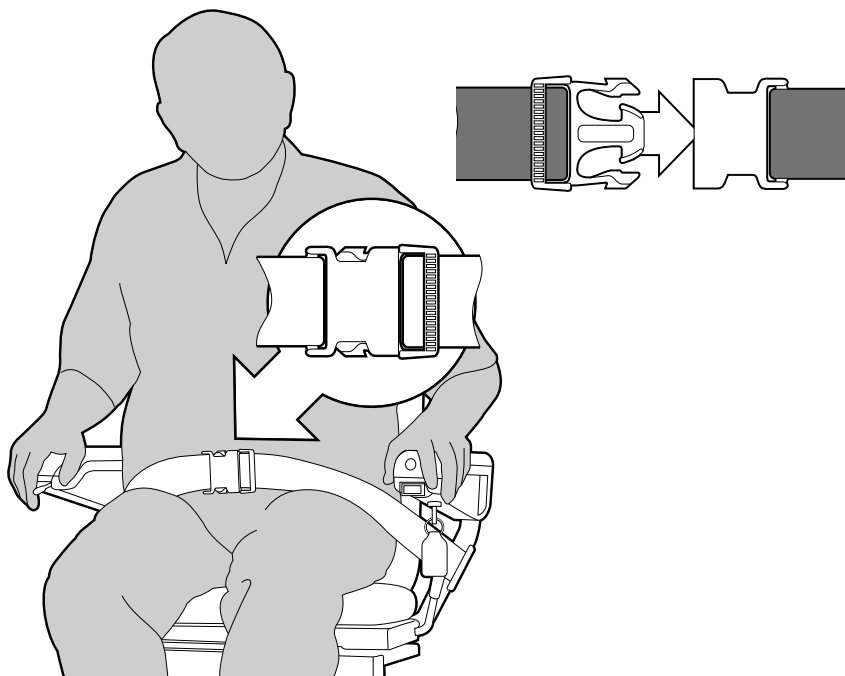
Using your stairlift

4. Settle into the seat and start the stairlift

Make sure the on/off switch is in the off position and the power light is off. Then, settle yourself into the seat and put your seatbelt on.

When you are ready to travel up or down the stairs, switch the on/off switch to the on position, and use the arm control to start the stairlift.

Pull the seatbelt across you and fasten together.



SAFETY NOTICE

Always wear a seatbelt. Only undo it when you have reached the top or bottom of the stairs and are ready to get off.

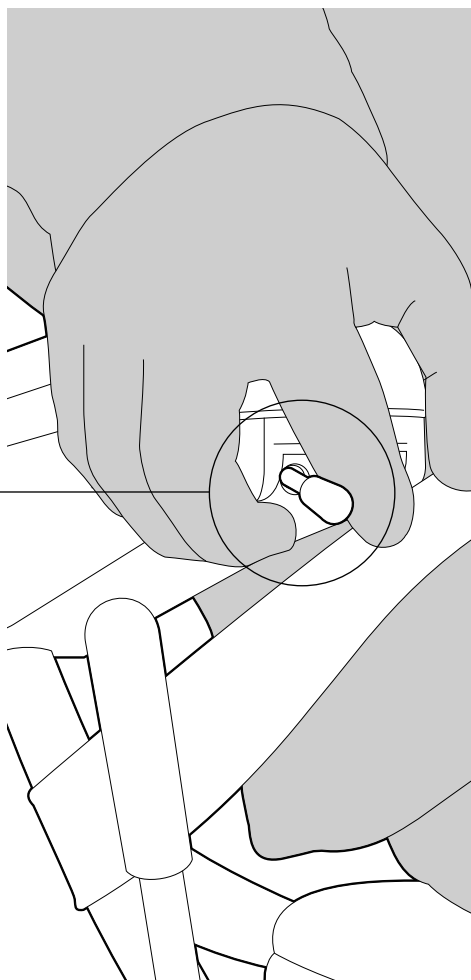
Using your stairlift

6. To start the stairlift

Move and hold the joystick in the direction you want to travel - after a few seconds the stairlift will start.

The delayed start is a safety feature.

When the stairlift has reached the top or bottom of the stairs, it will stop. If you release the joystick at any point, the stairlift will stop.



SAFETY NOTICE

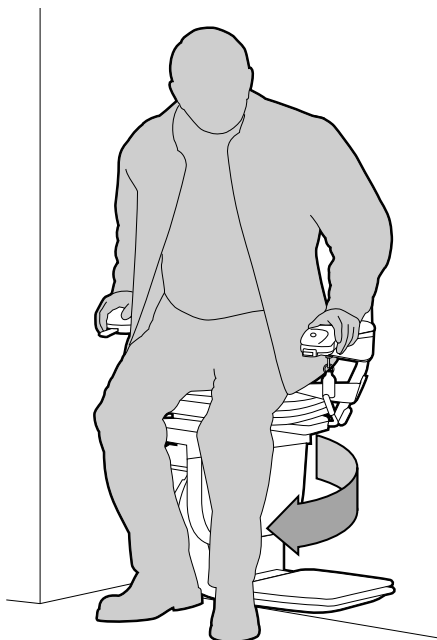
Only one person should ever use the stairlift at one time.

Using your stairlift

7. Swivel the seat

At the top of the stairs you can swivel the seat towards the landing to help you get off the stairlift.

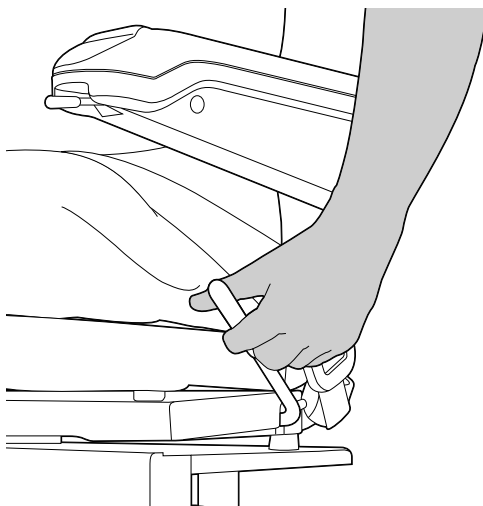
You can also swivel the seat to make it easier to get on the stairlift when you want to go back down.



To swivel the chair

Push the swivel levers down fully on the sides of the seat and swivel the seat to the side.

You can only do this in the direction of the top of the stairs – this is a safety feature.



For the 'HELP' section see page 20

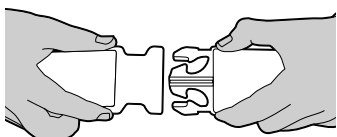
Using your stairlift

8. Getting off the stairlift

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

To get off the stairlift

Unfasten the seatbelt



Carefully get off

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



Cleaning your stairlift

If there are any aspects of cleaning your stairlift that you are unsure about, please call your Stannah supplier.

To clean the rail

Use a damp cloth to remove any dust or dirt.

To clean the upholstery

Use a damp cloth to remove any dust or dirt.

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

Weight limits

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

| Angle | Weight limit |
|-----------|-------------------------|
| Up to 45° | 135kg (approx 21 stone) |

Maximum sound emissions 70dB

Battery charger input: 100 - 240V AC 50/60 Hz

Output to stairlift: 24V DC 750mA.



Recycling and disposal of your stairlift

Do not dispose of any part of this product as everyday rubbish. For more information about recycling and disposal of your stairlift, please contact your Stannah supplier, details on the back page.

For the 'HELP' section see page 20

Technical and Safety

It is very unlikely that your stairlift will stop whilst travelling. However, if it does and is causing an obstruction, we have provided you with a hand-winding tool and instructions on how to manually move your stairlift out of the way.

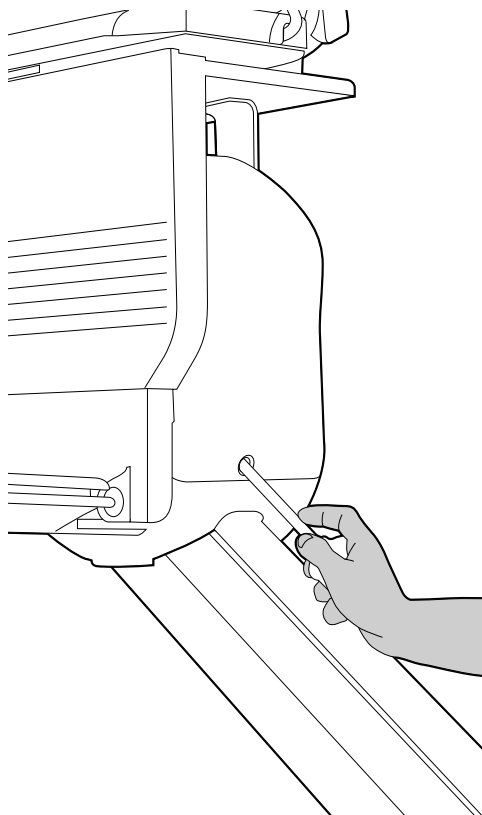
To move the stairlift using the hand-winding tool

Switch off the master power switch.
See pages 9.

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

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

Push the safety edge and turn the handle as shown on the label on the chair base.



SAFETY NOTICE

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

Technical and Safety

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



Make sure no one else is using the stairlift before you call it using the additional calling controls.



You can remove the power key to stop others from using your stairlift.



Always use the seatbelt. Only undo it when you have reached the top or bottom of the stairs and are ready to get off.



Keep your elbows tucked in close to your body when using the stairlift.



Only one person should ever use the stairlift at any time.



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



Never allow children to use the stairlift unsupervised.



Never attempt to dismantle the stairlift.



If you are home alone when using your stairlift, we recommend carrying a mobile telephone, or some other communication device, so you can alert others if you need help getting off the stairlift.

Help

It is unlikely that you will ever experience a problem with your stairlift. If you do, please use the following checklist.

If the checklist doesn't help you to solve the problem, contact your stairlift supplier, details on the back page.

Stairlift will not move

The power light is off

- Check that the master power switch is switched on – see page 9.
- Check that the power key is inserted and turned to the on position – see page 10.

The stairlift will not work if either of these are switched off.

The power light is on

- Check that the chair is swivelled back to its travelling position and that the swivel levers are fully pushed down. *The chair will not move unless it is in this position – see page 6 and 15.*
- Check whether there is anything obstructing the safety edges –

If there is, the stairlift can be moved in the opposite direction to allow you to remove the obstruction. You can then continue to go up or down the stairs.

If your stairlift still does not move

(1) turn the power key to the off position, then back on.

(2) move and hold the arm control in the downward direction – after a few seconds the stairlift will start. Then call your Stannah supplier.

If the stairlift stops during the above, repeat steps 1 and 2 until you reach the bottom of the stairs.

If steps 1 and 2 do not work, then alert another person in the home and ask them to contact your Stannah supplier.

If you are home alone when using your stairlift, we recommend carrying a mobile telephone, or some other communication device, so you can alert others if you need help getting off the stairlift.

As a last resort, swivel the chair towards the top of the stairs, undo seatbelt and exit up the stairs. Then call your Stannah supplier.

Help

Stairlift is beeping

The batteries are not being charged

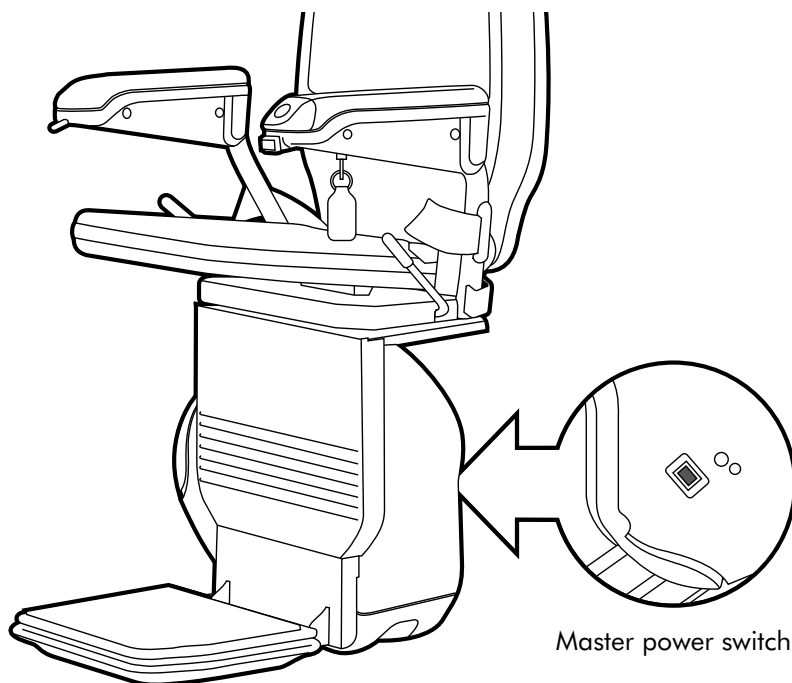
Please note that your stairlift can continue to run on battery power.

Check that the wall switch is on.

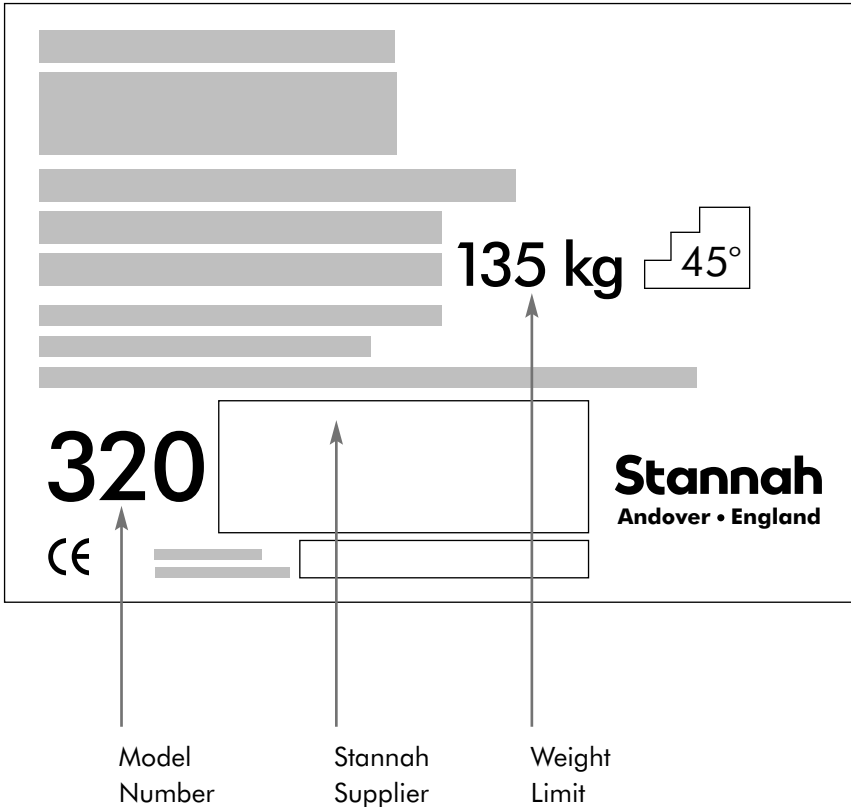
Check that there has not been a power cut.

If you cannot correct the fault, you can switch off the beeper by turning the master power switch to the off position.

Then, please call your Stannah supplier. Details on the back page.



Product Labelling



Stannah

EU Declaration of Conformity

In accordance with European Parliament and Council Decision No 768/2008/EC Annex III

1. *Product model:*

Product Stairlift with straight outdoor rail – incorporating the 320 manual swivelling chair
Model 320
Serial no. 32016010001 - 32026529999

2.

| | Manufacturer: | Importer: |
|----------------|--|--|
| Name | Stannah Stairlifts Ltd | Stannah GmbH |
| Address | Watt Close, East Portway Andover, Hampshire England SP10 3SD | Jägerhofstraße 29, 40479 Düsseldorf, Germany |

3. *This declaration is issued under the sole responsibility of the manufacturer.*

4. *Object of the declaration: Key components – Chair, Carriage, Rail and Kits*

5. *The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:*

| | |
|------------|---|
| 2006/42/EC | The Machinery Directive |
| 2014/30/EU | The Electromagnetic Compatibility Directive |
| 2011/65/EU | The Restriction of Hazardous Substances Directive |

6. *References to the relevant harmonised standards used or references to the other technical specifications in relation to which conformity is declared:*

Reference

EN 81-40:2008 Safety rules for the construction and installation of lifts. Special lifts for the transport of persons and goods. Stairlifts and inclined lifting platforms intended for persons with impaired mobility

7. *According to Directive 2006/42/EC article 12.3(a), the machinery is manufactured in accordance with the relevant harmonised standard EN 81-40:2008 and followed the procedure for assessment of conformity with internal checks on the manufacture of machinery, provided for in Annex VIII.*

The procedure for Internal Production Control (Module A) has been followed for the other directives

8. *Additional information:*

This machinery must be installed, commissioned and tested in accordance with the instruction manual.

The technical documentation for the machinery is available from:
Ross Pascoe – Chief Technical Officer at the manufacturer address above.

| | |
|-----------------------|-------------------|
| Place of issue | Andover |
| Date of issue | 20 September 2021 |
| Name | Andrew Hastilow |
| Function | Managing Director |

Signature



Rev 3 – 20/9/2021

Notes

[illegible]

Notes

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**We're here to help,
everyday and everywhere.**

**At Stannah we know our business
isn't just about stairlifts - it's
about you, too. That's why if you
ever need help, we're right there.**

In the unlikely event that you need help with your stairlift, we're never more than a phone call away. If you experience a problem and are unable to resolve it there's no need to worry - we're always ready to help. See details on the back page.



Contact Details

Stannah

Stannah Stairlifts, Watt Close, East Portway, Andover, Hampshire,
SP10 3SD, United Kingdom **www.stannah.com**

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600130

English

Original Instructions

