

# SO<sup>f</sup>IA

# SOLUS

for straight stairs

*Model number 420*



**User guide**

English



## 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 every year by a Stannah trained service engineer.

You will find the phone number for your local Stannah stairlift supplier on page 22 of this guide.

Installed by \_\_\_\_\_ on \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Position of wall switch

[illegible]

# Thank you for choosing Stannah

We have designed the Sofia and Solus stairlifts to help you continue enjoying your life at home.

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. You will find their phone number on page 22 of this guide.

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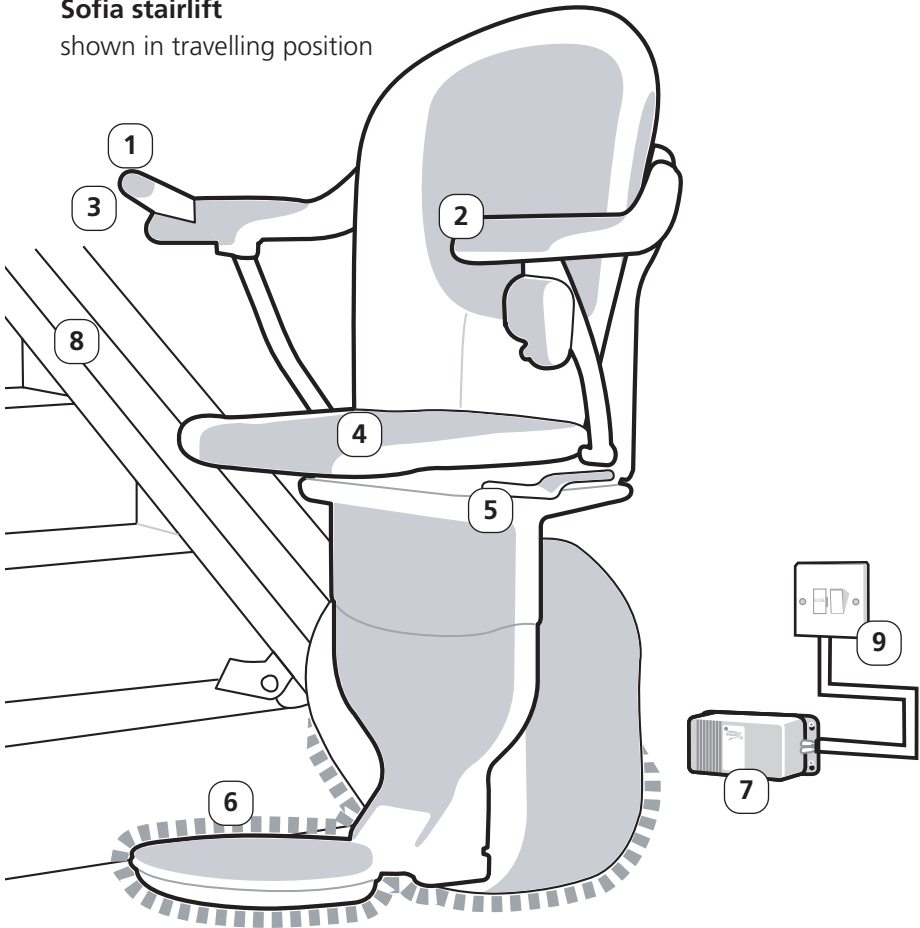
## Safety

You will find safety information wherever you see the Safety! symbol.

# Getting to know your stairlift

## Sofia stairlift

shown in travelling position



## Solus stairlift



*This guide is for the Sofia and Solus stairlifts. The rest of the pictures in the guide are of the Sofia stairlift, but the instructions are the same for both.*

## **1 Power key**

The keyhole is on the end of the control pod. The key must be inserted and turned to the on position before the stairlift will work – see page 8

*Please note that you can remove the power key to stop others from using your stairlift.*

## **2 Power light**

The green power light comes on when the key is turned to the on position.

## **3 Control pod**

Moves the stairlift in the direction you want to travel.

If your chair has an automatic swivel seat, you can also use the control pod to swivel the seat.

*At installation, you can choose which arm you would like to position the control pod on.*

## **4 Seat safety sensor**

There is a safety sensor in the seat that tells the stairlift when someone is sitting on it.

*You can only travel using the control pod if you are sitting on the seat. The remote calling controls still work without any pressure on the pad.*

## **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 16 for more information.*

## **7 Battery charger**

Charges the batteries so the stairlift is always ready to travel.

*This may be positioned at either the top or bottom of your staircase.*

## **8 Rail**

## **9 Wall switch**

Do not switch this off.

*See page 7 for more information.*

# Getting to know your stairlift

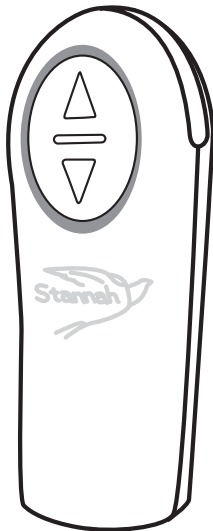
*continued*

## Remote calling control

Positioned at the top and bottom of the staircase, the remote calling controls let you call the stairlift if it is at the opposite end of the staircase to you. The control sits in a holder that is attached to the wall, and can be used either when in its holder or when taken out.

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

The controls are battery powered. You will find information on how to change the battery on page 19.



### Safety

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

## Master power switch and wall switch

The master power 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.**

If you are going away for a longer time – perhaps if you go away on holiday – you can switch off the master power switch and the wall switch.

*Make sure that you switch off **both** the master power switch and the wall switch – this will ensure that the batteries will still be charged when you return.*



## Options

You may have chosen from the range of options we provide for the Sofia and Solus stairlifts.

The options we've listed below are all covered in this guide, but if you need more information about any options that are not covered, please contact your local Stannah supplier. You'll find their phone number on page 22 of the guide.

### Swivel seats

- standard swivel seat
- automatic swivel seat.

### Hinged rail

- automatic hinged rail.

### Seatbelt

- immobiliser seatbelt.

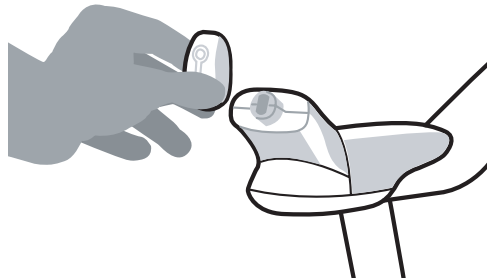
# Using your stairlift

## 1 Turn on the power key

### To turn on the power key

Put the key into the keyhole on the end of the control pod and turn it to the on position.

*The stairlift and the remote controls will not work unless you have turned on the power key.*



*When the key is in the on position, the green power light on the armrest will come on.*

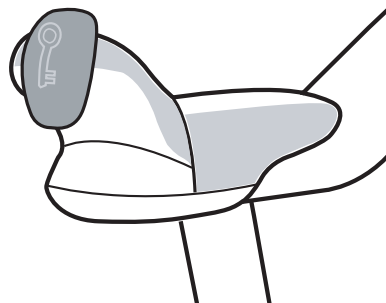


### To switch off the power key

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.



### Safety

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



## Using the remote 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 remote calling control to move the stairlift in the direction you want. You can move the stairlift whether the chair is folded or unfolded.

*You will find more information on how to unfold the chair on page 10.*

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

This is a safety feature – wait for a few seconds before starting the stairlift again.

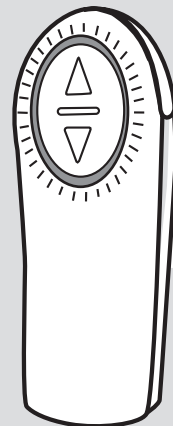


### Battery status

When you press one of the arrow buttons, the light on the control shows how much power is in the battery.

The batteries will last about one year with average usage.

*You will find information on how to check and change the batteries on page 19.*



# Using your stairlift

## 2 Unfold the chair

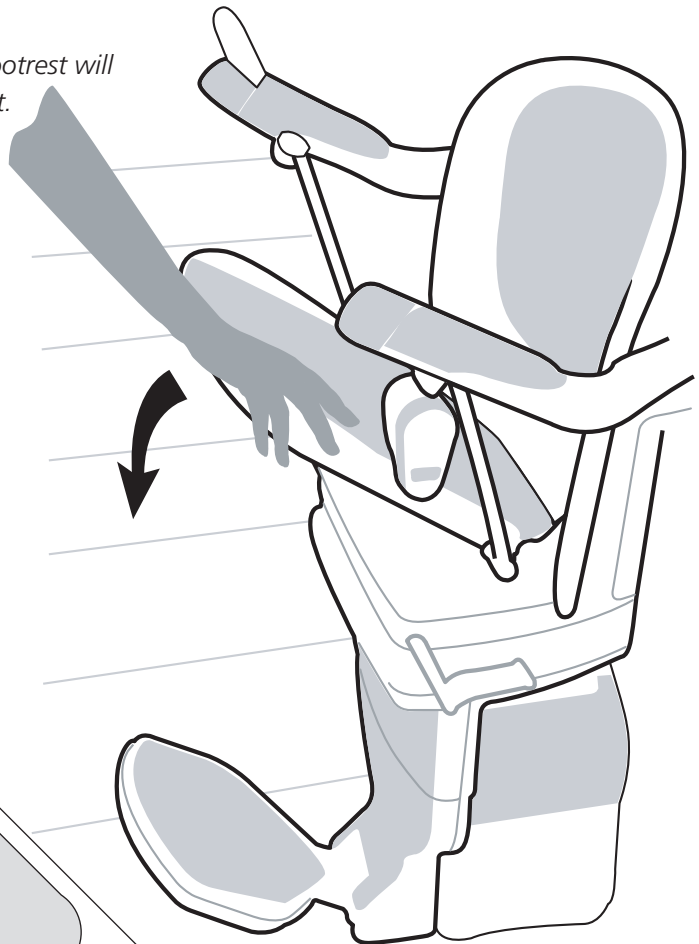
Your chair can be folded away when it is not in use to give you more space around the top and bottom of your stairs.

### To unfold the chair

Make sure the power key is turned to the on position.

Lower the seat.

*The armrests and footrest will unfold with the seat.*



### Safety

Stand with your feet clear of the footrest when you lower the seat.

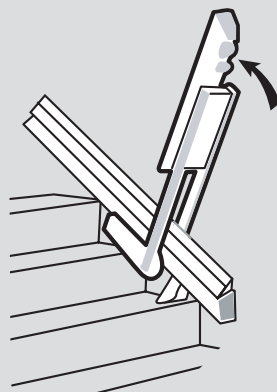
## Using the hinged rail

Your stairlift may be fitted with a hinged rail that will automatically raise so the rail does not obstruct any doorways or passageways.

### To use the hinged rail (optional)

The hinged rail will automatically move when you are travelling on the stairlift.

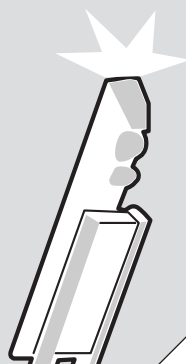
Please note that a light will flash and you will hear a series of beeps to warn you and others that the hinged rail is moving.



When you are at the bottom of the stairs, you will need to move the stairlift back up the stairs so that the hinged rail does not obstruct any doorway or passageways. This will also make sure that the stairlift is on charge.

Press and hold the 'up' arrow on the remote calling control until the hinged rail is fully raised.

Please note that if you leave the stairlift at the bottom of the stairs, it will start to beep. This is to warn you that your stairlift may cause an obstruction and that it is not on charge.



### Safety

Make sure the area around the hinged rail is clear before moving the stairlift.

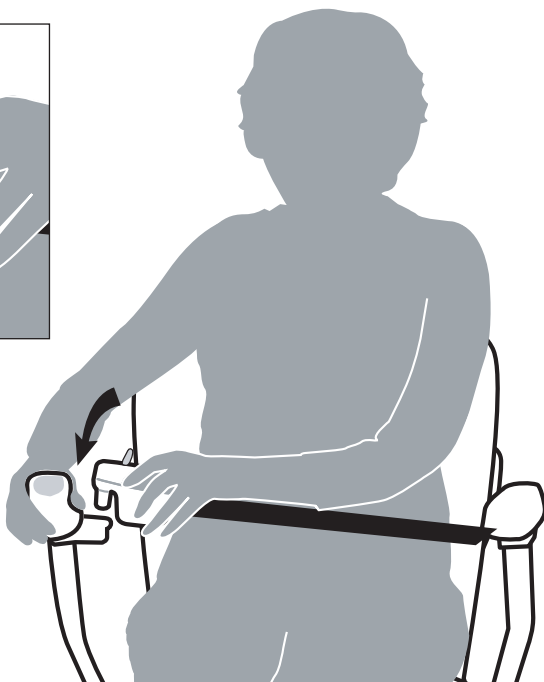
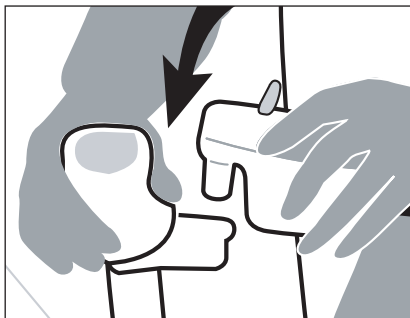
# Using your stairlift

## 3 Settle into the seat and start the stairlift

Carefully, settle yourself into the seat, and put your seatbelt on. When you are ready to travel up or down the stairs, use the control pod to start the stairlift.

### To use the seatbelt

Pull the seatbelt across your lap and click into the holder.



### Safety

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.

### Immobiliser seatbelt (optional)

*If you have an immobiliser seatbelt, your stairlift will not start until you have put your seatbelt on.*

## To use the control pod

Move and hold the control pod 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 control at any point, the stairlift will stop.



### Automatic swivel seat (optional)

*If you have an automatic swivel seat, you can continue to hold the control pod when you have come to the end of your journey and the seat will automatically swivel to the side. See page 14.*

*Please note that after the stairlift has stopped, there will be a few seconds' delay until the seat swivels.*

### Safety

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

# Using your stairlift

## 4 Swivel the seat

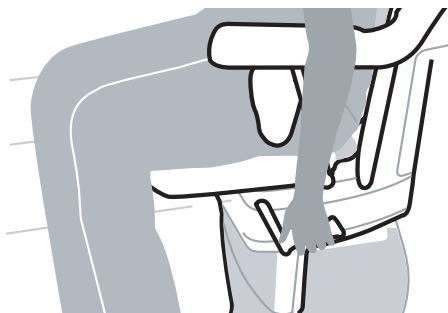
At the top of the stairs you can swivel the seat to the side to help you get off the stairlift.

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 using the standard swivel seat

Lift the swivel levers on the side 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.



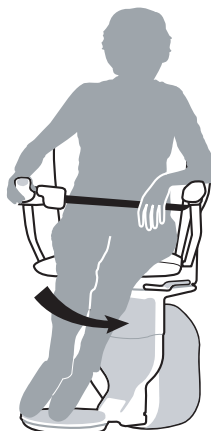
### To swivel the chair using the automatic swivel seat (optional)

Push and hold the control pod in the direction you want to swivel the seat.

#### Two-way automatic swivel seat

*If you have a two-way automatic swivel seat, you can swivel the seat at the top and bottom of the stairs.*

*Please note that the stairlift will only swivel in the downwards direction when it is at the bottom of the stairs.*



## 5 Get off the stairlift

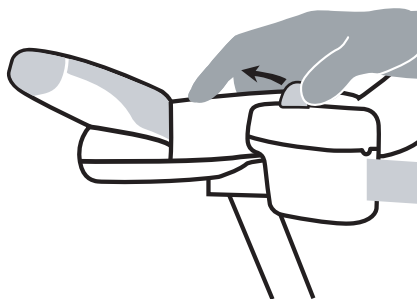
Carefully, get off the stairlift and swivel the seat back to its travelling position. You can fold the chair away if you wish.

### To get off

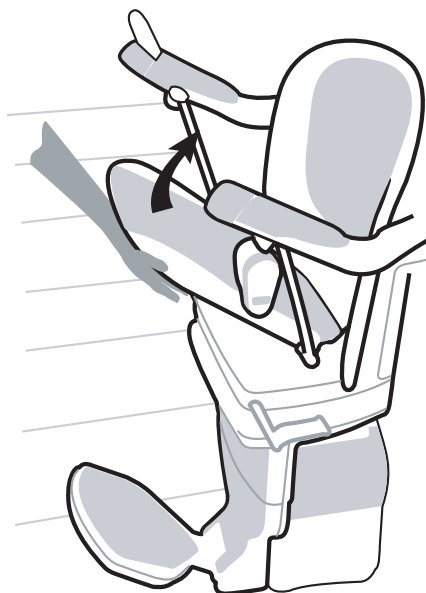
#### Unfasten the seatbelt.

Slide the button towards the armrest and lift the clip out of the holder.

Carefully get off the stairlift.



Swivel the seat back to its travelling position using either the standard swivel levers, or if you have an automatic swivel, the remote calling controls. You can fold the chair away if you wish.



# 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, please contact your stairlift supplier – their phone number is on page 22 of this guide.

## Stairlift will not move

### The green power light is off

- Check that the master power switch is switched on – see page 7.
- Check that the power key is inserted and turned to the on position – see page 8.

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



### The green 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 the travelling position – see pages 4 and 15.*

- Check whether there is anything obstructing the safety edges – see picture.  
*If there is, the stairlift is still on and 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,** turn the power key to the off position – see page 8. Swivel the chair towards the top of the stairs using the standard swivel levers before you get off.  
*If possible, swivel the seat back to its travelling position and fold the chair up before you make your way to the nearest end of the stairs.*

Then call your stairlift supplier.



### 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.  
*The position of the wall switch can be found on page 2 of this guide.*
- Check that there has not been a power cut.
- If you have a hinged rail, use the remote calling controls to make sure the hinged rail is fully raised – see page 11.

If you cannot correct the fault, you can switch off the beeper by turning the master power switch to the off position – see page 7. Then, please call your Stannah supplier.

### Stairlift moves before you are seated

- Please contact your stairlift supplier.  
*You can still safely use the stairlift as long as you switch off the power key before getting into and out of the chair.*

### Remote calling controls do not work

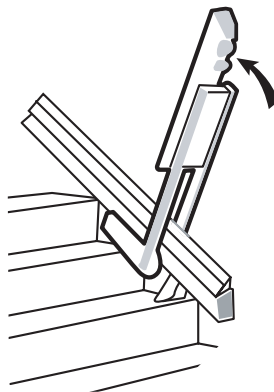
- Check the batteries – see page 19.

### Automatic swivel seat or two-way automatic swivel seat do not work

- Please call your stairlift supplier.  
*Use the standard swivel levers to swivel your stairlift – see pages 4 and 15.*

### Automatic hinge does not work

- Please call your stairlift supplier.  
*If the hinged rail is causing an obstruction, you can raise the rail manually using the underside of the rail – see picture.*



# Technical

It is 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.

**If you need any help, please contact your Stannah supplier. You will find their phone number on page 22 of this guide.**

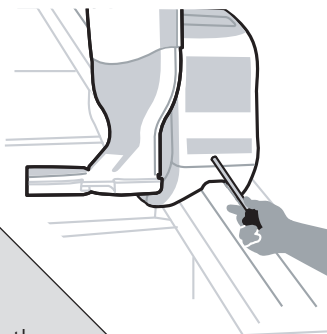
## To move the stairlift using the hand-winding tool

Switch off the master power switch.

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

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

## To swivel the seat using the hand-winding tool

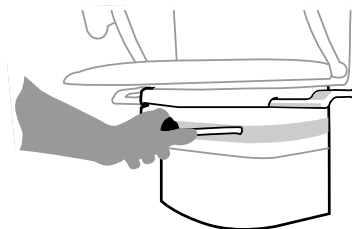
*Automatic swivel seat*

Switch off the master power switch.

Place the adaptor tool into the hand-winding tool.

Pierce the perforated area and insert the hand-winding tool into the downside hole.

Turn the handle until the chair is in its travelling position.

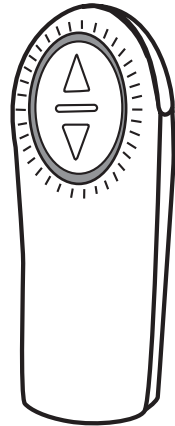


# Changing the batteries on the remote calling control

The remote calling control batteries will last about one year with average use.

When you press one of the arrow buttons, the light around the buttons will tell you how much power is in the battery.

Lights rotating	<i>Batteries OK</i>
Lights on constantly	<i>Batteries low on power – change batteries as soon as possible</i>
No light	<i>Batteries have no power – change batteries straight away</i>

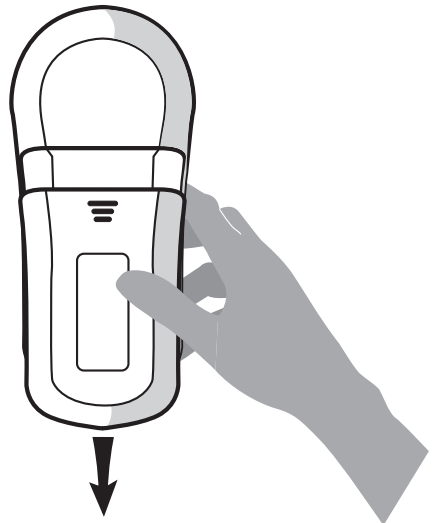


*The lights are on constantly when the batteries are low.*

## To change the batteries

Slide down and open the battery cover, then insert the new batteries.

Each remote calling control takes three AA batteries.



# 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 remote calling controls.



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



Stand with your feet clear of the footrest when you lower the seat.



Make sure the area around the hinged rail is clear before moving the 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.



If you use your stairlift to carry items, please make sure they are secured safely.



Never attempt to dismantle the stairlift.

# Cleaning your stairlift

If there are any aspects of cleaning your stairlift that you are unsure about, please call your Stannah supplier. You will find their phone number on page 22 of this guide.

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

## **To clean the rail**

Use a damp cloth to remove any dust or dirt.

## **To clean the Sofia and Solus fabric upholstery**

Use a damp cloth or normal upholstery cleaner.

## **To clean the Solus leather upholstery**

Use a damp cloth.

*A leather care kit is available from your stairlift supplier. You will find their phone number on page 22 of this guide.*



## **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 – their contact details are on page 22 of this guide.

# Stannah suppliers

You can also find details at our website: [www.stannah.com](http://www.stannah.com)

## UK Stannah branches

### **Birmingham**

0121 559 2260

### **Brackley**

01280 704 600

### **Bristol**

0117 955 9976

### **Christchurch**

01202 476 781

### **Crayford**

01322 555 777

### **Gateshead**

0191 460 0010

### **Glasgow**

0141 882 9946

### **Mansfield**

01623 631 010

### **Norwich**

01603 748 021

### **Stockport**

0161 477 3344

## International suppliers

### **Australia**

PR King & Sons Pty Ltd

1300 859 267 (free call)

Plastech Electrical

08 829 74 999

Grant Elevators

*Daytime* 08 9379 3465

*After hours* 0419 966 108

### **Channel Islands**

Rob Willder Lifts Ltd

01534 739 515

### **Iceland**

Hedinn Schindler

5-444-777

### **Malta**

Lift Services Ltd

2125 2206

### **New Zealand**

Independence Ltd

0800 92 66 77

### **Northern Ireland**

Olympic Lifts Ltd

0845 330 5817

### **Republic of Ireland**

Stannah Ireland

*Daytime* 01-450 7971

*After hours* 01-217 3786

### **Thailand**

Thai Lifts

(66 2) 961 0422

### **West Indies**

RBP Lifts Ltd

868 628 7058

# EU DECLARATION OF INCORPORATION

We Stannah Stairlifts Limited  
(Name of manufacturer/supplier)

Of Watt Close, East Portway, Andover, Hampshire, England SP10 3SD  
(Address including Town, County, Country, Post Code)

## Declare that under sole responsibility

Stairlift  
(Description of Product)

Model 420 including hinge and differing chair options  
(Make/Type)

## To which this declaration relates is in conformity with the following standard(s) and other provisions

BS 5776 : 1996 Powered Stairlifts  
(Number and Date of Issue)

Requirements Supplemental to BS 5776 LEIA/MD/December 1995  
(Number and Date of Issue)

## STATEMENT

**This machinery must not be put into service until properly installed in accordance with the manufacturer/suppliers instructions and has been declared in conformity with the provisions of the following directives:**

**Machinery Directive 98/37/EC,  
Electro Magnetic Compatibility Directive 89/336/EEC  
(as amended by 92/31/EEC)  
and Low Voltage Directive 73/23/EEC**

**TÜV Examination Certificate Number: 24091570/1  
BSI Test Report No's: 239/4547380, 239/4657627, 239/4843657  
& 239/4902358 (Clause 6.2.1 to 6.2.9) refers**

## EXPLANATION

**The build quality, safety of design, materials used and the operation of the products are covered by the above Standards and Directives. Our compliance ensures that any risk to the user and public via direct contact or emissions has been minimised and the products pass criteria specified.**

Name David Walton (Print name of responsible person)

Signed  (Signature of responsible person)

Place Watt Close, Andover, England (State place of issue)

Date 05-03-07 (Date of Issue)

[www.stannah.com](http://www.stannah.com)

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