MediTek

The Stairlift Manufacturing Company

Handbook

Table of Contents

1. Introduction

Please take a few moments to read this handbook thoroughly, and to familiarise yourself with the features and method of operation of your new stairlift before you attempt to use it.

1.1 Warranty

Your CE - approved stairlift has been designed and built by British craftsmen, and it conforms to the highest possible British Standards and European Directives. The MediTek warranty was validated when you (and the installation engineer) approved the installation and signed the test certificate in the rear of this handbook. However, this does not affect you statutory rights.

1.2 Maintenance

If your stairlift is not serviced regularly, it could become unreliable. Furthermore, the lack of formal servicing will preclude any extension to your warranty beyond the standard 12 month period. You are therefore strongly recommended to take out an ongoing maintenance agreement with MediTek Limited or one of its authorised suppliers. You should ensure that the service history is completed whenever your stairlift has been serviced or repaired.

1.3 Identification

The stairlift may be identified by the serial number which is to be found on the warning label that is located under the seat base on the unit.

Figure 1-Serial Number

1.4 Suppliers

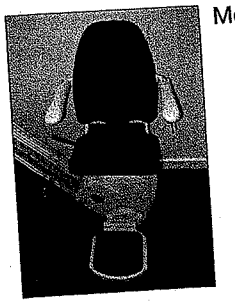
A list of suppliers of MediTek equipment who are also authorised to carry out formal servicing is available upon request from MediTek Limited.

Thank you for choosing

MediTek

The stairlift manufacturing company

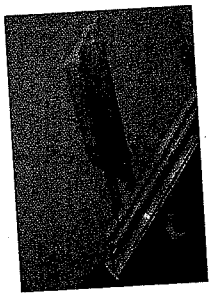
2. Products covered in this Handbook



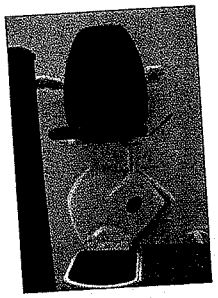
MediTek Stairlifts

MediTek Stand and Perch

Seat Footrest Link



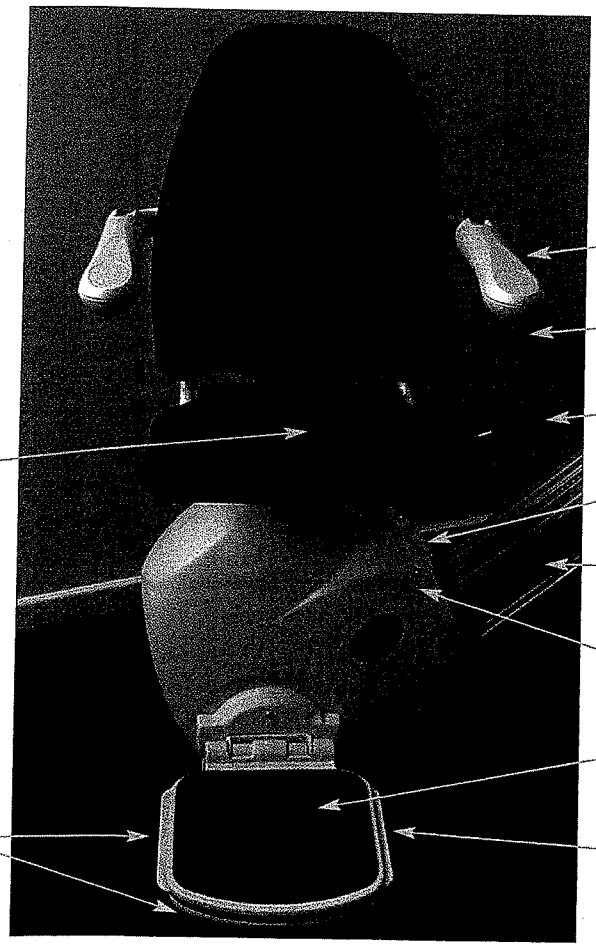
Folding Hinge (powered & manual)



Folding Platform (powered & manual)

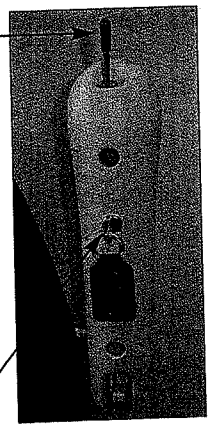
3. Key Features

The key operating features of the MediTek range of stairlifts are shown in the photograph below. You should study this picture carefully and familiarise yourself with all the features before attempting to use the stairlift.



4. Stairlift Operation

There are two main electrical controls which enable you to operate safely any of the MediTek range of stairlifts. These are the rocker switch (or optional key switch) which is used to control power to the stairlift, and the toggle switch which is used to control its movements on the stairs.

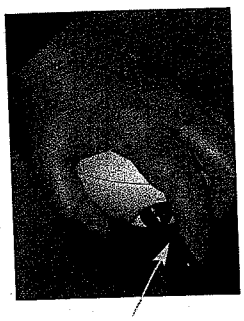


4.1 Rocker Switch

Electrical power to your stairlift is controlled by means of the rocker switch which is mounted on the stairlift near the diagnostic display. This switch must be set to the on position (green) before attempting to operate the stairlift. You can prevent inadvertent use of the stairlift by switching the rocker switch to the off position.

4.2 Toggle Switch

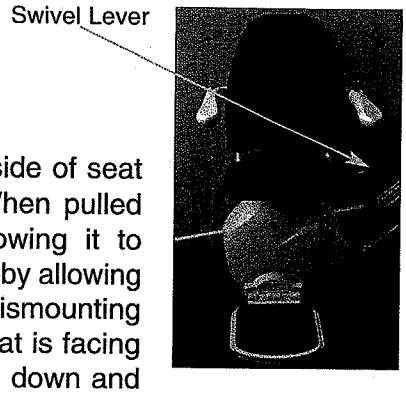
The toggle switch provides one method of controlling the movement of your stairlift; the second is based upon a remote operated Infra-Red hand controller.



The mechanical toggle switch is located at the end of one of the arm rests to control the movement of the stairlift when you are safely seated; it is spring loaded to the centre position. Moving the toggle gently in the direction you wish to travel will cause the stairlift go in that direction after a delay of 2 seconds

4.3 Safety Delay

The 2 second safety delay between operating the toggle switch and the stairlift activating prevents sudden or inadvertent stairlift operation.



4.4 Manual Seat Swivel Lever

A seat swivel lever is located to the side of seat base to suit customer preference. When pulled up, the lever unlocks the seat, allowing it to swivel through 45 or 80 degrees. Thereby allowing easier access when mounting and dismounting the stairlift. Always ensure that the seat is facing forward and the handle is fully locked down and engaged in its locked position before attempting to operate the stairlift. This action will ensure the seat interlock safety switch is activated, allowing the stairlift to move.

4.5 Powered Swivel Seat (optional)

The powered swivel seat will only operate when the stairlift reaches the top of the stairs. When the stairlift completes its travel, release the toggle switch (or remote control) wait for 1 second and then operate the lift in the up direction again - the powered seat mechanism will then operate, turning the seat through 80 degrees. To return the seat to the forward position, operate the lift in the down direction, the seat will the move back to the forward position - again, release the toggle (or remote control) and then operate the lift in the down direction - The lift will now descend the stairs.

5. Electrical Operation

The MediTek stairlift is powered by two 12 volt, 7 Amp/hour sealed batteries which require no periodic maintenance. They are continuously charged whenever the wall-mounted charger unit is connected to a domestic AC mains power supply outlet which is switched on.

5.1 2 Stage Timed Charger Unit

The charger unit has no controls, but it has two indicator lights on its front panel:

1. A supply (left) indicator that will either be extinguished (AC mains OFF) or **RED** (AC mains ON)

2. A status light (right) indicator that may show one of three colours; **RED**, **ORANGE** or **GREEN**

If the mains supply is inadvertently turned off, the supply (left) indicator will extinguish, and the status (right) indicator will begin to flash **RED**. The charger warning buzzer will emit an on/off tone for a period of one minute. *Note: the buzzer in the charger should not be confused with the buzzer that is built into the main body of the stairlift.*

Whilst the battery is charging, the status indicator will show **ORANGE**, and when the charge is complete it will change to **GREEN.**

In the event of a fault occurring, the status indicator will change to **RED** and a buzzer will sound. If the battery becomes disconnected the status will show continuous **RED** and the buzzer will emit a continuous warning tone.

The stairlift may be operated safely when the batteries are being charged

NOTE: Should you suffer a temporary loss of AC power (e.g. a power cut), your stairlift will continue to operate allowing you to complete many journeys up and down the staircase.

5.2 AC Mains Power Failure

If the AC mains supply to the charger unit is inadvertently switched off, a buzzer inside the unit will sound with an intermittent tone and the status indicator will flash **RED**, for one minute. The charger will then go into standby mode.

If the charger is not reconnected to the supply, the battery level will eventually be reduced to a point where the buzzer will sound each time the stairlift is operated.

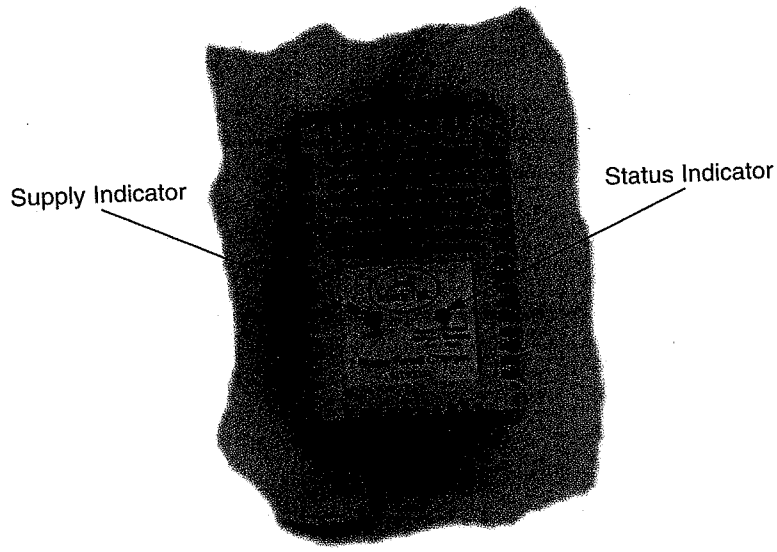
The stairlift will continue to operate for some time without the charger unit running. However if it is not switched back on, a point will be reached when the battery level is no longer sufficient to safely operate the stairlift. When this occurs the lift will complete its current operation and then shut down until the batteries are automatically recharged. When in the shutdown state, the stairlift buzzer will sound whenever an attempt is made to operate the stairlift.

Further discharge could damage the batteries and prevent their recovery. In this event, correct replacement batteries will need to be fitted through MediTek Limited or one of its authorised service centres.

Should you suffer a complete loss of AC mains supply (e.g. a power cut), your stairlift will continue to operate, and will allow you to complete many journeys up and down your staircase.

5.2 Extended Periods Of Absence

When leaving the house for lengthy periods of time (i.e. holidays etc), power to the stairlift must be left switched **ON.**



5. Remote Control Operation

6.1 Introduction

Call & Send Units (Controllers) are supplied as standard equipment to enable you remotely to control your stairlift. The Controllers use infra-red technology, and are powered by disposable internal batteries which will have a life of approximately one year.

6.2 Operation

To operate the Controller, simply point it towards the stairlift, press and hold the yellow left-hand button marked 'UP' and your stairlift will ascend the staircase, whilst pressing and holding the yellow right-hand button marked "DN" will cause it to descend. The stairlift will move only for as long as the button is held depressed.

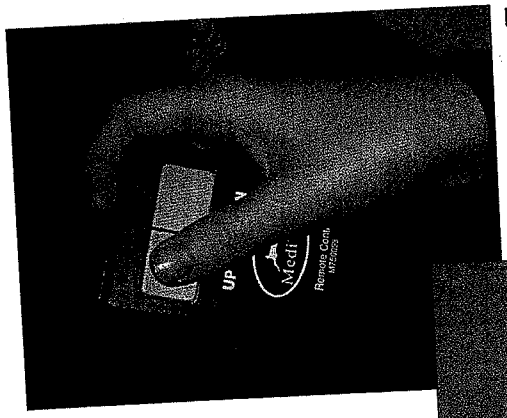
As when using the arm rest Toggle Switch, there is also a 2-second (safety) delay between depressing either of the Controller buttons and the lift starting to move.

It is recommended that the Controllers are securely stowed when not in use; one at the top and the other at the bottom of the staircase. Do not place any objects on top of the Controllers as this may give rise to erratic operation of your stairlift.

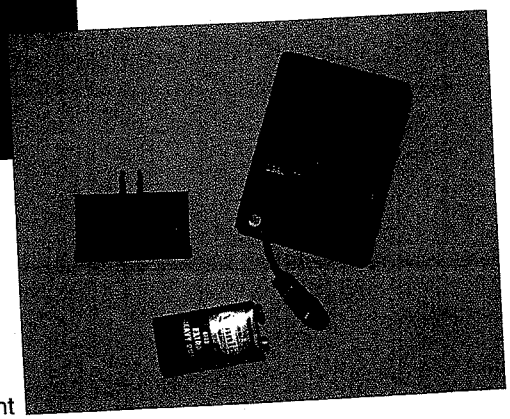
6.2 Remote Control Battery Replacement

Batteries should be replaced regularly at intervals of approximately one year. It may be found useful if you make a written note on the Controller(s) of the date on which the batteries are changed.

Access is gained to the handset battery compartment by removing the plastic cover at the lower, rear of the Unit. The battery is removed by pulling-off the connector from the top of the battery and withdrawing it from the Unit. To fit the new battery, follow the reverse procedure.



Remote Control Operation



Remote Control Battery Replacement

7. Using Your MediTek Stairlift

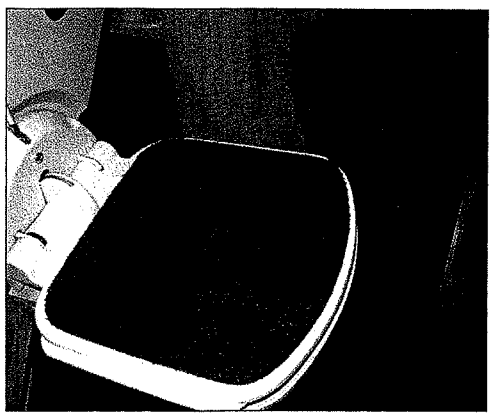
7.1 Introduction

The seat, footrest and arm rests of your stairlift may be folded up when not in use to allow maximum access to the staircase. Before using your stairlift, these items must be folded down to their normal operating positions.

See Section 8 for operation of stairlifts using the linked footrest feature.

7.2 Obstructions

For improved safety, the stairlift is fitted with a unique pressure -sensitive carriage cover and footrest. Always check that the staircase is clear of obstructions before attempting to use the stairlift.



If the stairlift comes into contact with any obstructions, the pressure-sensitive edges will cause the stairlift to stop immediately. The stairlift can be reversed away from the obstruction by releasing the Toggle Switch (or the Controller button) and operating the stairlift in the opposite direction. The obstruction may then be safely removed.

7.3 Mounting the stairlift

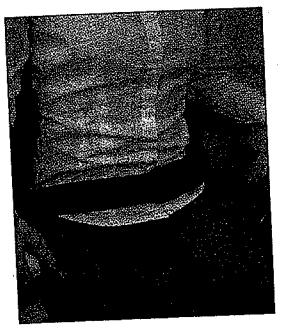
If a manual swivelling seat has been supplied, the Seat Swivel Lever should be raised to unlock the seat assembly, enabling you to rotate the seat as required to make it easier to mount (and dismount) the stairlift.

Warning: - Always ensure that the lever is locked into position <u>before</u> attempting to mount (dismount) the stairlift.

When comfortably seated at the top of the stairs, raise the Seat Swivel Lever again and rotate the seat to its original (locked) position with the seat at right angles to the stairlift track. Release the lever and make sure that it is firmly locked down into position.

Remember, you will not be able to operate the stairlift until the seat is locked into the correct position

7.4 Seatbelt

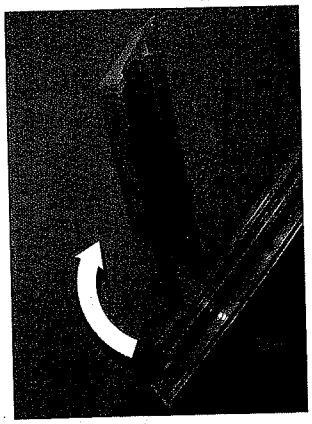


It is recommended that the Seat Belt be used at all times, and that Users should be supervised where the degree of infirmity makes this desirable.
The Seat Belt may be adjusted as required to fit the User. To fasten the belt, sit well back in the seat, pull the belt across your lap and snap the clip into place.

8. Using the hinged track (optional)

Where there is a possibility of the stairlift rail causing an obstruction at the foot of the stairs, the final section of the track may be hinged so that it can be lifted vertically, as shown. This section of the track may be moved manually or automatically by low voltage power.

8.1 Manual Operation



In the case of the manually hinged section of the track, simply grasp the end of the track and pull it forwards and down, allowing it to fall gently under the control of the inbuilt damper assembly. Check that the top of the hinged section is flush with the top of the track before attempting to operate the stairlift.

To fold up the track, gently lift up the hinged section until it is locked in position vertical to the track assembly.

8.2 Automatic Operation

The folding hinge track will operate automatically as the stairlift ascends or descends the stairs. For your safety, it is prevented from beginning its descent by an electrical interlock that ensures that the track is fully down and locked before allowing the stairlift to move.

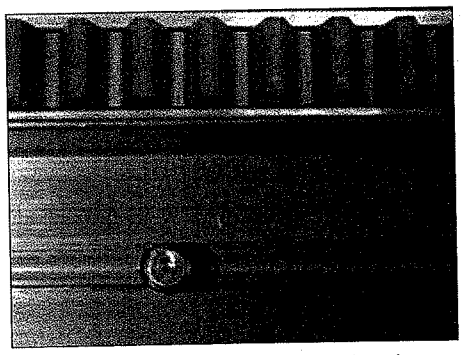
When ascending, the track will fold up automatically behind the stairlift as it moves up the stairs. Should an obstacle impede the

operation of the folding mechanism, an electronic clutch will prevent excessive force from being exerted for a period of 30 seconds, after which time the drive to the folding mechanism will be disengaged.

If the stairlift is ascending at the time that the obstruction occurs, it will continue its travel to the top. However, if the stairlift is at the head of the stairs in preparation for a descent, it will not move until the obstruction is removed.

In the event that damage results from the obstruction and the folding hinge track will not operate, a manual override facility is available.

Override Facility



If for some reason the automatic folding hinge track should fail to open (or close), then an override facility is available so that the hinge may be moved manually.

Located on the top face of the rail above the hinge top edge in a small oval slot is a spring loaded pin, this is the mechanical override. Depress this pin (screw driver) and whilst maintaining pressure raise or lower the hinge manually. Each time the hinge is opened or closed this switch will need to be operated.

This is a temporary solution and your local distributor **MUST** be called to rectify the fault.

9. Using the platform (optional)

When not in use, the platform should normally be left folded against the wall leaving the stairway clear, especially if other occupants regularly use the staircase.

The platform must be placed fully down before attempting to use the stairlift.

As with the Hinged Track, the Platform may be controlled either manually or automatically.

9.1 Manual Operation

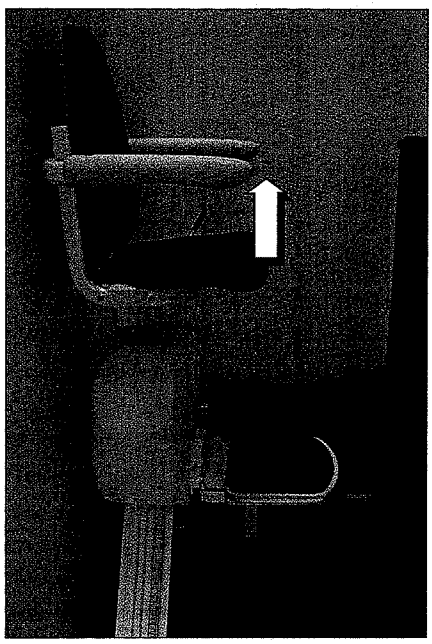
The platform is counter-balanced and can be lowered or raised easily by hand. No additional restraints are required in either the raised or lowered positions as these will have been set by the installation engineer.

9.2 Automatic Operation

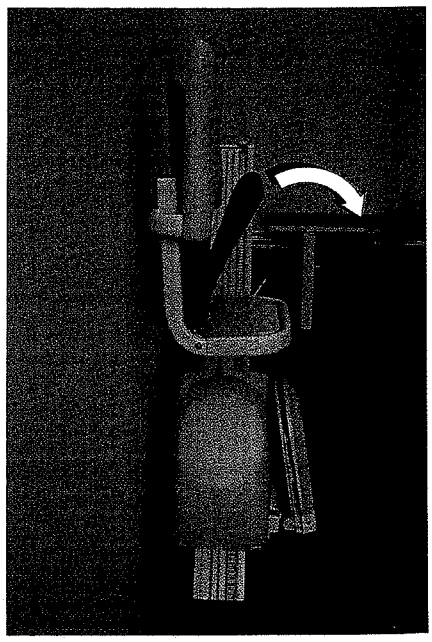
The powered platform is controlled automatically, with this feature the platform raises and lowers automatically in conjunction with stairlift travel.

10. Linked seat - footrest operation (optional)

The seat/footrest linkage is a simple device to operate. When lifting the seat, the footrest will also lift, and when lowering the seat the footrest will also lower.



1. Lift the seat to raise the footrest



2. Lower the seat to lower the footrest

Note: - Try to avoid lifting the seat base whilst there is weight applied to the footrest, this may damage your stairlift.

11. Safety

Your MediTek stairlift has many built-in safety features which are designed to prevent accidents due to mechanical failure or misuse. However, it is essential that YOU, the User, should be familiar with all of the features of the stairlift and its operation to prevent problems arising through error.

11.1 Children

Children should NEVER be allowed to play with the stairlift; joyriding is dangerous and can lead to serious injury. If this situation is likely to arise, you should **switch-off the stairlift.**

Where fitted, the bottom hinged section of the track assembly could prove to be potentially hazardous to children if they are allowed to play on, or close to it.

11.2 Carrying Capacity

The stairlift is designed to carry **one person only** within the maximum load specified for the type of stairlift supplied, rated for stairs with a gradient of 40°.

11.3 Supervision

Users should be supervised wherever possible, and when the degree of infirmity makes this necessary.

12. Cleaning your stairlift

The stairlift has been designed so that day-to-day cleaning or routine maintenance is unnecessary. However, the seat fabric and the rail surface may be cleaned with a damp cloth containing mild detergent every two weeks or so.

13. Limited Warranty

MediTek Limited warrants parts and labour against defects and workmanship for purchases made directly by an End User, and parts only to its authorised Distributors who will undertake replacement at their own cost for a period of 12 months from date of acceptance following installation.

The warranty does not cover normal wear and tear, or parts or product failure caused by accident or Customer abuse.

For direct purchases, please refer to the reverse side of MediTek Limited Order Form, paragraph 9.

For distribution sales, please contact your authorised MediTek Distributor.

14. Fault finding

If your stairlift fails to operate correctly, you are asked to carry-out the following checks ***BEFORE*** calling your Supplier. This may save you time, money and general inconvenience.

1. Check that the wall-mounted Charger Unit is connected to the AC mains and switched **ON** (see page 8).

2. Ensure that the Rocker Switch on the chassis is turned to 'ON', with the **GREEN** flash showing.

3. Check that the swivel seat (if fitted) is facing directly across the stairway at right angles to the track assembly, and that the Seat Swivel Lever is in the locked position (Down).

4. Check that there are no obstructions in the way of the Pressure sensitive Edges on the carriage or footrest assemblies.

   a. Lift the footrest to make sure that there is nothing underneath and that there are no signs of obvious damage.

   b. Press and release the upper carriage Pressure-sensitive Cover in both directions. A 'click' may be heard as the switch operates.

   c. Push in and release all of the footrest Pressure-sensitive Edges.

d. Gently squeeze and release the footrest 'under tray' checking that the bottom pressure sensitive pad operates.

5. If the stairlift buzzer sounds each time the Rocker Switch or Call & Send Unit is operated, the batteries have been discharged to an unacceptable level. In this event, check that the AC mains supply to the Charger Unit is switched **ON** and that its left-hand **RED** supply indicator is **ON**. If the AC mains supply is switched **OFF**, then switch **ON** immediately and leave the batteries to recharge **for at least 20 minutes** before attempting to use the stairlift.

6. If the buzzer in the stairlift sounds whenever the Rocker Switch or Call Unit is operated, the batteries are almost totally discharged. This will prevent operation of your stairlift until the batteries are recharged. Switch the AC mains supply to the Charger Unit **ON** immediately and leave the batteries to recharge **for at least 1 hour** before attempting to use the stairlift. If the Charger Unit status indicator has not changed to **GREEN** after 12 hours contact your supplier because the batteries may have been damaged.

7. If the stairlift fails to respond to one or other of the Call & Send Units, check the handset battery and replace if necessary.

8. If the rail has a platform and/or hinged track section, ensure that both are fully **DOWN.**

If the stairlift still fails to operate correctly,
first call your Supplier

15. Contact Information

Head Office:

Address: MediTek Limited
Wentworth House
9 Kings Road
Fleet
Hampshire
England
GU51 3SE

Telephone: 01252 811 811
Fax: 01252 811 911
Email: sales@meditek.net

Manufacturing / Technical Support:

Address: MediTek Limited
Fishburn Industrial Estate
Fishburn
County Durham
TS21 4AJ

Telephone: 01740 623823
Tech Support: 0845 4564114
Fax: 01740 623923
Email: manufacturing@meditek.net

16. Battery Care

The stairlift uses two batteries which are connected together to give the required operating voltage and current. They are completely sealed and **must not** be removed or tampered with in any way.

Satisfactory operation of your MediTek stairlift is heavily dependent upon the rechargeable batteries that are used for its power.

16.1 Battery charging

The batteries have been designed to be continuously 'trickle -charged' at a predetermined rate set by the Charger Unit. In order that charging takes place, it is essential that the associated wall-mounted Charger Unit is permanently connected to the AC mains and is left switched **ON.**

Whenever the Charger Unit senses that the batteries need additional 'topping up', e.g. following a period of extended use of the stairlift, the charging rate will increase automatically to return the batteries to their original fully-charged state.

When the Rocker Switch on the arm-rest of the stairlift is selected to **'ON'**, a very small electrical current is drawn from the batteries, even when the stairlift is not being used.
Therefore, you must always ensure that the AC mains to the Charger Unit remains switched **ON** to prevent the batteries from ever becoming discharged.

Battery care (continued)

If the AC mains supply to the Charger Unit is disconnected, the Charger Unit s **RED** status indicator will flash and an internal buzzer will sound for 1 minute.

Should the battery capacity fall below its normal operating level, a warning buzzer in the stairlift will sound every time an attempt is made to operate the stairlift.

If the AC mains supply remains switched off, causing the battery to fall further to an unacceptable level, the stairlift will stop running when it reaches the end of its travel. The buzzer will sound if any further attempt is made to use the stairlift. In this event, the AC mains supply must be switched **ON** as soon as possible, and the stairlift not used until the batteries are recharged.

The stairlift will remain inoperative until the fault has been cleared and the batteries have been brought up to an acceptable level of charge.

IF THE STAIRLIFT STARTS TO OPERATE AT SLOW SPEED WITH THE MAINS SUPPLY ON, CONTACT YOUR SUPPLIER

17. Controller Diagnostic Display

An eight-segment display is incorporated into the stairlift to assist in fault diagnosis. It is located on the top side (up) of the stairlift main unit (see picture).

DISPLAY	DIAGNOSIS	REASON
F	Final limit switch open circuit	Seat not in travel position or Lift has activated final limit switch or over speed cam has activated or green on/off switch on chassis has in the position.
D1	Lower limit open circuit	Check lower roller switch
D2	Lower pressure sensing edge or footrest open circuit	Check lower pressure sensitive edge and footrest tray switch
U1	Upper limit open circuit	Check upper roller switch
U2	Upper pressure sensitive edge or footrest open circuit	Check upper pressure sensitive edge and footrest upper switch
ANCILLARY EQUIPMENT		
P1	Power platform time out	Has been running for 20 seconds and has not completed operation
P2	Power platform open circuit	Cable to platform is open circuit or fault platform actuator
A1	Automatic folding hinge track time out	Has been running for seconds and has not completed operation
A2	Automatic hinge track open circuit	Cable to automatic hinge is open circuit or faulty actuator
E1	Power swivel seat time	Has been running for 20 seconds and has not completed operation
E2	Power swivel seat time open circuit	Cable to power swivel is open circuit or faulty actuator
H6	Brake failure	Brake solenoid open circuit
H7	Seat position invalid	Seat should be fully rotated in load or unload position
H6	Invalid accessory section	Incorrect jumper selection
H9	Over temperature	Lift is over temperature. Leave for ten minutes

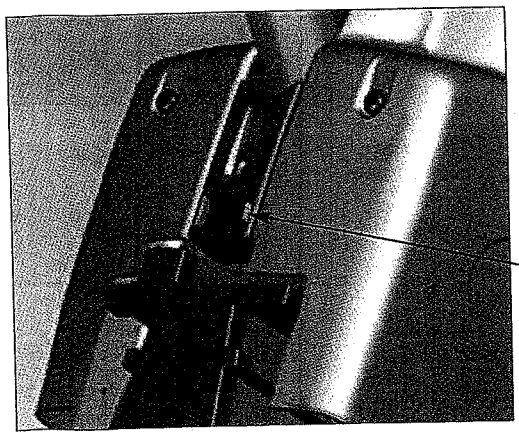
18. Charger Diagnosis

Serial No.: S1400509 11895

STATUS	BUZZER SIGNAL	REASON	ACTION
Red supply light extinguished and status light flashing	Periodic on/off tone for one minute	1. AC supply disconnected	Reconnect charger
		2. Power cut	No action possible
Red supply light illuminated and status light continuous red	Continuous Tone	Batteries not receiving charge due to:-	
		1. Folding hinge track	Move stairlift beyond (above) hinged track
		2. DC pick-ups not in contact with copper strip	Adjust as necessary*
		3. 5 amp blade fuse in positive pick-up blown	Replace*
		4. 25 amp blade fuse in battery link blown	Replace*
		5. Loose battery connections	Rectify as required*

*= Engineer call out will be necessary

19. Stairlift Reset



A reset switch is available if the need arises for your stairlift to be reset. There is a set procedure to resetting your lift, this is detailed below.

1. **Turn OFF the reset switch (green flash not showing)**
2. **Activate your stairlift toggle control (or remote handset) in either direction**
3. **Turn the reset switch back ON (green flash showing)**

Your stairlift should now function correctly.

20. Service History

Service Number	Date	Completed By

Notes