



Limited Warranty Conditions

The above Limited Warranty is further subject to the following conditions: This Limited Warranty extends only to Products distributed and/ or sold by the Company. It is effective only if the Products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.)

This Limited Warranty covers only "normal use" of the Product ("Normal Use" as used herein, is defined as "the use by a single individual who meets the maximum capacity designated by the unit data tag and operates the unit as defined by the guidelines and instructions presented in this document". The Company shall not be liable under this Limited Warranty for any damage or defect resulting from:

- i) Misuse, abuse, neglect, improper shipping, storage, or operation; or acts of God.
- ii) Service or alteration by anyone other than an authorized dealer; or
- iii) Damages incurred through irresponsible, non-intended, or any other use other than Normal Use.

Original Purchaser must retain bill of sale or other proof of purchase to receive Limited Warranty service. No Limited Warranty extension nor extension of the Warranty Period will be granted for any replacement part(s) nor any new Product furnished to the purchaser in fulfillment of this Limited Warranty.

Please note that any warranty services or questions must be accompanied by the serial number, located on the chassis of the lift. This number serves as your warranty number and must be retained. The Company will offer no warranty service without this number.

All warranty claims must be reported to the dealer from whom the lift was purchased as they have responsibility for handling your warranty claim. The dealer is to contact the Service Department of the Company and provide the serial number of the lift along with a description of the events leading to the warranty claim. Dealers may charge for labor, service, travel, or other associated costs to make repairs, and such charges are not covered by this Limited Warranty. All parts used to replace defective materials must be genuine Veteran Helping Hand parts to be covered by this Limited Warranty.

Legacy II Outdoor Stair Lift Model SL19 Owner's Manual

May 5, 2023



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Congratulations!

We at Veteran Helping Hand greatly appreciate your gracious willingness to trust us with your accessibility needs. Each of our associates takes a great deal of pride in designing and building products to assist people in staying in the homes they have grown to love.

Date Purchased _____

Dealer Name/Phone _____

Serial # _____

Legacy II Outdoor Limited Warranty

This Limited Warranty is issued by Veteran Helping Hand (the "Company") in favor solely of the original purchaser of the Product. It commences upon the date of purchase, and is otherwise conditioned as hereafter described and, in the paragraph captioned "Limited Warranty Conditions".

The Company warrants to the original purchaser of a stair lift manufactured by the Company to be free from defects in material or workmanship. This warranty is not transferable. The Company will repair/ replace defective parts with new or reconditioned parts; or replace with an entirely new Product at the Company's option, without charge to the original purchaser.

LABOR IS NOT INCLUDED IN THE WARRANTY.

BATTERIES ARE UNDER WARRANTY FOR 1-YEAR. The warranty is void if lengthy power outages, other outside factors caused the charger to not have power to charge the batteries or the battery charger is not protected in an enclosure.

PARTS ARE UNDER WARRANTY FOR 2-YEARS - this does not include batteries.

DRIVE TRAIN IS UNDER WARRANTY FOR 3-YEARS. DRIVE TRAIN IS DEFINED BY THE MOTOR, GEAR, TRACK AND GEAR RACK.

Shipping Fees both to and from the Company for returns or warranty parts shipped to the customer pursuant to this Limited Warranty must be paid by the purchaser. Original parts replaced by the Company or an authorized dealer become the property of the Company. Any aftermarket additions or modifications will not be warranted unless approved in advance by the manufacturer. The purchaser is responsible for the payment, at current rates, for any service or repair. The Company makes no other warranty, either expressed or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this Product other than as set forth herein.

Except as provided below, the Company is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the Product. Under no circumstances shall the Company be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the Product. This Limited Warranty and remedies set forth herein are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this Limited Warranty. Labor costs are not covered by this Limited Warranty nor are acts of God, war, terrorism and vandalism.

Safely Operating Your Stair Lift

Our number one concern is for your safety. The list below provides details for making sure the lift is operated as it was intended to be used. Following these safety tips will assure years of reliable, safe use.

- ◆ Have the dealer show you all the features and details of the lift. Ask questions if there is something you don't clearly understand.
- ◆ Operate the lift while the dealer is present to assure your understanding of all that has been communicated to you. Be sure to have the swivel seat demonstrated to you so you understand its benefits and proper use. 6 3
- ◆ Use the armrests to assist in stabilizing you as you get on and off the seat.
- ◆ Sit back on the chair and fasten the seat belt before operating the unit .
- ◆ NEVER hang your feet over the edge of the footrest during operation. Keep both feet flat and centered on the footrest during the entire travel of the lift.
- ◆ NEVER operate the lift while standing up.
- ◆ NEVER operate the lift with more than one person on the unit .
- ◆ Keep the staircase clear of obstructions. Do not operate the lift if someone is walking on the stairs. The lift can be stopped at any time by simply releasing the control switch button.
- ◆ Do not carry pets or other large items on your lap while operating the lift.
- ◆ When the lift is not in use, place the supplied cover over the lift.
- ◆ If the dealer cannot be reached regarding a problem, call the factory. We will assist in trying to find someone to help you .
- ◆ ENJOY your new found freedom!

About Your Stair Lift

Ask your dealer to demonstrate the proper use of your new lift. The dealer should show you and explain the following items:

- 1) **Controls to operate the lift** - The button must be held down during the entire duration of the ride. The lift is designed to stop automatically at the proper location at the top and bottom of the track. Do not release the switch until the lift stops itself.
- 2) **Swivel seat** – The seat has a lever on each side that can be lifted up to allow you to turn the seat towards the top landing. When releasing the lever, the seat will lock at 85° to allow you the ability to safely get on and off the lift at the top. **NOTE: The unit will not run until the seat is facing forward and locked into position.**
- 3) **Obstruction sensor** – The lift is designed with a safety located on the uphill footrest edge that prevents the lift from running if the footrest encounters an object. You have the ability to run the lift in the down direction until the obstruction can be cleared.
- 4) **Wireless Key Fobs** – These are radio frequency handheld controls that allow you to run the unit without being on the lift. Simply push the button to run the lift in the desired direction. It will again stop automatically when it reaches the end of its travel. If you have more than one lift in a home, only one lift at a time can be controlled by the key fob.
- 5) **Seat belt** – The seat belt is provided to keep you safely on the chair during the travel of the lift.
- 6) **Reset switch** – If the lift does not run, turn the reset switch off, wait 5 seconds, and turn it back on.

NOTE: It is normal to feel small bumps and a slight vibration of the gear driving the lift. These will diminish greatly during the first 30 days of use.

Maintenance and Cleaning

Your dealer will be glad to set up a maintenance program at your request. If you choose not to use the dealer to clean and maintain your new lift, here are a few tips that will assist you in keeping your unit in good working order:

- 1) **Keep the track free of obstructions** – It is important to keep the track free of leaves and other foreign objects. If something falls onto, or into the track, it must be removed prior to running the unit to assure proper operation. If you are unable to do this, contact someone to assist you.
- 2) **Cleaning** – The track and metal portions of the lift can be cleaned with any general household cleaner (such as 409). The seat is vinyl and can be cleaned with any off the shelf cleaner meant for use on vinyl. Clean the copper charge strips inside the track at each end with a Scotch-Brite pad, *(this ensures a good contact for charging)*.
- 4) **Lubrication** – A **light** coat of lithium grease or all-purpose lubrication should be applied to the gear rack prior to the lift being run. The dealer should do this as part of the installation. Should you hear a “squeal”, a light coat of lubrication can be applied to the outside, vertical portion of the track where the rollers are located. This will eliminate the friction created between the track and the glide blocks. This should be done every 3 months, or as needed.
- 5) **Weather resistant cover** - A cover is provided to protect the lift from the elements. Keep the lift covered when not in use.
- 5) **Batteries in user controls** - The key fob has a 2032 battery inside of it. These batteries need to be replaced from time to time.
- 6) **Service** – Should the lift fail to run and the “Troubleshooting” section fails to provide a solution, call your dealer for assistance.
- 7) **Battery charger** - The battery charger is not weather resistant. It should be placed inside a weather resistant enclosure.

DO NOT attempt to work on the unit prior to calling your dealer or the factory for help.

Troubleshooting Indicator

The lift is equipped with a chassis mounted 3-color LED display light to indicate the operating condition of the lift. Accompanying this is an audible alarm that will sound accordingly.

STATUS LIGHT	AUDIBLE ALARM	CONDITION
RED-YELLOW-GREEN	1 Second beep	Power-up Cycle
SOLID GREEN	None	Ready to Operate
YELLOW BLINK	1/4 Second beep (30 Seconds)	Batteries are not being charged (Beeping repeats every 10 minutes)
YELLOW PULSE	1/2 Second beep (5 Minutes)	Low Battery Voltage (under 22.5 volts)
2 YELLOW FLASHES	1/2 Second beep	Seat Swivel Latch Sensor
3 YELLOW FLASHES	1/2 Second beep	Footrest Obstruction Sensor
2 RED FLASHES*	3 Second beep	Sensor Fault (2 or more sensors engaged)
3 RED FLASHES*	3 Second beep	Final Limit
5 RED FLASHES*		Overspeed Governor Set
YELLOW SOLID (30 SECONDS)	1/2 Second beep (30 Seconds)	Overload (Over 22 amps for 3 seconds)
RED SOLID (3 SECONDS)	3 Second beep	Key turned off while traveling (Optional)
OFF (SLEEP)*	None	Very Low Battery Voltage (Under 20.5 Volts for 5 minutes)

*Requires power to be cycled OFF/ON.