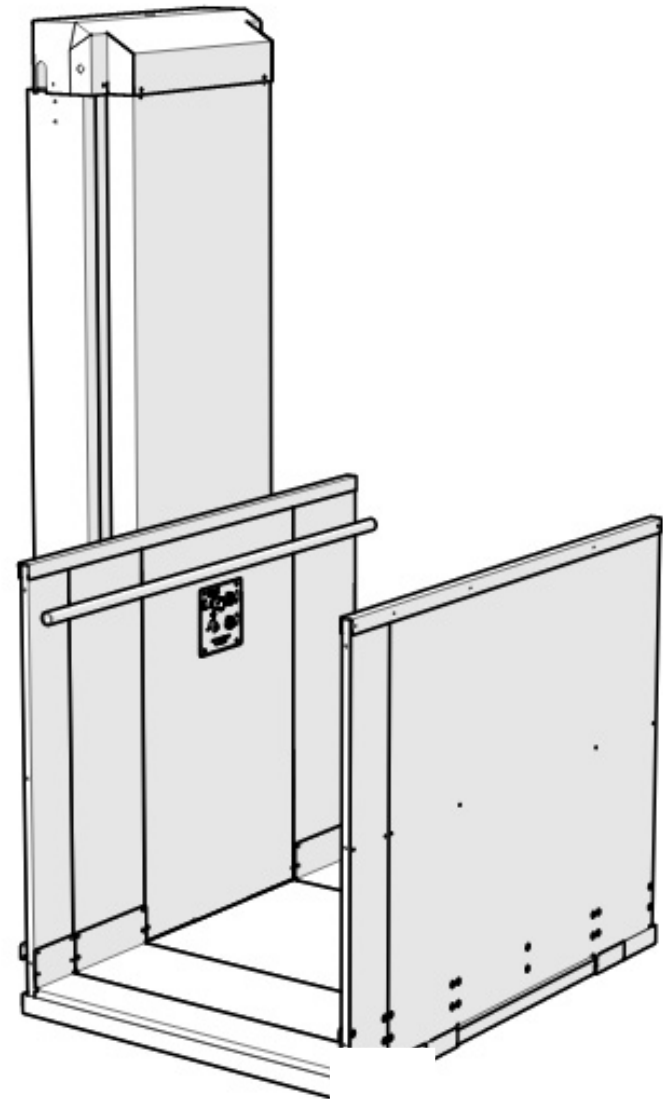


Vertical Platform Lift Owner's Manual

April 19, 2023



Contents

About Your Vertical Platform Lift4-5

Operating Instructions6-7

Maintenance 8

Troubleshooting 9

Limited Warranty Details..... 10-11

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 or multiple individuals who meet 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.

Parts Only 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 vertical platform 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 LIMITED WARRANTY.

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

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, STEEL CABLE AND TOWER.

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 after-market 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 vertical platform lift 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 vertical platform lift. 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.

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 # _____

This serial number contains important information about your lift. This number may be needed if the lift requires replacement parts. Please keep it handy.

About Your Vertical Platform Lift

Learn the location and function of all features before using your lift.

Drive System: The lift uses dual cable winding drum drive system. The lift is operated from two 12 V, 10 AH, sealed lead acid batteries. The lift must be connected, at all times, to 120 VAC power source to charge the batteries.

Call/Send Controls: These controls can be installed at each landing to call the platform to that landing or send the platform to the opposite landing. Full operation is explained on page 6.

Platform Controls: Controls the movement of the platform. Pushing the upper or lower button moves the platform in the corresponding direction. The platform will automatically stop any time a button is released. Full operation is explained on page 7.

Emergency Stop Switch: This switch, located on the platform controls, can be pressed at any time to stop the platform. An alarm also sounds while this switch is depressed. Full operation is explained on page 7.

Automatic Access Ramp (Optional): While the platform is not at the lower landing, the ramp is up and acts as a guard to prevent wheelchair movement. As the platform descends to the lower landing, the platform contacts the ramp actuator and the ramp automatically lowers.

Diagnostic Indicator

The diagnostic indicator is located on the platform operating panel.

A solid GREEN LED indicates all systems are normal and ready for use.

When the lift system is outside the norm, it flashes a series of colors and patterns to indicate the issue:

- 1 YELLOW - Batteries are not being charged. Make sure the battery charged is connected to power.
- 2 YELLOW - Platform gate is not closed.
- 4 YELLOW - Down obstruction sensor.
- 1 YELLOW 1 RED - Top floor gate or door is not closed.
- 3 YELLOW 3 RED - Mid floor gate or door is not closed.
- 5 YELLOW 5 RED - Bottom floor hoistway door is not closed.
- 2 RED - Conflicting switches.
- 3 RED - Final limit.
- 5 RED - Slack cable device.
- Solid RED - Key switch turned off while traveling.
- LED Off - Key switch turned off or PCB not powered.

Maintenance

Regular maintenance is essential in keeping your Vertical Platform Lift in a proper operating condition. Please remember, you as the owner of this equipment, are responsible for making sure maintenance and upkeep are performed on a regularly scheduled basis.

We strongly urge you to protect your investment by having only authorized Staying Home Corp. dealers perform all required maintenance, service and repair work.

To assure proper operating condition of your lift, the items listed below should be inspected and/or serviced every six (6) months. However, additional inspections may be necessary depending on amount of usage. In high usage areas, such as schools, nursing homes, clinics and outdoor installations, the unit should be maintained on a three (3) month schedule.

- Tighten all fastening anchors.
- Inspect ramp for proper operation.
- Lubricate ramp linkage and hinges with light weight oil.
- Lubricate gate hinges.
- Inspect electrical travel cable for excessive wear. Replace as necessary.
- Verify operation of slack rope device.
- Equalize tension of ropes

Platform Safety Pan: Sensor switches are located on the underside of the platform. These switches will immediately stop the platform, should it encounter an obstacle during its downward travel. Upward travel is not disabled when the safety pan is obstructed. (The safety pan may be omitted if installed inside an enclosure or hoistway.)

Platform Gate (Optional): A platform gate can be provided to keep the rider securely enclosed within the platform. When the platform gate is provided, a gate interlock prevents the platform from operating unless the gate is closed and locked.

Top Landing Door/Gate (Optional): A gate or door must be installed at the top landing to keep the lift area secured. Each door/gate is equipped with an interlock to prevent the platform from operating unless the door/ gate is closed and locked.

Operating Instructions

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.

The following must be observed at all times:

- Have the dealer show you all the features and details of the lift.
- Operate the lift while the dealer is present to assure your understanding of all that has been communicated to you.
- Do not exceed capacity of 750 lbs. (340kg)
- Do not bypass any control sensors.
- Do not use lift to transport freight.
- Do not operate lift if it has been damaged.
- Center the user(s) on the platform while using the lift. -

CALL/SEND CONTROLS: To “call” or “send” the platform: Press and hold a control button in the desired (“UP” or “DOWN”) direction. The platform will stop automatically upon reaching a landing. Releasing the button at any time will stop the platform's movement.

PLATFORM CONTROLS: Upon entering the platform, make sure the gate or door fully closes behind you. Press and hold a platform control button in the desired (“UP” or “DOWN”) direction. The platform will stop automatically upon reaching a landing. Releasing the button at any time will stop the platform's movement. Note: On 3-stop units, the control button labeled with the desired landing level must be pressed.

WARNING! : Wheelchair wheels must be locked at all times during platform movement. Keep hands, feet and wheelchair inside platform area.

EMERGENCY STOP SWITCH: The emergency stop switch can be pressed at any time to stop the platform's movement. All controls are disabled and an alarm sounds while the knob is depressed. Twist the knob clockwise to return to normal operating position.

SLACK CABLE SAFETY DEVICE: If one of the drive cables becomes slack, the platform will mechanically lock into the machine housing and electrically terminate power to the drive unit. The device can be reset by an authorized dealer. Note: If the device sets, the cause must be determined and corrected before the lift is put back into service.