

# HANDICARE 1100 | USER MANUAL



EN

US

CA

Manual Style seat  
Powered Style seat



# CONTENT

<b>USER MANUAL</b>	<b>2</b>
<b>OPTIONS</b>	<b>10</b>
<b>IMPORTANT INFORMATION</b>	<b>12</b>
<b>FAULT FINDING</b>	<b>17</b>
<b>ATTACHMENTS</b>	<b>22</b>
<i>A. Reminders</i>	<i>22</i>
<i>B. Emergency operation</i>	<i>23</i>
<i>C. Diagnostic codes</i>	<i>24</i>

# FOREWORD

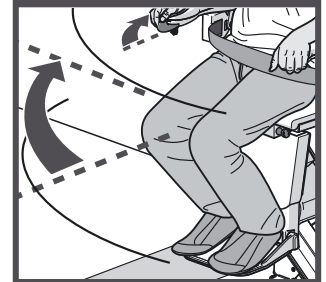
Thank you for choosing a Handicare stairlift. This manual is for the HANDICARE 1100 lift type, and includes instructions for the standard features and optional upgrades.

**Make everyday life easier....**

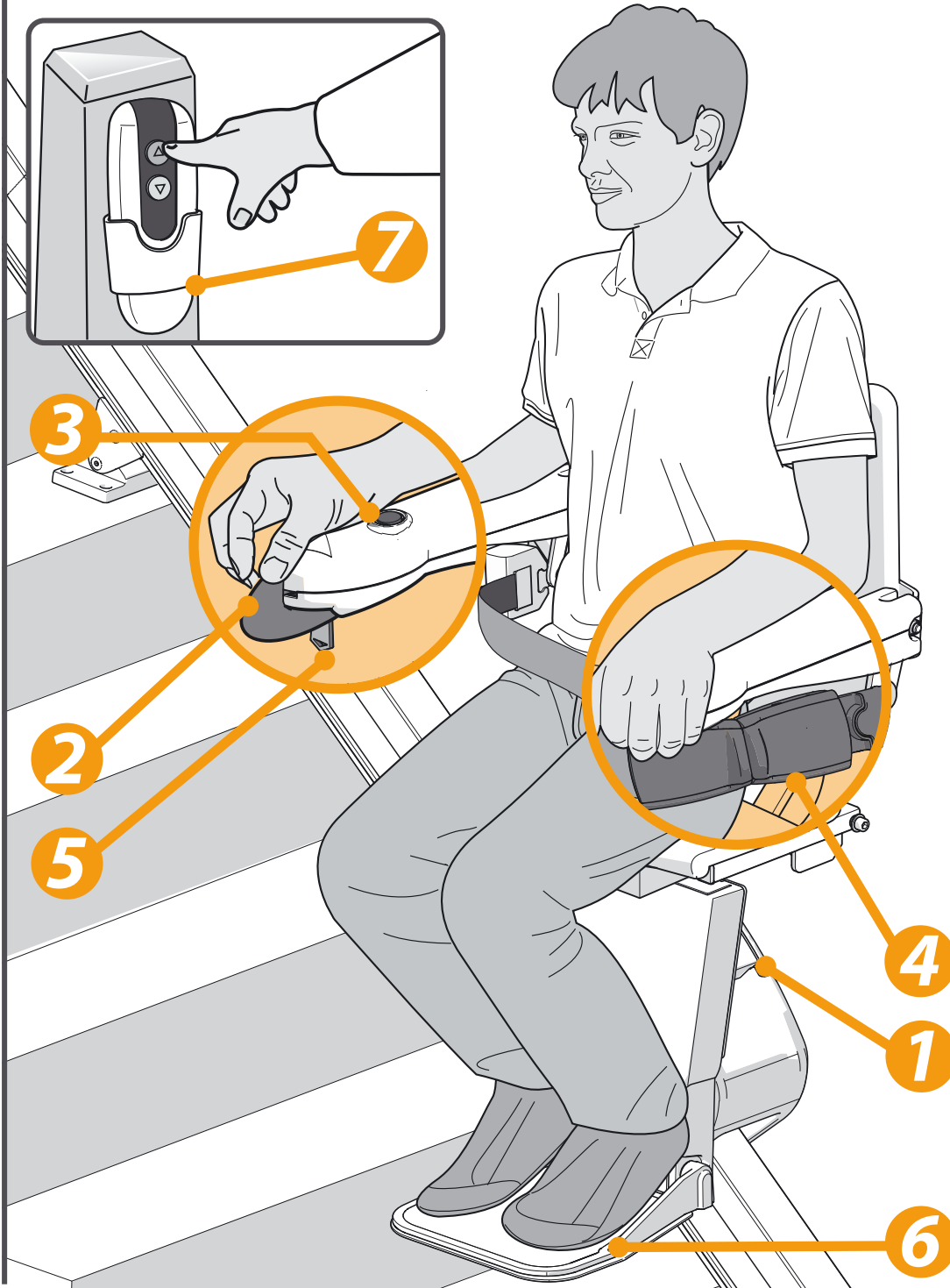
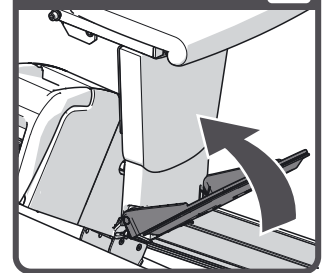
# STYLE SEAT

## OPTIONS

Powered Swivel

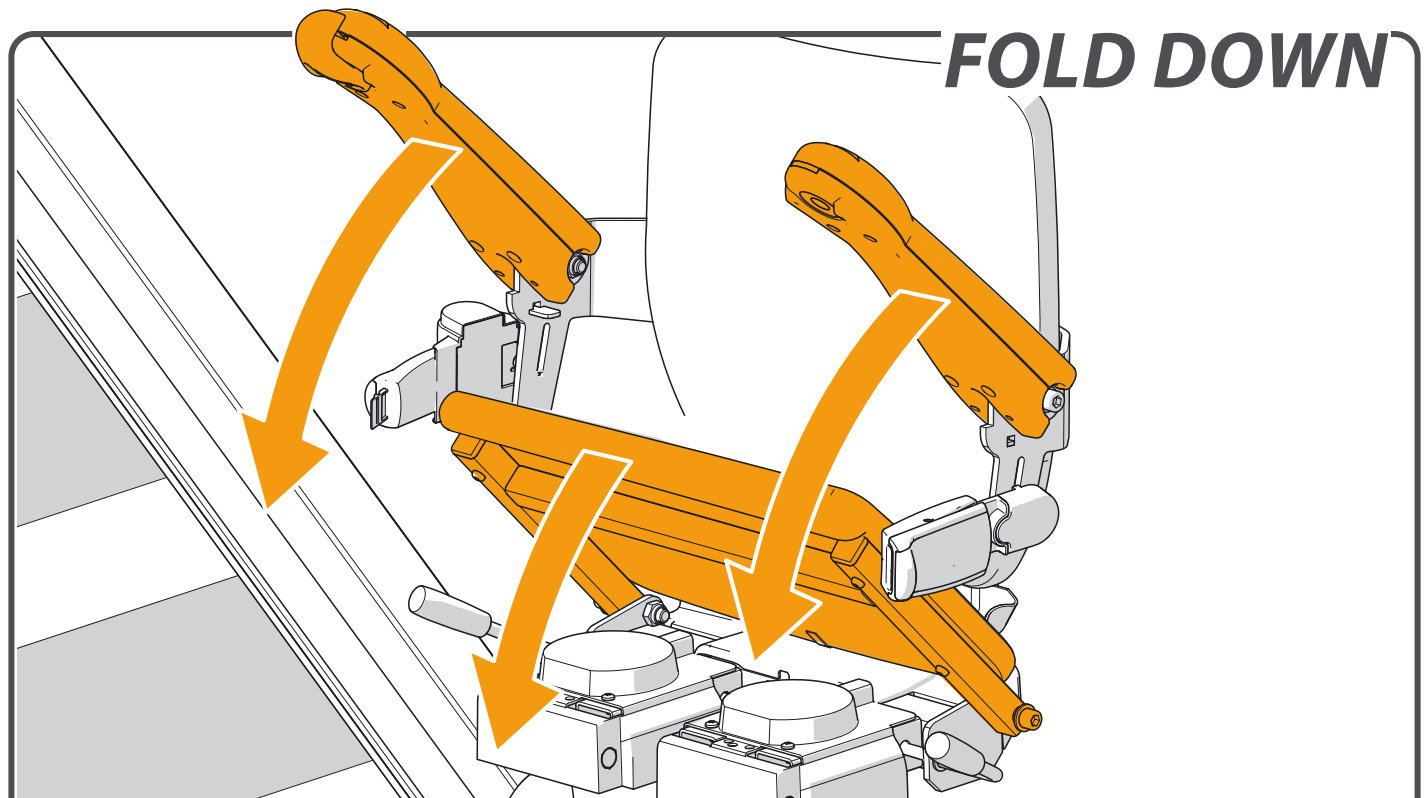


Powered Footrest



The illustration above shows the features used to operate the STYLE seat. The STYLE seat can be upgraded with the Powered Swivel seat, the Powered Footrest, options to create even more seat comfort and user-friendliness.

- [1] Diagnostic Display
- [2] Joystick
- [3] Stop button
- [4] Seat belt
- [5] Key switch
- [6] Footplate
- [7] Remote control

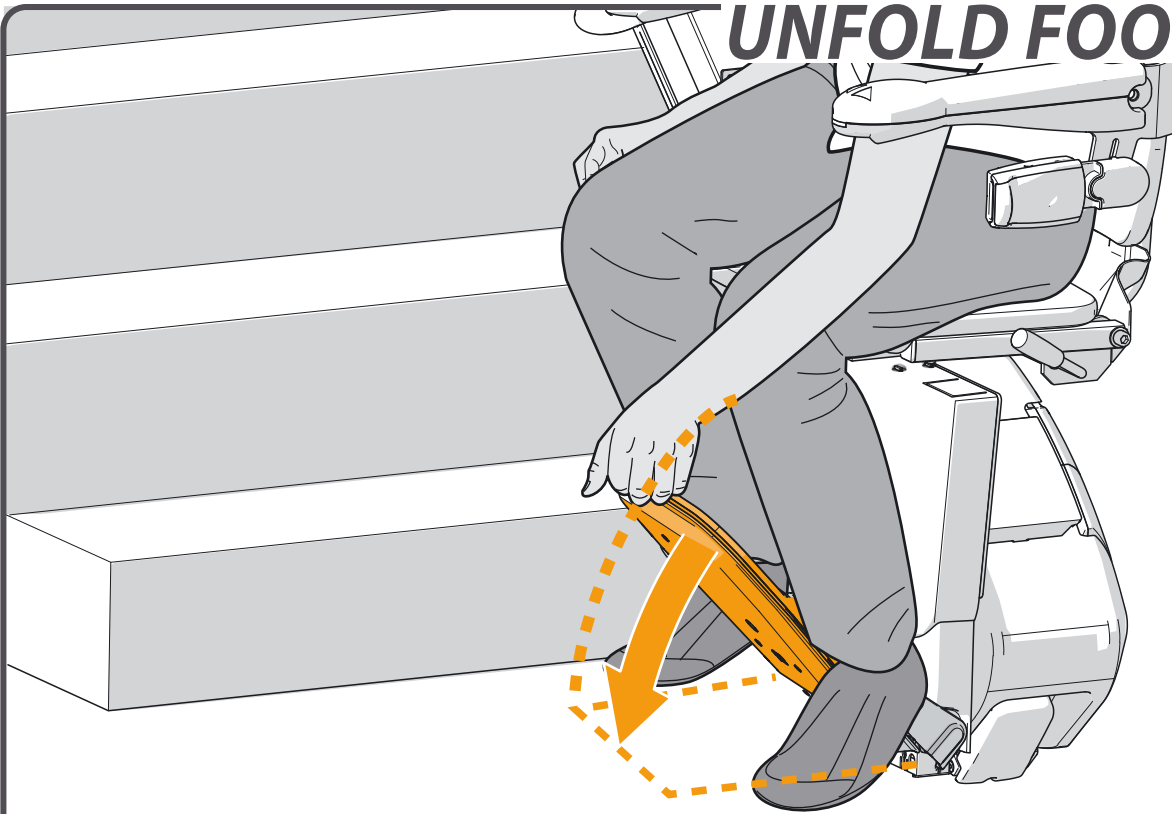


Fold down the armrests and seat.



Sit down on the seat.

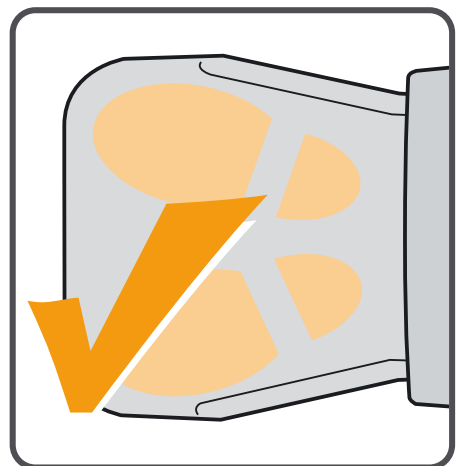
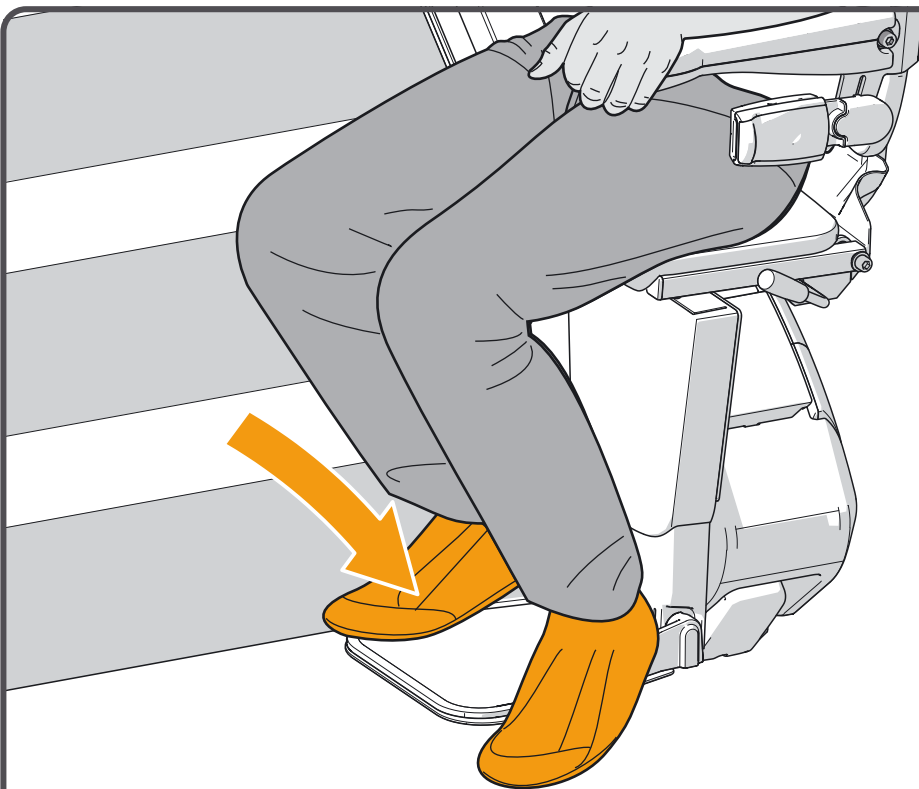
## UNFOLD FOOTREST



Fold down the footplate.

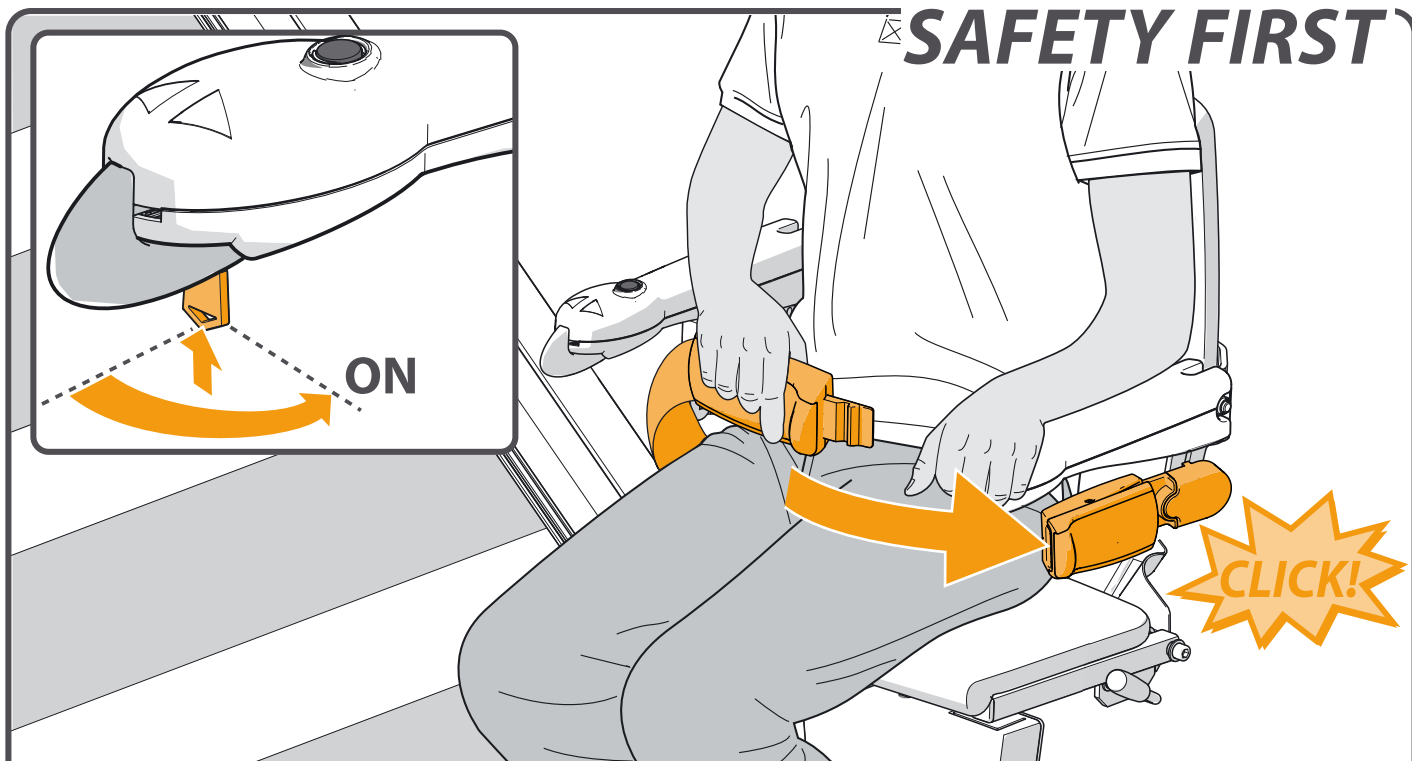
 [page 11 > OPTIONAL POWERED FOOTREST](#)

## PLACE FEET



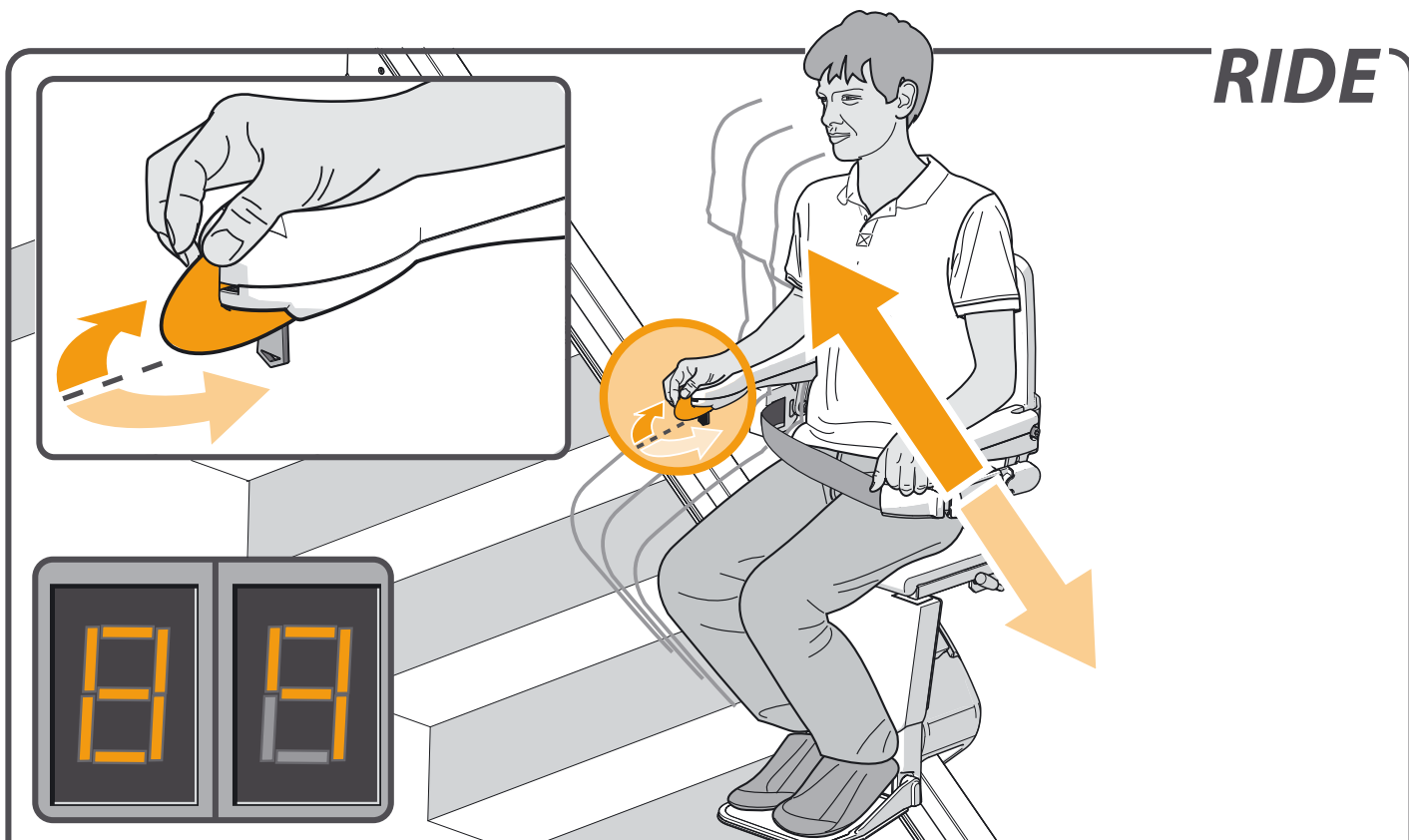
Place your feet on the footplate. Ensure that both feet are completely on the plate.

## SAFETY FIRST



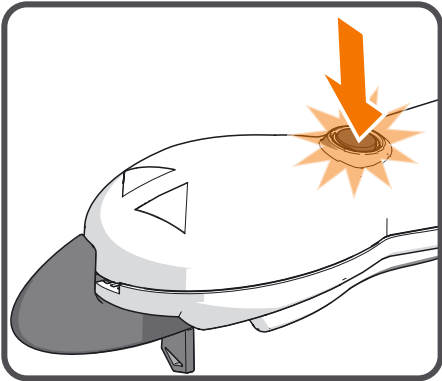
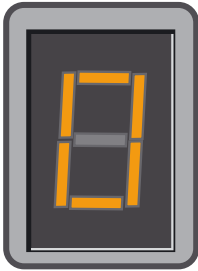
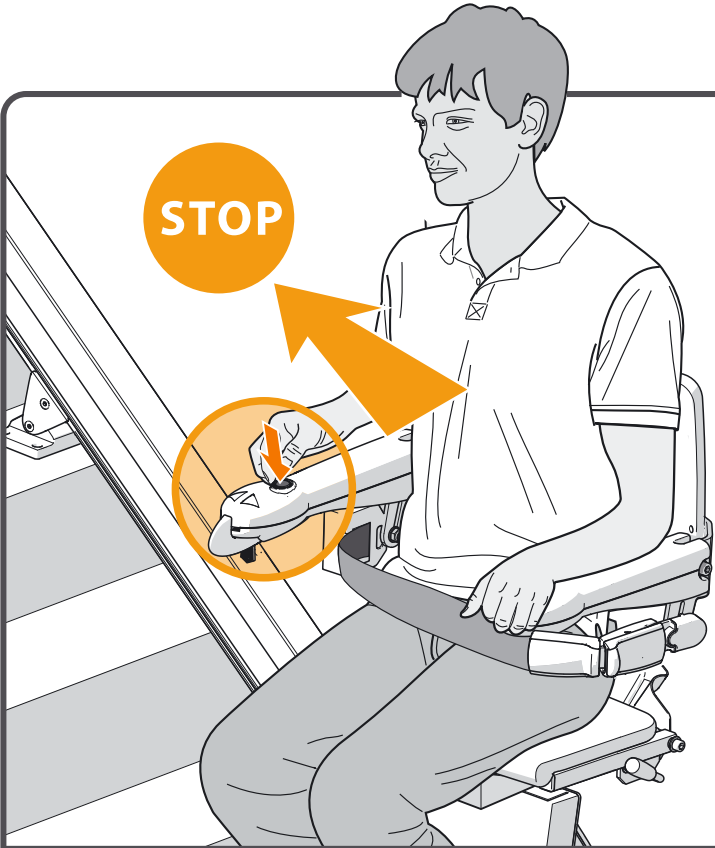
Fasten the seat belt securely, ensuring that it clicks into the holder. Put the key in the switch and turn it ninety degrees clockwise. Check that the chair is in the locked position.

## RIDE



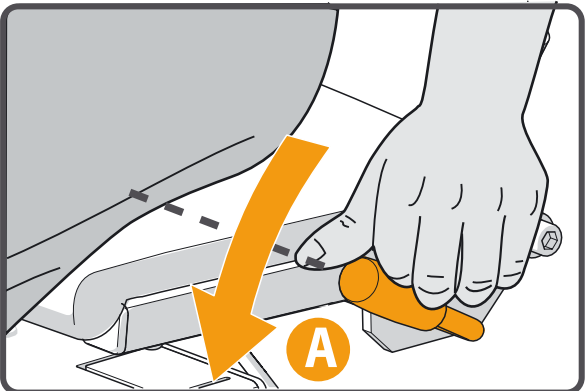
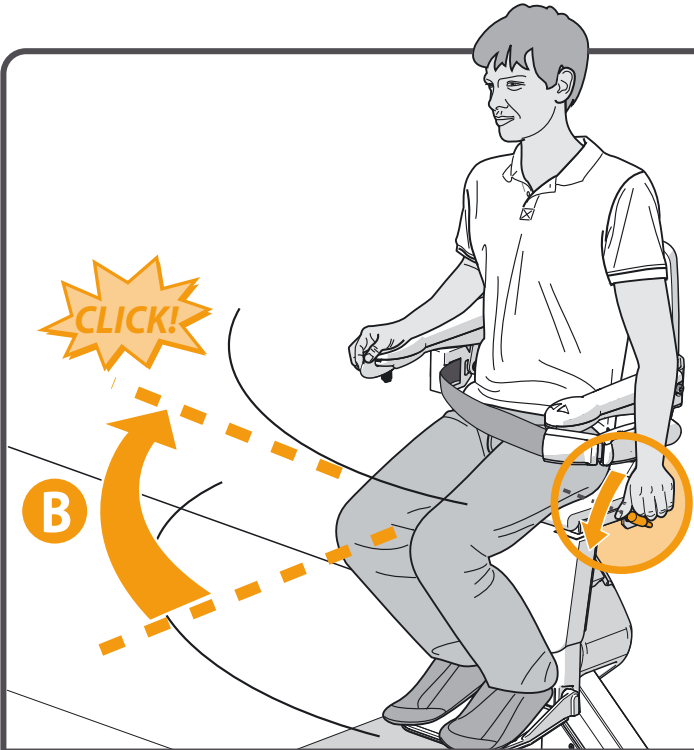
Move and hold the joystick in the desired direction of travel. The display shows a "8/9", the lift gradually starts to move.

# STOP BUTTON



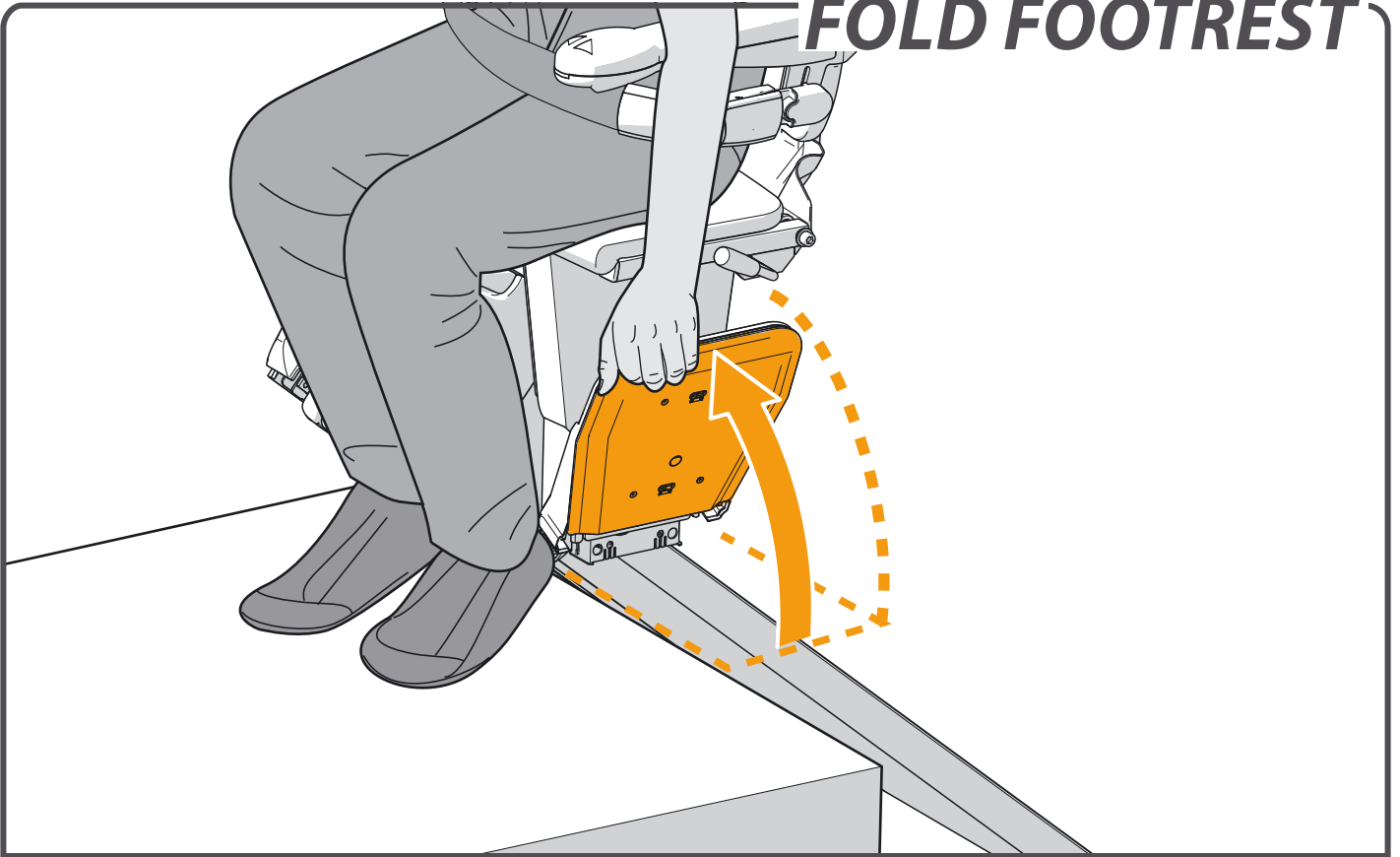
In an emergency, press the stop button once. The lift stops straight away. To release the lift, press the stop button again.

# SWIVEL



The lift stops automatically at the end of the rail. You should now swivel the seat manually, making it easier to get on and off. To do this, push down the lever{A}. Swivel the seat until you hear a 'click'. The seat is now in the correct position{B}.

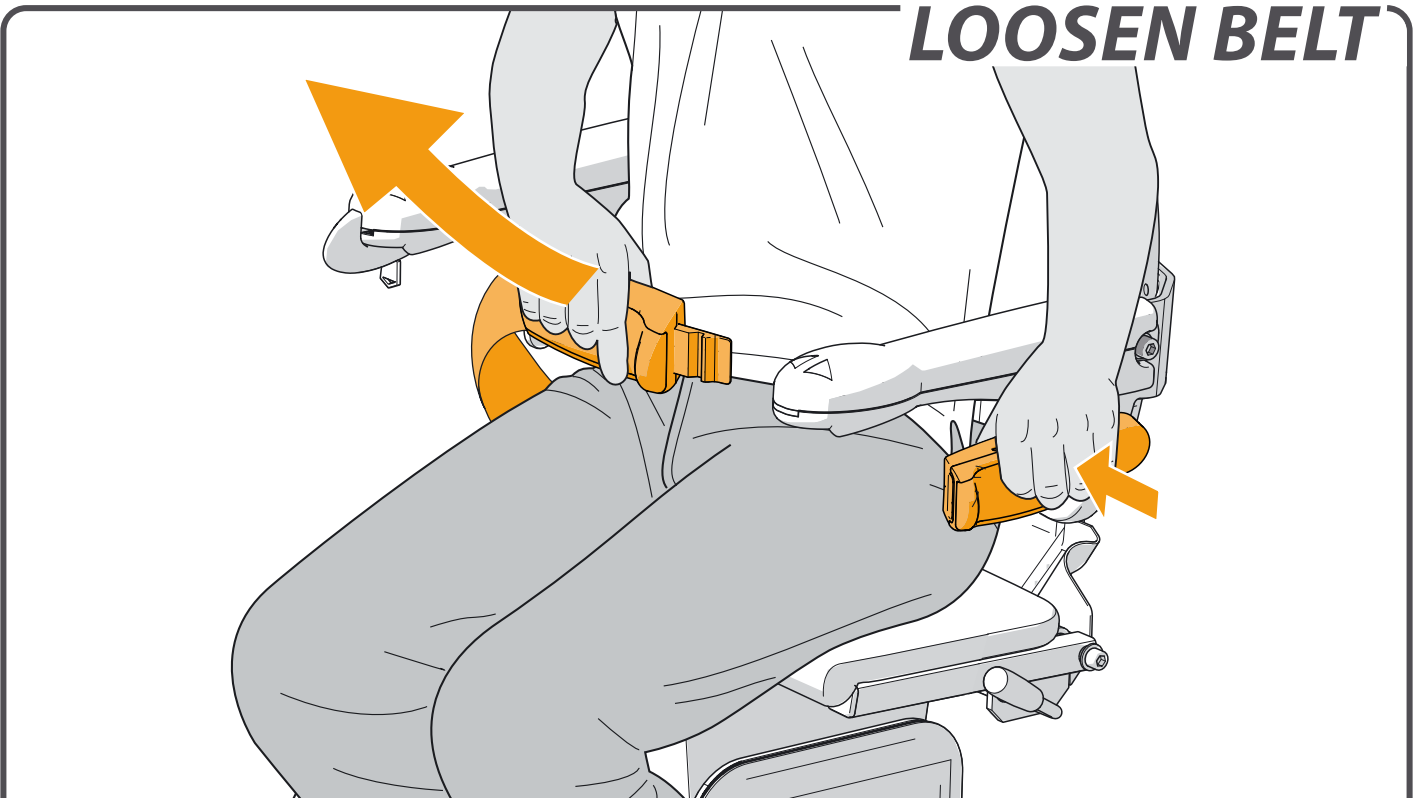
## FOLD FOOTREST



Fold up the footplate.

 [page 11 > OPTIONAL POWERED FOOTREST](#)

## LOOSEN BELT



Unfasten the seat belt.

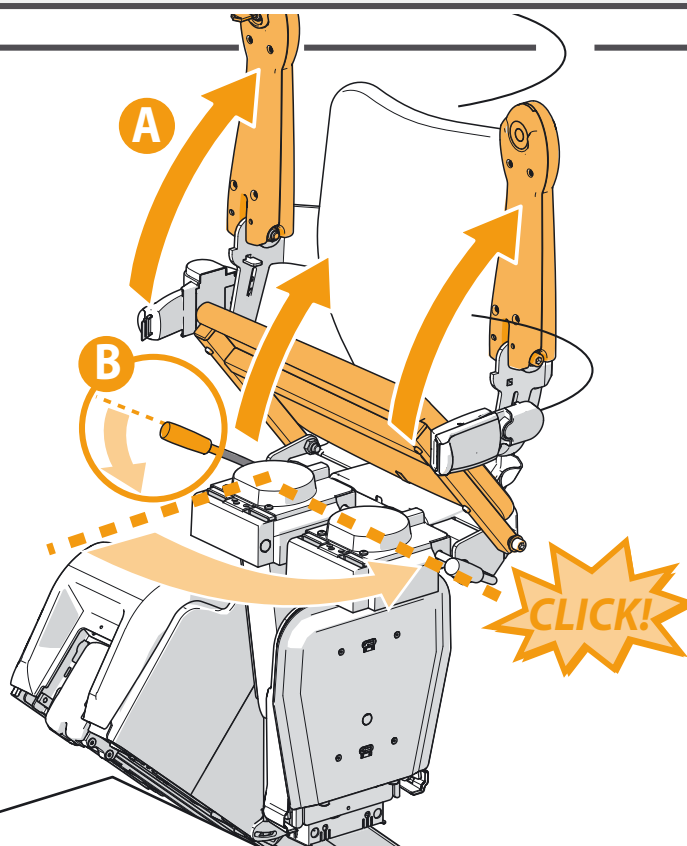


## STAND UP



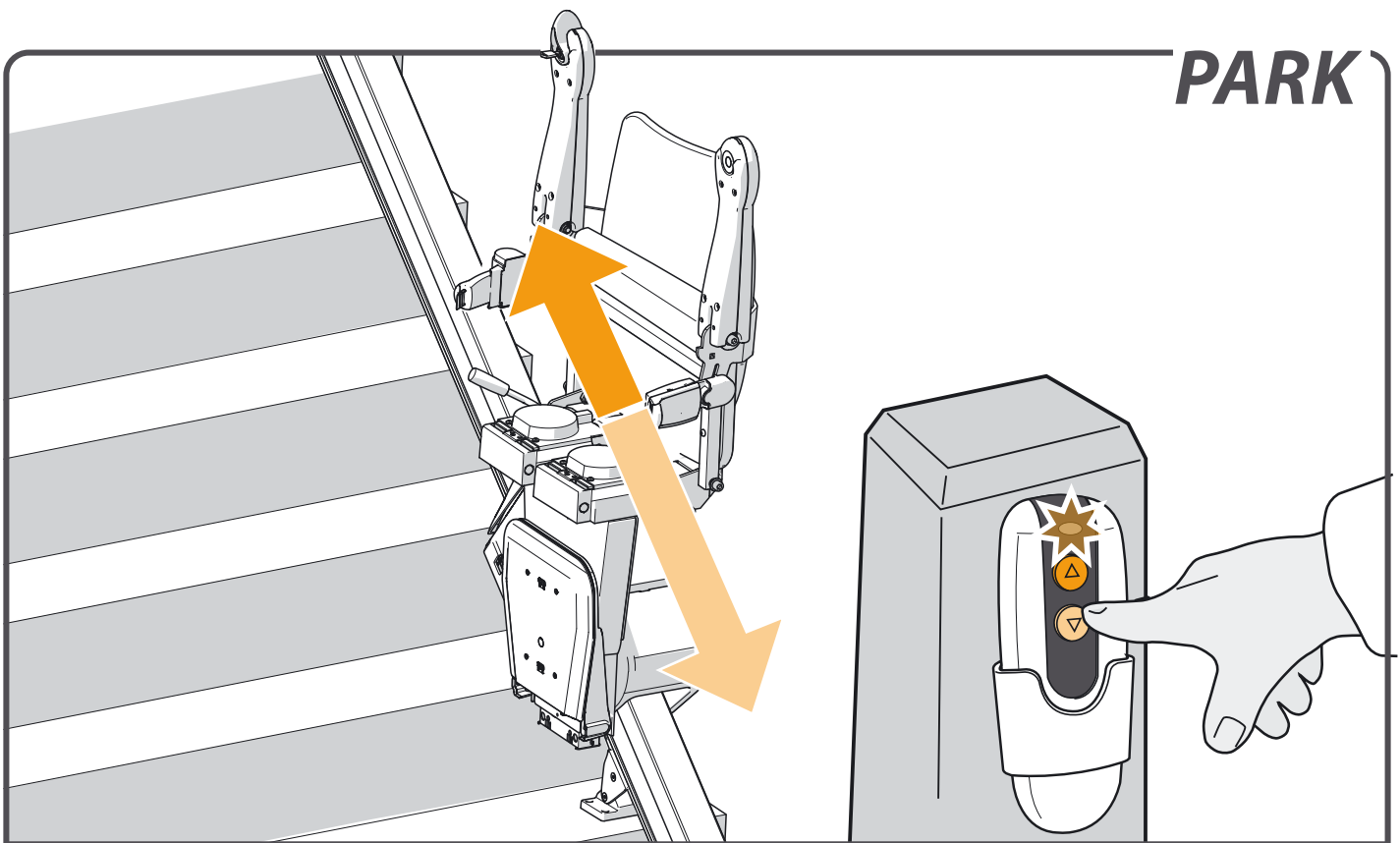
Stand up from the seat.

## FOLD UP



Fold up the armrests and seat {A}. Push the handle, located to the left or right under the seat, downwards {B}. Swivel the seat until you hear a 'click'. The seat is now in the locked position.

# **PARK**

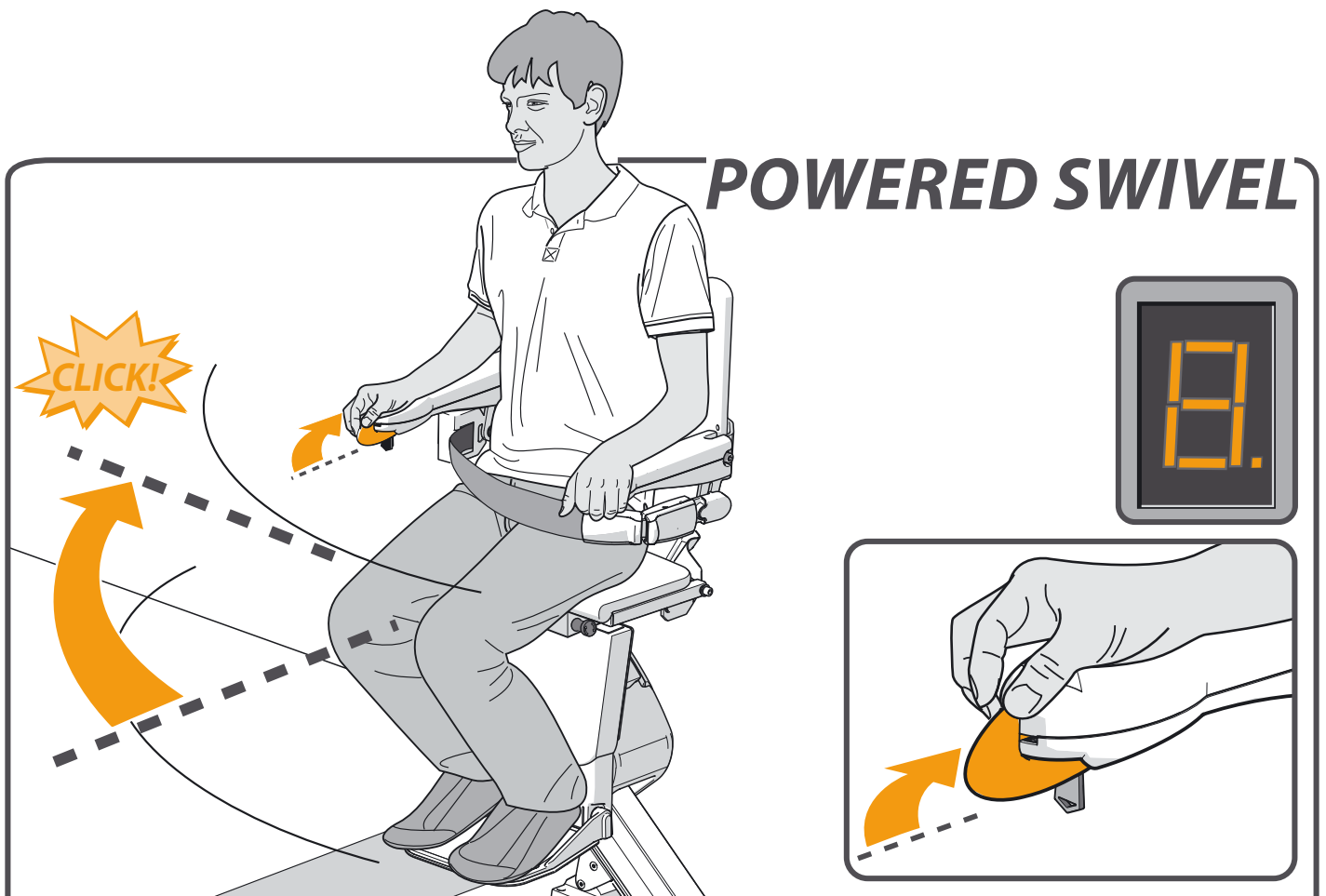


Press and hold the up or down button on the remote control until the lift reaches a stop point. Upon arrival, the lift stops automatically.

# OPTIONS

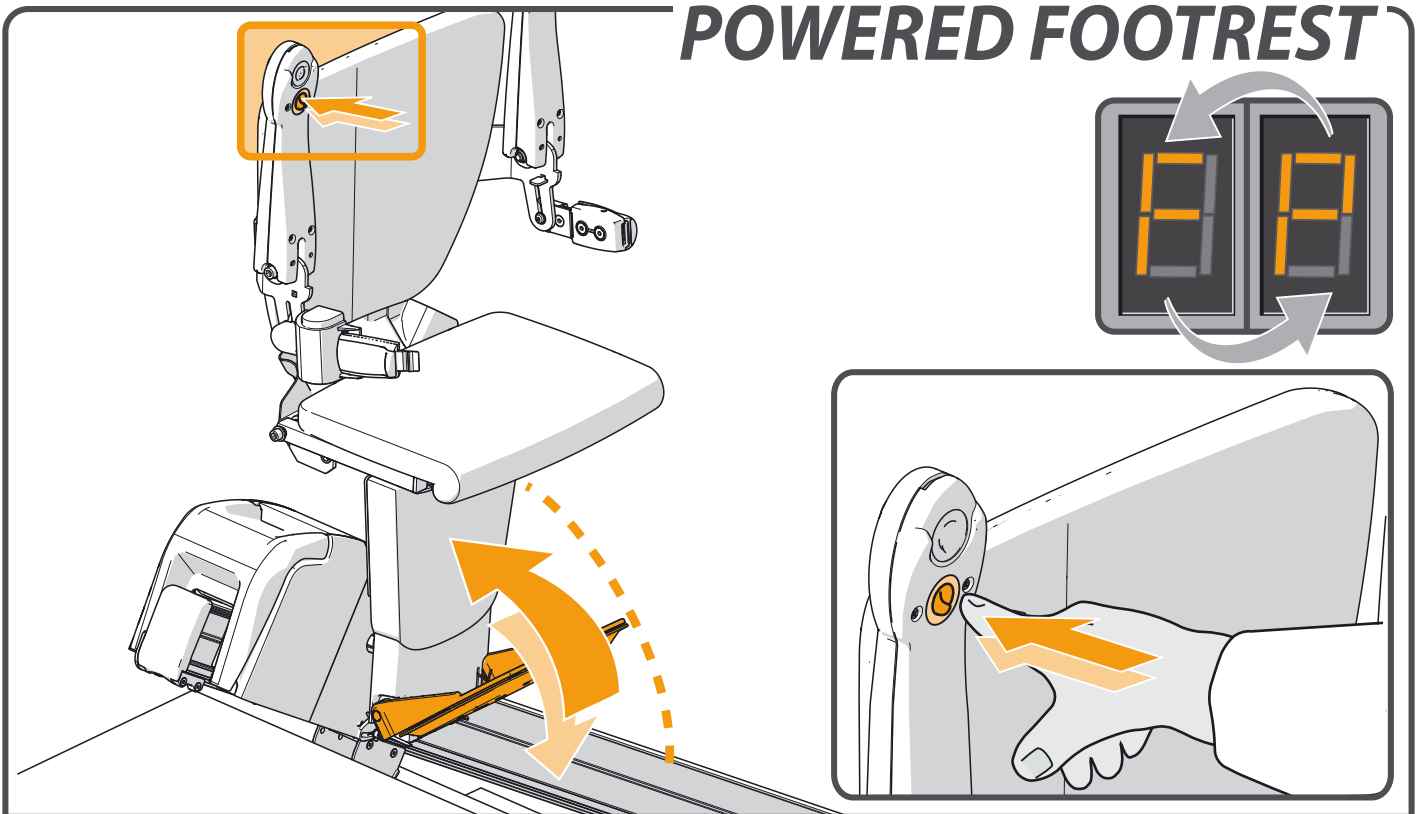
**POWERED SWIVEL** \_\_\_\_\_ page 10

**POWERED FOOTREST** \_\_\_\_\_ page 11



The POWERED SWIVEL SEAT option let you swivel the seat automatically to face the direction you are going to walk. To do this, push and hold the joystick in the direction of travel.

## POWERED FOOTREST



To operate a POWERED FOOTREST press the switch under the armrest. Always ensure the footplate is in the down position during travel.

# IMPORTANT INFORMATION

## EC DECLARATION OF CONFORMITY FOR MACHINERY

(Directive 2006/42/EC)

Manufacturer: Handicare  
Address : Newtonstraat 35  
1704 SB Heerhugowaard  
Postbus 39  
1700 AA Heerhugowaard  
Holland  
Tel.nr. +31 (0)72-5768888

Herewith declares that the

### **Handicare 1100**

is in conformity with the provisions of the Machinery Directive 2006/42/EC, Low Voltage Directive 2014/35/EU and EMC Directive 2014/30/EU.

The stairlifts are 24V DC Powered Stairlifts moving in an inclined plane, used with an approved battery charger product.

The stairlift has been designed and manufactured in accordance with the following standards:

EN 81-40, ISO 9386-2, EN ISO 12100-1,  
EN ISO 12100-2, EN ISO 14121,  
EN60204-1, (including the EMC standards).  
ASME A18.1

Liftinstituut B.V., Buikslotermeerplein 361, 1025 XE, Amsterdam, The Netherlands. Identificationnr 0400 has issued an EC-certificate in compliance with above mentioned directives and standards with reference NL17-400-1001-015-10.

The Technical Construction File for the above Stairlift is retained at the manufacturers address. A copy is retained at the Liftinstituut B.V.office.

Heerhugowaard, The Netherlands, 28 March 2019



J. Hopman  
Managing director Handicare stairlifts HHW

Serial no. unit:

Project:

Date:

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## FOREWORD

Your Handicare 1100 stairlift is a sophisticated product for indoor use only that has been specifically developed to carry one person (*Inclination stairs >30°-45°*: max. 140 kg/22 stone/308 lbs. *Inclination stairs >45°-50°*: max. 130 kg/20½ stone/286 lbs) sitting on the seat. Before using your Handicare 1100 stairlift please read this manual thoroughly to familiarise yourself with how to operate your stairlift. Your stairlift has been constructed with state of the art technology and in accordance with recognised safety regulations so you can be sure that you have a safe and reliable solution.

Nevertheless, incorrect use of the stairlift may cause risk to the user or third parties, damage to your stairlift or other goods. Use your stairlift only when it is in good working order, in accordance with the intended use described above and with due attention to this manual. Always keep this manual near the stairlift.

## TECHNICAL SUPPORT

Should issues arise that are not covered by this document please contact your supplier. Their Service department staff will always be pleased to help you. To help them identify your product please have the following details to hand when you call them:

- this manual
- your name, address, postcode, town and telephone number  
stairlift serial number which can be found on the label located on the power pack underneath the seat.

## SAFETY INSTRUCTIONS

When using the stairlift always observe appropriate safety regulations regarding risk of electric shock and physical injury.

1. Provide an unobstructed environment by ensuring that the entire track is free of obstacles. Keep the rail free from oil and ice.
2. Take environmental influences into account. Do not expose the lift to damp or extreme sunlight. Make sure that the environment is well lit.
3. The stairlift should only be used by individuals who have received the appropriate guidance. On installation the supplier is required to demonstrate how to use this stairlift and the user is required to sign the declaration confirming that this instruction has been received.
4. Stairlifts should only be used for carrying one person: do not use your stairlift to carry pets, goods or more than one person at a time, even if the load is below the maximum user weight. Keep children and pets away from the stairlift.
5. Remove the key after use to prevent unauthorised use.
6. Keep limbs and clothing away from moving parts. Make sure that wide or loose clothing cannot become trapped between the chair and the stairs or rail.
7. Ensure a safe position during use. Always ensure a correct, stable position. Please sit as far back in the seat as you can and place your feet as close to the centre of the footplate as you are able to. Always use the safety belt and never stand on the stairlift.
8. Take care at all times. Concentrate on the operation of the stairlift as releasing the operating toggle will cause the lift to stop. To restart the lift wait 3 seconds and push and hold the toggle in the direction of travel desired until you reach the landing

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or hallway.

9. Check for damage. Before use check the lift for external damage. Report unusual noises, such as squeaking and creaking, to your supplier. To avoid accidents repairs and preventive maintenance should only be carried out by engineers qualified to do so.
10. The stairlift must not be used in the event of a fire or as a means of escape during a fire.
11. If the stairlift is not fitted with a communication device, we recommend that you always have one to hand.
12. Only leave the stairlift at the designated points at the top and bottom of the rail.

### **Structure**

The strength and the suitability in general of wall, staircases, terraces, upper floors, banisters, plinths etc. which are to support or surround the installation have been verified and ensured by the customer, who therefore accepts all relative responsibilities. Neither Handicare nor its authorised dealers may be held responsible for the suitability of the structures which surround and support the installation.

## **MAINTENANCE**

### **Cleaning**

Clean the stairlift regularly with a damp cloth; avoid excessive use of water. Clean the rail regularly with a vacuum cleaner with a soft brush. Ensure the track is kept free of dirt and dust. Any dirt on the rail can easily be removed with a slightly damp cloth. Under no circumstances should you use cleaning product when cleaning the rail. The use of lubricant on the rail is also not permitted. After a while, the wheels may leave marks on the rails.

### **Preventive maintenance**

In addition to cleaning your stairlift, periodic preventive maintenance is necessary for continued long-term use.

Your stairlift must be serviced at least once a year by a qualified person. If your stairlift has more than two users we recommend a minimum of two services per year.

Please make an electrical socket available to provide local lighting if required during inspection and servicing. Lighting to a minimum value of 50 lux shall be provided at the boarding points whilst the stairlift is in use. Most light bulb packaging will detail the lux value of the light bulb.

## **GUARANTEE AND LIABILITY**

The manufacturer guarantees that this stairlift (excluding batteries) will be repaired free of charge should manufacturing and/or material defects occur within 24 months of the purchase date, during normal use in accordance with the recommended user, installation and maintenance instructions. Damage caused by normal wear and tear, overloading or misuse and the replacement of batteries in the remote control is not covered by this guarantee.

We recommend that your stairlift is serviced annually by an appropriately qualified stairlift engineer.

Under no circumstances can the manufacturer accept responsibility for death, personal injury, damage to property, or incidental, unforeseen consequences and/or costs or damage resulting from the use of your stairlift.

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The carrying out of alterations to the product is not permitted and doing so will invalidate the warranty. The manufacturer is not liable for damage resulting from such alterations. The manufacturer accepts no liability for damage or injury caused by the non or inadequate observance of the safety regulations and instructions in this manual, or by negligence during the installation, use, maintenance and repair of this stairlift. Installation and servicing should only be carried out by dealers or installers/service engineers authorised by the manufacturer in accordance with local regulations. The wall mounted remote controls operate on a radio frequency; Handicare is unable to accept responsibility for system inoperability in the unlikely event of interference from signals external to this stairlift.



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## TECHNICAL SPECIFICATIONS

Supply voltage	100-240 V $\sim$	Speed	max. 0.15 m/s
Frequency	50/60 Hz	Ambient temperature	0 - 40 °C
Current	1.0 A	Relative humidity	20 - 80%
Power consumption	0-36 watt	Usage	10 rides per day
Fuses	20 A	Noise	56 dB
Max.load (inclination 30°-45°)	140 kg	Use	Indoor
Max.load (inclination 45°-50°)	130 kg		
Max.load (Hinge / SlideTrack)	120 kg		

## TECHNICAL SPECIFICATIONS NA

Supply voltage	120 V $\sim$	Speed	max. 0.49 f/s
Frequency	60 Hz	Ambient temperature	32 - 104 °F
Current	0.83 A	Relative humidity	20 - 80%
Power consumption	20 watt	Usage	10 rides per day
Fuses	20 A	Noise	56 dB
Max.load (inclination 30°-45°)	308 lbs	Use	Indoor
Max.load (inclination 45°-50°)	286 lbs		
Max.load (Hinge / SlideTrack)	264 lbs		

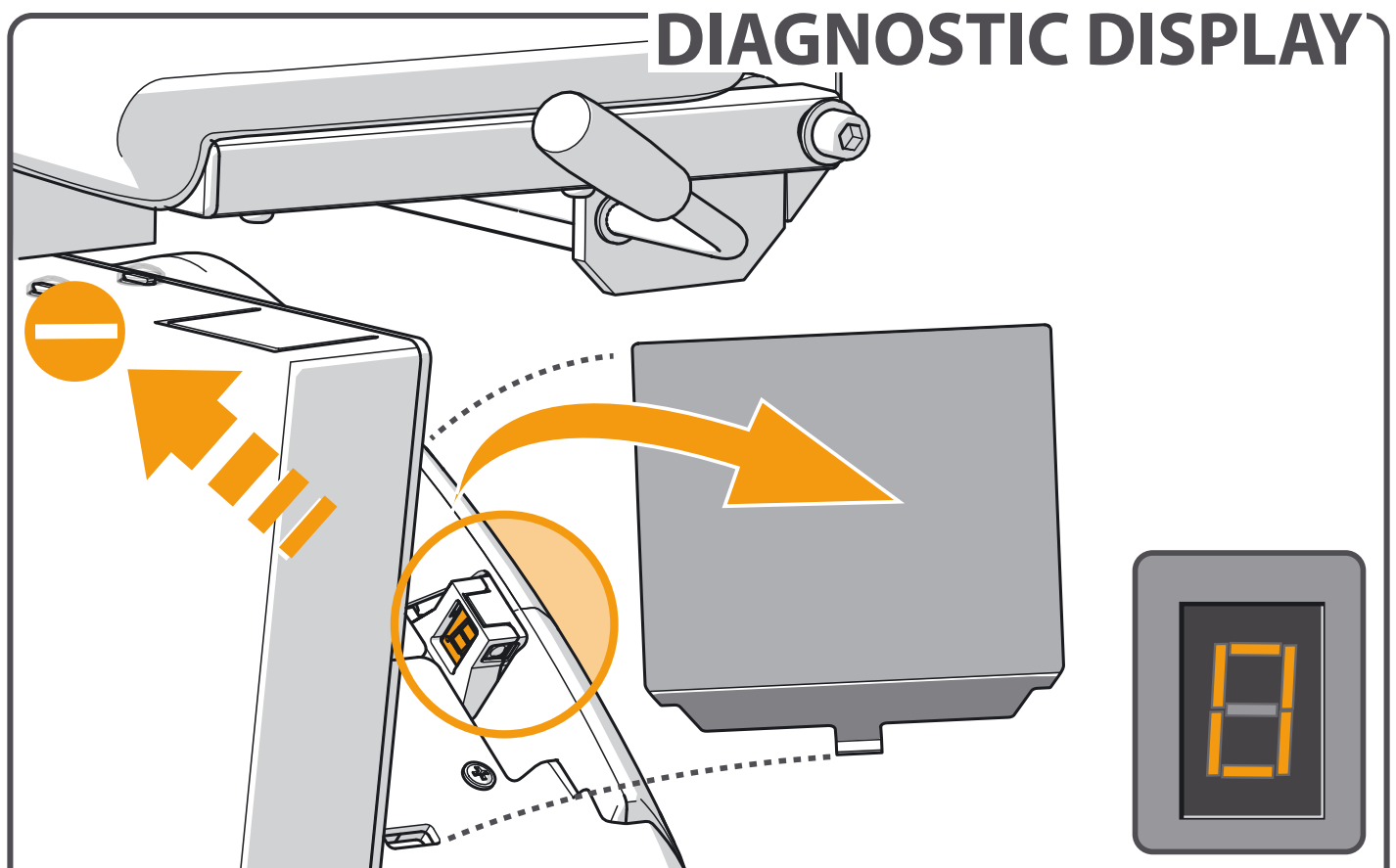
The information provided in this manual is based on general specifications regarding the construction, material properties and working methods known to us at the time of publication; alterations and improvements are therefore anticipated.

*All rights reserved. No part of this publication may be reproduced and/or published by means of print, photocopy, microfilm or in any other way or form, without prior written permission from the manufacturer. This also applies for the accompanying drawings and diagrams. The manufacturer reserves the right to change parts at any time, without prior or direct notification to the customer. The contents of this manual may also be changed without prior warning. This manual is intended for the standard models of the lift. The manufacturer therefore cannot be held liable for any damage resulting from specifications that differ from those of the standard model of the lift supplied to you. For information concerning adjustment, maintenance or repairs not provided in this manual, please contact your supplier's service department. This manual has been compiled with the best intentions and every possible care but the manufacturer cannot accept responsibility for any errors in this manual or for the consequences thereof.*

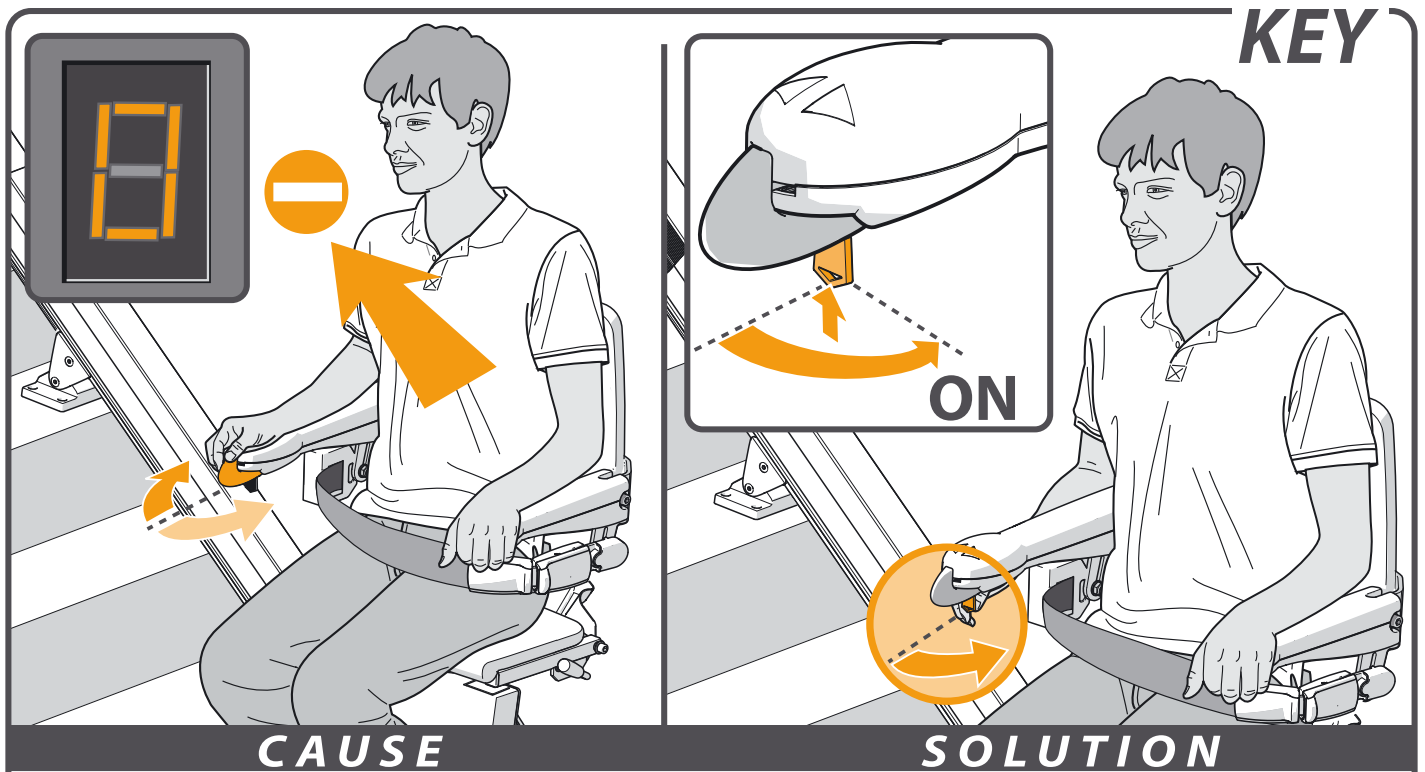
*The Dutch manual is the original language.*

# FAULTFINDING

<b>DIAGNOSTIC DISPLAY</b>	page 17
<b>KEY</b>	page 18
<b>EMERGENCY STOP</b>	page 18
<b>ARMREST</b>	page 19
<b>CHAIR POSITION</b>	page 19
<b>BATTERIES</b>	page 20
<b>POWER</b>	page 20
<b>OBSTACLE</b>	page 21
<b>LOW POWER</b>	page 21



The stairlift is fitted with a diagnostic display that displays a code to help diagnose faults. Refer to APPENDIX {**DIAGNOSTIC CODES**} for an explanation of the diagnostic codes. Please inform the customer service operator of this code when reporting any fault.



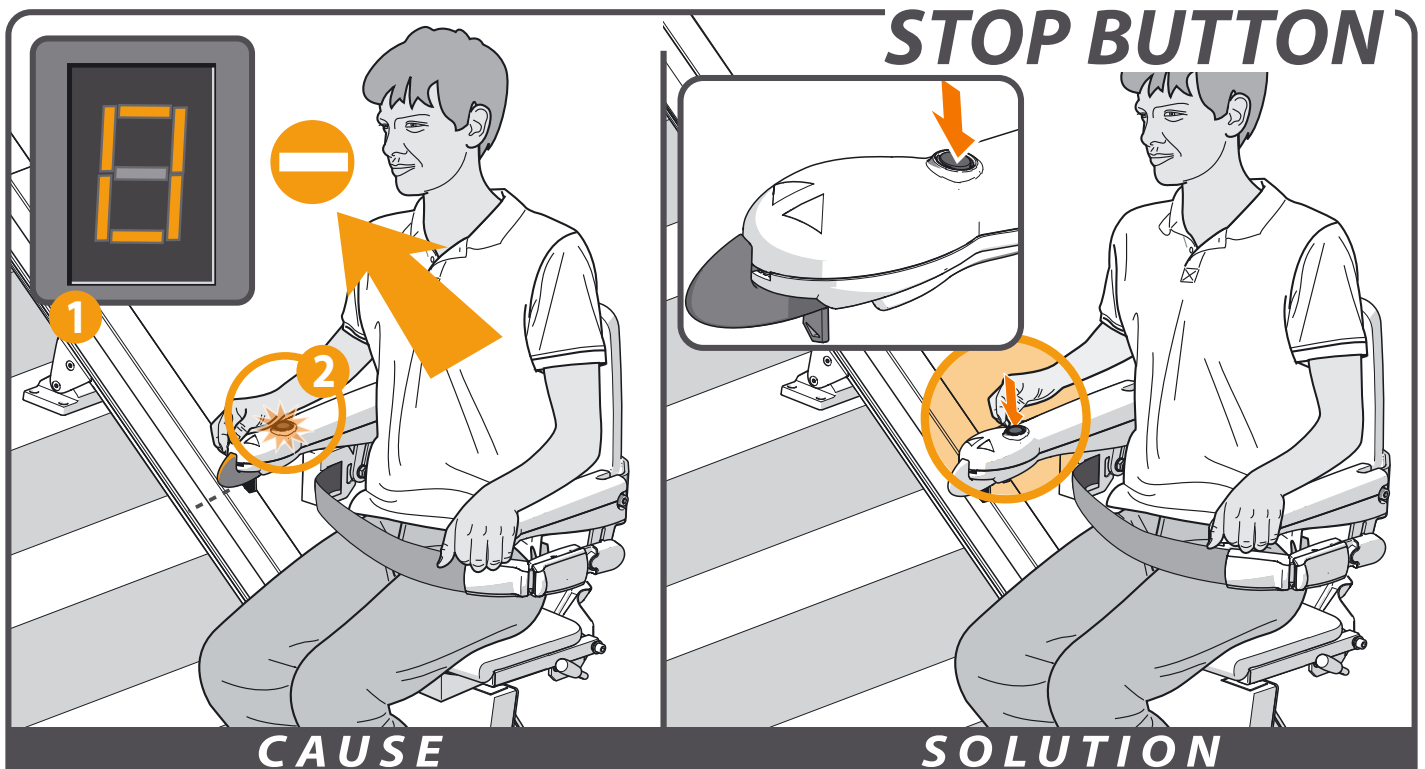
**CAUSE**

**SOLUTION**

**Problem:** the lift does not travel in either direction and the display shows a “0”.

**Cause:** the key-operated switch is in the off position.

**Solution:** turn the key-operated switch ninety degrees clockwise.



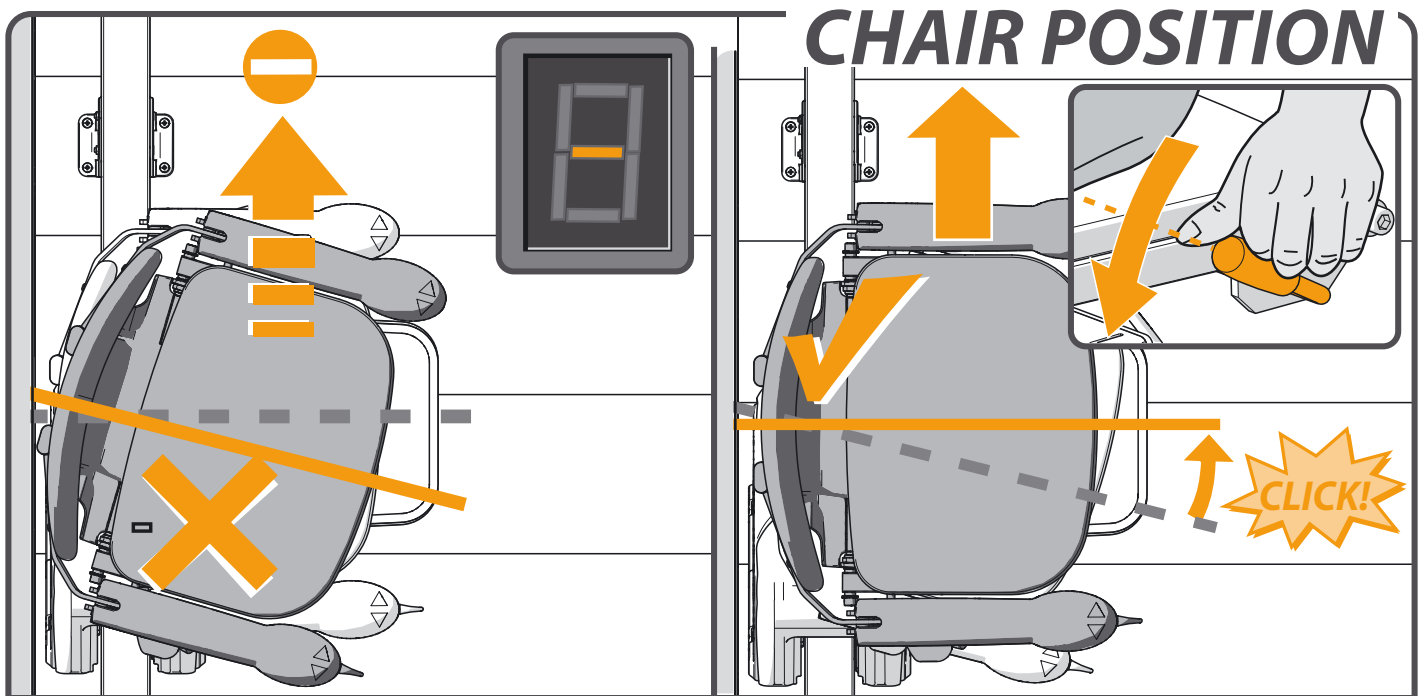
**CAUSE**

**SOLUTION**

**Problem:** the lift does not travel in either direction, the display shows a “0” [1] and the stop button [2] is illuminated.

**Cause:** the stop button has been pressed.

**Solution:** press the stop button once.



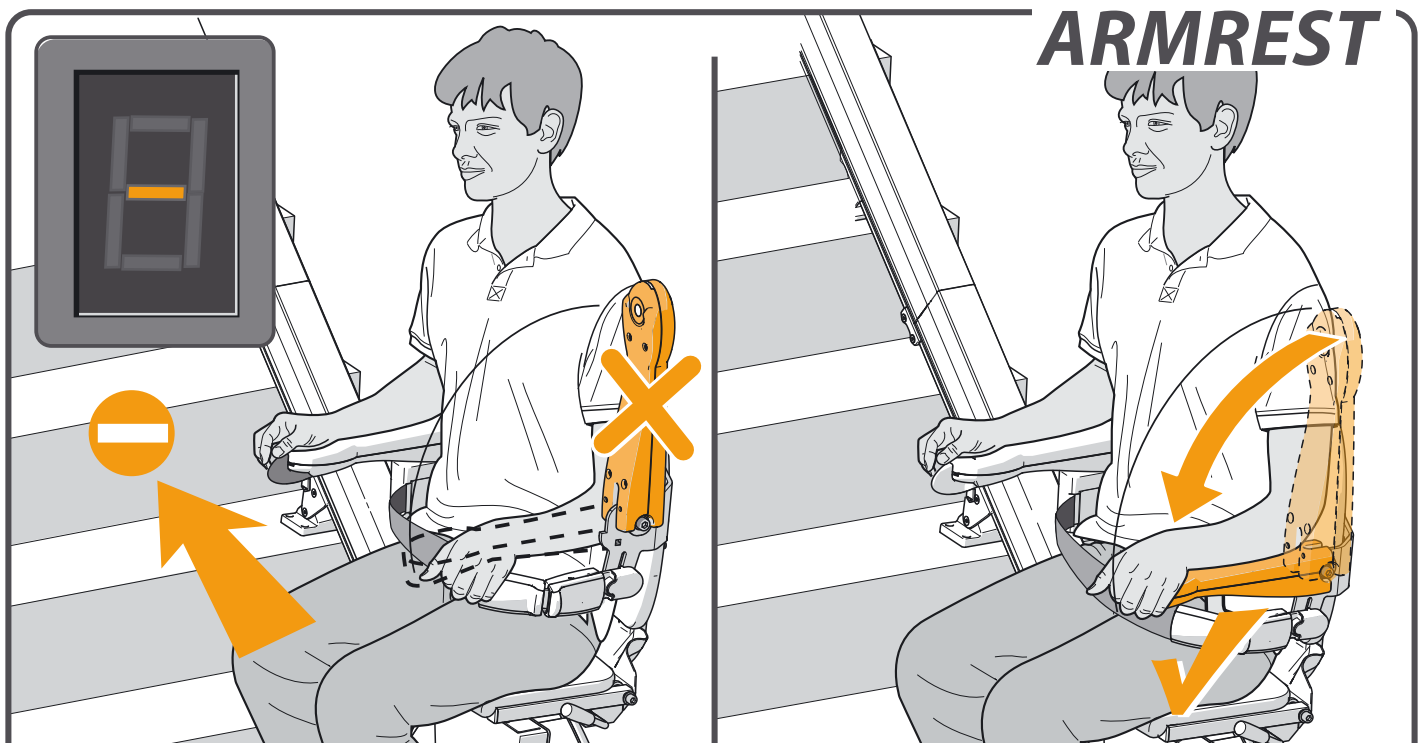
**CAUSE**

**SOLUTION**

**Problem:** the lift does not travel in either direction and the display shows a “-”.

**Cause:** the seat is not locked and is in a swivelled position.

**Solution:** swivel the seat using the handle located to the left or right under the seat, until it “clicks” into position.



**CAUSE**

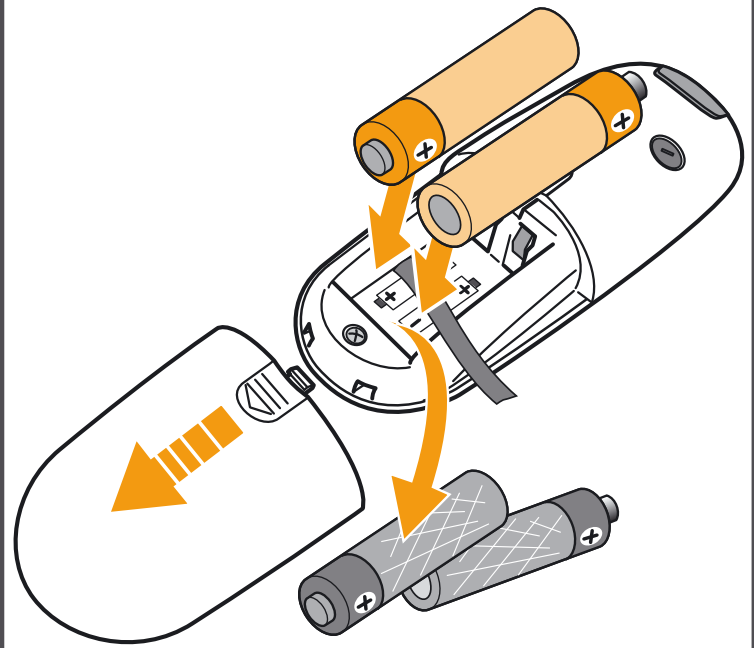
**SOLUTION**

**Problem:** the lift does not travel in either direction and the display shows a “-”.

**Cause:** an armrest has not been folded down.

**Solution:** fold down the armrest fully.

## BATTERIES



### CAUSE

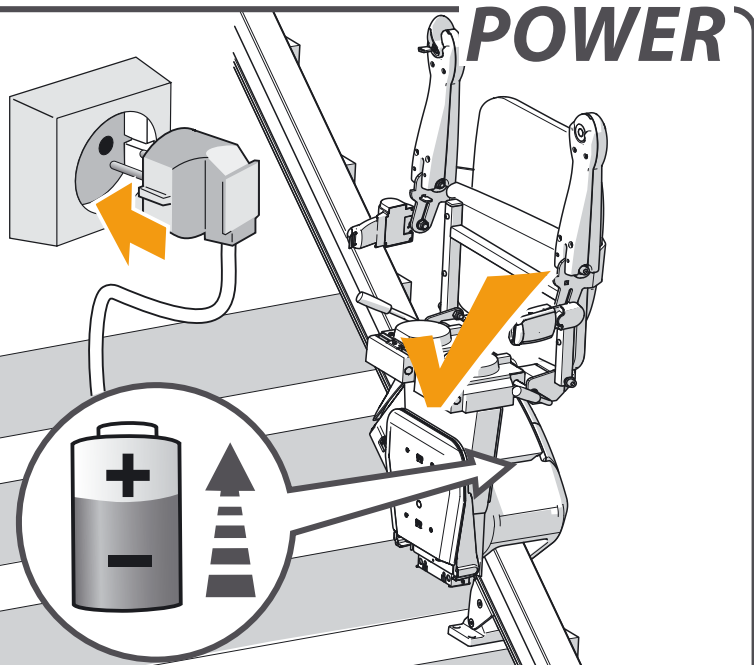
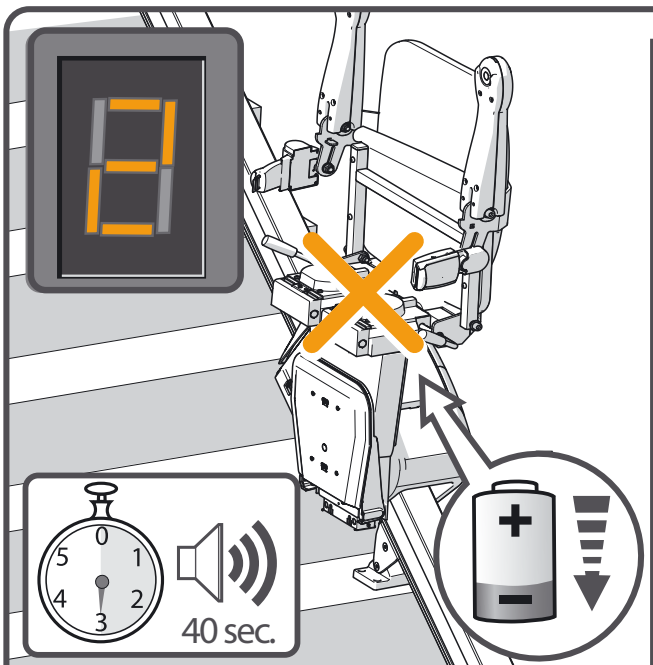
### SOLUTION

**Problem:** the lift does not travel in either direction and the Light on the remote control shines red when the remote control is operated.

**Cause:** the batteries in the remote control are flat.

**Solution:** replace the batteries in the remote control.

## POWER



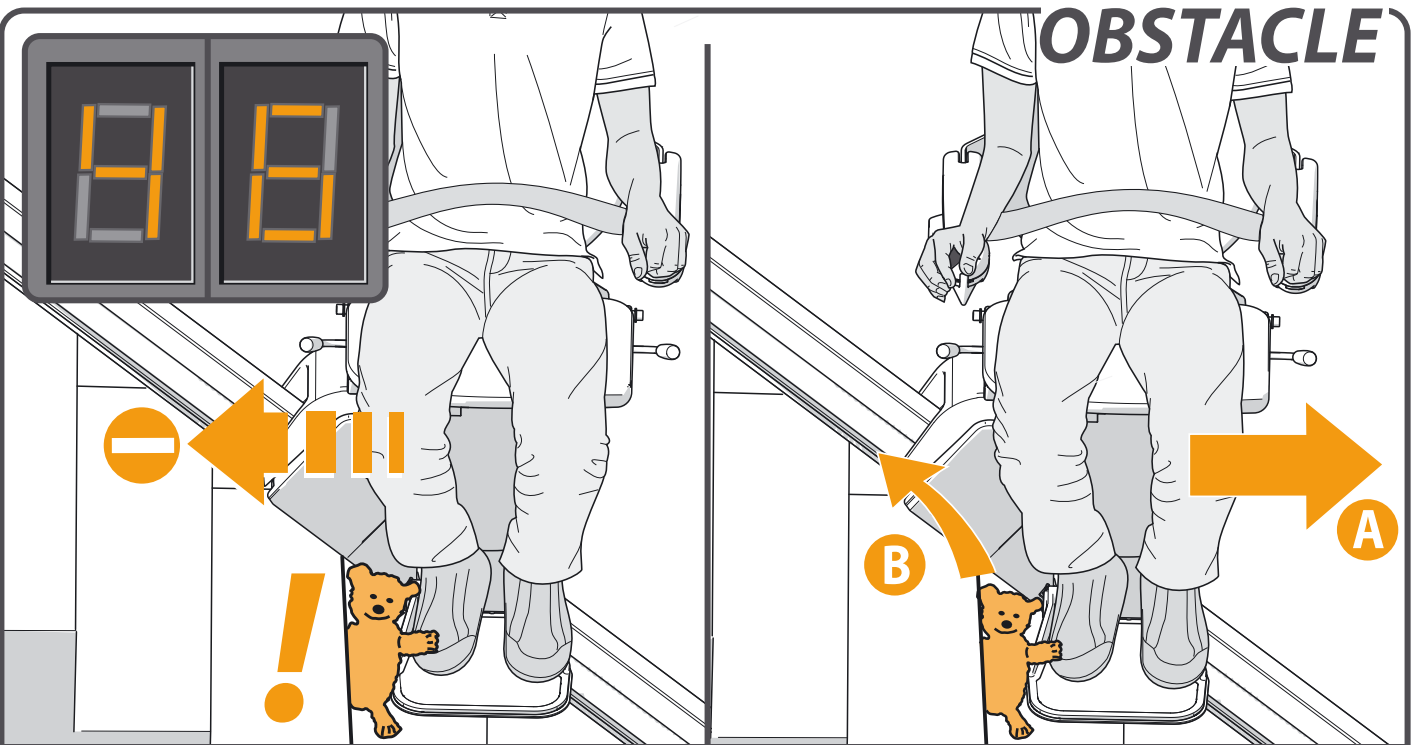
### CAUSE

### SOLUTION

**Problem:** the lift beeps for 40 seconds and the display shows a “2”.

**Cause:** the lift batteries are not recharging, possibly the plug is not in the socket.

**Solution:** put the plug in the socket.



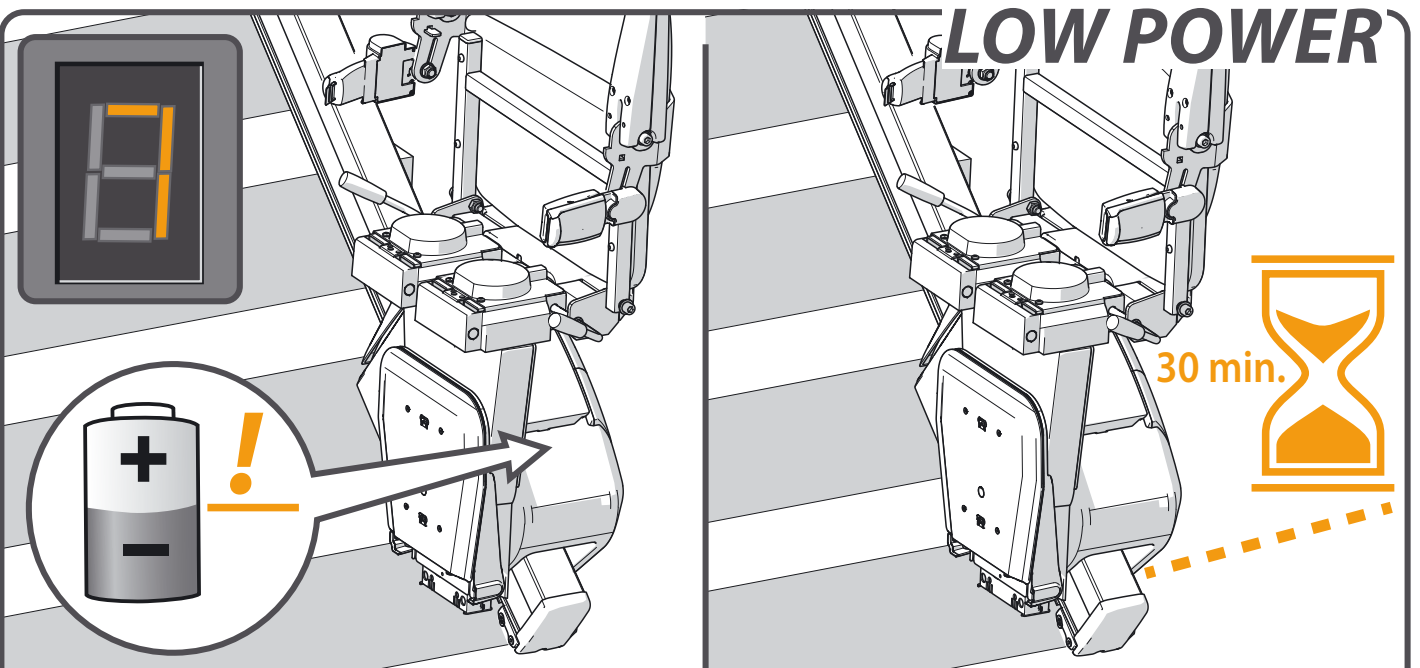
**CAUSE**

**SOLUTION**

**Problem:** the lift travels in one direction only and the display shows a “4/6”.

**Cause:** there is an obstacle between the lift and the stairs.

**Solution:** move the lift in the opposite direction {A} and remove the obstacle {B}.



**CAUSE**

**SOLUTION**

**Problem:** the display shows a “7”.

**Cause:** the batterie voltage is too low to ride with the lift.

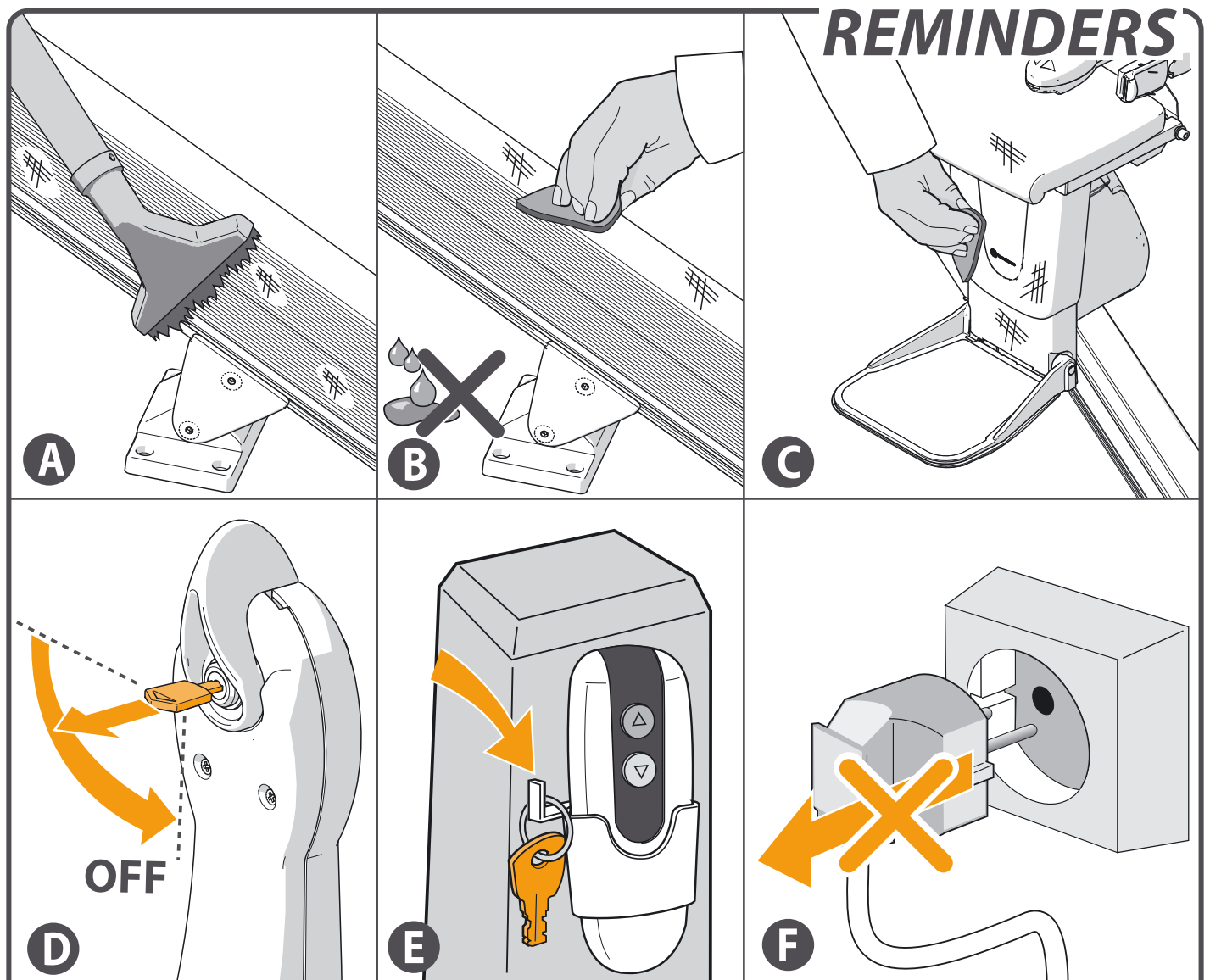
**Solution:** wait for about 30 minutes before you make a new ride.

# ATTACHMENTS

**REMINDERS** \_\_\_\_\_ page 22

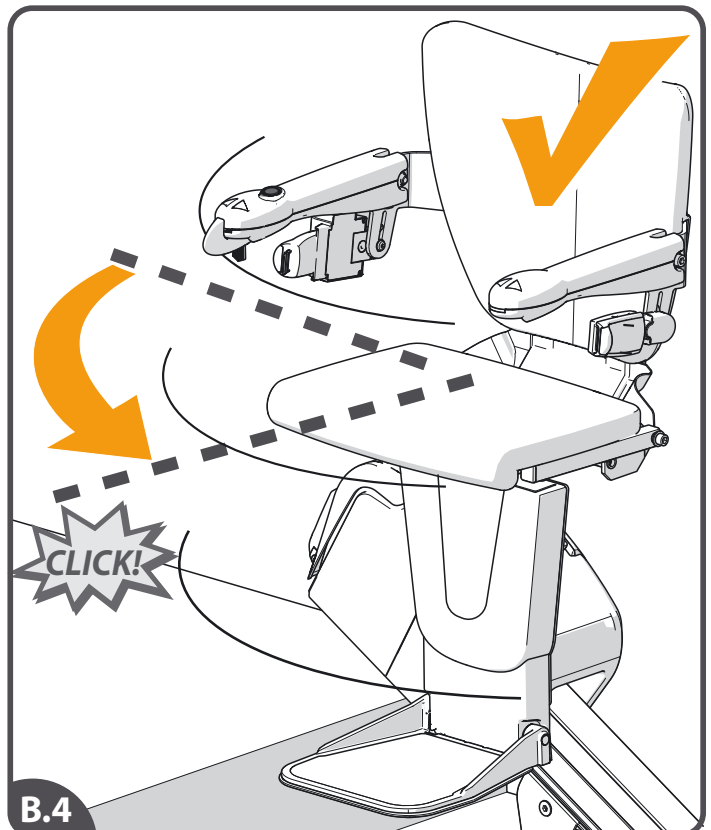
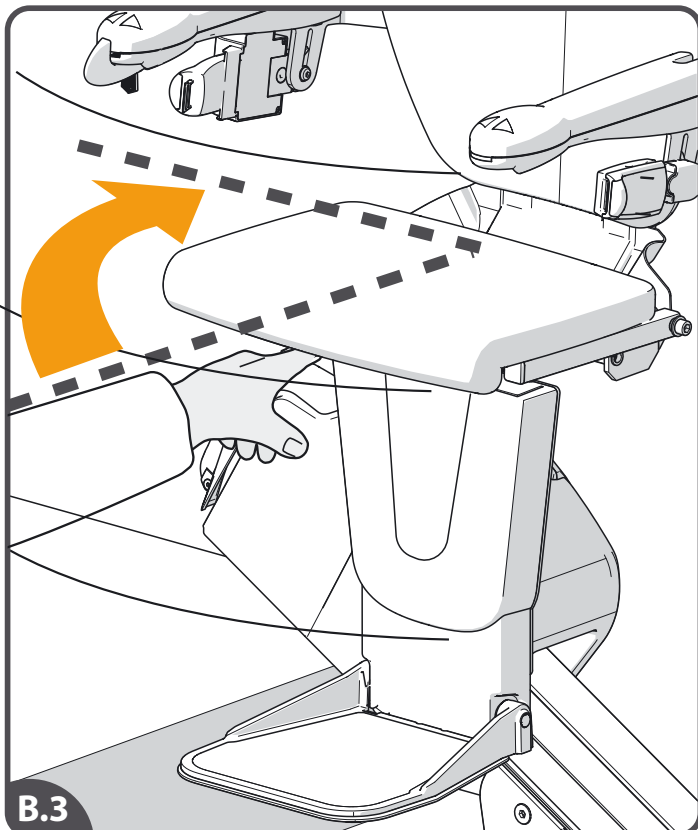
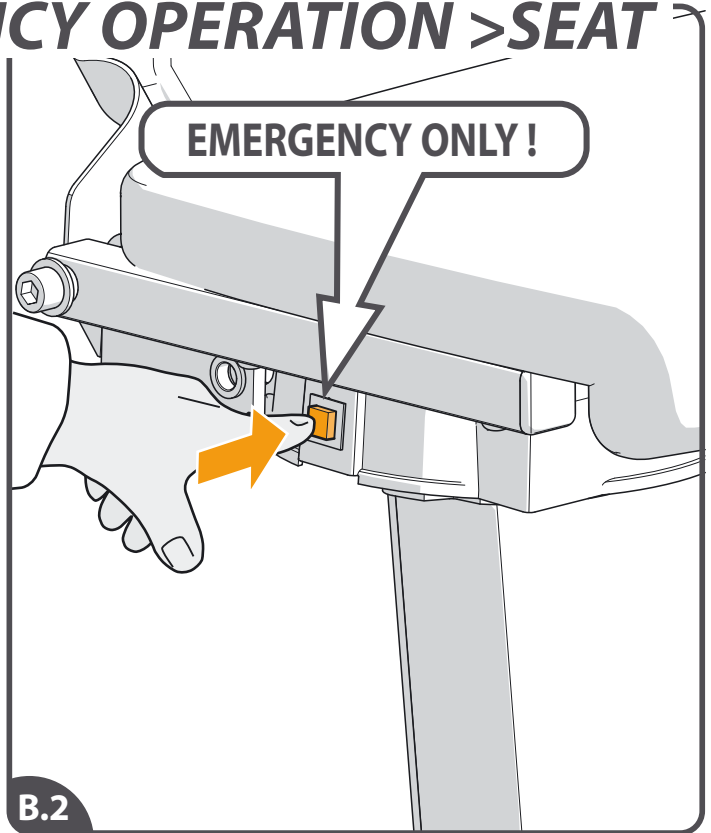
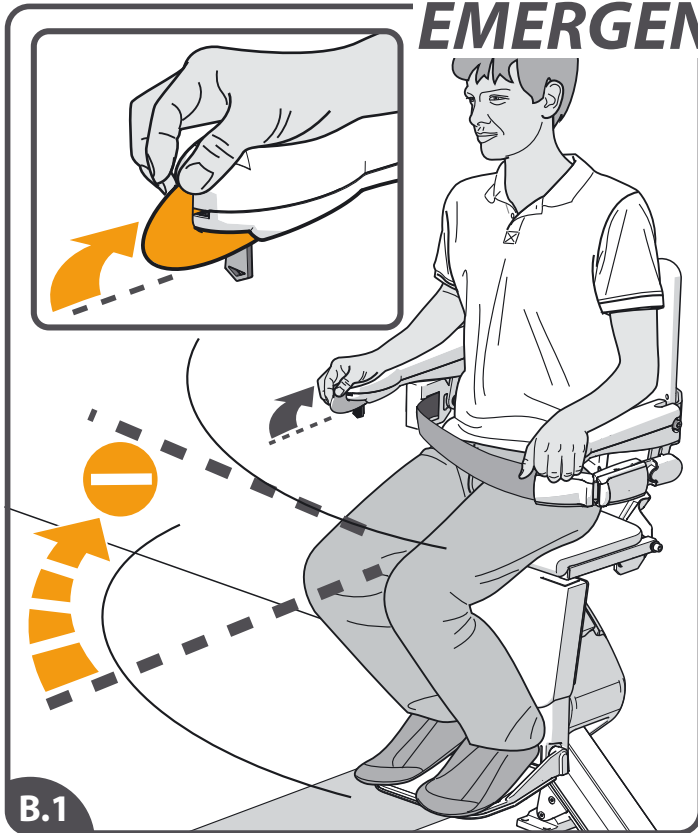
**EMERGENCY OPERATIONS** \_\_\_\_\_ page 23

**DIAGNOSTIC CODES** \_\_\_\_\_ page 24



- [A] Clean the rail regularly with a vacuum cleaner with a soft brush.
- [B] Any dirt on the rail can easily be removed with a slightly damp cloth. Under no circumstances should you use cleaning product when cleaning the rail.
- [C] Clean the stairlift regularly with a damp cloth.
- [D] Remove the key from the switch whenever you leave the lift.
- [E] It is recommended that the keys be stored close to the stairlift by hanging a key on the handset wall bracket.
- [F] Never remove the lift plug from the wall socket.

## EMERGENCY OPERATION > SEAT




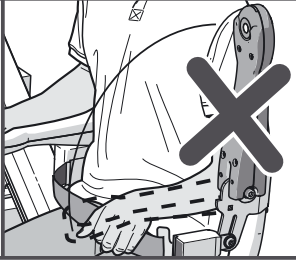
[B.1] If the powered swivel is not functioning it can be swivelled manually. Do this only in an emergency. [B.2] Press the release button. [B.3] Swivel the seat manually. [B.4] The seat must be returned to the start position. Do this before you use the lift again.


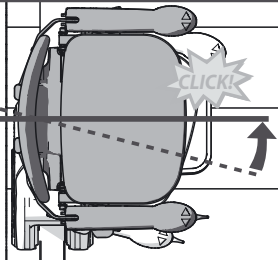


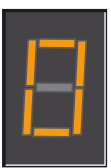
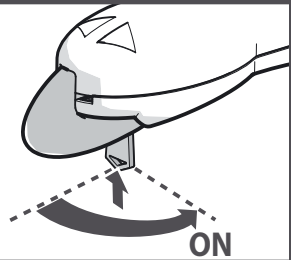
If the mentioned action does not help, call Handicare.


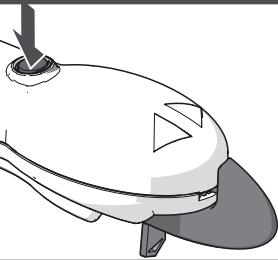
# DIAGNOSTIC CODES


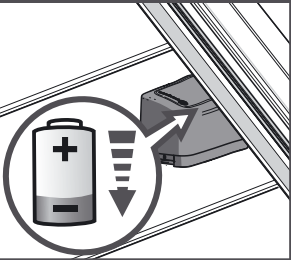
Write down the diagnostic code when you call Handicare for help.


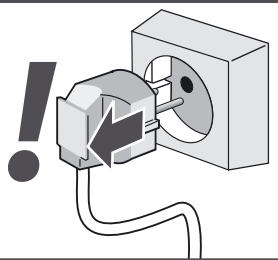
Display	Action
	
Charging, but the lift does not drive. Possibly the armrest is folded.	
<b>FAULT</b>	


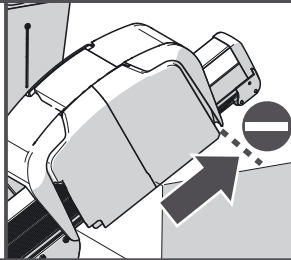
Display	Action
	
Chair in swivel position	
<b>FAULT</b>	


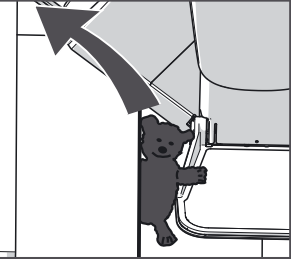
Display	Action
	
Key switch off	
<b>FAULT</b>	


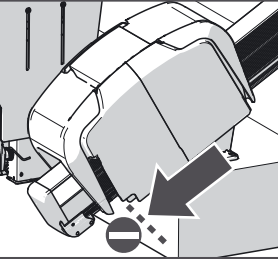
Display	Action
	
Stop button activated	
<b>FAULT</b>	


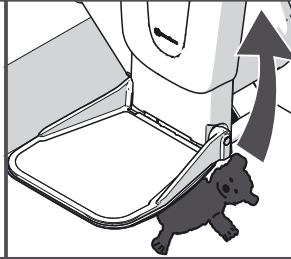
Display	Action
	
Requires charge	
<b>FAULT</b>	


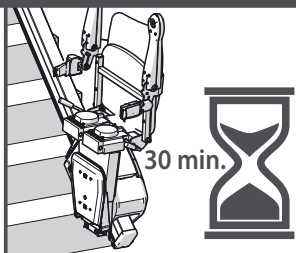
Display	Action
	
Off charge	
<b>FAULT</b>	


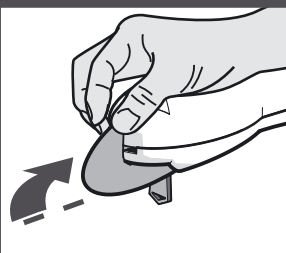
Display	Action
	
Top track limit activated	
<b>FAULT</b>	


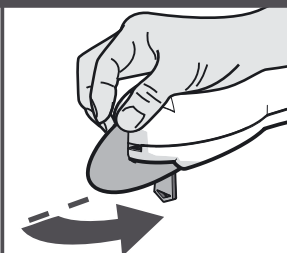
Display	Action
	
Top safety edge activated	
<b>FAULT</b>	



Display	Action
	
Bottom track limit activated	
<b>FAULT</b>	


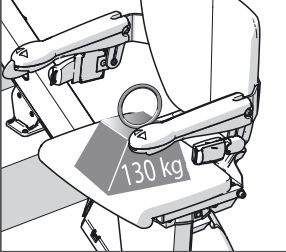
Display	Action
	
Bottom safety edge activated	
<b>FAULT</b>	



Display	Action
	
Low battery voltage	
<b>FAULT</b>	


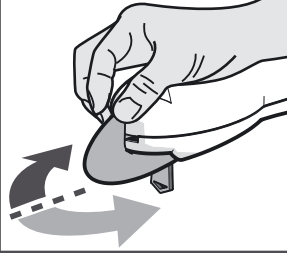
Display	Action
	
Toggle activated: - the lift rides up	


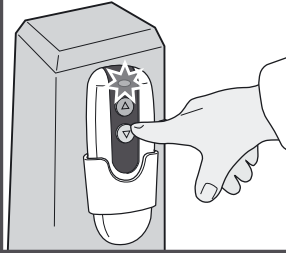
Display	Action
	
Toggle activated: - the lift rides down	

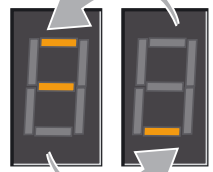
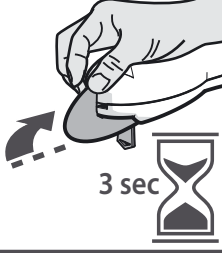
Display	Action
	
The main power relay not open	
<b>FAULT</b>	

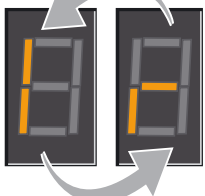
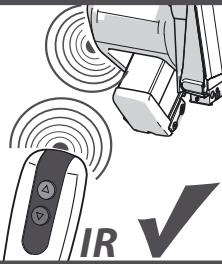
Display	Action
	
Motor problems [L0=n, L1=n, L2=n, L3=n, L4=n]	
<b>FAULT</b>	

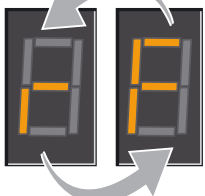
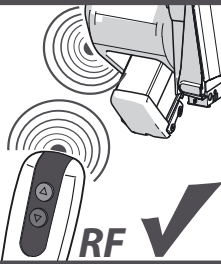
Display	Action
	
The main control board has a memory problem	
<b>FAULT</b>	

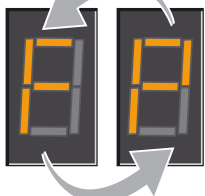
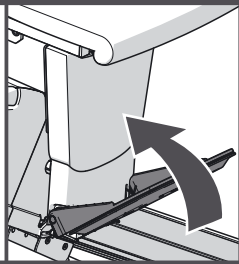
Display	Action
	
Use toggle to undo Sleeping mode	
<b>FAULT</b>	



Display	Action
	
Use button remote control to undo Sleeping mode	
<b>FAULT</b>	


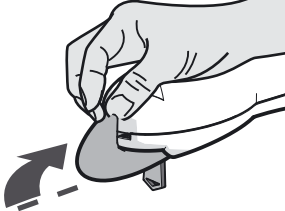
Display	Action
	
Toggle delay: self test lift	
<b>FAULT</b>	


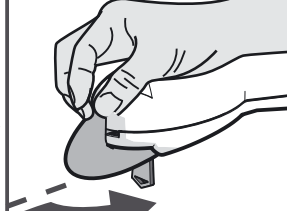
Display	Action
	
Infrared remote control registered	

Display	Action
	
Radio frequency remote control registered	

Display	Action
	
Footplate activated	

Display	Action
	
Hardware fault [Y0, YF, YI, Yr, Yb, YbF]	
<b>FAULT</b>	

Display	Action
	
Toggle activated: - swivel up	

Display	Action
	
Toggle activated: - swivel down	



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