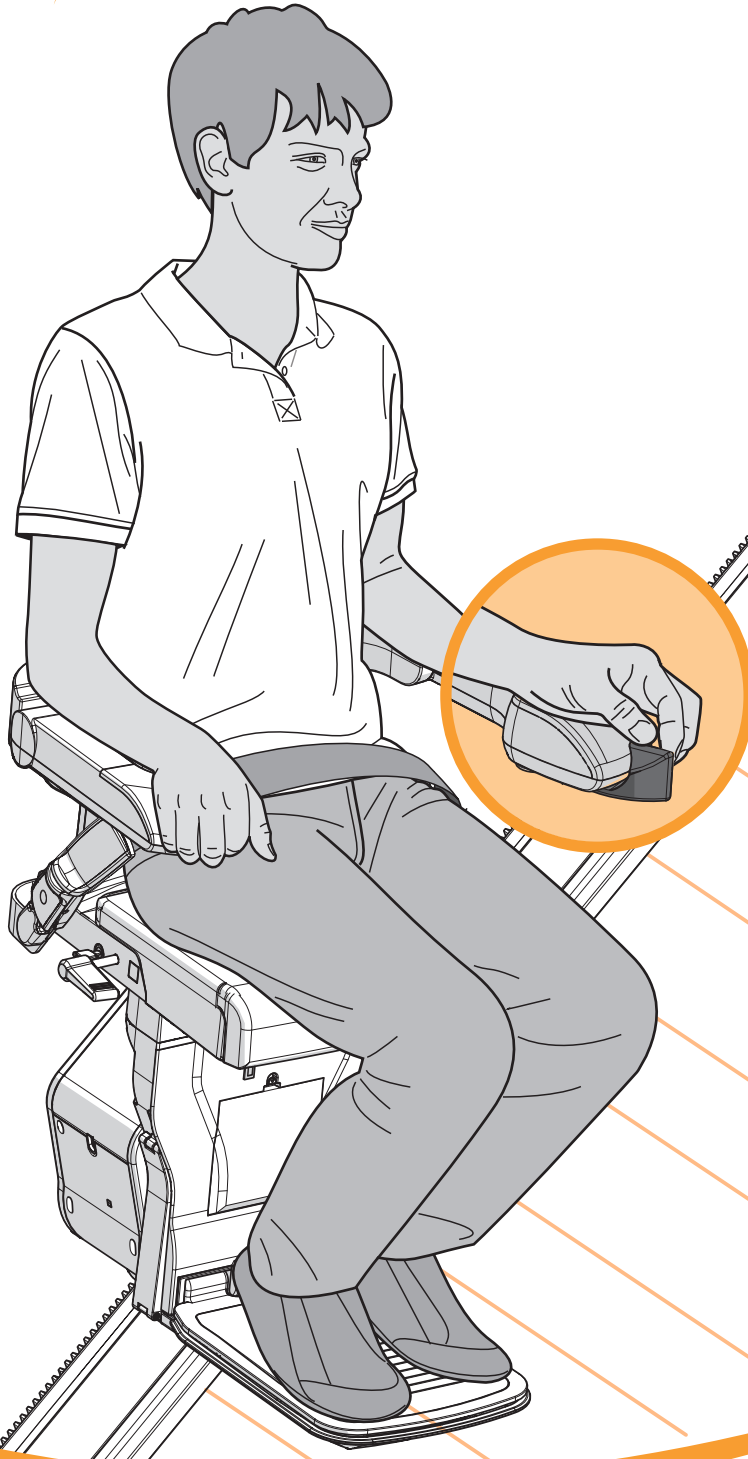


# xclusive | USER MANUAL



EN



# CONTENT

<b>USER MANUAL</b>	<b>2</b>
<b>OPTIONS</b>	<b>9</b>
<b>IMPORTANT INFORMATION</b>	<b>11</b>
<b>FAULT FINDING</b>	<b>15</b>
<b>ATTACHMENTS</b>	<b>20</b>
<i>A. Reminders</i>	<i>20</i>
<i>B. Emergency operation</i>	<i>21</i>
<i>C. Diagnostic codes</i>	<i>23</i>
<i>D. Spareparts</i>	<i>26</i>

## FOREWORD

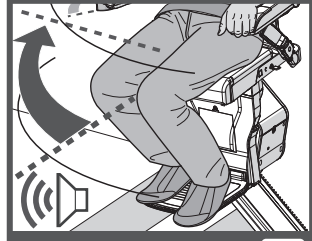
Thank you for choosing a Handicare stairlift. This manual is for the XCLUSIVE lift type, and includes instructions for the standard features and optional upgrades.

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

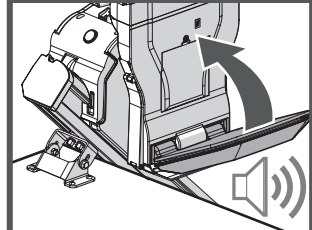


## OPTIONS

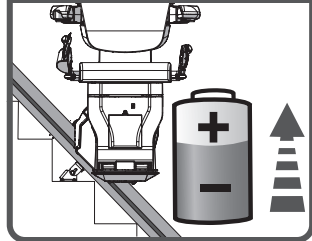
Automatic Swivel



Powered Footrest



Continuous Charge kit



2

3

1

4

5

6

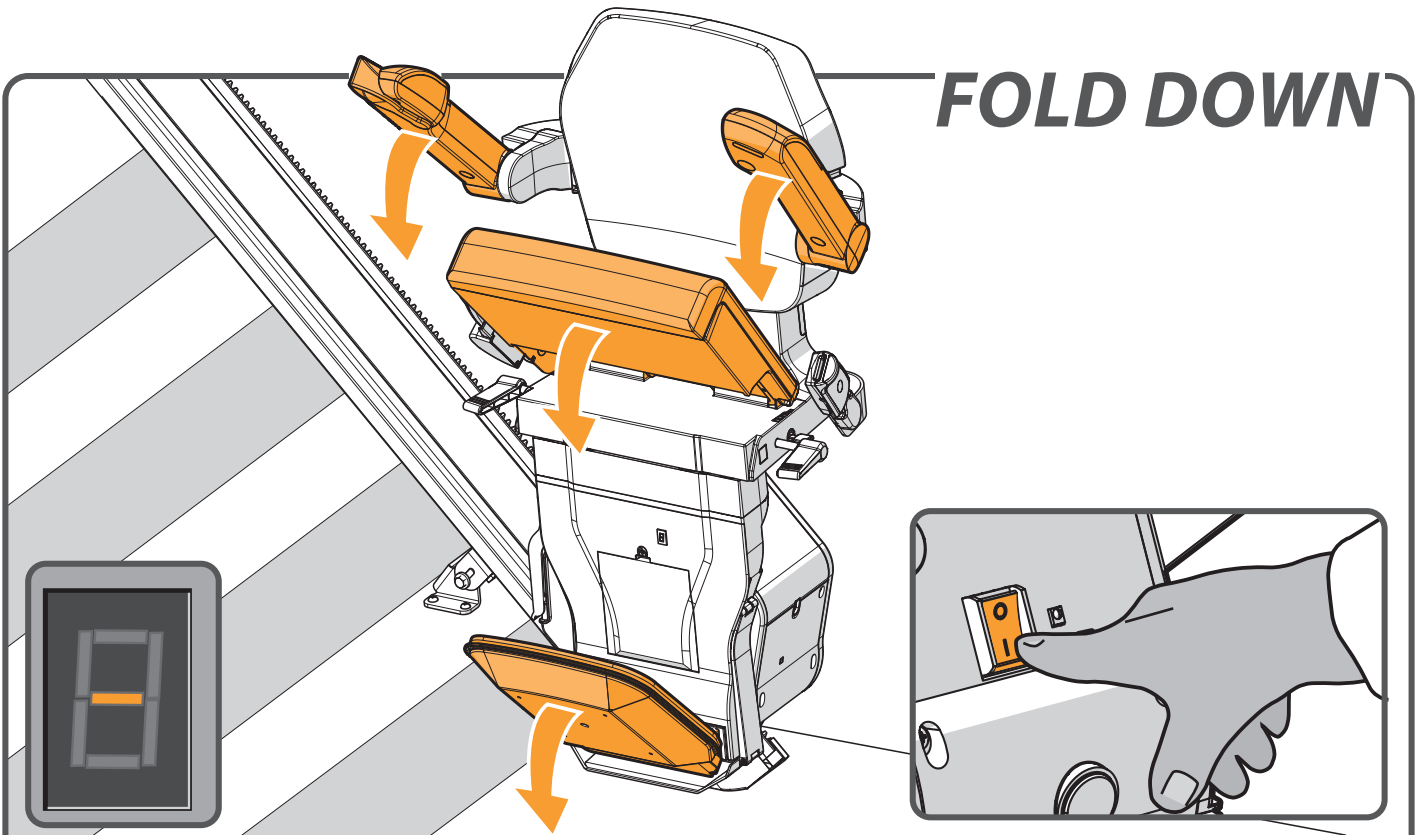
7

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

- [1] Diagnostic Display
- [2] Joystick
- [3] Emergency stop
- [4] Seat belt
- [5] Key switch
- [6] Seat swivel lever
- [7] Footplate
- [8] Remote control



## FOLD DOWN



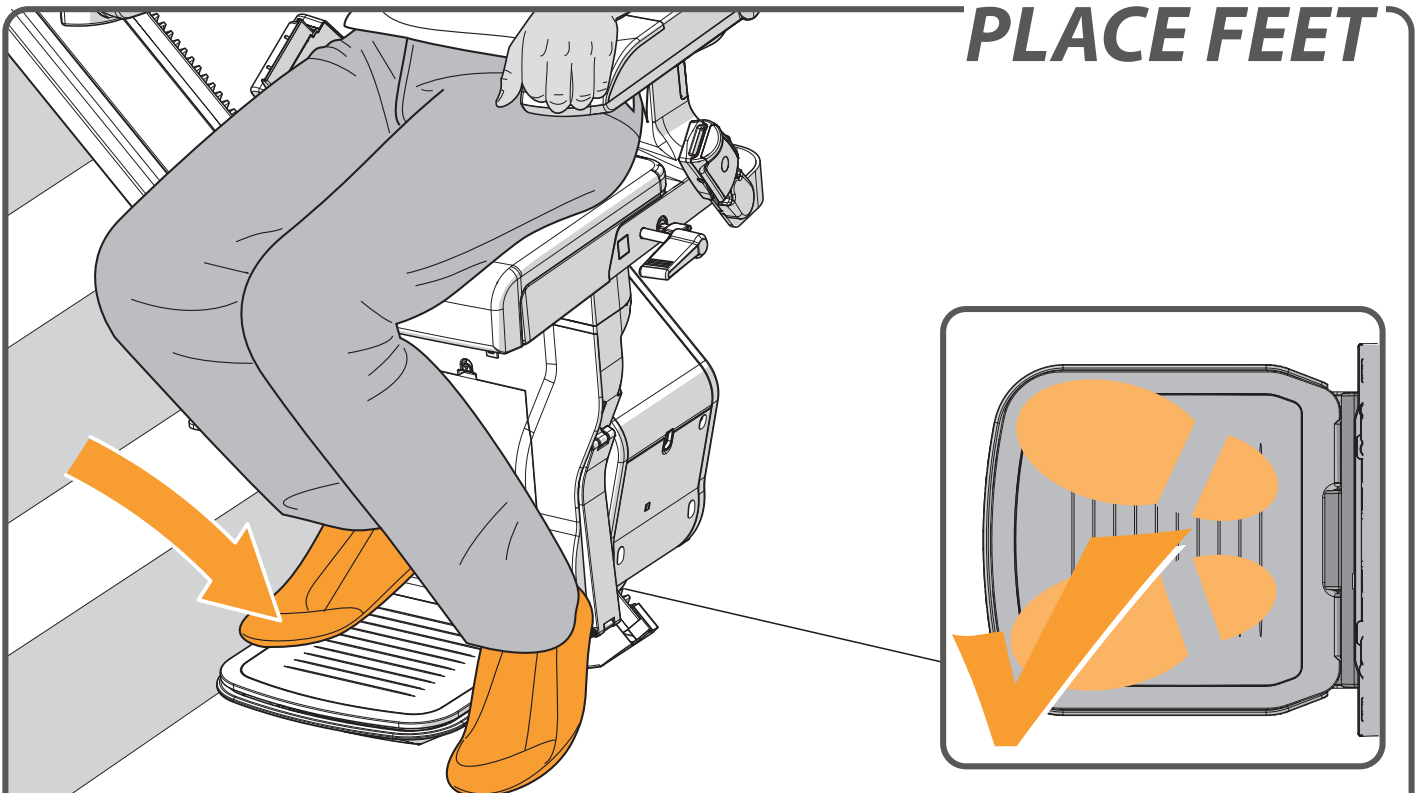
Ensure that the on/off switch is set in the 'ON' position. The diagnostic display will be illuminated when switched on.

Fold down the footplate, the armrests and seat.



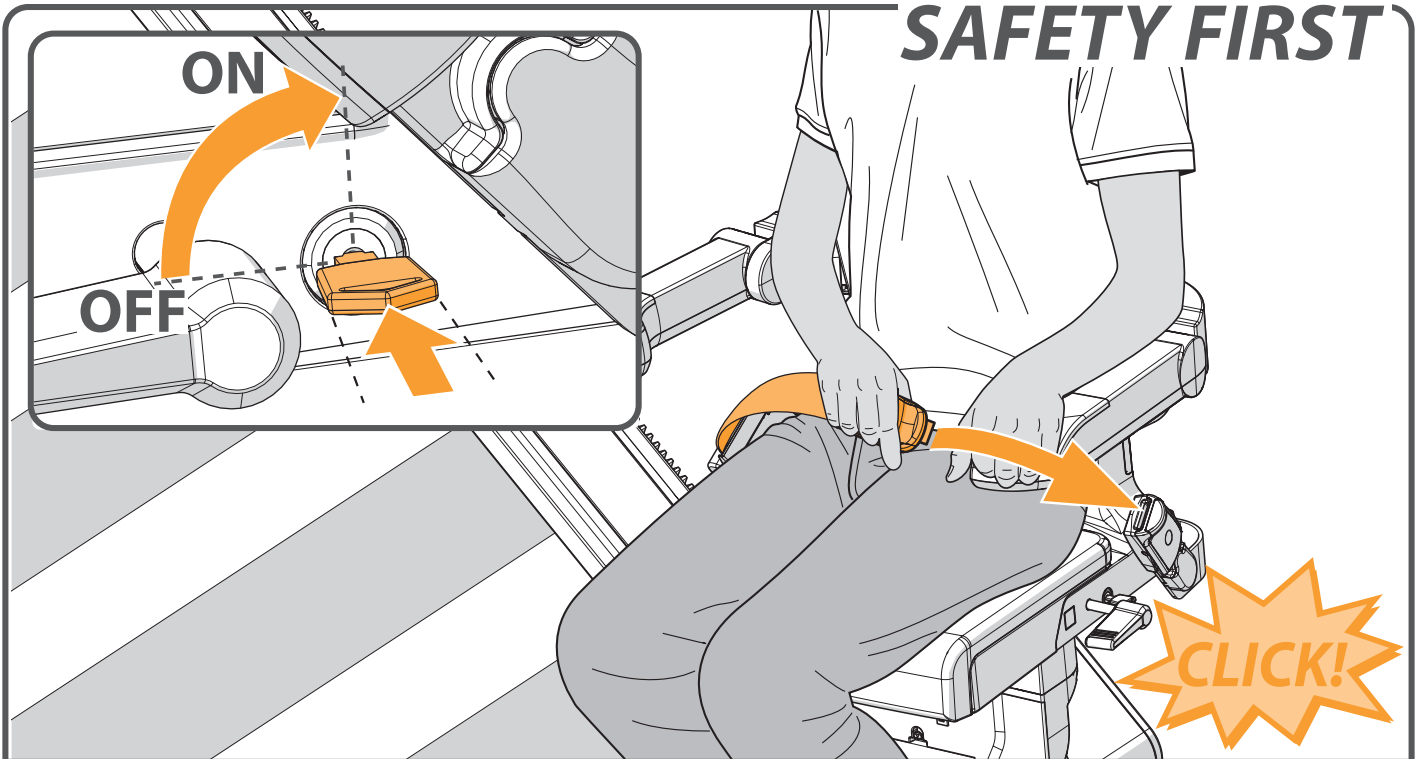
page 10 > OPTIONAL POWERED FOOTREST

## PLACE FEET



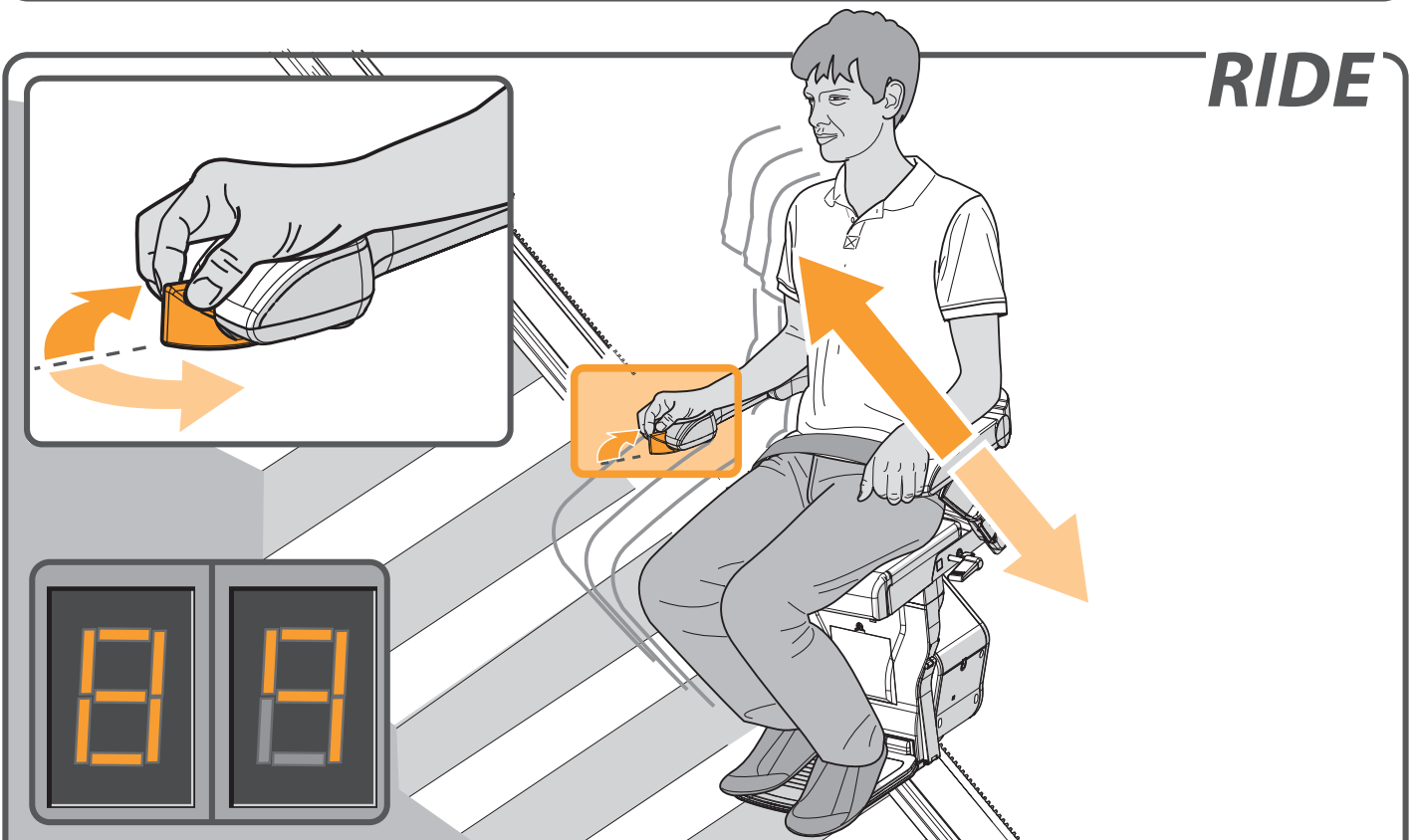
Place your feet on the footplate. Ensure that both feet are completely on the plate.

## SAFETY FIRST



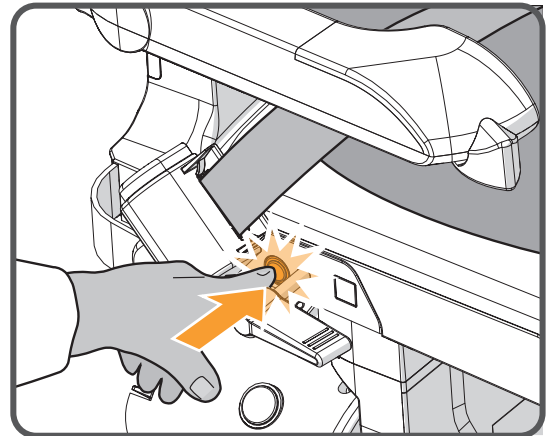
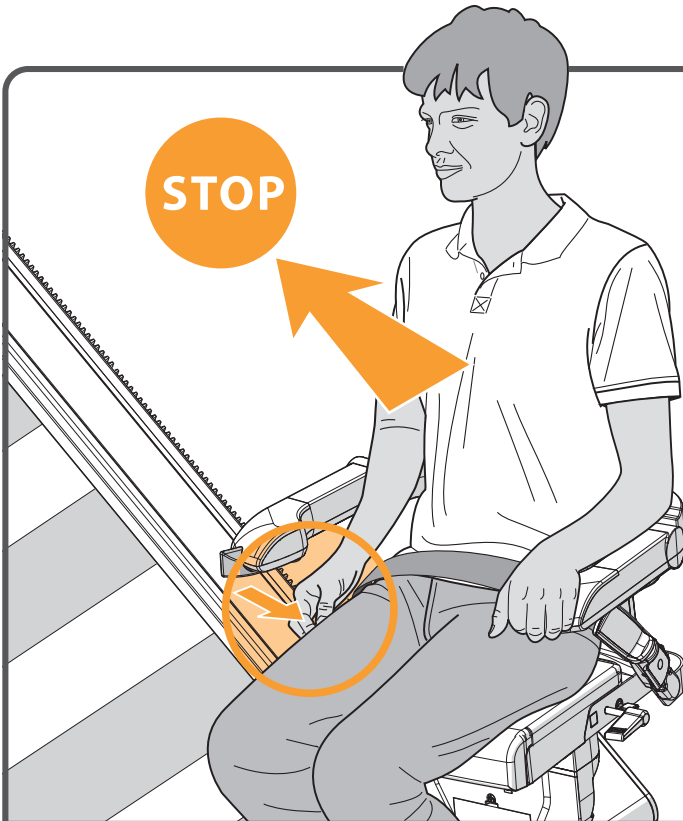
Fasten the seat belt securely, ensuring that it clicks into the holder. Put the key in the switch and turn it ninety degrees clockwise. Check that the chair is in the locked position.

## RIDE



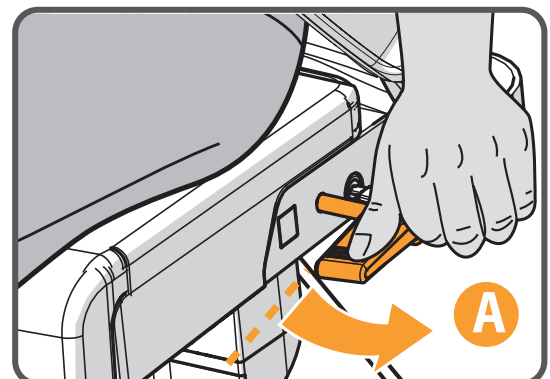
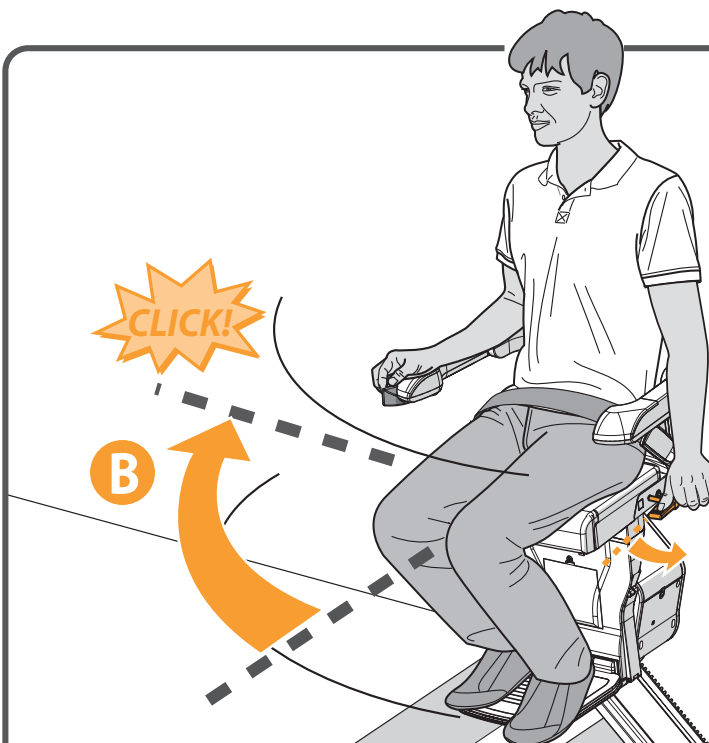
Move the joystick in the desired direction of travel. The display shows a “8/9”, the lift gradually starts to move.

## EMERGENCY STOP



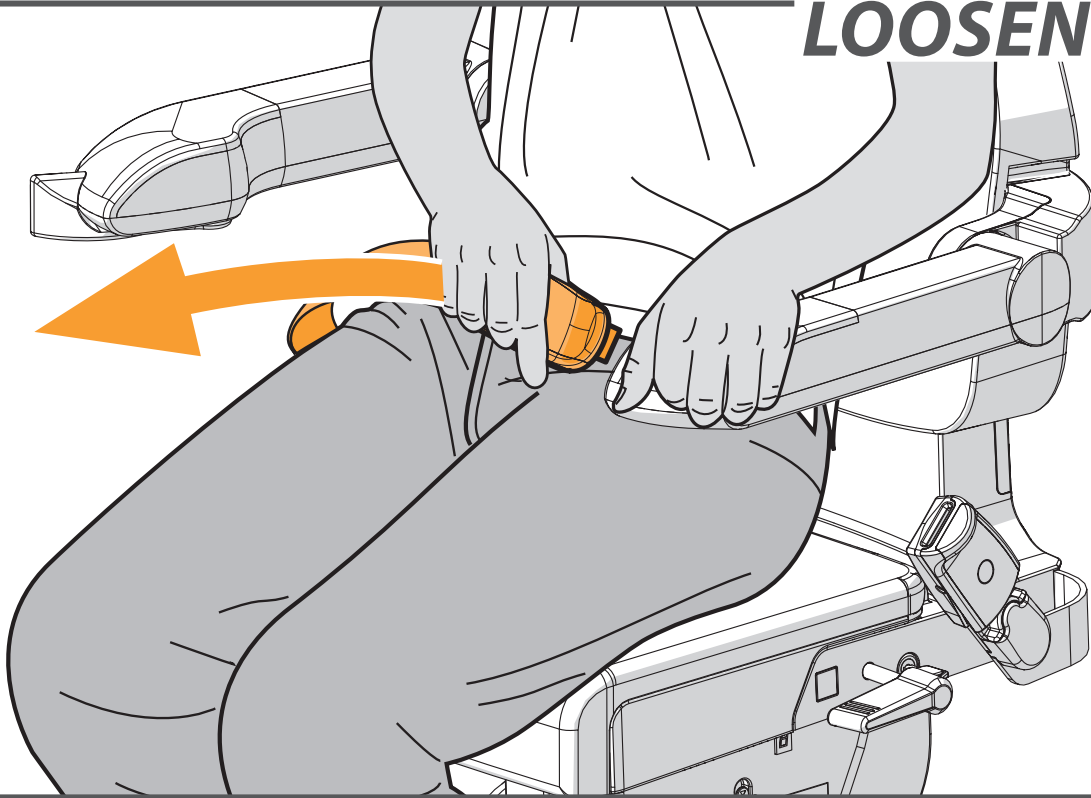
In an emergency, press the emergency stop once. The lift stops straight away. To release the lift, press the emergency stop again.

## 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}.

## **LOOSEN BELT**

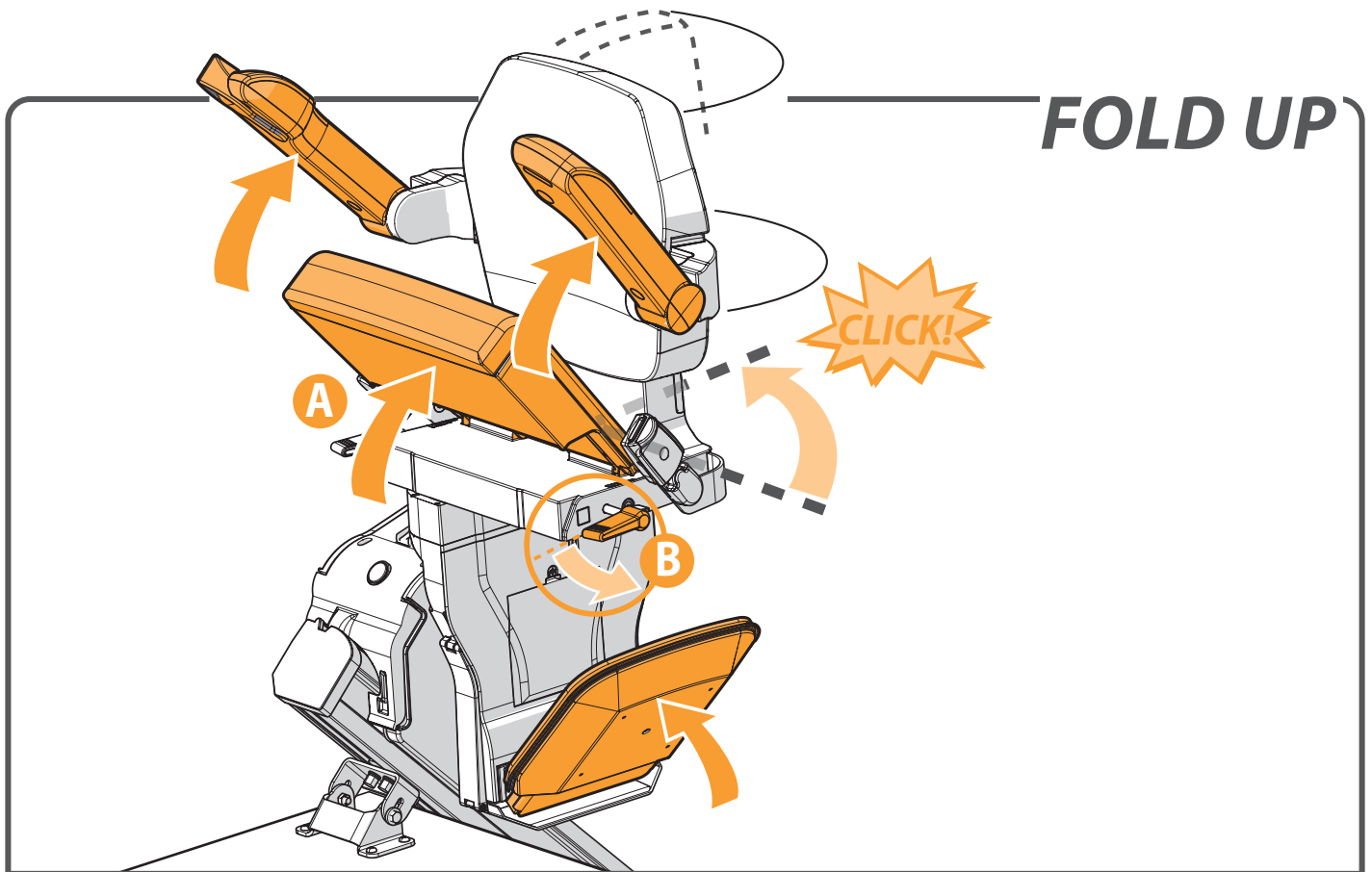


Unfasten the seat belt.

## **STAND UP**

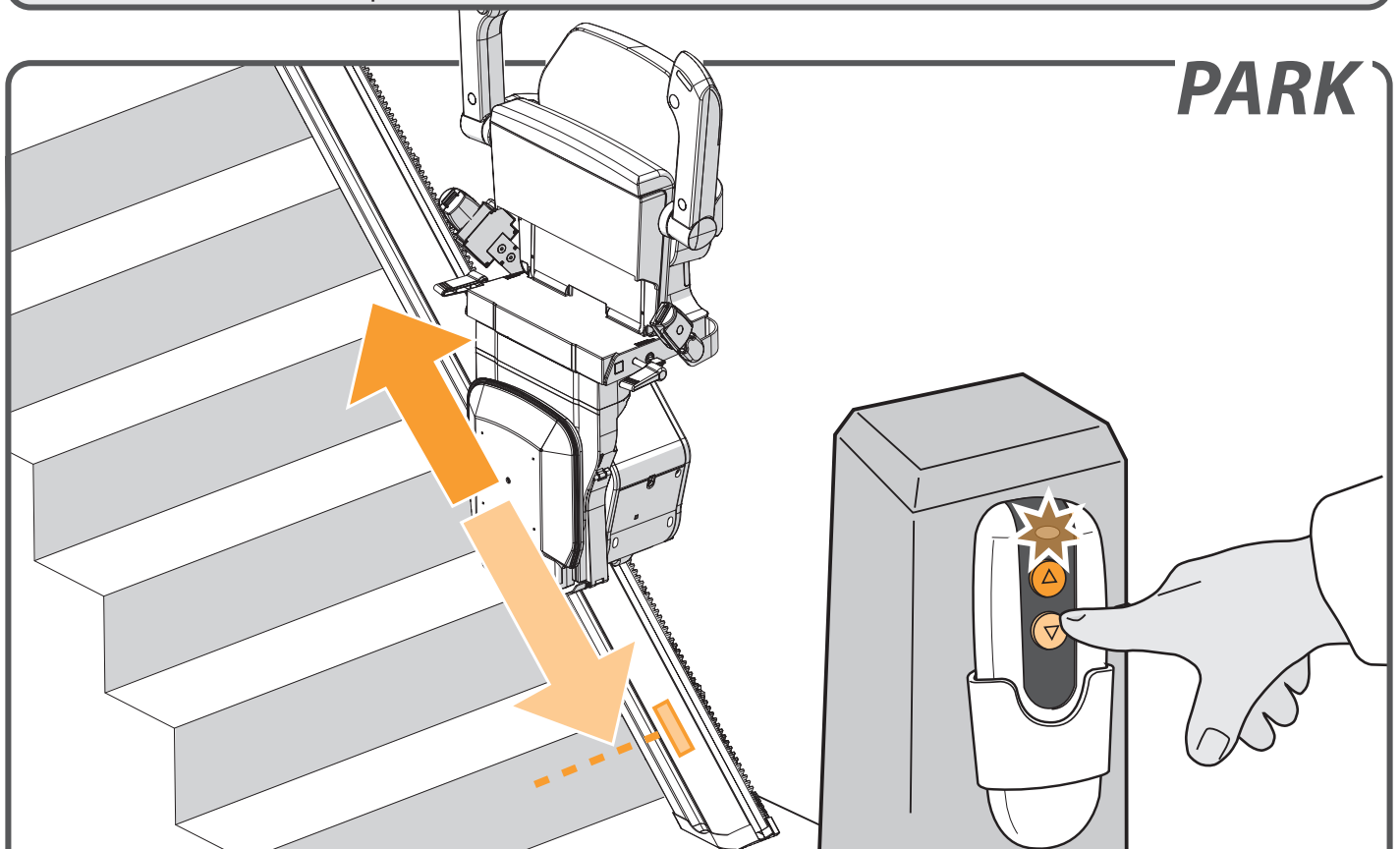


Stand up from the seat.



## FOLD UP

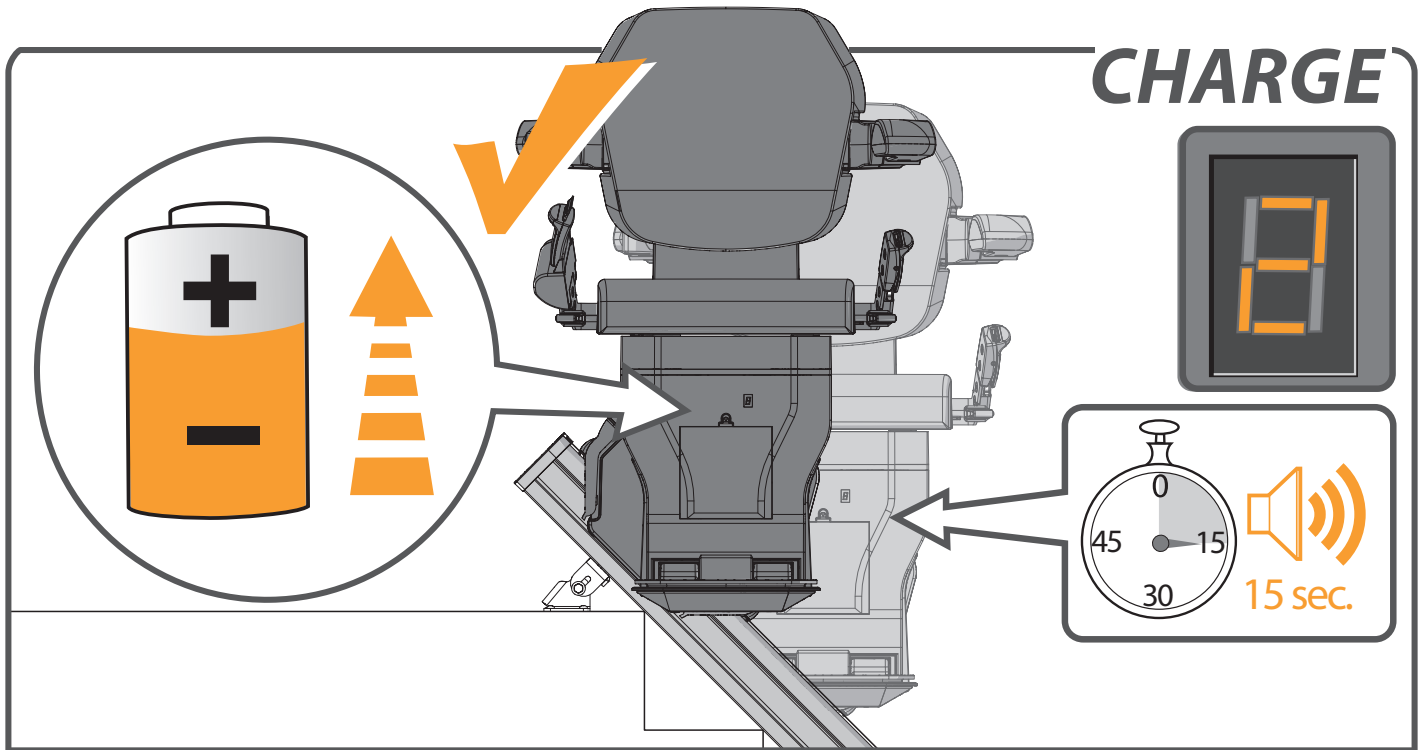
Fold up the armrests and seat {A}. Push the handle, located to the left or right under the seat, downwards {B}. Swivel the seat until you hear a 'click'. The seat is now in the locked position.



## PARK

Press and hold the button on the remote control until the lift reaches a charge point. Upon arrival, the lift stops automatically and the LED on the remote control goes out.

## CHARGE



There are charge points for recharging the lift's batteries at the top and bottom of the rail (there may be additional charge points). If the lift is not in the correct position at the charge point, the lift beeps for 15 seconds and the display shows a "2". The lift does not work if the batteries are flat.



page 10 > OPTIONAL CONTINUOUS CHARGE KIT

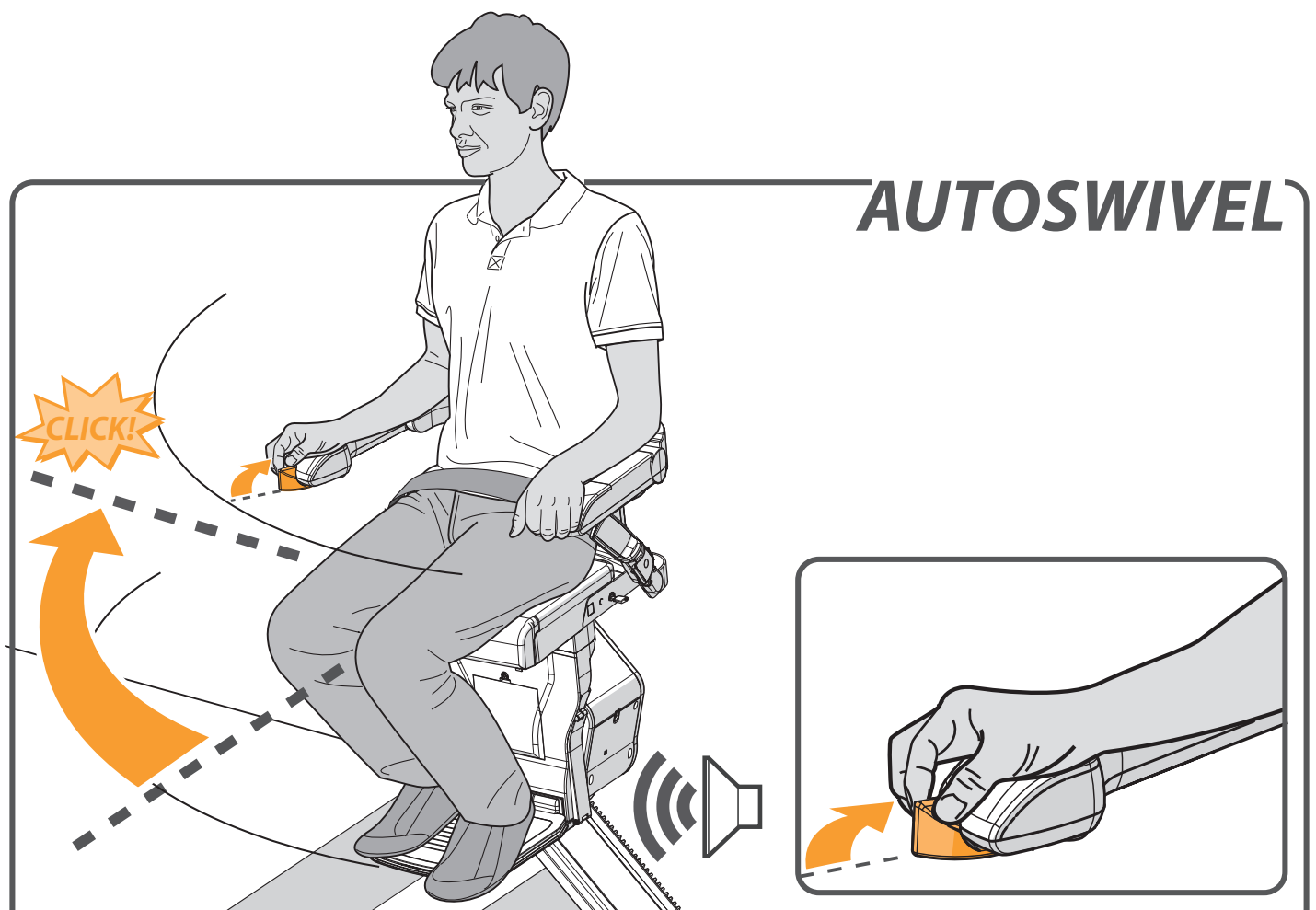


# OPTIONS

**AUTOSWIVEL** \_\_\_\_\_ page 9

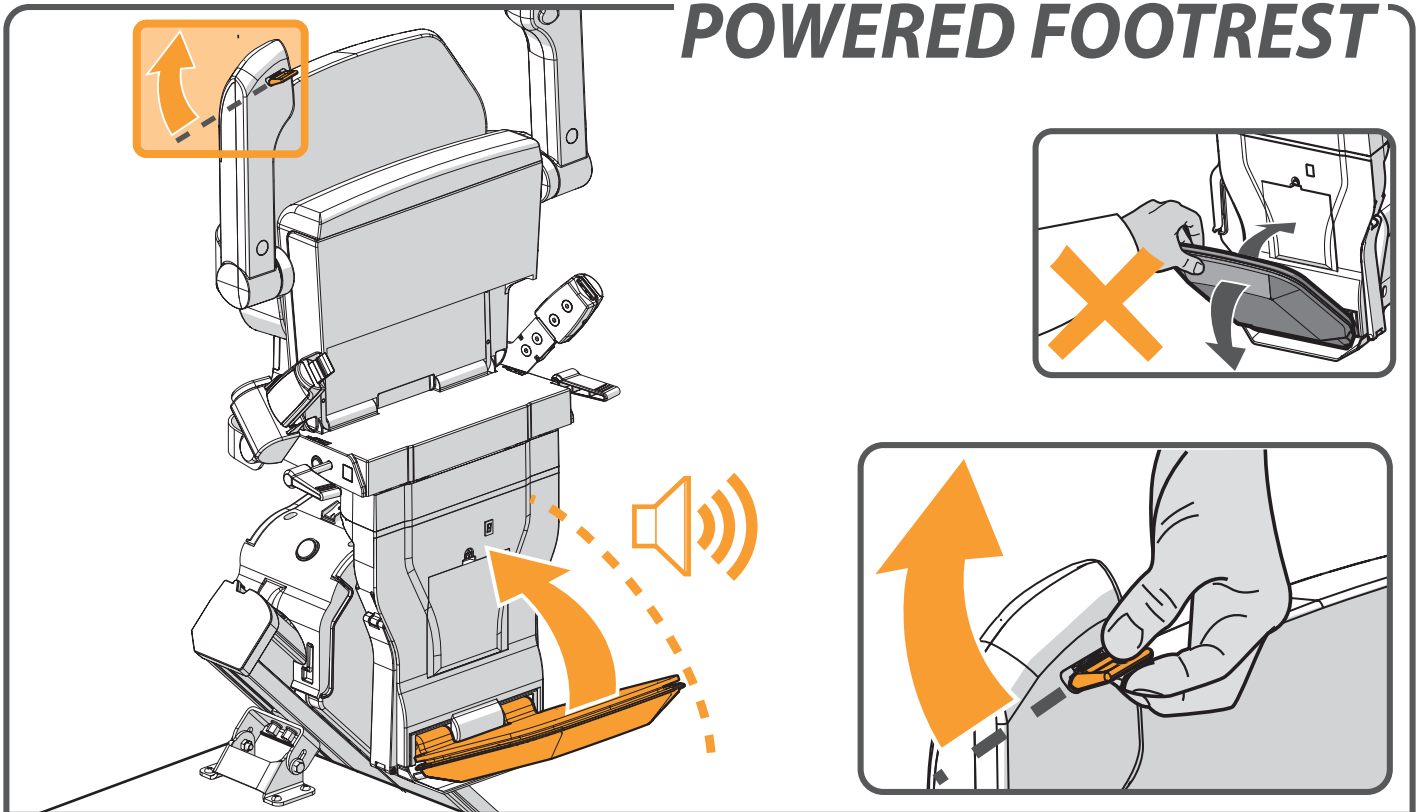
**POWERED FOOTREST** \_\_\_\_\_ page 10

**CONTINUOUS CHARGE KIT** \_\_\_\_\_ page 10



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

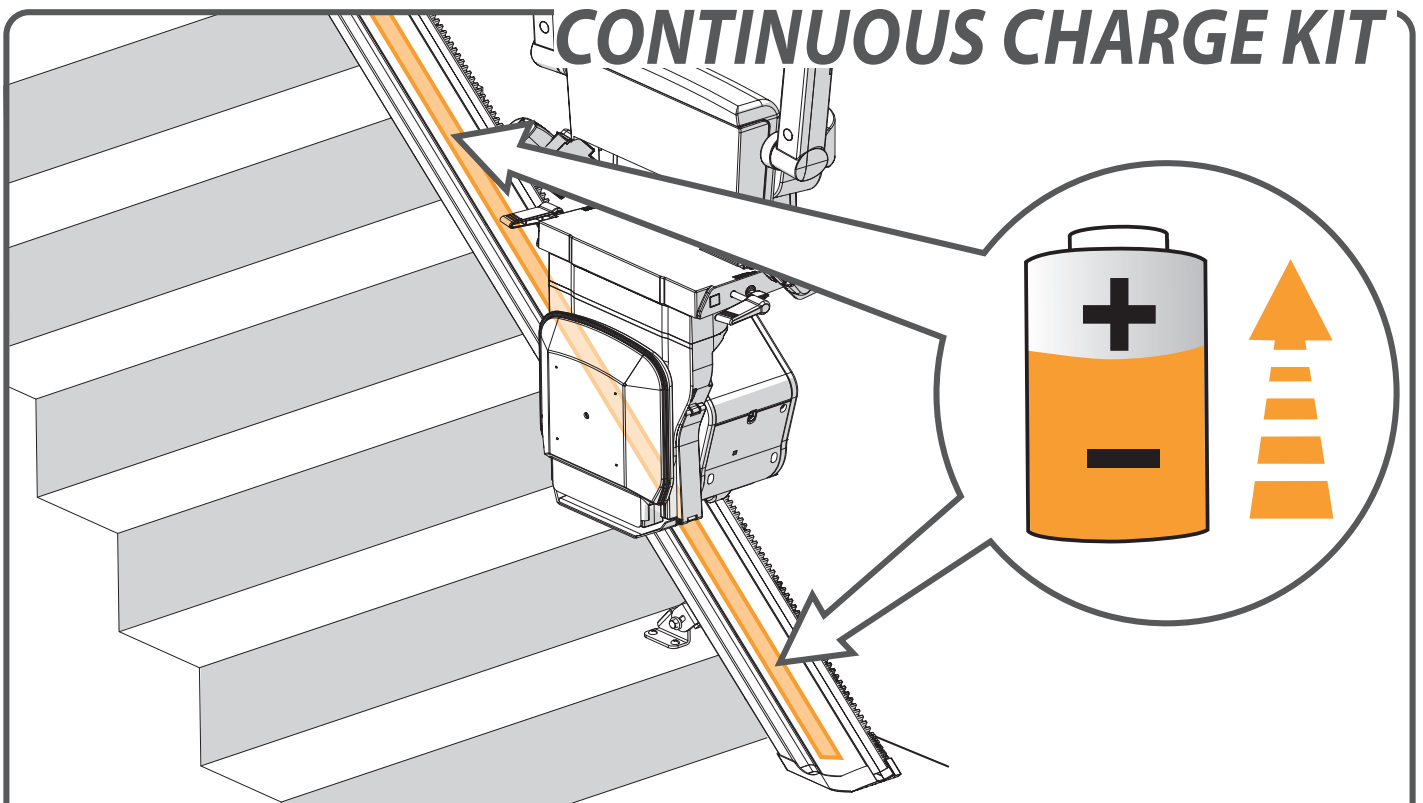
## POWERED FOOTREST



To operate a POWERED FOOTREST move the switch under the armrest. The stairlift should beep whilst folding the footrest.

Always ensure the footplate is in the down position during travel.

## CONTINUOUS CHARGE KIT



When the CONTINUOUS CHARGE strip is installed, the batteries will charge on every position of the rail.



# IMPORTANT INFORMATION

## EG DECLARATION OF CONFORMITY FOR MACHINERY (Directive 2006/42/EG)

Manufacturer: Handicare  
Address : 82 First Avenue  
Pensnett Estate  
Kingswinford,  
West Midlands DY6 7FJ  
United Kingdom

Herewith declares that the

### **Xclusive**

is in conformity with the provisions of the Machinery Directive 2006/42/EG,  
Low Voltage Directive 2006/95/EC and EMC Directive 2004/108/EC.

The stairlifts are 33V 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).

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 NL13-400-1001-120-04

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

Kingswinford, United Kingdom, 1 january 2013



J.W.F. Meier  
Managing Director Handicare b.v.

Project:

Date:

---

## FOREWORD

Your Xclusive stairlift is a sophisticated product that has been specifically developed to carry one person (max 130 kg/20½ stone/286 lbs) sitting on the seat. Before using your Xclusive 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.
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 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. Ensure the track is kept free of dirt and dust. Over time the track wheels may leave a mark on the rail.

### **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 12 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.

---

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 infra-red frequency; Handicare is unable to accept responsibility for system inoperability in the unlikely event of interference from signals external to this stairlift.

## TECHNICAL SPECIFICATIONS

Supply voltage	230 VAC	Speed	0.15 m/s (max.)
Frequency	50/60 Hz	Ambient temperature	0 - 40°C
Current	1 A	Relative humidity	20 - 80%
Power	360 watt	Usage	15 rides per 24 hours
Fuses	30 A		10 rides continuous
Load	(max.) 130 kg	Noise	56 dB

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

**DIAGNOSTIC DISPLAY** ..... *page 15*

**CHAIRPOSITION** ..... *page 16*

**EMERGENCY STOP** ..... *page 16*

**ARMREST** ..... *page 17*

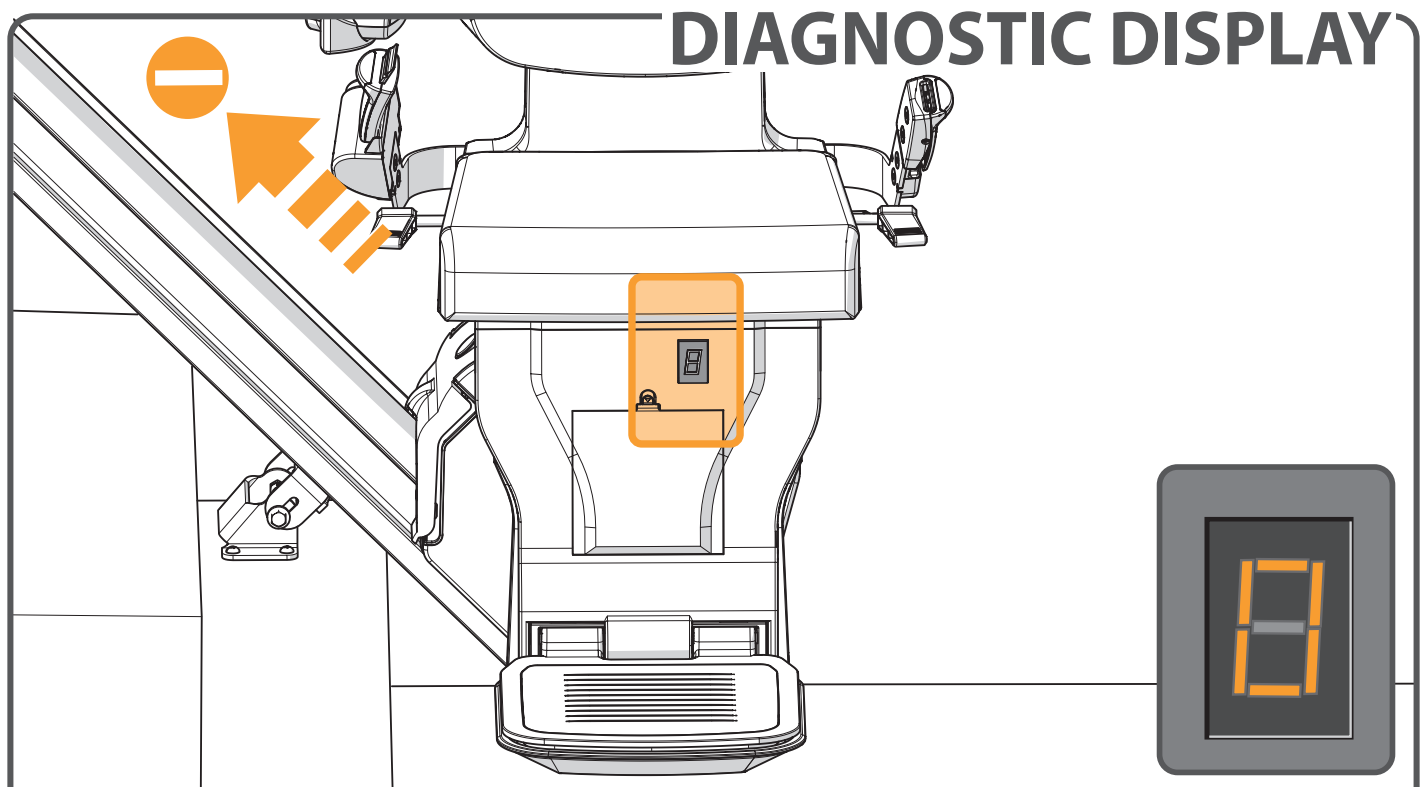
**KEY** ..... *page 17*

**BATTERIES RC** ..... *page 18*

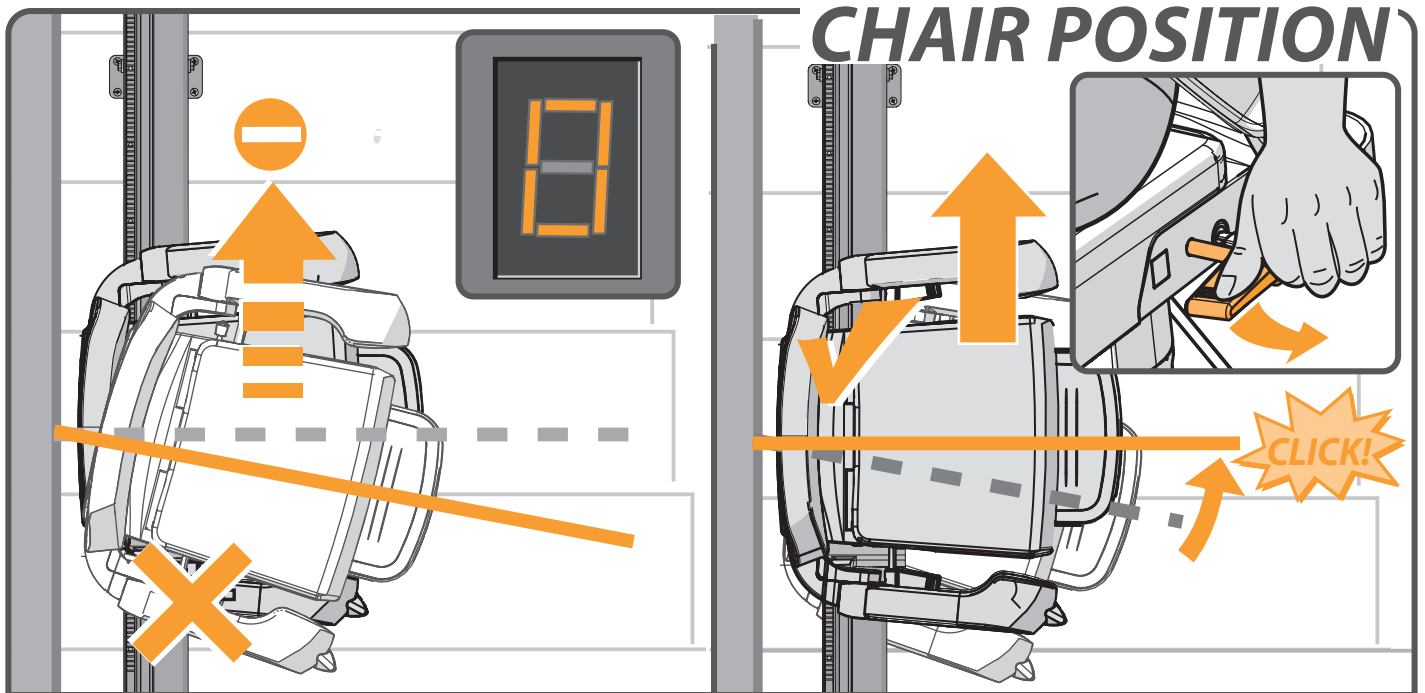
**POWER** ..... *page 18*

**OBSTACLE** ..... *page 19*

**SWITCH** ..... *page 19*



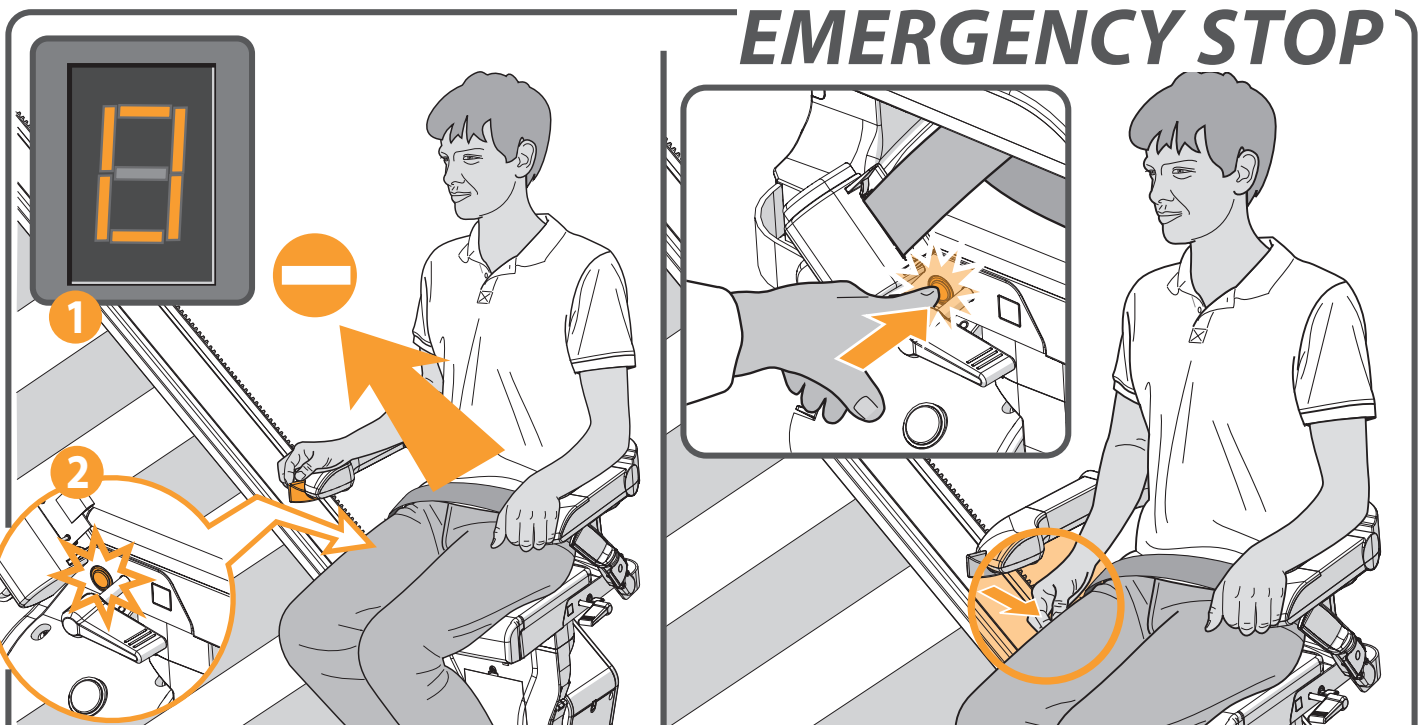
The stairlift is fitted with a diagnostic display that displays a code to help diagnose faults. Refer to APPENDIX C for an explanation of the diagnostic codes. Please inform the customer service operator of this code when reporting any fault.



**CAUSE**

**SOLUTION**

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



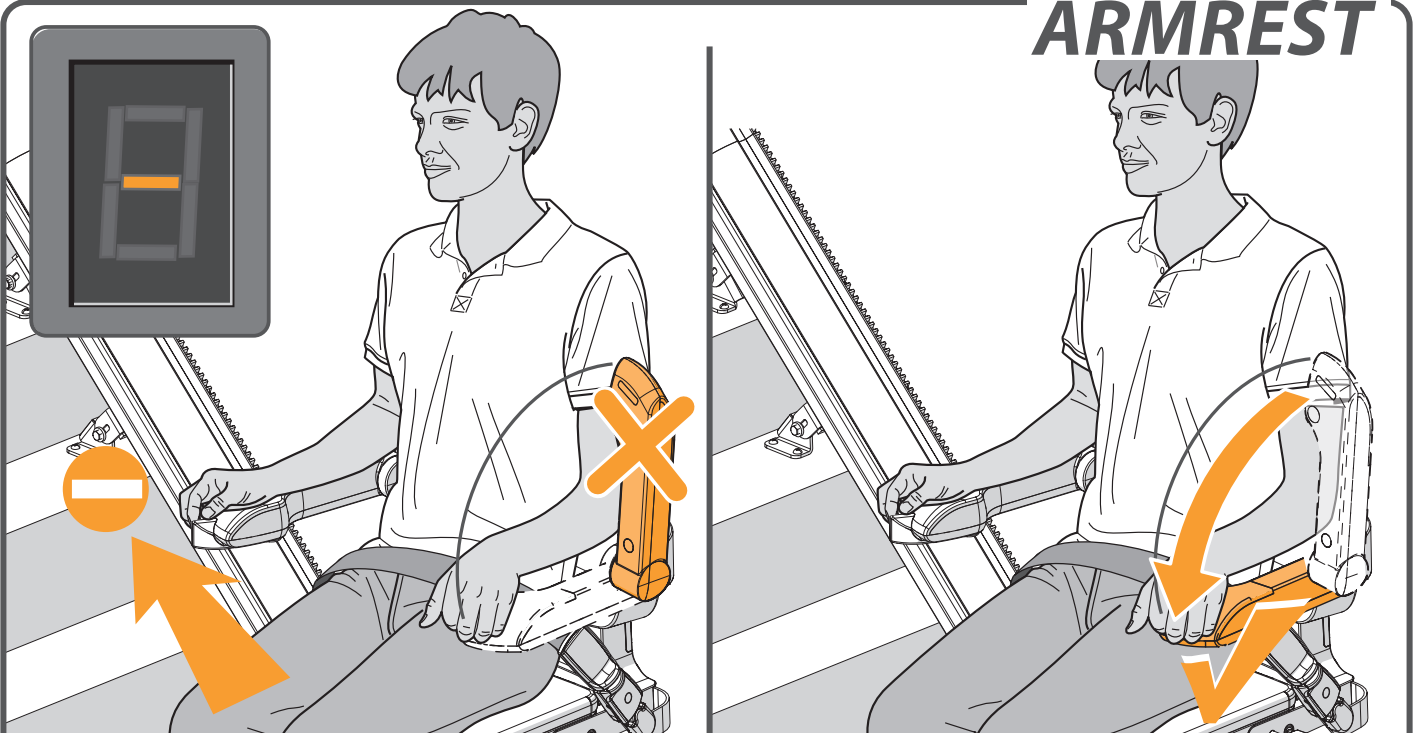
**CAUSE**

**SOLUTION**

**Problem:** the lift does not travel in either direction, the display shows a “0” [1] and the emergency stop [2] is illuminated.  
**Cause:** the emergency stop has been pressed.  
**Solution:** press the emergency stop once.



## ARMREST



### CAUSE

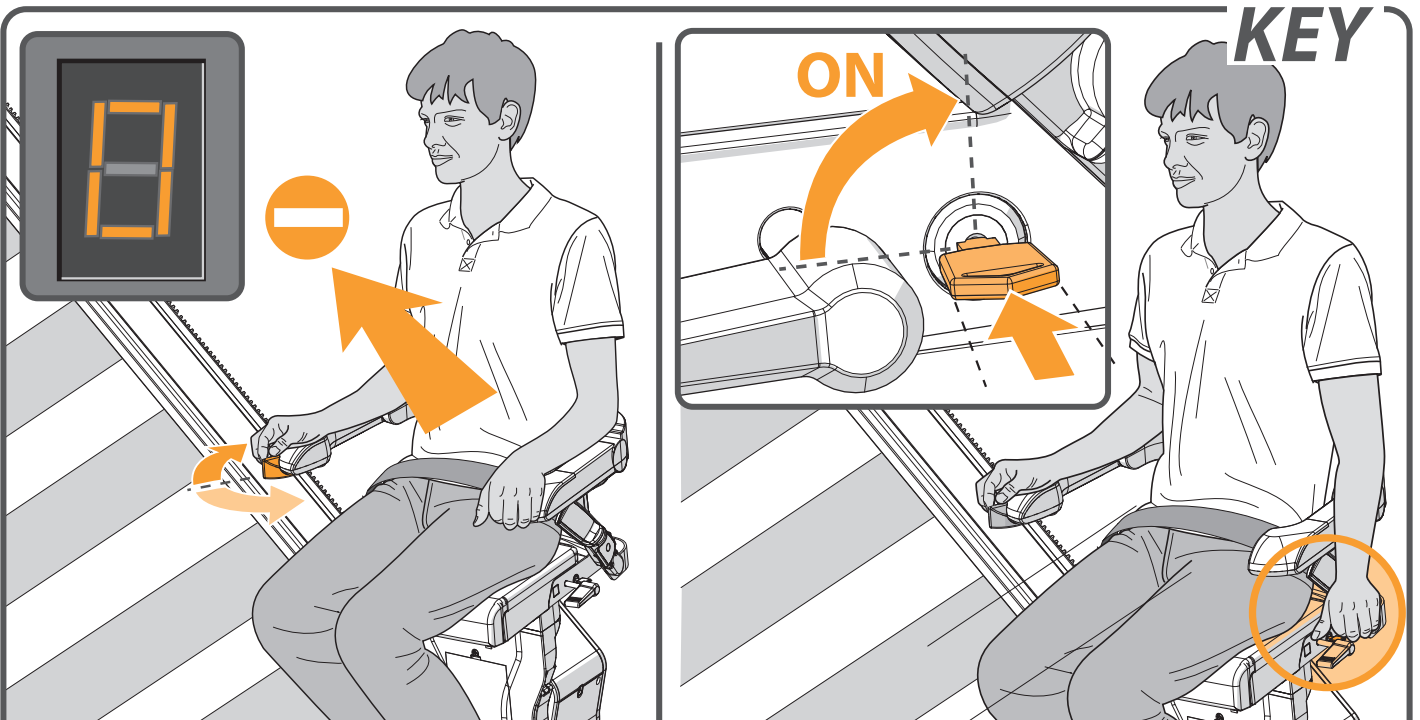
### SOLUTION

**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.

## KEY



### CAUSE

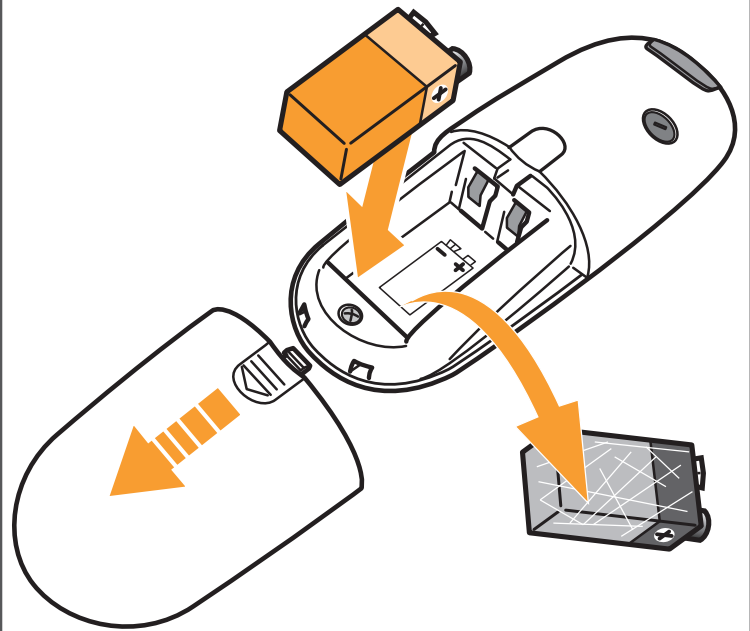
### SOLUTION

**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.

## BATTERIES RC



### CAUSE

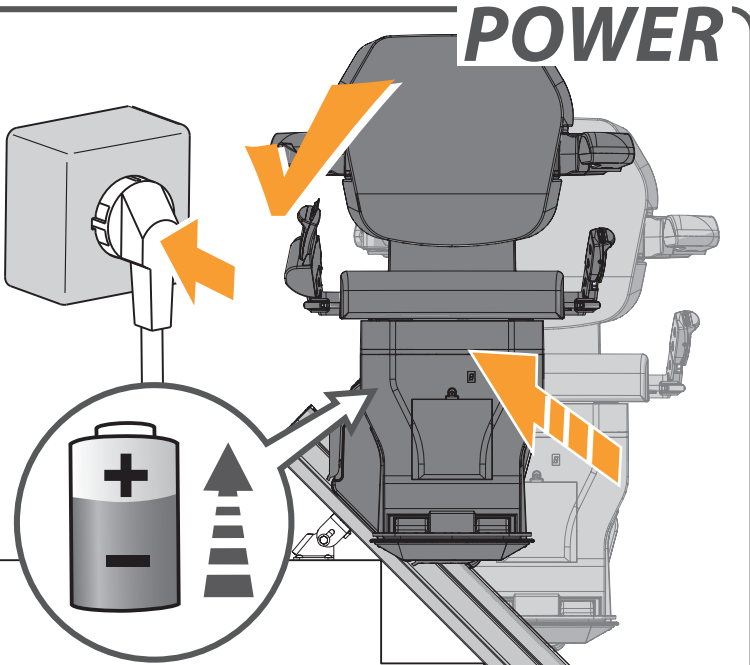
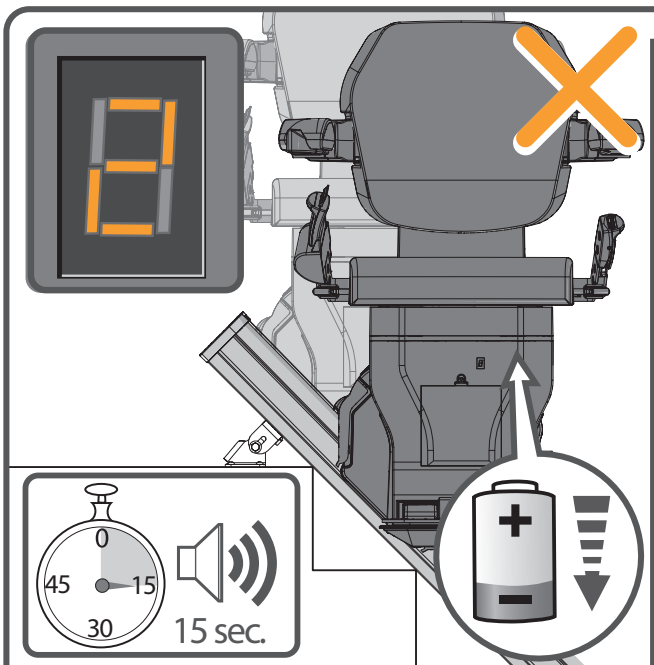
### SOLUTION

**Problem:** the lift does not travel in either direction and the LED on the remote control does not light up 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

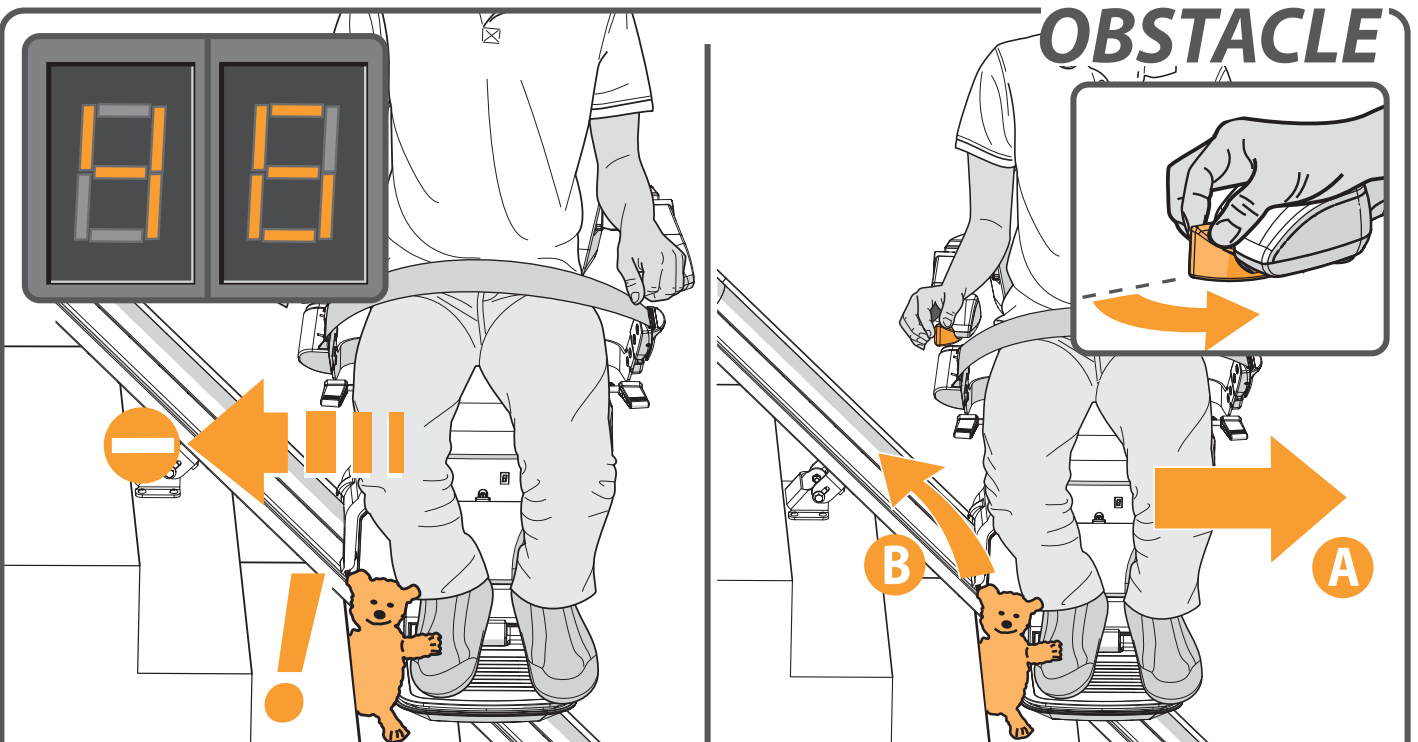
### SOLUTION

**Problem:** the lift batteries are not recharging, the lift beeps for 15 seconds and the display shows a "2".

**Cause:** the lift is not in the correct position at a charge point or the plug is not in the socket.

**Solution:** move the lift to a charge point or put the plug in the socket.





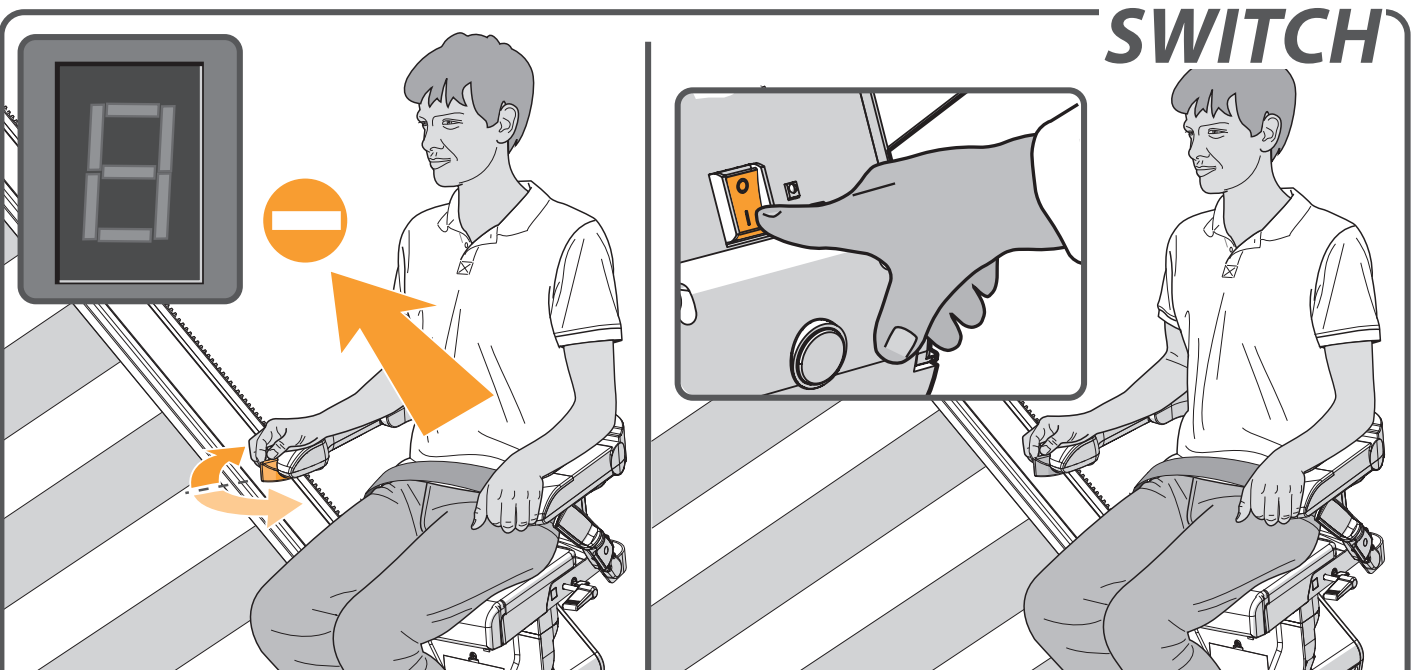
### CAUSE

### 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:** If the lift is not moving in either direction, there is no code on the diagnostic display

**Cause:** The lift may be switched off.

**Solution:** Turn the lift on.

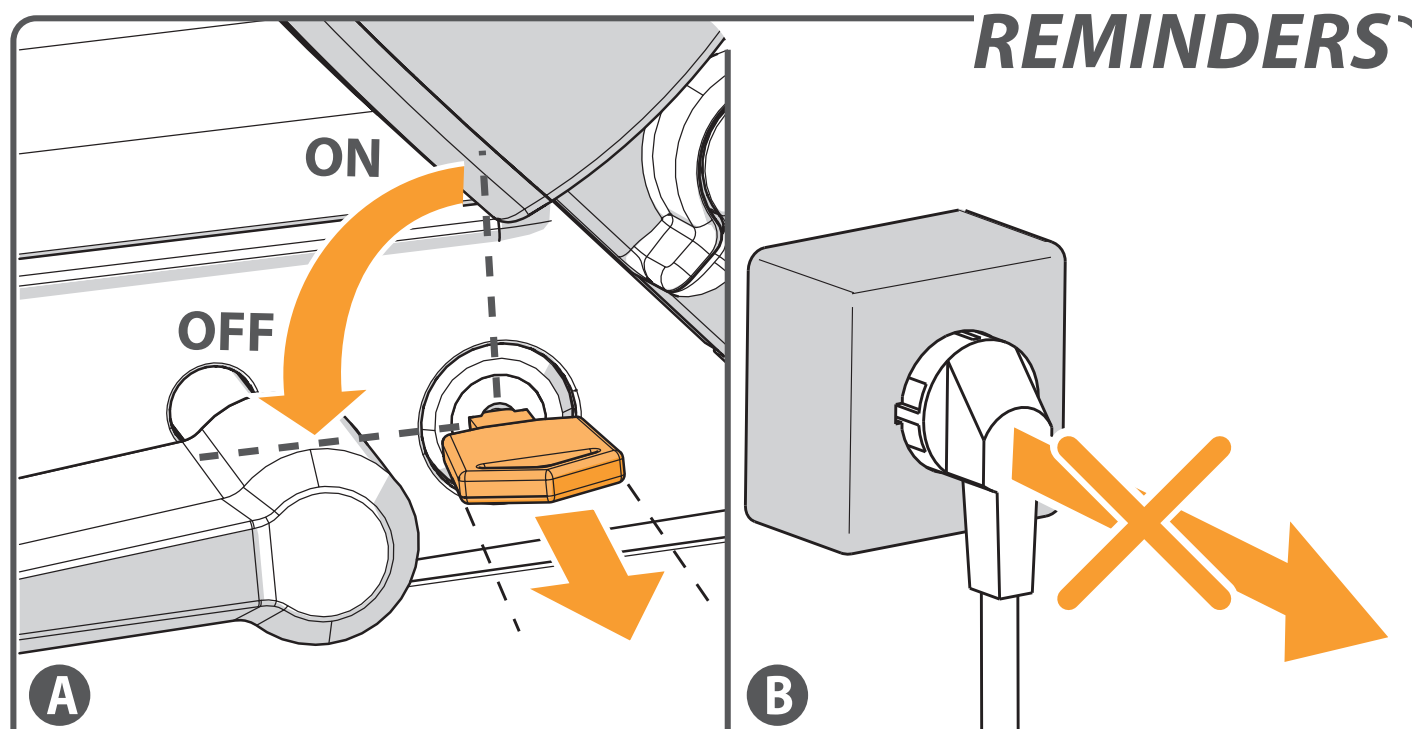
# ATTACHMENTS

**REMINDERS** \_\_\_\_\_ *page 20*

**EMERGENCY OPERATION** \_\_\_\_\_ *page 21*

**DIAGNOSTIC CODES** \_\_\_\_\_ *page 23*

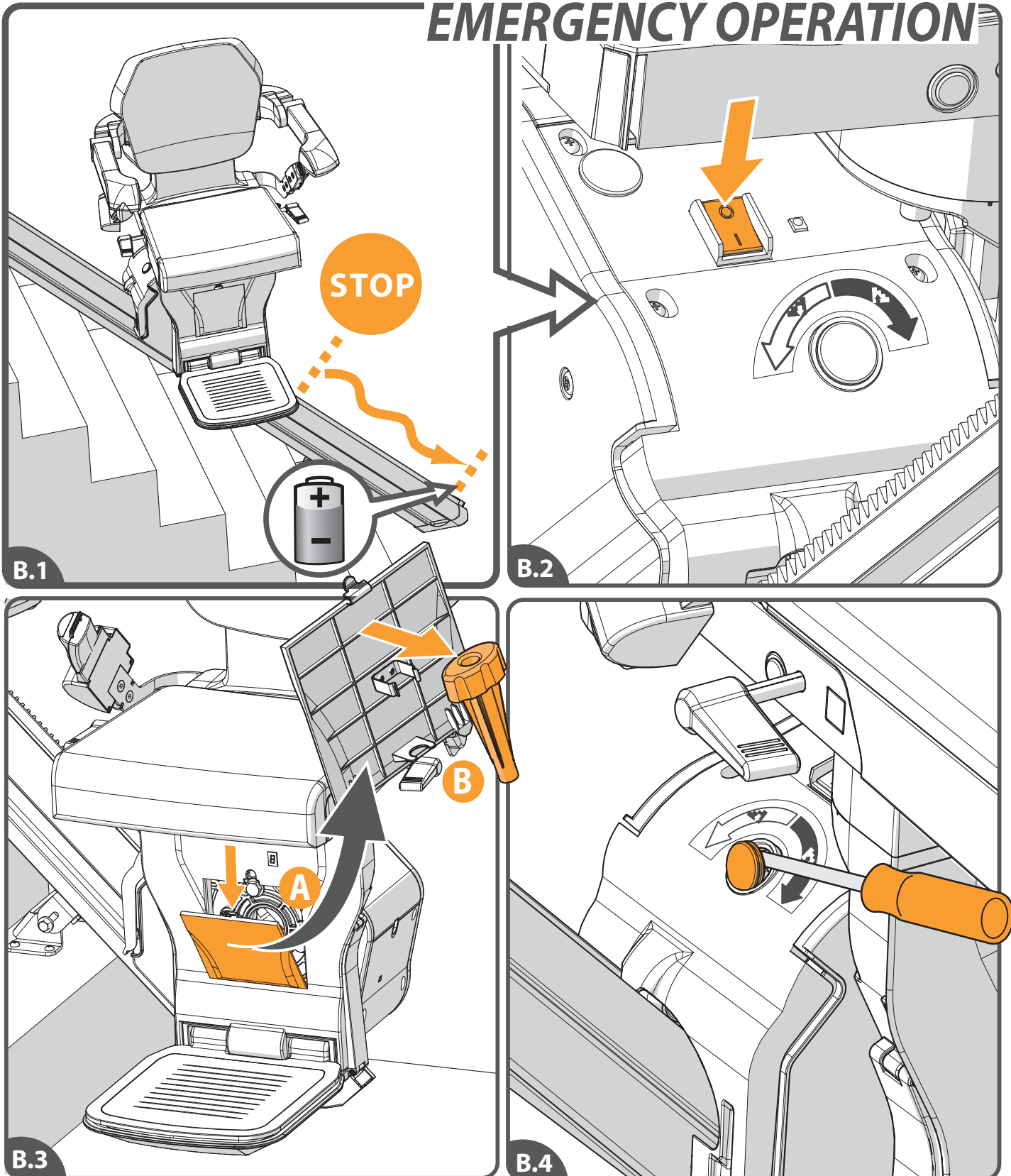
**SPAREPARTS** \_\_\_\_\_ *page 26*



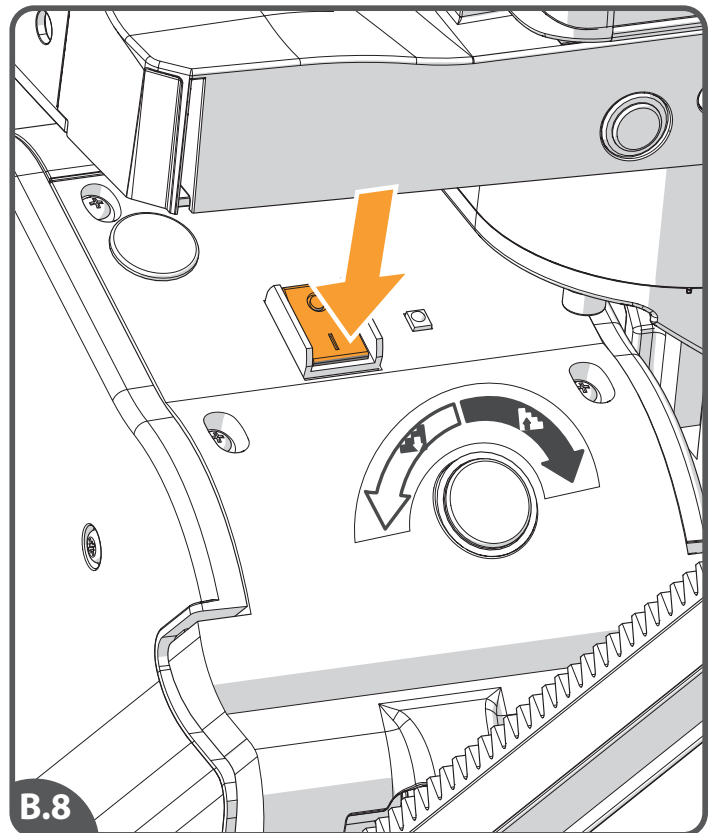
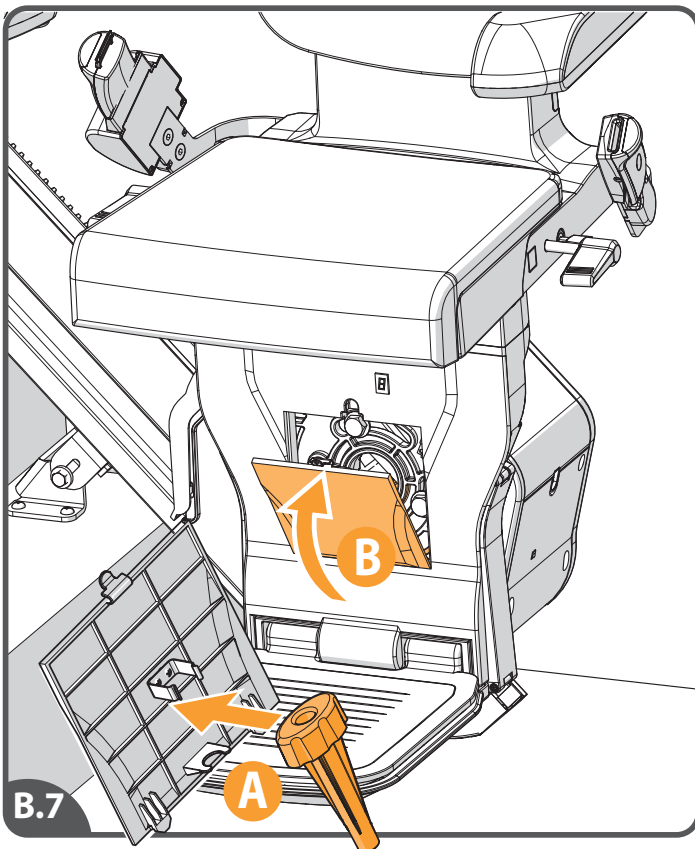
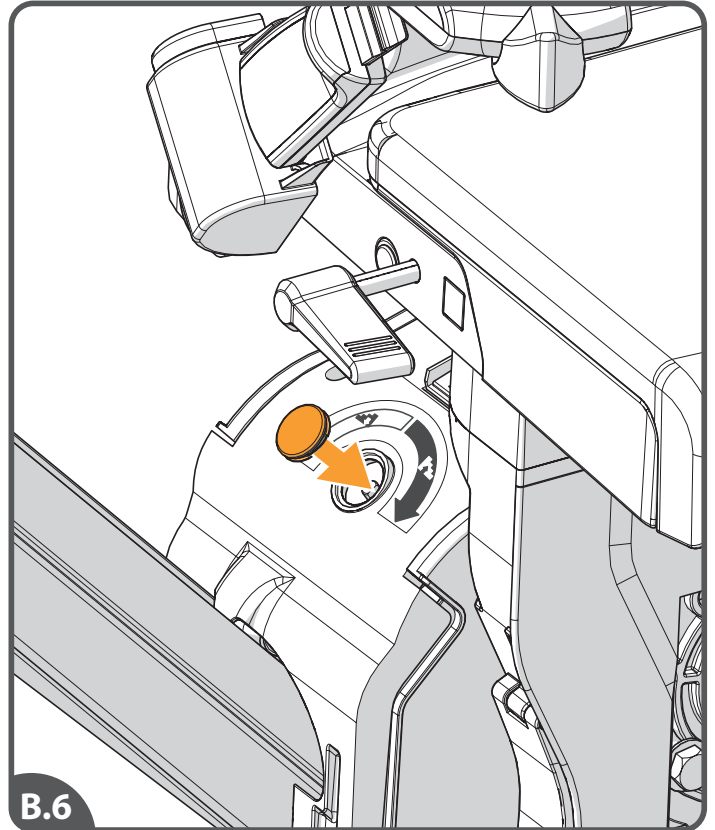
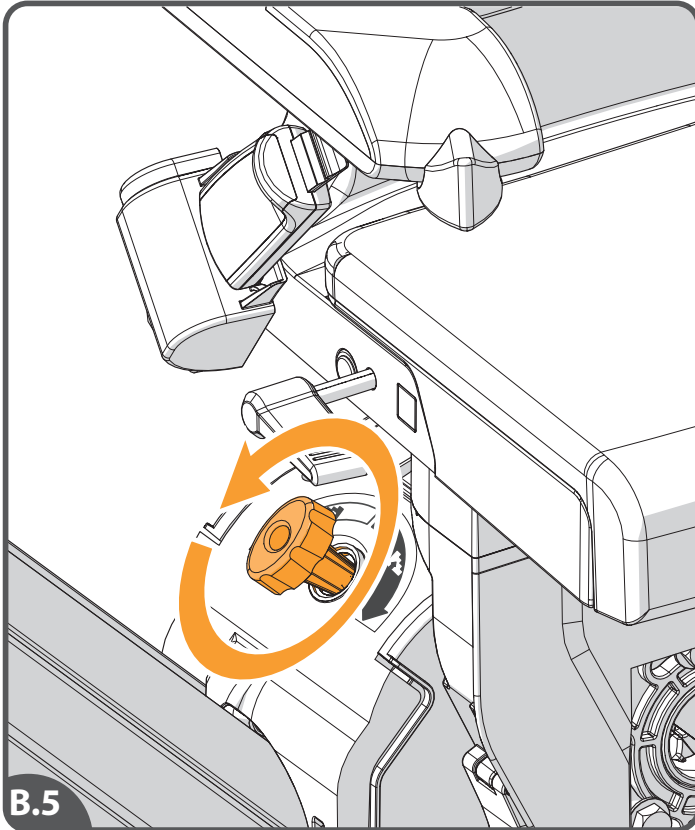
[A] Remove the key from the switch whenever you leave the lift.

[B] Never remove the lift plug from the wall socket.

## EMERGENCY OPERATION



[B.1] When the stairlift stops unexpectedly and no longer moves any further, the hand winder can be used to move the lift to a charging point. [B.2] Turn off the lift. [B.3] Open the cover in the front plate of the chassis, by pressing the tab at the top of the cover {A}. Take the hand winder from the cover {B}. [B.4] Remove the cap from the unit with a screwdriver.


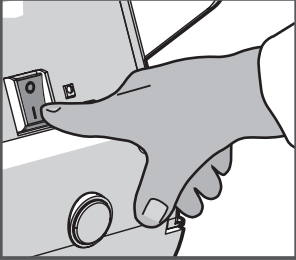



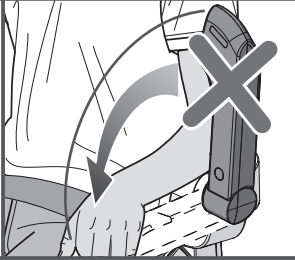
[B.5] Turn the hand winder as indicated on the winder access point. Then wind the lift in the required direction. [B.6] Replace the cap. [B.7] Replace the winder {A} and the cover {B}. [B.8] Turn on the lift.


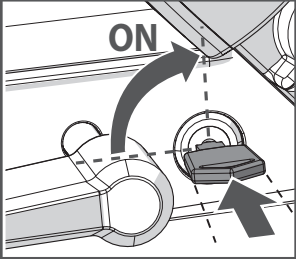
If the mentioned action does not help, call Handicare.


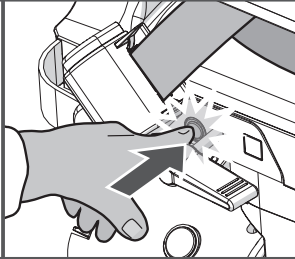
## DIAGNOSTIC CODES


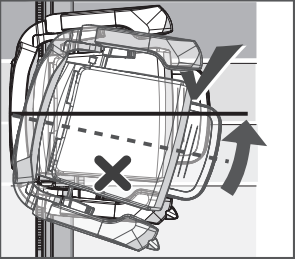
Write down the diagnostic code when you call Handicare for help.


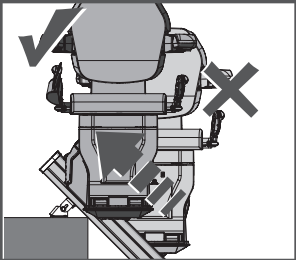
Display	Action
	
No display	
<b>FAULT</b>	


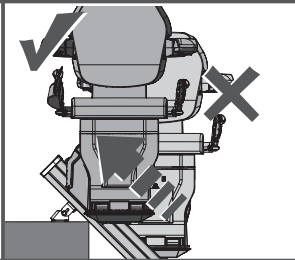
Display	Action
	
Charging, but the lift does not drive	
<b>FAULT</b>	



Display	Action
	
Final limit circuit activated	
<b>FAULT</b>	


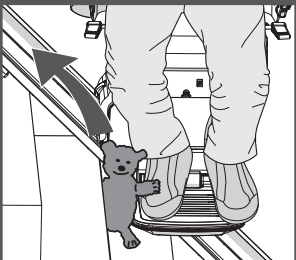
Display	Action
	
Final limit circuit activated	
<b>FAULT</b>	



Display	Action
	
Final limit circuit activated	
<b>FAULT</b>	


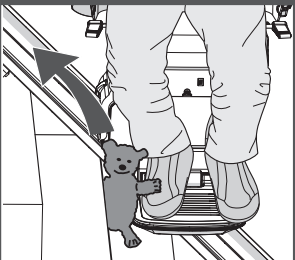
Display	Action
	
Requires charge	
<b>FAULT</b>	

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
Joystick activated	
<b>FAULT</b>	

Display	Action
Joystick activated	
<b>FAULT</b>	

Display	Action
IR address fail	
<b>FAULT</b>	

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

Display	Action
The main power not closed	
<b>FAULT</b>	

Display	Action
Brake semi-conductor failed	
<b>FAULT</b>	


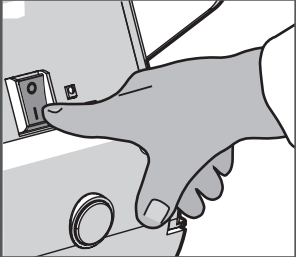
Display	Action
Brake not connected	
<b>FAULT</b>	


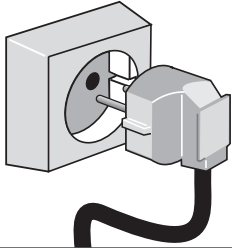
Display	Action
The main power relay has closed early	
<b>FAULT</b>	



Display	Action
Current limit exceeded	
<b>FAULT</b>	



Display	Action
Lift driving at half speed	
<b>FAULT</b>	

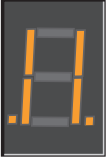

Display	Action
The main control board has a memory problem	
<b>FAULT</b>	


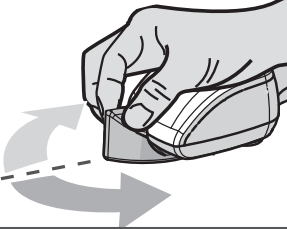
Display	Action
	
Power supply fault during charging	
<b>FAULT</b>	


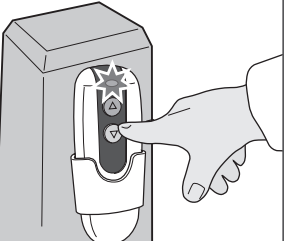
Display	Action
	
Power supply fault during charging	
<b>FAULT</b>	

Display	Action
	
Power supply fault when battery on float	
<b>FAULT</b>	

Display	Action
	
Main board hardware fault	
<b>FAULT</b>	

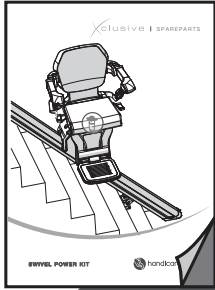
Display	Action
	
Over current	
<b>FAULT</b>	

Display	Action
	
Sleeping mode	
<b>FAULT</b>	

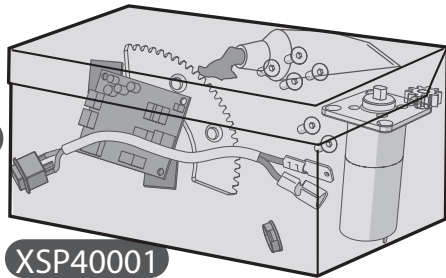
Display	Action
	
Sleeping mode	
<b>FAULT</b>	

If the display is showing anything but the diagnostic codes listed it requires resetting: drive the lift off the charge contacts. Turn the main switch on the unit off for 10 seconds and then back on.

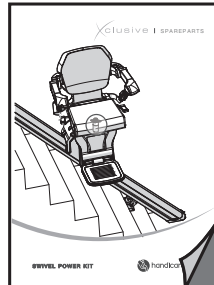
# SPAREPARTS



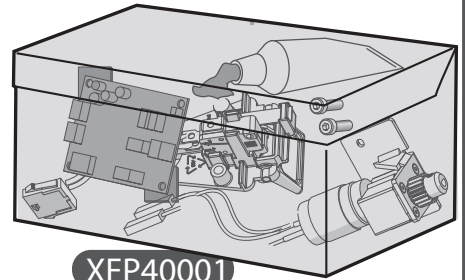
FSS60001



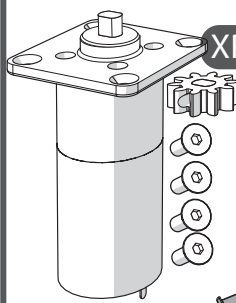
XSP40001



FSF60001



XFP40001



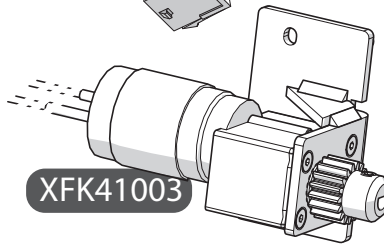
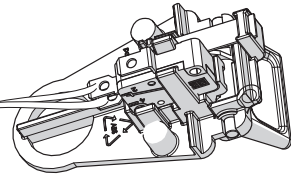
XPK40005

XPK40008

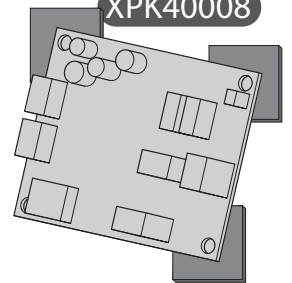


FSS30107

FSS30410



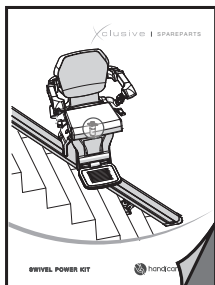
XFK41003



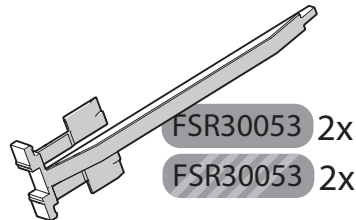
XPK40008

## SWIVEL POWER

## FOOTREST POWER



FSR60001



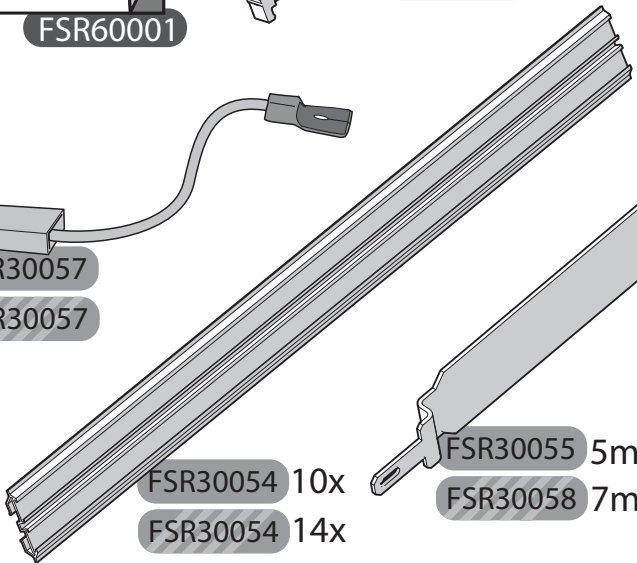
FSR30053 2x

FSR30053 2x



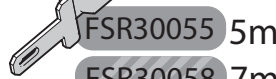
FSR30057

FSR30057



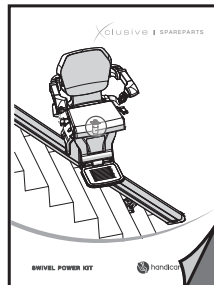
FSR30054 10x

FSR30054 14x

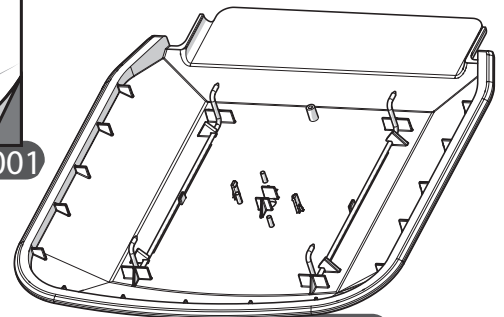


FSR30055 5m

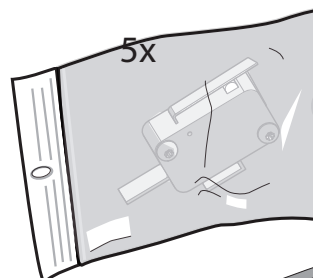
FSR30058 7m



FSD60001

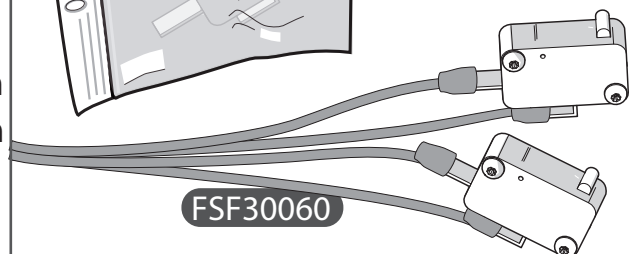


XPK41001



5x

XPK41002

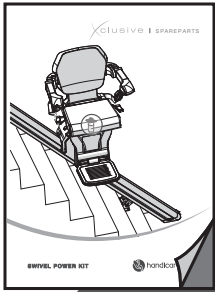


FSF30060

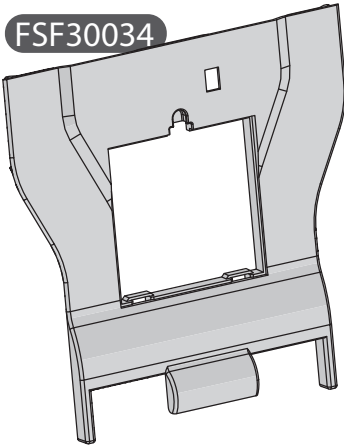
## CONTINUOUS CHARGE

## FOOTPLATE

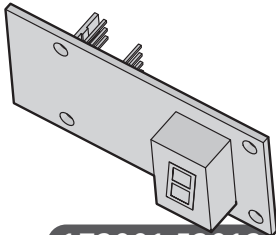




FSD60002



FSF30034

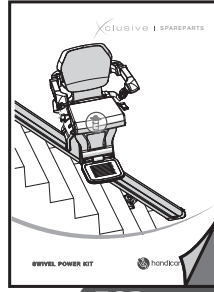


172001.52012

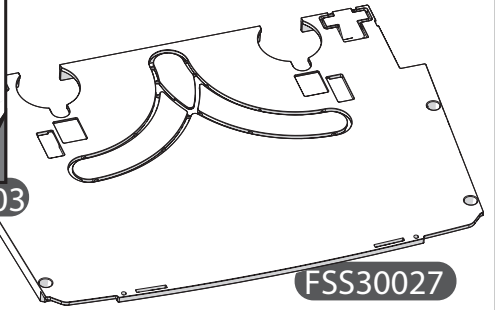


XPK41002

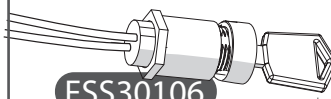
**FRONT CHASSIS**



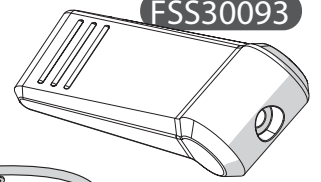
FSD60003



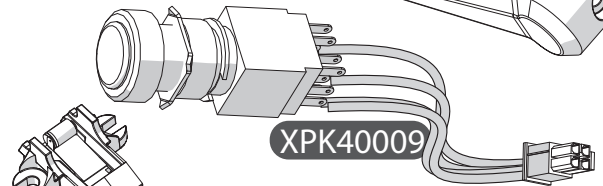
FSS30027



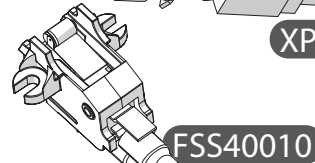
FSS30106



FSS30093



XPK40009

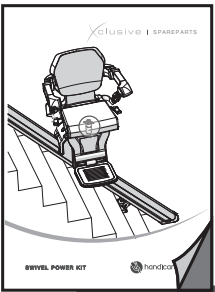


FSS40010

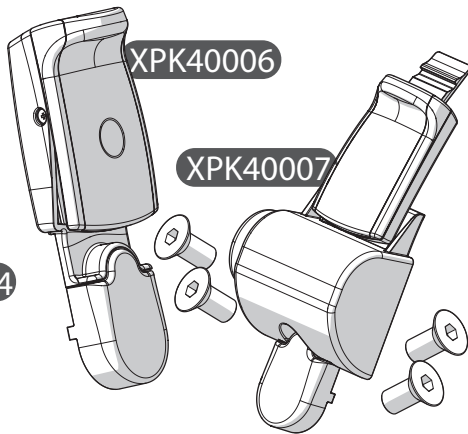


XPK40004

**SEAT BASE**



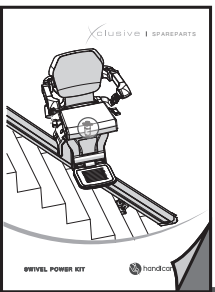
FSD60004



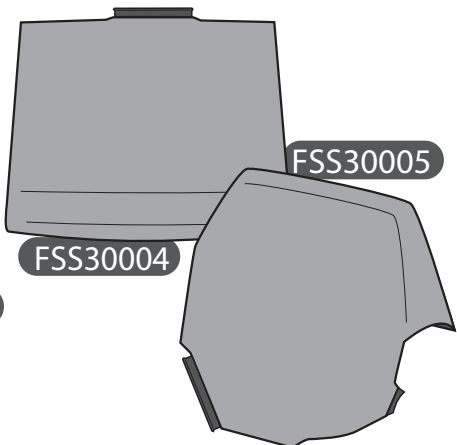
XPK40006

XPK40007

**SEAT BELT**



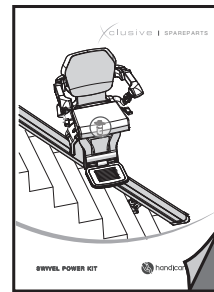
FSD60005



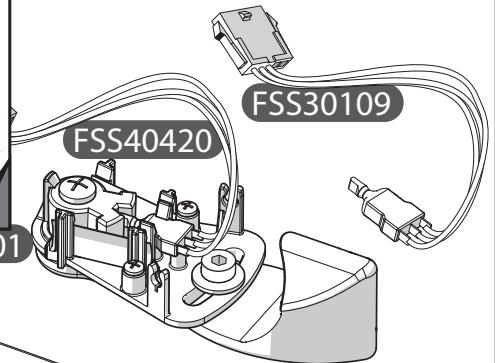
FSS30004

FSS30005

**UPHOLSTERY**

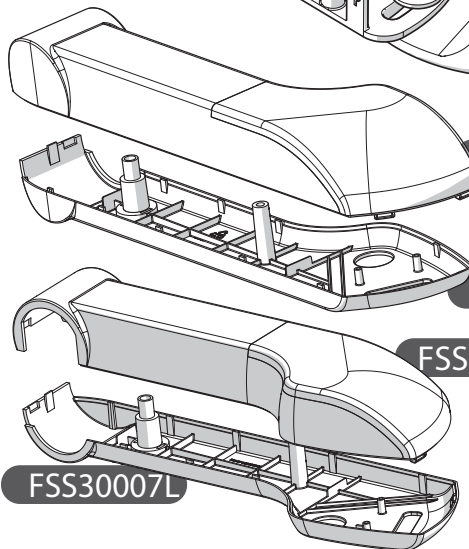


FSS60001



FSS40420

FSS30109

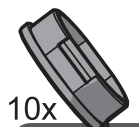


FSS30012R

FSS30007R

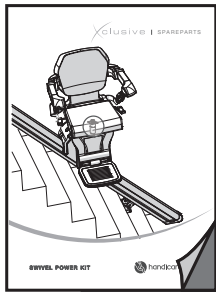
FSS30012L

FSS30007L



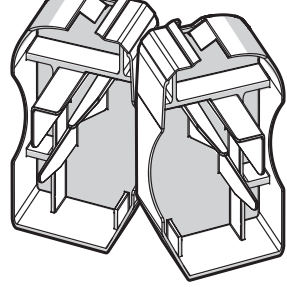
10x  
XPK40002

**ARMREST+TOGGLE**

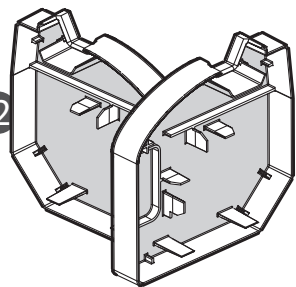


FSD60009

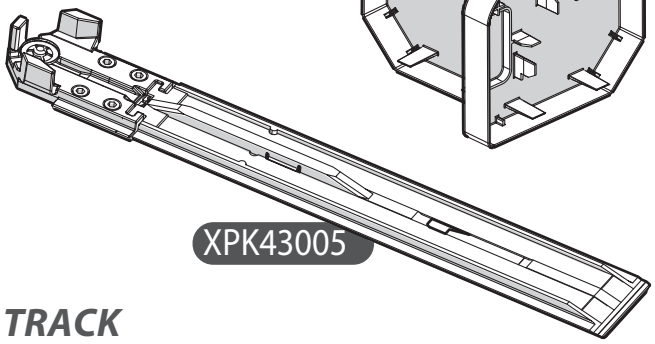
XPk43001



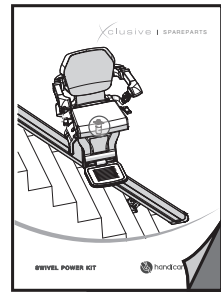
XPk43002



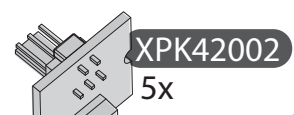
XPk43005



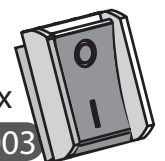
**TRACK**



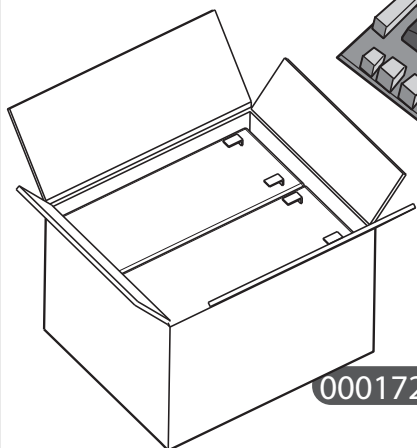
FSD60008



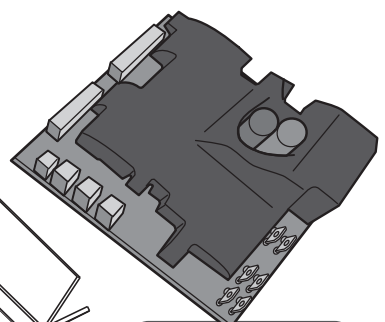
XPk42002  
5x



5x  
XPk42003

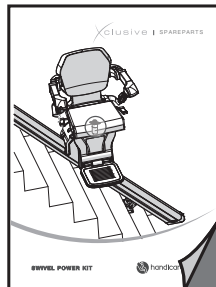


000172.52000

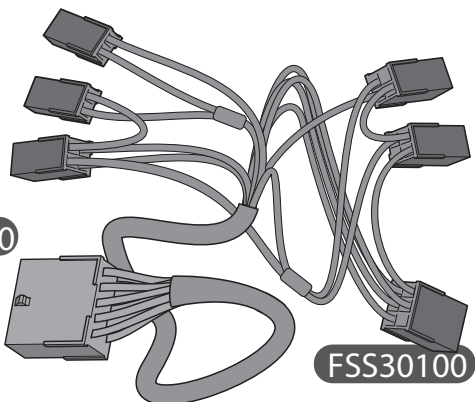


172001.52650

**POWER PACK-1**

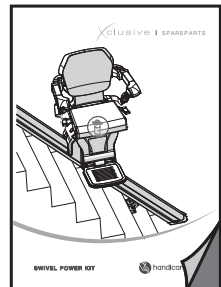


FSD60010

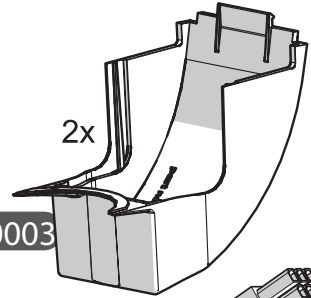


FSS30100

**MAIN LOOM**

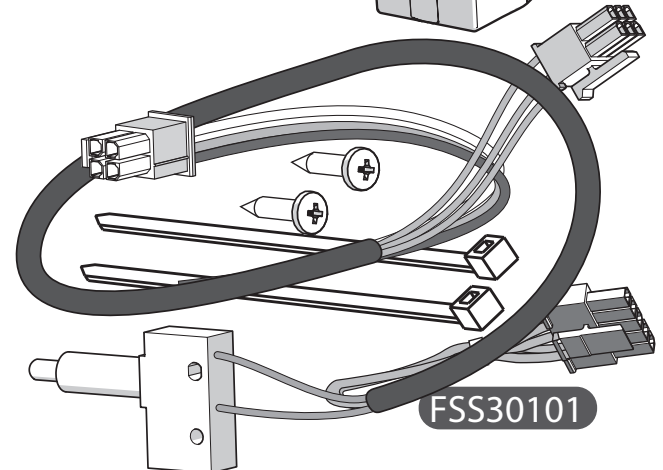


FSD60006



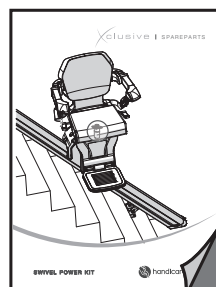
2x

XPk40003

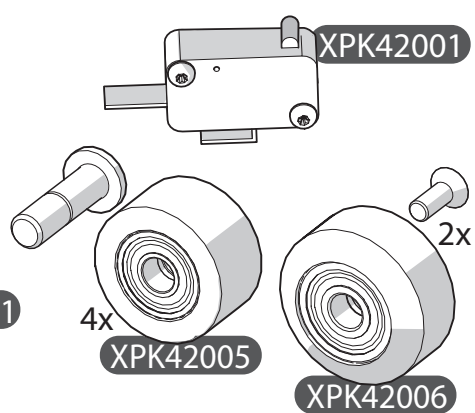


FSS30101

**ARM INTERLOCK**



FSD60011



XPk42001

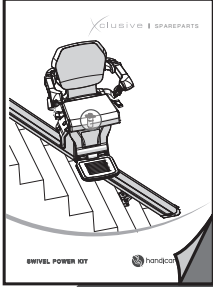
4x

XPk42005

2x

XPk42006

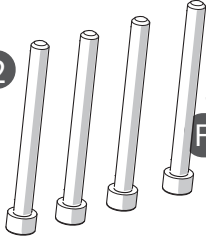
**POWER PACK-2**



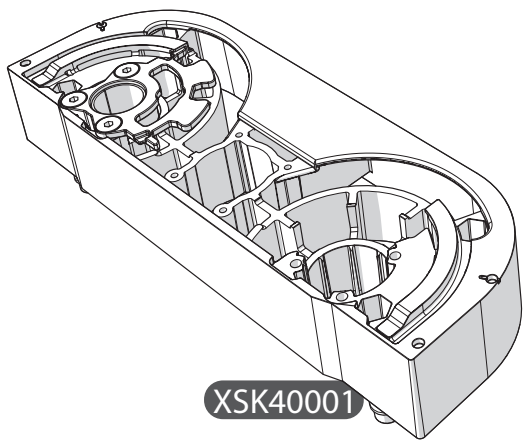
FSS60002



000933.0028

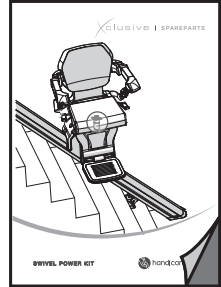


4x  
FSS20007

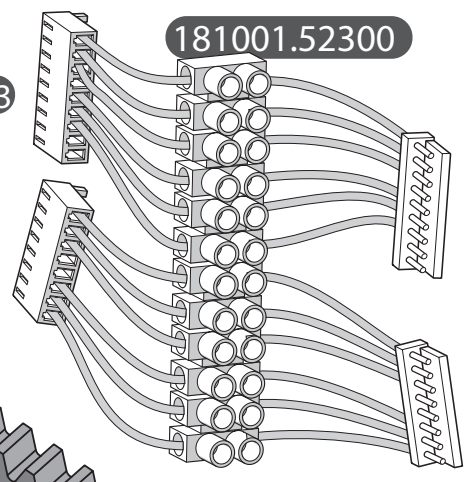


XSK40001

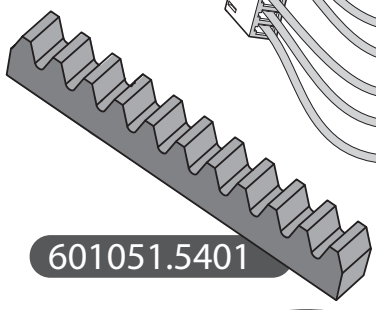
**XHK40001**



FSD60013



181001.52300

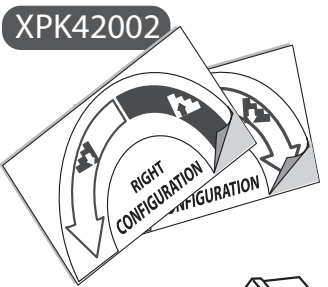


601051.5401

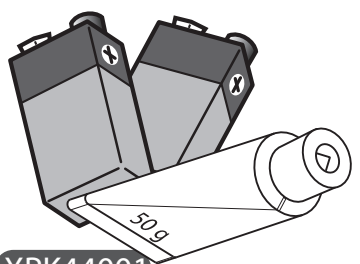


FSM30010

**INSTALLATION**

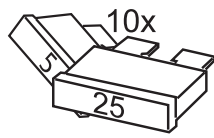
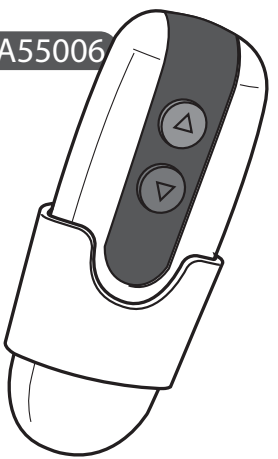


XPk42002



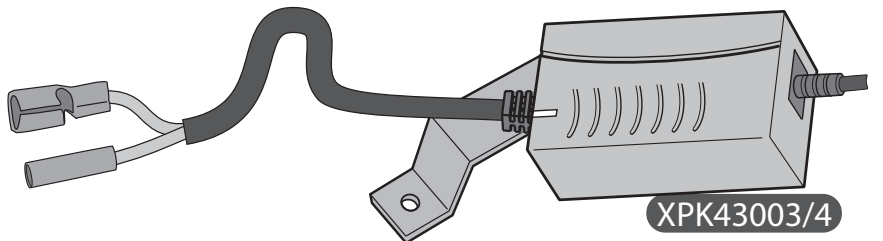
XPK44001

RNA55006



10x

25



XPK43003/4

**REMAINING**



**handicare**

**Handicare Stairlifts B.V**

Newtonstraat 35  
1704 SB Heerhugowaard  
The Netherlands  
T +31 (0)72 576 88 88  
F +31 (0)72 574 34 35  
stairlifts@handicare.com  
www.handicare.com

**Handicare Accessibility Ltd**

82 First Avenue, Pensnett Estate  
Kingswinford, West Midlands  
DY6 7FJ United Kingdom  
T. +44 (0)1384 408700  
F. +44 (0)1384 408719  
E. enquiries@handicare.co.uk

**Handicare**

2201 Hangar Place  
Suite 200  
Allentown, PA 18109  
United States of America  
Toll free: (866) 276-5438  
Local: (610) 266-5260  
Fax: (610) 266-5266  
info@handicareusa.com

**Handicare Monte-escaliers**

ZI de la Croix Blanche  
20 Avenue Scotte  
91700 Ste Genevieve des Bois  
France  
Tl. : +33 (0)1.69.46.86.10  
Fax : +33 (0)1.69.46.86.19  
monte-escaliers@handicare.fr

**Handicare GmbH**

Hausberger Straße 16  
32457 Porta Westfalica  
Deutschland  
Tel: +49 (0) 571 973398-55  
Fax: +49 (0) 571 973398-56  
data@handicare.com

USER MANUAL



000411.1507, rev. C