BESPOKE
STAIRLIFTS LTD

SYNERGY

User Handbook

V.1.10

Your stairlift is a sophisticated product specially developed to carry one person sitting on the chair up to a maximum weight capacity of 125kg.
The information provided in this manual is based on general specifications concerning the construction, material properties and working methods known to us at the time of publication; alterations and improvements are therefore expected. Please read this manual carefully and familiarise yourself with the working and operation of your new stairlift.

Your stairlift has been constructed utilising state-of-the-art technology, in accordance with EN81:40 standards and recognised safety regulations. Incorrect use of the stairlift may result in risk to the user or others or possible damage to your Stairlift or other goods. Please follow user instructions in accordance with this user guide. Keep this user guide close and in easy reach.

Technical support or problems:

Should a problem occur which is not mentioned in this handbook please contact your stairlift supplier. The service department will always be pleased to assist and help you.

It is important that you have the following information available when you are making a call:

- Your manual
- Your full contact details
- Your lift or purchase number

Warranty and liabilities:

As the user of this stairlift, you are fully responsible for the observance of locally prevailing safety regulations and guidelines. The manufacturer warranty is 24 months (excluding batteries) . Any material/components breaking down during that period will be replaced free of charge.

Exclusion from warranties:

Damage caused by normal wear and tear, overloading or misuse, replacements of batteries in the remote controls. The carrying out of any alterations to the product is not permitted and will affect your warranty and also the lift may no longer be compliant with our standards.
The manufacturer is not liable for damage resulting from such alterations.

The manufacturer will accept no liability for damage or injury caused by inadequate observance of the safety regulations and safety instructions in this manual; or by negligence during installation, use, maintenance and repair of this Stairlift. Installation and servicing may only be carried by responsible installers who are certified and authorised by the manufacturer, during which the necessary regulations must be observed.

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About the Synergy

1. Keyswitch
2. Main Power Switch
3. LCD Display
4. Footplate

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About the Synergy

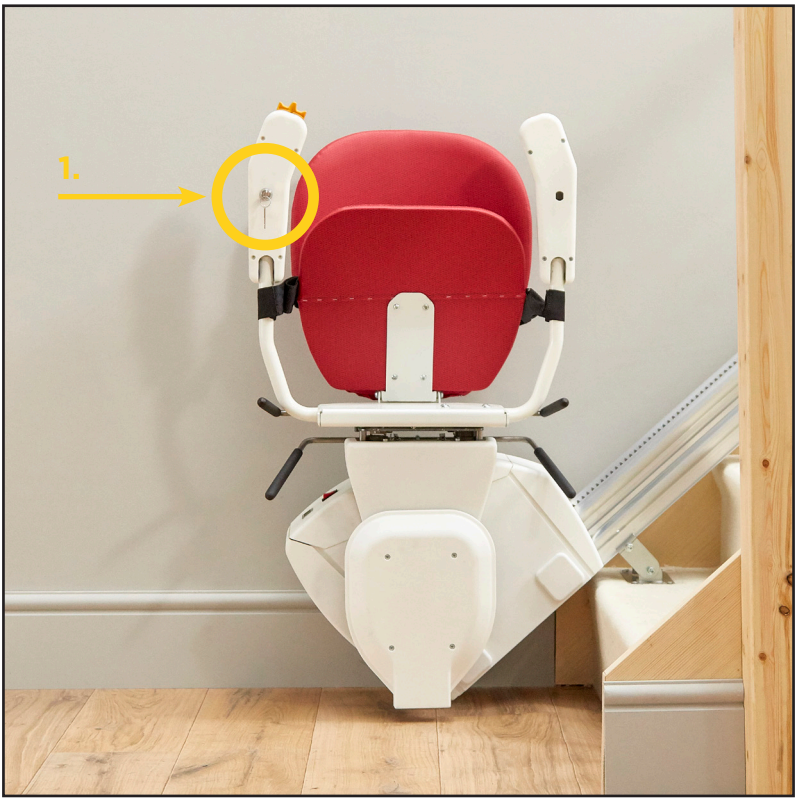
5 **Toggle Switch**

6 **Seat Belt**

7 **Seat Swivel Lever**

8 **Footplate Lever**

- Begin with the folded chair
- Turn key switch on (1).



- Turn on the main power button (2).

- Lower the arms and seat.
- Gently take a seat in the stairlift and make yourself comfortable.

- Please ensure seatbelt is fastened

- Reach for the footrest lever and gently lower the footrest into the ride position.
- Ensure you are comfortable and ready to travel.

- Keep your hand on the toggle switch in the direction of travel
- Your stairlift is ready to move up or down the stairs

- Continue to hold the toggle switch in the direction of travel until you reach the end of the journey.

- You have now reached the top of the stairs.
- Ensure the chair has reached the charging position, an audible beep will sound if positioned incorrectly.

- Ensure you have safely stopped before you begin to swivel the seat.
- To swivel, depress the lever under the seat and swivel the chair safely away from the stairs.

- Unfasten your seatbelt
- Ensure it is safe to get off.
- Please ensure your stairlift has fully completed it's journey to ensure the lift is charging correctly.
- IF THE STAIRLIFT IS NOT CHARGING CORRECTLY AN AUDIBLE BEEP WILL SOUND

- Your chair should be parked securely on a charge point
- Return swivel seat to the original position
- Fold armrests and footrest

- Should your Synergy stairlift be parked at the opposite end of the staircase use the remote control to call the stairlift to your position.

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Safety Instructions

When using the stairlift always observe locally prevailing safety regulations regarding risk of electric shocks and physical injury.

1. Ensure that there are no obstructions where the stairlift needs to be installed. The entire track must be free of obstacles. Check with your installer if you are unsure.
2. Take environmental influences into account such as damp or extreme sunlight. The entire track must be visible to avoid tripping.
3. Keep unauthorised persons and domestic pets away from the stairlift. The lift is not designed to carry animals or goods.
4. The Stairlift should only be used by one person at the time.
5. Keep children away from your stairlift unless under supervision of an adult. **Please remember that your Lift is not a toy.**
6. Remove the key from the keyswitch if the lift is not in use.
7. Keep limbs and clothing away from moving parts. Make sure that loose clothing cannot be trapped or caught between the chair or rail.
8. Ensure a safe seating position. Sit as far back as possible back into your chair, use the armrests and place the feet squarely on the foot rest. Do not stand on your Stairlift
9. **Always wear your seatbelt!**
10. If you feel that your Stairlift is defective, contact your local dealer or installer.
11. Only use qualified engineers to carry out any repairs on the Lift

General Maintenance:

- Check and clean the stairlift regularly
- Avoid excessive use of water
- Clean the seat, arm and footrest with only a damp cloth

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Engineer Instructions

Check the lift for any damage.
Check that all Parts and packages are on site.
Ensure that you have your installation guide book on site.
Inspect all parts are in full working order.
Only use original lift parts (this could potentially affect your warranty).
Ensure all safety devices are fitted correctly, these may only be removed if maintenance or repair is needed and only be serviced by
a qualified Engineer.
The Lift **should not** be used or left if the safety devices are not functional or incomplete.
The safety devices must be checked regularly to see that everything
is in working order, if not these should be repaired immediately.
Use the device in accordance with intended use.
Ensure PPE is in place when necessary, i.e. shoes, safety glasses,
hard hat, gloves during the assembly and servicing of the Lift
Remember to hold spare parts and the correct tools in your van/vehicle.

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Troubleshooting

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The Display diagnostics feature that can inform the engineer of any problems that The Synergy Stairlift has encountered during installation or in general use. Depending on the problem The Synergy Stairlift displays a selection of error messages to indicate what the problem is enabling the engineer to pinpoint the fault and resolve quickly without the need of elimination of other potential faults

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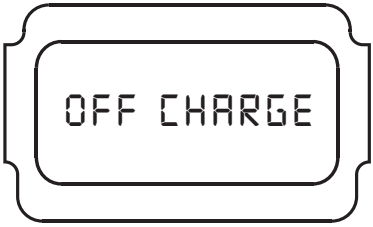
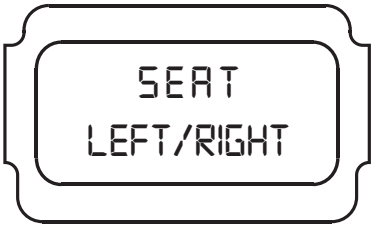
Troubleshooting



- **Lift not charging**
- •Check lift is parked on a charge point
- •Check the voltage at the charge point, the power is turned on and polarity is correct.

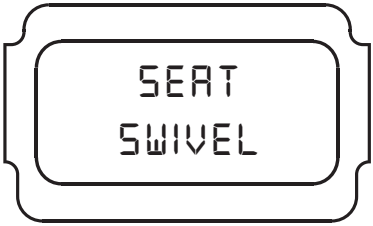


Main chassis safety switch activated

- Check for obstructions and covers able to move freely
- Check Mainframe wiring loom for continuity as marked on the PCB and using the wiring diagram for correct switch cables

Troubleshooting

- **Footrest safety switch activated**
- •Check for obstructions and covers able to move freely
- •Check Footrest wiring loom for continuity as marked on the PCB and using the wiring diagram for correct switch cables



- **Seat swivel safety switch activated (will also show when powered swivel is in motion)**
- Check seat is in home position
- Check swivel switch is closed, located on the swivel boss under the seat.
- Check continuity on orange wire located in the mainframe loom.

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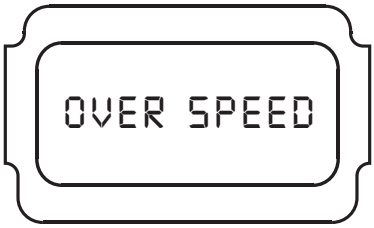
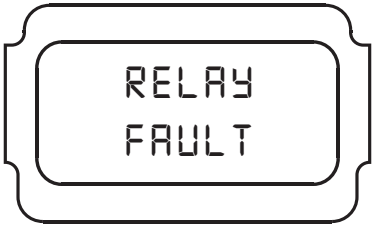
Troubleshooting



Over speed switch is activated

•Wind the lift upward using the handwinder.



Relay is sticking on main PCB

•Gently tap the relay to free the mechanism, if this doesn't work, a new PCB will be required

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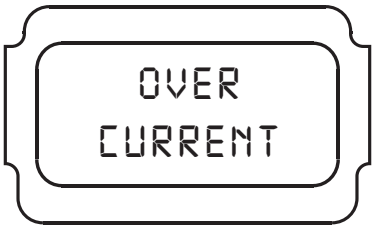
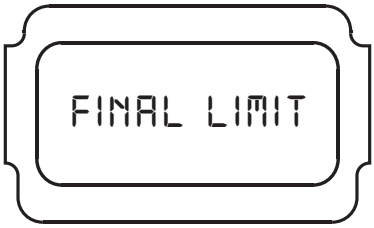
Troubleshooting



Lift is drawing too much current

•Check rack / pinion is clear for the lift to move
•Check customer weight does not exceed limit



Lift has over travelled on endstop

•Wind the lift away from the endstop and try top operate the stairlift.

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Troubleshooting

Thank you for choosing Bespoke Stairlifts.

Your stairlift will provide you with many years of reliable service and allow you to enjoy the full use of your home. Your stairlift is covered by a manufacturer's warranty for 2 Years that covers the cost of replacement parts.

Ensure that only an authorized and qualified Bespoke Stairlifts trained engineer installs and services the stairlift.

Under no circumstance should anyone other than an engineer trained and authorized to install, adjust, service or modify any mechanical or electrical device on this product. Failure to follow this warning may result in safety system compromises which could result in serious injury or death. Bespoke Stairlifts accepts no liability for property damage, warranty claims or personal injury, including death, in this circumstance.

After installation, reliable operation and continual safe operation requires regular service and inspection. As the owner, you are responsible for ensuring that regular service and inspections occur in a timely manner.

MAINTENANCE

Once a year, it is advised to call your Bespoke Stairlifts/ authorized dealer to perform the annual inspection, that includes all maintenance and safety inspections and repairs where necessary.

Regular maintenance is essential for keeping your stairlift in proper operating condition.

We strongly recommend that you only use authorized engineers to perform all required maintenance, service and repair work.

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Troubleshooting

Installation Date .....
Installation Provider .....
Service Provider Telephone .....
Installation Engineer Signature .....
Customer Signature .....

Service Date .....
Next Service Due .....
Service Provider .....
Service Provider Telephone .....
Servicing Engineer Signature .....
Customer Signature .....

Service Date .....
Next Service Due .....
Service Provider .....
Service Provider Telephone .....
Servicing Engineer Signature
Customer Signature .....

Service Date .....
Next Service Due .....
Service Provider .....
Service Provider Telephone .....
Servicing Engineer Signature
Customer Signature .....

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Certificate of Conformity

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We hereby declare that the stairlift listed below complies and fulfils all the relevant provisions of the following directive:

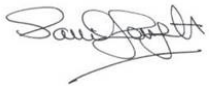
Machinery Directive 98/37/EC & 2006/42/EC

Low Voltage Directive 2006/95/EC

EMC Directive 2004/108/EC

Product Description: Stairlift
Make: Bespoke Stairlifts
Model No: Synergy Straight
Serial No: From 0001 to Current
Manufactured By: Bespoke Stairlifts Ltd
Address: Unit 9 , Old Fieldhouse Industrial Estate, Old Fieldhouse Lane, Huddersfield, West Yorkshire, HD2 1FA
The stairlift has been designed and manufactured in accordance with the following standards:
EN ISO 12100-1, EN ISO 12100-2, EN 1050, EN 60204-1, BS EN 81-40, BS 5776

The Technical Documentation has been compiled by David Forsyth, Managing Director, Bespoke Stairlifts



Signed
Date 15th April 2019
Name: David Forsyth

Position: Managing Director

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Your Bespoke Stairlifts Approved Dealer

www.**bespokestairlifts**.com

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