



***CRE-2110***  
**ELITE CURVE**  
**CUSTOM CURVED RAIL STAIRLIFT**

***Operator's Manual***

***Retail Customers***


**Please contact your Bruno dealer with any questions or service concerns, using the contact information shown below:**

**(Dealer: Place contact information below.)**

**Dealer Name:**  
**Address:**  
**Telephone No.:**

REV. 04-02-2018

# PRODUCT REGISTRATION FORM

 **Product Registration Form**  
Please print in CAPITAL letters.

Online registration available at <http://www.bruno.com/warranty.html>

Please be assured that Bruno **does not** share or sell the information you provide.

\* = required field

\*First Name \_\_\_\_\_ M.I. \_\_\_\_\_

\*Last Name \_\_\_\_\_

\*Street Address \_\_\_\_\_ Apt. \_\_\_\_\_

\*City \_\_\_\_\_ State/Province \_\_\_\_\_

\*Zip/Postal Code \_\_\_\_\_

Email Address \_\_\_\_\_

Telephone No. \_\_\_\_\_

Date of Purchase (mm/dd/yy) \_\_\_\_\_

Dealer: Locate the Model and Serial No. decal on the decal sheet shipped with the unit and place it here.

Model No. \_\_\_\_\_

\*Serial No. \_\_\_\_\_

End-User: For faster registration, please go to the website shown above.

Please rate your satisfaction with your Bruno dealer:

excellent     good     average     poor

Please rate your satisfaction with your Bruno product:

excellent     good     average     poor

Bruno reserves the right to use information indicated on this form in its online, video, audio and printed materials. Names will be abbreviated to ensure the privacy and anonymity of the individual.

©2014, 2005 Bruno Independent Living Aids, Inc.®      Rev. 04-17-2014

Bruno is pleased to provide you with this mobility-enhancing product.

The Product Registration Form is shipped in a plastic bag with this manual. It is very important that you fill out and return this form at your earliest convenience so that we may complete the warranty registration process for your unit.

The **serial number** is found on labels affixed to the manual, as well as on the unit itself.

**Serial and model numbers must be provided** when filing a warranty claim, requesting service or ordering parts. We encourage you to keep this information readily available at all times.

Please Note: The warranty for the CRE-2110 Stairlift is *rendered null and void* if the unit is installed or maintained by anyone other than an authorized Bruno dealer.

Best wishes from the Bruno Team.

CRE-2110 Operator 04-02-2018

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## **FCC REGULATIONS**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the of the following measures:

- Reorient or relocate receiving antenna.
- Increase separation between equipment and receiver.
- Consult your dealer.

## **SPECIFICATIONS**

*Weight Capacity:* 400 lbs. (181 kg)

*Control:* constant pressure (armrest and two remotes)

*Maximum Incline:* 45 degrees

*Seat Swivel:* 0, 60 and 90 degrees at top

*Power Supply:* 24VDC battery charger powered by 120V outlet

## **FOR YOUR SAFETY**

- Read and understand the operating instructions, and all safety precautions prior to using the CRE-2110.
- Be sure stairs are clear of objects before operating the stairlift.
- Always be aware of the surface onto which you are stepping as you get on and off the stairlift.
- Avoid carrying items with you on the stairlift which could hinder movement of the stairlift up and down the stairs.
- Do not wear LOOSE clothing that could interfere with stairlift movement.
- Fasten your positioning belt before operating the stairlift.
- Make sure the seat is locked in the correct riding position.
- Be certain the seat swivel is locked in place before attempting to get on or off the stairlift.
- **NON-AMBULATORY USERS:** Bruno recommends carrying a cellular or cordless telephone or an emergency communication device when riding the stairlift while alone in the house.
- If you cannot remain seated upright, please lean towards the upstairs side for the smoothest ride.

## **FOR YOUR SAFETY**

Each stairlift is designed to travel down the stairway at a slightly slower speed than is the case when travelling UP.

The footrest is equipped with *obstruction sensors* which stop the carriage if an obstacle is encountered on the stairs.

If this should occur, press the opposite side of the UP/DOWN rocker control switch (on the armrest) to run the carriage in the opposite direction. Clear the obstacle from the stairway or rail then resume travel in the desired direction.

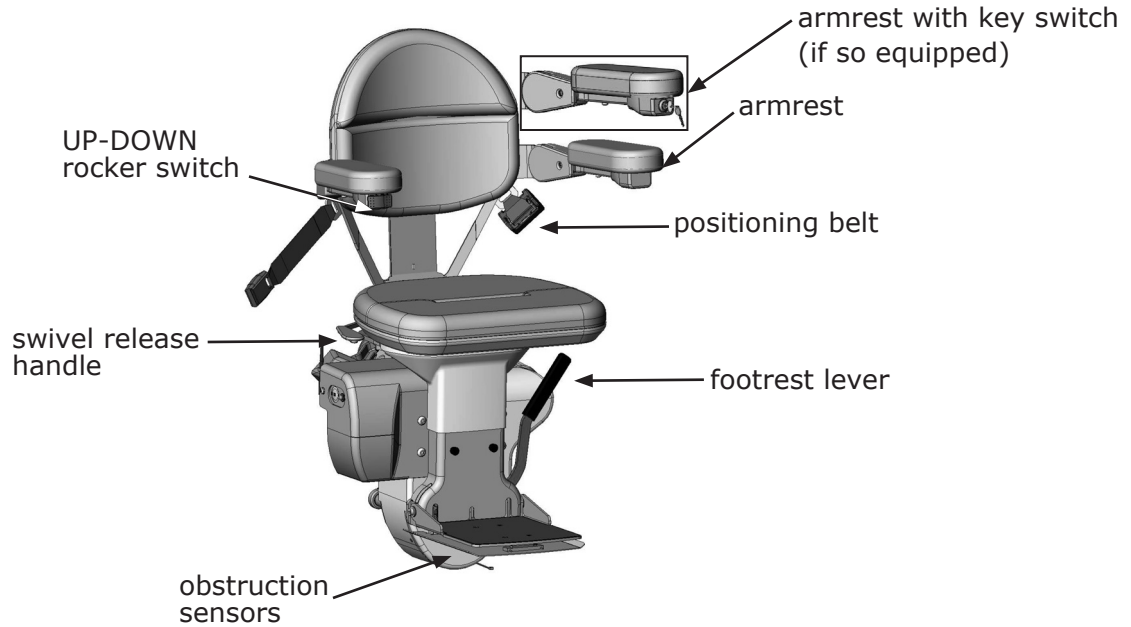
Your CRE-2110 is battery powered and will continue to operate for some time during a power outage. The length of operation will depend on the battery condition, the length of the stairs and the weight of the rider.

*Only in the event of a prolonged power outage (more than one hour) will it be necessary to turn the power off (circuit breaker switch on the carriage) and unplug the charger from the wall outlet to conserve battery charge.*

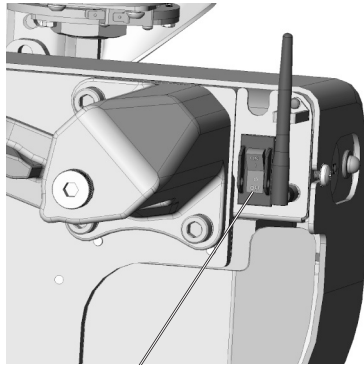
The ***power swivel seat option*** is equipped with current overload sensing to prevent further seat swivel if a jam is detected.

The ***power footrest option*** is equipped with current overload sensing that will cause the footrest to return to its last position if a jam is detected.

# CRE-2110



## CIRCUIT BREAKER



ON/OFF switch  
with built-in  
circuit breaker



The CRE-2110 includes an ON/OFF switch with a built-in circuit breaker.

The circuit breaker protects the battery, controller and motor circuits in the stairlift carriage.

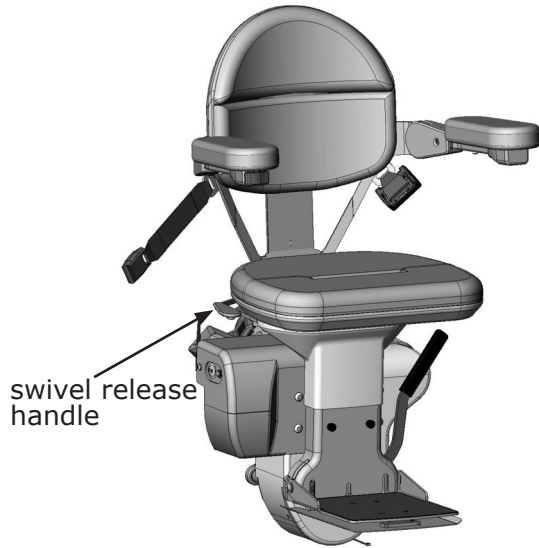
It is unlikely that this circuit breaker will trip during normal use. However, if the stairlift becomes inoperative, check the circuit breaker as a first troubleshooting step. Reset it, if necessary.

Possible causes of circuit breaker tripping:

- foreign object jamming the rail or gear rack;
- exceeding the rated weight capacity of the stairlift.



## SEATING



The CRE-2110 seat assembly (with standard armrests) is designed to swivel a total of 135 degrees.

It locks in the center (home) position, and in positions *60 and 90 degrees to the up side and 45 degrees to the down side\**.

**\*NOTE: Down-side 45-degree swivel may not work on all applications.**

Lift up on the swivel release lever located under the seat (either side) to swivel the seat to a convenient position for transferring into or out of the seat.

Once you release the swivel lever, the seat will lock in the closest of the four positions indicated above.

The seat also flips up to facilitate storage.

**NOTE: If you cannot remain seated upright, please lean towards the upstairs side for the smoothest ride.**

## OPERATION

The CRE-2110 includes a "***soft-start***" feature which prevents the unit from moving abruptly the instant the UP/DOWN switch is pressed.

Press and hold the switch for a moment to begin the gentle acceleration of the stairlift to operating speed.

Depressing and holding the rocker switch will cause the carriage to move until the carriage stops automatically at the upper or lower end of the stair rail, or until the switch is released.

### ***Units equipped with an armrest key switch***

Turning the key to the OFF position will disable both the unit and the remote call/send transmitters.

## STANDARD SWIVEL SEAT

1. Position yourself in the seat.
2. Fasten the positioning belt.
3. Raise and hold the seat swivel lever.
4. Rotate the seat so that you are at right angles to the rail (with your back to the stairway wall).
5. Release the seat swivel lever to secure the seat in that position.

A safety switch prevents operation of the CRE-2110 unless the seat is locked in position at right angles to the rail (the "riding" position).

6. Position both feet securely on the footrest and place your arms on the armrest cushions.
7. Press and hold the rocker switch (located on the front edge of one of the armrests) to travel UP / DOWN the rail.

**Key switch units:** Turn the key to the ON position, then press and hold rocker switch.

## OPERATION

Two (2) remote call / send transmitters enable you to move the carriage to or from either end of the stair rail.

### ***Units equipped with an armrest key switch***

Turning the key to the OFF position will disable both the unit and the remote call/send transmitters.

8. Once you have reached the top or bottom landing, release the rocker switch (and turn the key switch, if applicable, to the OFF position).
9. Raise and hold the seat swivel lever as you rotate to the position for transferring from the seat.
10. Release the seat swivel lever and allow the seat to lock in this position.
11. Unbuckle the positioning belt and carefully exit the seat.

# OPERATION

## ***Units equipped with an armrest key switch***

Turning the key to the OFF position will disable both the unit and the remote call/send transmitters.

## **POWER SWIVEL SEAT**

1. Position yourself in the seat.
2. Fasten the positioning belt.
3. Position both feet securely on the footrest and place your arms on the armrest cushions.
4. Press and hold the rocker switch (located on the front edge of one of the armrests) to travel UP / DOWN the rail.  
**Key switch units:** Turn the key to the ON position, then press and hold rocker switch.
5. Once you have reached the top or bottom landing, release the rocker switch (and turn the key switch, if applicable, to the OFF position).
6. To rotate the seat **at the top landing**, press the rocker switch again on the same side.
7. Release the rocker switch when you have fully rotated out.
8. Unbuckle the positioning belt and carefully exit the seat.

## OPERATION

### ***Optional Mid-Park Position***

#### ***Units equipped with an armrest key switch***

Turning the key to the OFF position will disable both the unit and the remote call/send transmitters.

The mid-park is available as an option. This feature will let you park and charge the unit at a position between the two ends of the rail. This allows for more room at the top and bottom of the stairs.

1. Push either the seat rocker switch or the remote call/send to move the stairlift up or down the rail.

**Key switch units:** Turn the key to the ON position, then push the rocker switch.

*NOTE: The seat will always stop and beep once when it reaches the mid-park position.*

2. To resume travel to the end of the rail (top or bottom), release the switch (or remote button).
3. Press again and hold until the unit arrives at the top or bottom of the rail.

*NOTE: The seat will again stop and beep once to indicate end of travel.*

## **OPERATION**

### ***Optional Mid-Park Position***

#### **POWER SWIVEL SEAT**

##### NOTES:

1. You may use the remote call/send transmitters to return the rotated power seat back to the ride position.
2. If the unit stops unexpectedly while traveling, check for obstructions or excessive loading. You will only be able to run the unit in the opposite direction until the overload is cleared.

# OPERATION

## **POWER FOOTREST**

If your unit is equipped with an optional power footrest, follow the operating instructions indicated below.

1. Raise the seat to raise the footrest to its stored position.
2. Lower the seat to lower the footrest to the ride position.

### NOTES:

- Do not try to manually raise or lower the footrest. Always raise/lower the footrest by raising/lowering the seat. Failure to follow this instruction could damage the unit.
- If a jam occurs while raising or lowering the footrest, the footrest will attempt to return to its last position. This will produce a sequence error.

### ***To restore normal footrest operation:***

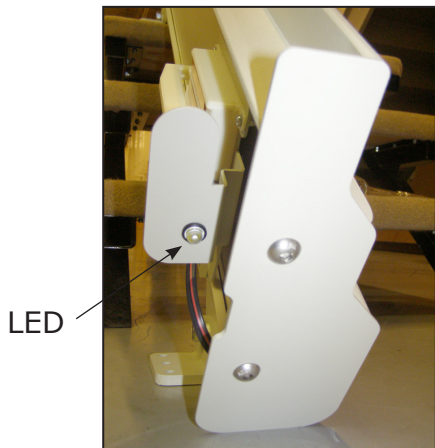
- Clear the jam.
- Move the seat up and down until the footrest moves again.
- If normal footrest operation is not restored, contact a Bruno Service Representative.

## DIAGNOSTIC CODES (UNDER SEAT)

A2	Seat in UP Position (Seat Fold Switch Closed)
A3	Seat Out of Riding Position (Swivel Limit Open)
A6	Seat Jammed (Actuator Stalled)
A7	Footrest Jammed (Actuator Stalled)
C1	Charging
C2	Off Charge
C3	Off Charge and Not Parked
C4	Parked and Charger Not Detected
C5	Battery Voltage Critical
C6	Battery Voltage Low
L1	Seat Safety Switch Open
L2	Up Limit Switch Open
L3	Down Limit Switch Open
L6	Mid-Rail Park Active
L8	Soft Stop Switch



## CHARGING



glowing LED = charging

**Keep the batteries charged** to ensure optimal operation of your CRE-2110.

The batteries are charging whenever the carriage is parked tightly against the brackets at either end of the rail. Whenever the carriage does not contact the upper or lower charge bracket, the batteries will slowly discharge.

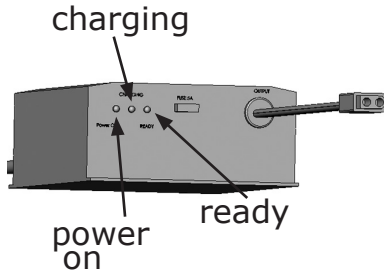
Failure to keep the batteries charged, or allowing them to fully discharge, will significantly shorten the life of the batteries.

Therefore, when the stairlift is not in use, park the carriage at either end of the rail, making sure it touches the charge bracket contacts.

The yellow LED light on the upper and lower charge brackets glows when the carriage is correctly parked against the contacts.

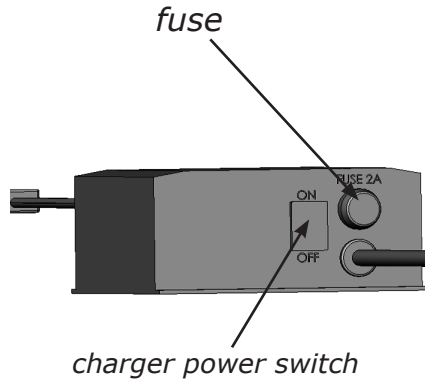
If your application prevents parking the carriage at one or the other end of the stairs (for example, a door at the top of the stairs), **ALWAYS** use the call/send transmitter to move the carriage to the end of the rail where the carriage *can* contact the charge bracket. Using the transmitter, call it back to the other end of the stairs when needed.

# BATTERY CHARGER LED'S



<b>RED</b>	<b>YELLOW</b>	<b>GREEN</b>	<b>BLUE</b>	<b>STATUS</b>
ON	ON (< 1 sec.) OFF	OFF	OFF	charger not connected to battery
ON (<5 sec.) ON ON	ON (<5 sec.) OFF OFF	ON (<5 sec.) BLINK (5 sec.) OFF	OFF	battery disconnect situation detected; 5-second delay until yellow and green LED's completely off
ON	ON	OFF	OFF	charger delivering maximum current (2.2A)
ON	ON	OFF	OFF	charger at maximum voltage; current continues to drop
ON	OFF	ON	OFF	batteries fully charged; yellow LED occasionally turns off
ON	BLINKS ALTERNATELY	BLINKS ALTERNATELY	OFF	low voltage indication
BLINKS ALTERNATELY	BLINKS ALTERNATELY	OFF	OFF	battery defective or heavily sulfated
ON	OFF	FAST BLINK	OFF	partially open circuit; bad contact or battery sulfation
			ON	battery connector reversed

## BATTERY CHARGER FUSE REPLACEMENT



If the charger is subject to a power line surge, the AC input fuse may blow. Refer to the illustration to the left for fuse location.

### ***To replace fuse:***

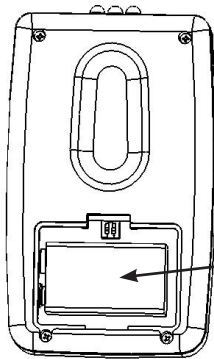
1. Turn OFF the battery charger power switch.
2. Remove power cord from wall outlet.
3. Twist the fuseholder cap and pull out to remove the fuse.
4. Replace with the same size and type fuse: (Bussmann GMD-2A or equivalent) 2A, Slo-Blow, 5 x 20mm.

## MAINTENANCE

Your CRE-2110 is designed to provide many years of reliable service with minimal maintenance.

For best service life:

- Keep the rail channel clean and free of debris.
- Always park the carriage at one end of the rail so that the batteries charge when the stairlift is not in use.
- Keep the battery charger plugged into a live outlet at all times.
- **At least once a year**, have the stairlift examined, cleaned and lubricated by a qualified, authorized Bruno service technician.



**9V battery**

back of transmitter  
with battery access  
cover removed

### **TRANSMITTER BATTERY REPLACEMENT**

- Detach the transmitter from the wall.
- From the *back* of the transmitter, remove the battery access cover.
- Remove the old battery and replace with a new one.  
**One 9V battery required. Change batteries annually.**
- Put the access cover back on the transmitter.
- Reposition the transmitter on the wall.

## TROUBLESHOOTING

*Your CRE-2110 is not operating correctly. What should you do?*

*Before calling your Bruno dealer, refer to the solutions listed below. This could save you an unnecessary service call!*

- **Key switch (if applicable).** Are both the unit and the call/send transmitters inoperative?  
If your unit is equipped with a key switch, make sure the key is in the ON position. A key turned to the OFF position disables the unit and the transmitters.
- **Seat swivel.** Is the seat locked in the riding position?
- **Footrest.** Is there an obstruction on the stairway that the footrest is contacting?
- **Carriage safety panels.** Is there an obstruction on the stairway that the carriage safety panels are contacting?
- **Main circuit breaker (or fuse) panel of residence.** Has a breaker tripped or a fuse blown?
- **Battery charger.** A discharged battery will cause the carriage to move more slowly until the voltage drops to the point where the controller will shut off. If this should occur, pause for a moment, then run the carriage down until the unit contacts the upper or lower charge bracket.  
*Partially charged batteries will run the carriage down, but not up.*

*continued on next page*

## TROUBLESHOOTING (CONTINUED)

- **Battery charger (continued).** Confirm that the charger is plugged into a live outlet and wait for the batteries to charge.  
Is the charger plugged into a functional outlet? *Do not use outlets which are controlled by a wall switch.*  
Is the red power light on?
- **Visual check.** Do you notice anything about your stairlift that is different or out of place?

If your CRE-2110 continues to function improperly or not at all after completing the preceding checklist, contact an authorized Bruno dealer to perform all required service, repair and maintenance operations.

## VACATION AND LONG-TERM STORAGE

If the stairlift will remain unused for an extended period of time, turn off the circuit breaker (ON/OFF switch on the carriage), turn off the battery charger power switch (if equipped) and unplug the charger from the wall outlet.

***The batteries may require recharging before normal use if the elevator remained in the OFF position for an extended period of time. To recharge, turn on the circuit breaker, reconnect the charger to the wall outlet, and turn on the battery charger power switch (if equipped). Then wait until the charger LED's indicate that the batteries are fully recharged.***

## **BRUNO GOLD LIMITED WARRANTY FOR STAIRLIFT 5 Years Major Components — 2 Year Parts**

Bruno Independent Living Aids, Inc.© (Bruno) is so confident in our USA designed and built units that we provide every original buyer with the following “Industry Leading” warranty for your peace of mind.

The quality of parts we use and the care our employees take allow Bruno to provide the original buyer of its Bruno Stairlift with a **2-year warranty** that all parts are free of defects in material and workmanship.

Because of the reliability found in Bruno’s Stairlift product Bruno is able to provide the original buyer with an extended **5-year warranty** of the Major Components of the product, to include the motor/ gearbox drive train and rail system. Bruno’s warranty periods begin with **the date of the installation** of the Bruno Stairlift.

Bruno Authorized Dealers are trained to evaluate your unique situation and then install the best Bruno product to meet your needs. The trained installation and service technicians employed by Bruno Authorized Dealers have the appropriate equipment and resources needed to correctly install and maintain your new stairlift and are the first contact for any warranty or service needs.

### **SPECIFICS OF THE WARRANTY COVERAGE:**

- ◇ All Parts are free of defects in material and workmanship for a period of two years after the date of installation.
- ◇ All MAJOR COMPONENTS are free of defects in material and workmanship for a period of five years after the date of installation.
- ◇ All labor to address any product defect by a Bruno Authorized Dealer is covered for the first 30 days after installation.



### **WHAT IS NOT WARRANTY COVERAGE:**

- ◇ Damage to units caused by misuse, abuse, accidents, neglect or modifications NOT made by a Bruno Authorized Dealer.
- ◇ Consumable items such as remote batteries.
- ◇ All labor by a Bruno Authorized Dealer after the first 30 days since installation.
- ◇ Reasonable wear and tear.

### **ADDITIONAL NOTES:**

All Service and Warranty issues are handled through the Bruno Authorized Dealer that installed the unit.

- ◇ In no event shall Bruno be responsible for indirect, incidental or consequential damages, whether such damages arise based on claims based on contract, warranty, tort (including negligence, strict liability or product liability).
- ◇ Bruno reserves the right to replace, repair or, if not commercially practical and/or feasible, to elect to refund the purchase price at its sole discretion.
- ◇ This warranty gives the original buyer specific legal rights, and you may also have other rights which vary from state to state. Bruno specifically does not authorize any person to extend the time or scope of this warranty.

For more detailed information regarding this limited warranty, please contact Bruno by writing:

Bruno Independent Living Aids, Inc.  
Attn: Service Department  
1780 Executive Drive  
Oconomowoc, WI 53066 USA  
or call: 1-800-882-8183 toll free





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P/N 2110-O