

# Flow2A Stairlift User Manual

2016.09



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# 1 Introduction

## 1.1 Manual

The manual describes all equipment that is available for the Flow2A stairlift. Not all features may be available for the model installed in your home.

The terms “left”, “right”, “front” and “rear” are used to identify specific parts of the stairlift. The reference point is always your position as user, sitting on the stairlift.

The terms “parking point” and “charging point” commonly refer to the same item. When the action of parking is referred to, the term “parking point” is used. When the action of charging is referred to, the term “charging point” is used.

## 1.2 Symbols



### **WARNING**

“WARNING” means that injury or death is possible if the instructions are not obeyed.



### **CAUTION**

“CAUTION” means that damage to equipment is possible if the instructions are not obeyed.



### **NOTE**

“NOTE” is used to give additional information.

## 1.3 Intended use

The stairlift has been designed to transport one mobility-impaired person up and down the stairs. The stairlift can be used for straight stairs and curved stairs. The stairlift is intended for indoor use only.

The stairlift operates with an electric motor that is powered by rechargeable batteries in the motor housing. The batteries are charged at the charging points at the top and bottom of the stairs or at intermediate floors. As an option, the batteries can also be charged at any additional charging point.

The stairlift can be operated in two ways:

- While you are seated on the stairlift, use the armrest control unit in one of the armrests.
- If the stairlift is not in the required place, use the call-and-park stations at the top and bottom of the stairs.

## 2 Safety

### 2.1 Safety warnings

ThyssenKrupp Accessibility BV is not responsible for injury or damage caused by not obeying the safety warnings in the manual.

#### 2.1.1 User

- Before you use the stairlift, read the manual carefully. Only use the stairlift if you know the safety warnings and the operating instructions.
- An authorised technician will demonstrate how the stairlift operates. Do not hesitate to ask the technician all your questions. Before you use the stairlift, make sure that you understand all procedures.
- Keep the manual near the stairlift for easy reference. Save the phone number of the service centre in or near your phone.
- The stairlift is only intended for use by adults who have fully read and understood the manual.
- Minors and users with an intellectual disability can only use the stairlift under supervision.
- Keep children away from the stairlift. Do not let children play with the stairlift.
- Do not use the stairlift for the transport of more than one person at the same time.
- Do not use the stairlift when your weight is more than the maximum permitted weight: 125 kg (275 lbs).

#### 2.1.2 Stairs and stairlift

- Do not use the stairlift in case of fire or near explosive materials.
- Keep water and moisture away from the stairlift.
- Do not use the stairlift to transport animals. Keep animals away from the stairs and the stairlift.
- Do not use the stairlift to transport goods. Keep goods away from the stairs and the stairlift.
- Before use, inspect the stairs and the stairlift. Only use the stairlift when the stairs are free of obstacles. Make sure that there are no obstacles on the rail.
- Make sure that loose clothing cannot become caught in the moving parts of the stairlift.
- Do not stand, but always sit on the seat.
- Always wear the safety belt.
- Remain seated upright during the ride. Do not lean back or forward. Do not make any unnecessary movements.
- Keep your arms and hands on the armrests.
- Keep your feet on the footrest. Do not let your feet protrude outside the footrest.
- Do not get off the stairlift on the stairs, not even in case of a breakdown. Only get off the stairlift at the parking points.
- Carefully fold or unfold any parts of the stairlift.
- Do not physically force the stairlift to start moving.
- Park the stairlift at a parking point to make sure that the batteries remain charged. The stairlift stops when it arrives at a parking point. If you do not park the stairlift at a parking point, a continuous sound indicates that the batteries can become empty.
- Report unusual sounds or vibration to your supplier immediately.

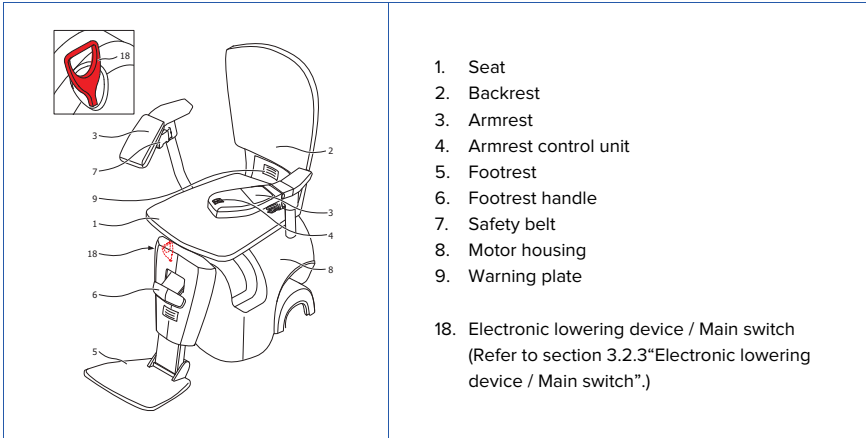
- The joystick is also an emergency device: In case of an emergency, remove the joystick from the armrest control unit. The stairlift will not operate when the joystick is removed from the armrest control unit.
- Keep the mains cable connected to the wall outlet to make sure that the batteries remain charged and the stairlift is ready for use.

### 2.1.3 Maintenance

- Only carry out maintenance which is described in the manual.
- Refer to chapter 5 "Maintenance".
- An authorised technician must carry out maintenance and repair which is not described in the manual.
- Do not disassemble or repair the stairlift yourself. Have stairlift parts repaired and replaced by an authorised technician.
- Do not modify the stairlift in any way.
- Do not remove stickers, labels, data plates and warning plates from the stairlift.
- If you think that the stairlift has a defect which can cause injury or death, do not use the stairlift and immediately contact ThyssenKrupp Accessibility BV.
- For North America: Do regular tests and inspections according to "ASME A18.1 - 2005: Safety Standard for Platform Lifts and Stairway Stairlifts".

## 3 Description

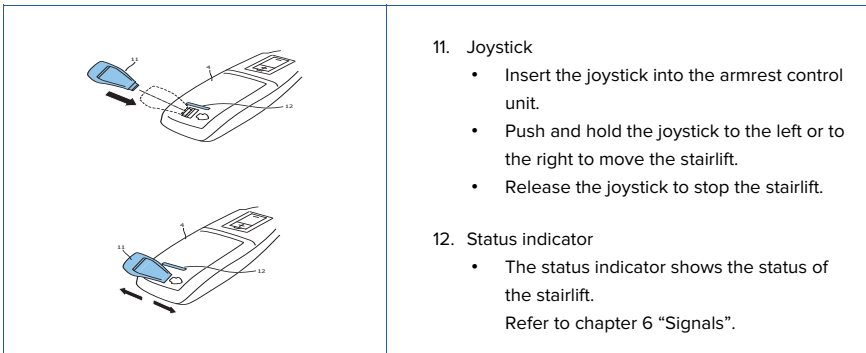
### 3.1 Stairlift



### 3.2 Controls

#### 3.2.1 Armrest control unit

Use the armrest control unit to move the stairlift while you are seated in the chair. The armrest control unit is mounted on the armrest that is closest to the bottom of the stairs.





**NOTE**

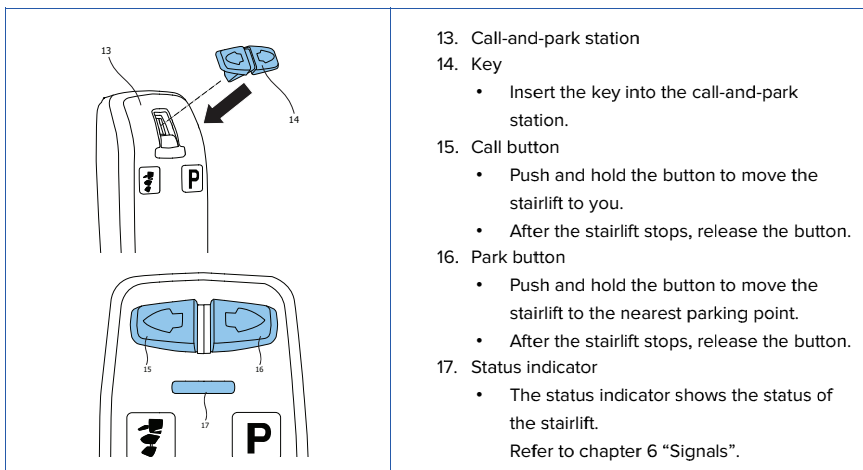
Use only the large joystick in the armrest control unit. Do not use the small joysticks in the armrest control unit.

The stairlift will only move if the joystick is activated in the armrest control unit.

The armrest control unit has priority over the call-and-park stations (if the joystick is inserted in the armrest control unit).

### 3.2.2 Call-and-park stations

Use the call-and-park stations to move the stairlift while you are not seated in the chair. The call-and-park stations are located at the top and the bottom of the stairs. As an option, the call-and-park stations can also be located at intermediate floors with a parking point.

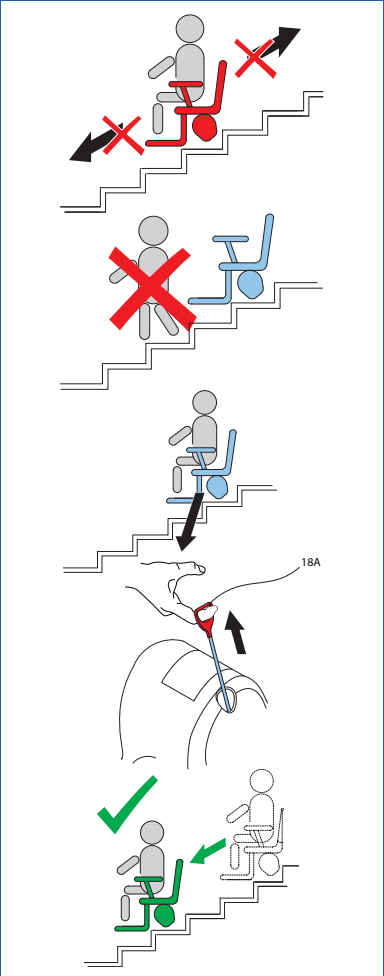
**NOTE**

The stairlift will only move if the key is placed in the call-and-park station.

The armrest control unit has priority over the call-and-park stations (if the joystick is inserted in the armrest control unit).

### 3.2.3 Electronic lowering device / Main switch


The electronic lowering device and the main switch are the same item with two different functions.



**18A Electronic lowering device**

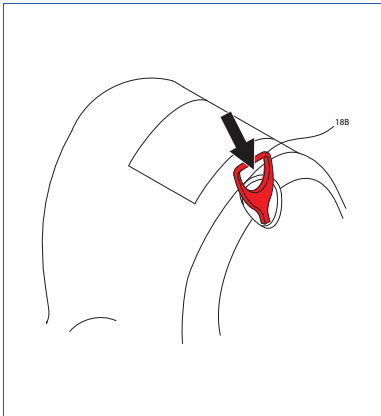
Use the electronic lowering device to let the stairlift descend if a malfunction occurs and the stairlift stops halfway along the rail.

- Pull and hold the electronic lowering device to activate the descent system.
- Hold the electronic lowering device until the stairlift has arrived at the parking point.
- Release the electronic lowering device to stop the stairlift.

 **CAUTION**

Do not apply force when pulling the electronic lowering device.

Hold the electronic lowering device until it is fully located in the motor housing.

**18b Main switch**

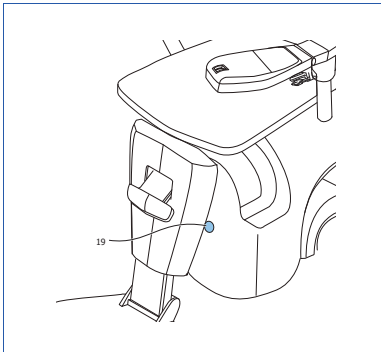
Use the main switch to switch the stairlift off when it is not used for two weeks.

- Push the main switch to switch off the stairlift.
- Pull the main switch to switch on the stairlift.

**CAUTION**

Do not apply too much force when pushing or pulling the main switch.

Use only the main switch to switch the stairlift on or off. Do not remove the mains plug from the wall socket.

**19. Status indicator**

The status indicator shows the status of the stairlift.

Refer to chapter 6 "Signals".

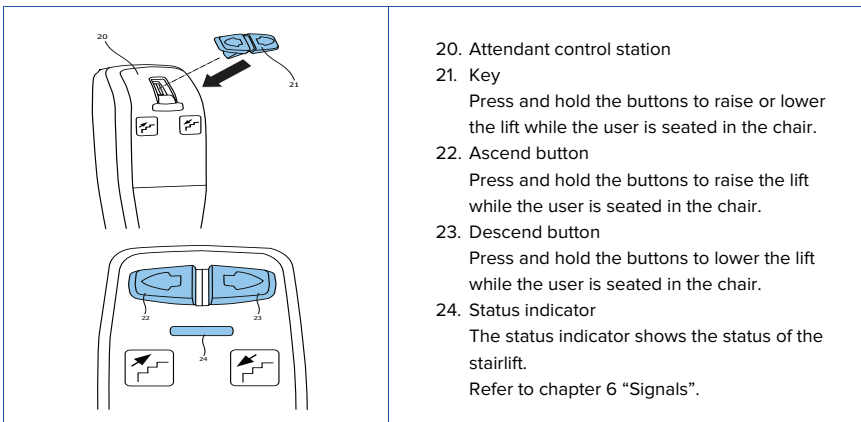
**CAUTION**

Only use the electronic lowering device in case of an emergency.

### 3.3 Optional features

#### 3.3.1 Attendant control station

The attendant control station can be used to let an attendant move the stairlift while the user is seated in the chair.



#### 3.3.2 Swivel seat

To sit down and stand up safely and easily, the stairlift can be installed with a manual or an automatic swivel seat.

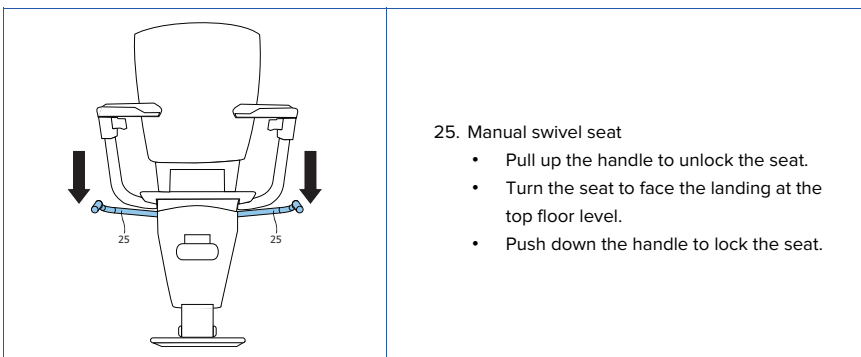
##### 3.3.2.1 Manual swivel seat

Before you sit down or stand up, you can turn the chair to face the landing at the top floor level. With the manual swivel seat, you can turn the chair 70° while the stairlift is at a landing. You cannot move the stairlift until the chair is back into the ride position (i.e. at a 90° angle with the stairs).



### WARNING

Before you sit down or stand up, lock the swivel seat.



### 3.3.2.2 Automatic swivel seat



The stairlift is equipped with the patented ASL technology. “ASL”, standing for “Advanced Swivel and Leveling”, makes the chair rotate while travelling up and down the stairs. The technology offers the user maximum comfort. The swivels of the chair are individually programmed in such a way that the user is always in the best possible seating position.

The simultaneous movement of the swivel and leveling module keeps the chair in a horizontal position, independent of the angle the rail is inclining or declining. Additional stops and swivel moments during the ride are avoided. The chair rotation at the bottom or top of the staircase makes it easier to get on and off the stairlift. With the ASL technology, the stairlift can be installed in small and narrow staircases while making sure that other persons can still walk the stairs. Remodeling works at the staircase are not necessary.

Before you sit down or stand up, the chair will automatically turn into the required direction when you control the stairlift with the armrest control unit or the call-and-park station. The chair can also turn backward when you go upstairs and forward when you go downstairs.

#### Examples:

<p><b>Sitting down</b></p>	<ol style="list-style-type: none"> <li>1. Push the call button on the call-and-park station to park the stairlift and turn the chair into the required position.</li> <li>2. Unfold the seat.</li> <li>3. Sit down on the seat.</li> <li>4. Fasten the safety belt.</li> <li>5. Push and hold the joystick on the armrest control unit to the left or to the right to move the stairlift. The chair will turn back into the ride position and start moving.</li> </ol>
<p><b>Arriving at the top or the bottom of the stairs</b></p>	<ol style="list-style-type: none"> <li>1. Push and hold the joystick on the armrest control unit to the left or to the right until you have arrived at the top or the bottom of the stairs. The chair will turn automatically.</li> <li>2. When you hear an audio signal, release the joystick on the armrest control unit.</li> <li>3. Release the safety belt.</li> <li>4. Stand up from the seat.</li> <li>5. Fold the seat.</li> <li>6. Push the park button on the call-and-park station to park the stairlift at a parking point.</li> </ol>

### 3.3.3 4-point seat belt

When using the harness for the first time, please follow these steps. After the initial adjustment of the straps, it is only necessary to loosen and tighten the shoulder straps to use the safety belt.

#### First use

1. Loosen all adjustable straps.
2. Sit down on the seat.
3. Move the shoulder straps over the shoulders.
4. Adjust the back strap until the cross point is on a comfortable place on the back and the belt fits naturally over the shoulders.
5. Fasten the safety belt.
6. Adjust the belly belt parts by pulling the straps until they are tight, but comfortable.
7. Adjust the shoulder parts by pulling the straps.

**WARNING**

Make sure that no loose ends can interfere with any moving parts.

8. Now you can use the stairlift.

**Remove the harness.**

1. Release the safety belt.
2. If necessary, loosen the shoulder straps.
3. Remove the harness.
4. When the chair is not in use, fold the seat and fasten the safety belt.

**CAUTION**

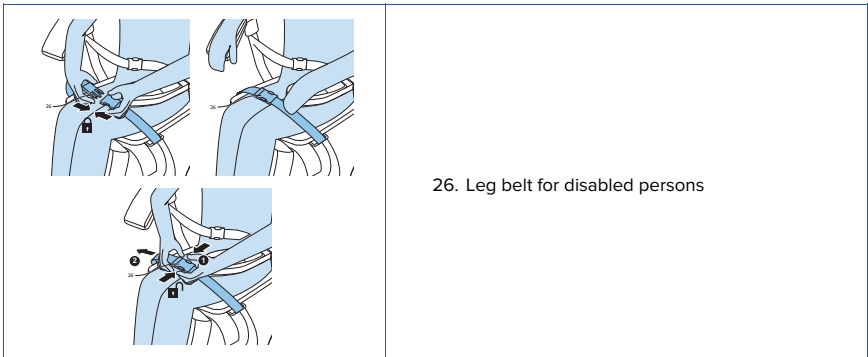
Make sure that no loose ends can interfere with any moving parts in case that the stairlift will be moved by the call and park function.

**For further use, only the following steps are necessary:**

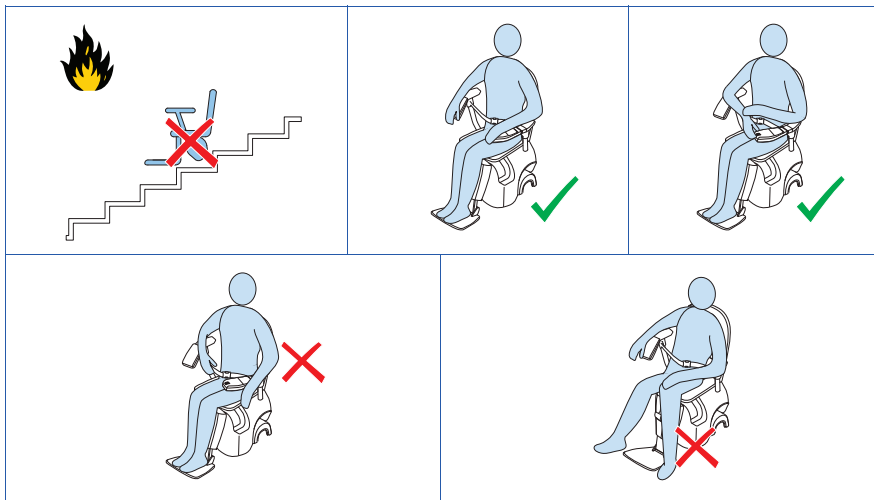
1. Sit down on the seat.
2. Move the shoulder straps over the shoulders.
3. Fasten the safety belt.
4. Adjust the shoulder straps and make sure that no loose ends can interfere with any moving parts. Now you can use the stairlift.

**3.3.4 Leg belt for disabled persons**

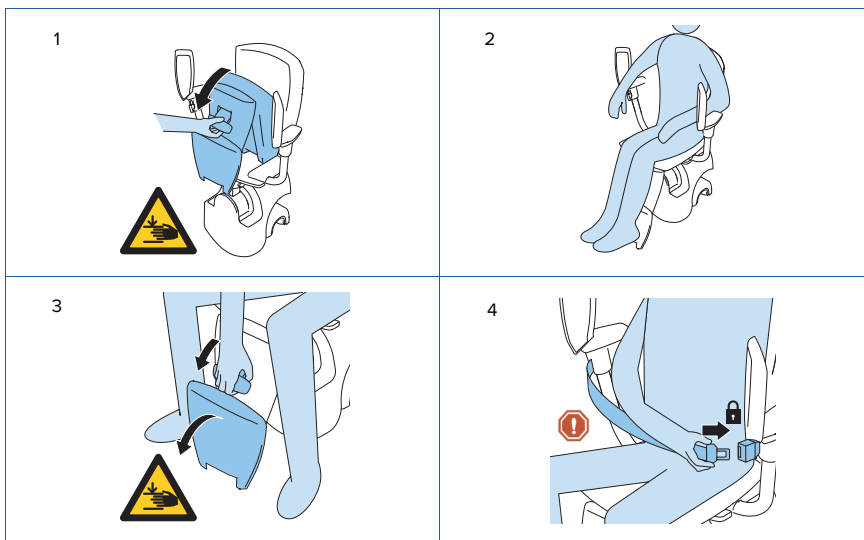
The stairlift can be equipped with a leg belt for disabled persons.

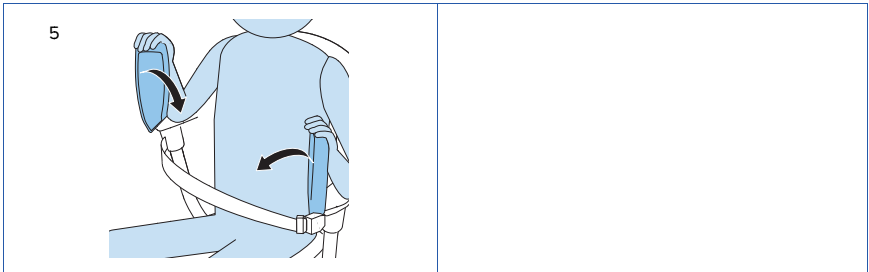


# 4 Use



## 4.1 Unfolding the seat and sitting down





## 4.2 Detecting the safety belt (optional)

For models that are equipped with safety belt detection, the stairlift detects if the safety belt is fastened or not.



### NOTE

If the safety belt is not fastened for models equipped with safety belt detection, the stairlift cannot be operated with the joystick. The stairlift can only be operated with the call-and-park.

## 4.3 Travelling with the stairlift



### CAUTION

Do not remove the joystick from the armrest control unit for normal use. Only remove the joystick from the armrest control unit in case of an emergency. The stairlift will not operate when the joystick is removed from the armrest control unit.

1. Push and hold the joystick on the armrest control unit to the left or to the right to move the stairlift.  
The status indicator on the armrest control unit shows the status of the stairlift. Refer to chapter 6 "Signals".



### NOTE

If you release the joystick, the stairlift will stop immediately. The status indicator on the armrest control unit goes off. You can start the stairlift again only after a short delay.

2. The stairlift will stop at all parking points. To start moving again, release the joystick and then push and hold it to the left or to the right to move the stairlift.
3. Release the joystick to stop the stairlift.



## 4.4 Emergency stop



### WARNING

Do not get off the stairlift on the stairs, not even in case of a breakdown. Only get off the stairlift at the parking points.

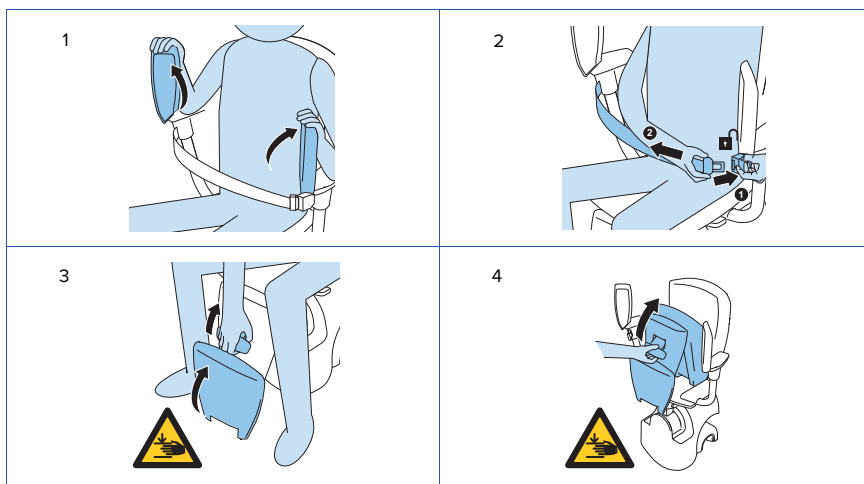


### CAUTION

Do not remove the joystick from the armrest control unit for normal use. Only remove the joystick from the armrest control unit in case of an emergency. The stairlift will not operate when the joystick is removed from the armrest control unit.

- To stop the stairlift in case of an emergency, remove the joystick from the armrest control unit.
- To start the stairlift again, insert the joystick back in the armrest control unit

## 4.5 Standing up and folding the seat



## 4.6 Resetting the stairlift

Depending on the frequency of use, you must reset the stairlift once every 20 months. When the stairlift must be reset, the status indicator on the armrest control unit flashes red.

- To reset the stairlift, remove the joystick from the armrest control unit and insert it back into the armrest control unit again.

## 5 Maintenance

### 5.1 Cleaning the stairlift

- Regularly clean the stairlift – seat, backrest, armrest, footrest, safety belt, motor housing – with a soft, damp cloth. If necessary, use a mild detergent.
- Keep the armrest control unit and the call-and-park stations free of dirt.
- Regularly remove dust from the stairs and the rail with a vacuum cleaner.

### 5.2 Regular maintenance

To keep your stairlift in the best condition, it is strongly recommended that it is annually serviced by an authorized service company.

During service, the following items will be inspected and tested:

- Safety functions (emergency lowering device, safety belt etc.)
- Moving parts (armrest hinges, folding of seat etc.)
- Electronics (batteries, cabling etc.)
- Drive (covers, motor etc.)
- Rail (fixations, grease etc.)

An authorized technician is in possession of the complete service checklist.

### 5.3 Replacing the batteries of the call-and-park stations/attendant control

The call-and-park stations use 2 C/R14 batteries. After approximately 12 months, replace the batteries.

If the battery is low and you push one of the buttons, the status indicator will flash green, then flash red (with fast intermittent beeps) and finally light green continuously. You can finish the ride with the stairlift. The stairlift will stop at a parking point. You can use the stairlift until the battery is empty.

1. Open the cover of the battery compartment.
2. Replace the batteries.
3. Close the cover of the battery compartment.



#### **WARNING**

If the batteries are empty and if spare batteries are not available, do not get off the stairlift on the stairs, not even in case of a breakdown. Always use the electronic lowering device.



#### **NOTE**

After you replace the batteries, purchase new spare batteries as soon as possible.

## 5.4 Maintenance timer

The stairlift is equipped with a maintenance timer to guarantee optimum safety. After approximately 20 months (or sooner if used more than average), the maintenance timer will operate.

If you give a command using one of the controls, the status indicator will flash red (with fast intermittent beeps). The stairlift will start moving with a 1-second delay.

1. Remove the joystick from the armrest control unit.
2. Wait for at least 1 second.
3. Insert the joystick back into the armrest control unit.



### **CAUTION**

If you do not do these steps after approximately 24 months of average use, a continuous beep will sound and the status indicator of the used control will flash red. You can finish the ride with the stairlift. The stairlift will stop at a safe place.

1. Remove the joystick from the armrest control unit.
2. Wait for at least 1 second.
3. Insert the joystick back into the armrest control unit.

## 6 Signals

### 6.1 Signals on motor housing

Signal	Meaning	Action
Constant blue light	The stairlift is switched on.	---
No light	The stairlift is switched off.	Switch on the stairlift using the electronic lowering device.

### 6.2 Signals on armrest control unit

Signal	Meaning	Action
Constant green light	The joystick has been operated and the stairlift is moving or will move.	---
Constant red light	Malfunction.	Switch the stairlift off and on again. If the stairlift does not respond, contact your supplier.
Constant red light + fast intermittent beeps	The safety belt is not fastened.	If the situation occurs while the stairlift is moving, descend with the electronic lowering device.
Flashing red light	The stairlift is switched off.	Fasten the safety belt.
Flashing red light + fast intermittent beeps	The stairlift has encountered an obstacle and has stopped.	Switch on the stairlift using the electronic lowering device.
2-tone beeps during 3 seconds, repeated every 13 seconds	The stairlift is not on a charging point.	Move the stairlift in the opposite direction to a parking point. Before you use the stairlift, make sure that the stairs are free of obstacles.
Constant orange light	Radio frequency interference by a foreign device.	Move the stairlift to a charging point.

### 6.3 Signals on call-and-park station

Signal	Meaning	Action
Constant green light + slow beeps (stairlift)	The stairlift has been operated by another control unit earlier.	Wait as the stairlift is about to move in 10 seconds.
Flashing red light	The stairlift is already being operated from another control unit.	---

## 7 Technical data

Maximum permitted weight	125 kg (275 lbs)
Driving speed (nominal)	0,1 m/s (20 ft/min)
Sound pressure level	67 dB(A)

### Electrical system

Power supply	Class 2
Input	230 VAC, 0.35 A, 50 Hz
Output	35 VDC, 1700 mA
Input	120 VAC, 70 W, 60Hz
Output	35 VDC, 1700 mA

### Environmental conditions

Ambient temperature	5 - 40 °C (41 - 104 °F)
Relative humidity	20 - 80%

### Batteries (stairlift)

Battery type	NP7-12LFR / NP7-12TFR: 12 V
Number of batteries	2
Charging time	16 hours
Capacity	10 journeys(125 kg (275 lbs), 1 floor height, vertical start downstairs, horizontal stop upstairs)

### Batteries (call and-park station)

Battery type	C/R14: 1.5 V
Number of batteries	2

## 8 EC Declaration of conformity

ThyssenKrupp Accessibility B.V. declares that: the Flow2A stairlift

<b>is in accordance with:</b> Machine Directive 2006/42/EC Low Voltage Directive 2006/95/EC EMC Directive 2014/30/EC Radio Equipment Directive 2014/53/EU RoHS Directive 2011/65/EU ISO 9386-2:2000 ISO 9000:2015 Risk Assessment ISO 14121-1:2012 Harmonized Standard EN81-40:2008	<b>and fulfills:</b> EN 61000-6-3 2007/A1:2011 EN 61000-6-1 2007 EN 61000-3-2:2006/A1:2009/A2:2009 EN 61000-3-3 2008 EN-IEC 60204-1:2006:2009/C11:2010 EN 81-20/50:2011/15 EN-IEC 61508-1/7:2010 EN 60335-1:2012 EN 300-220-1 V2.1.1:2006-04 EN 300-220-2 V2.1.1:2006-04
Notified Body	Liftinstituut BV Buikslotermeerplein 381 1025 XE Amsterdam The Netherlands EC-type examination certificate: NL15-400-1001-061-07 Rev. 3
Quality Assurance ISO9001:2015 Environmental management ISO14001:2004	Bureau Veritas, Computerweg 2, 3821 AB, Amersfoort, The Netherlands. Certificate number NL009321-1 Certificate number 2159030
We declare that the application has not been submitted to another notified body.	

Krimpen aan den IJssel, 17 June 2016



Managing Director

M. Verkiel

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Bank: The Royal Bank of Scotland (RBS) Account: 49.77.69.395 BIC/Swiftnr.: RBOSNL2A IBAN nr.: NL38RBOS0497769395	CoC number: 24324608 VAT number: NL8100.53.950.B01
All our offers and agreements are subject to the General Terms and Conditions of the Dutch Association of Elevator and Escalator Engineering (Nederlandse Vereniging voor Lift- en Roltraptechniek) in Zoetermeer, as they were last registered at the Chamber of Commerce of The Hague.	

# 9 Contact

For information which is not in the manual, contact your dealer.

Phone number:

To support you as quickly as possible, please have the below details available when you contact our service department staff:

Name of user: .....

Phone number: .....

Installation number: .....

Type of stairlift: .....

Description of the problem:

.....

.....

.....

.....

.....

**Access BDD**

Unit E3 Eagle CourtDe  
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Preston Farm Business  
Park  
Stockton-on-Tees

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