

# Patient Lift

Your Home  
Rehabilitation Partner

AY02



**VOCiC**

Email: [support@vocic.com](mailto:support@vocic.com)

# Table of Contents

I. Safety Instructions	01
II. Product Information	03
III. Product Overview	04
IV. Installation Guide	06
V. Operating Instructions	10
VI. Troubleshooting	15
VII. After-Sales Service	15



**Product Name: Patient Lift**  
**Model: AY02**

**⚠ WARNING:**

1. The AY02 is intended for its designed purpose only. Do not use it for any other purposes.
2. During use and maintenance, do not insert your hand into the U-shaped groove of the main body to avoid injury or other safety risks.
3. The AY02 is not a toy. Do not allow children to operate or use the device.
4. Do not disassemble or modify the AY02 without authorization, as this may cause product damage and create safety hazards.

**🏭 Manufacturer:** Zhejiang Mateside Medical Devices Technology Co., Ltd.

**📍 Address:** Room 1601, Building 1, Xixitang Business Center, Cangqian Street, Yuhang District, Hangzhou, Zhejiang, China

**☎ Tel:** +1 (626) 608-8994

**☎ Service Hotline:** +1 (833) 879-9376

**✉ Email:** support@vocic.com

**Weight Capacity:** 330 lb

**Frame Material:** Steel



**MADE IN CHINA**  
Corresponding to the UDI label



(Read the User Guide for Other Details)



# I. Safety Instructions

## Important Notice

- Thank you for choosing our product. Throughout this guide, we will use the model name **AY02** as a shortened reference for the full product name, **AY02 Patient Lift**. Please keep this in mind as you review the information provided.
- For an optimal experience, please read this manual carefully before using the AY02 for the first time. It will guide you through the assembly and proper use of the AY02.
- Keep this manual for reference and make it available to anyone who may use or come into contact with the product.
- Before each use, please check the display on the control box to ensure that the AY02 has sufficient battery charge.
- Under normal circumstances, the battery will retain approximately 25% charge when the product is delivered. If the product has not been used for an extended period, the battery may naturally deplete. It is recommended to charge the battery after assembly to ensure it is fully charged.
- Before use, please ensure that the hand controller and the motor actuator are correctly connected to the control box before using the AY02.

## General Safety Warnings

- Before installation and use, please ensure that all components and accessories are complete, intact, and undamaged. If any issues are found, do not use the product and contact us immediately at [support@vocic.com](mailto:support@vocic.com).
- Before use, evaluate the user to ensure suitability. Consider factors such as body size, weight, physical condition, and cognitive abilities. Individuals who are not suitable should not use the AY02.
- Before use, please ensure that the user or a professional verifies that the environment meets the necessary requirements. Do not disassemble or modify any parts of this product without authorization, as this may cause damage and pose safety risks.
- This package contains plastic bags. To avoid the risk of suffocation, keep plastic bags out of reach of children. Plastic bags are not toys and should not be handled by infants or young children.
- Before use, please check that there are no obstacles around the AY02 product and ensure that the moving parts of the AY02 are not obstructed by any objects. This will help prevent product damage or potential safety risks.

## Operation Warnings

- Do not overload the AY02. The maximum weight capacity of the AY02 is **150 kg (330 lb)** to avoid product damage or potential safety risks.
- The AY02 is intended for its designed purpose only. Do not use it for any other purposes.
- During use and maintenance, do not insert your hand into the U-shaped groove of the main body to avoid injury or other safety risks.
- The AY02 is not a toy. Do not allow children to operate or use the device.
- Do not disassemble or modify the AY02 without authorization, as this may cause product damage and create safety hazards.
- When the product is not in use, make sure to engage the brake on the wheels to prevent the product from sliding or rolling, which may lead to safety risks.
- Do not use the AY02 while bathing to prevent product damage and avoid safety hazards.
- Do not use the AY02 while charging to prevent product damage and avoid safety risks.
- Before use, ensure that the lifting fabric is properly worn and securely hung to avoid personal safety hazards.

## Battery Safety Warnings

- The control box of this product contains a battery. Unauthorized disassembly is strictly prohibited! Disassembling the product may result in damage or personal injury.
- Do not use this product near heat sources or water sources, or charge it in such areas, as this may result in product damage or pose safety risks.
- Do not place the product near heat sources or water sources to avoid potential product damage or safety risks.
- Always use the included dedicated charger to charge this product. This charger is specifically designed for this purpose and must not be used for other devices to avoid potential product damage or safety risks.
- Do not disassemble the charger! Unauthorized disassembly may cause product damage or personal injury.
- When the device is not in use for an extended period, disconnect the power supply and charge the battery every two weeks to extend the device's lifespan and prevent battery performance degradation.
- This product has an IP54 waterproof rating and is not suitable for use or storage in severe weather conditions such as heavy rain, snow, or freezing temperatures. Prolonged exposure to damp environments may cause electrical failures and pose safety risks.

## Electromagnetic Interference and Compatibility Declaration (EMI) (EMC)

- This product has been designed and tested in accordance with relevant international and national standards to ensure compliance with electromagnetic interference (EMI) and electromagnetic compatibility (EMC) requirements. The details of this declaration are as follows:
  1. General Compliance Declaration  
This product complies with the following electromagnetic interference and electromagnetic compatibility standards: EN 55014-1, EN 55014-1-2 (Standards for the electromagnetic compatibility of household appliances, electric tools, and similar devices).
  2. User Information and Warnings  
The use of non-compliant accessories or unauthorized modifications may result in reduced electromagnetic compatibility and impact the performance of the device.  
If the device is affected by external electromagnetic interference or interferes with the normal operation of other devices, please immediately adjust the device's position or discontinue use.
  3. Scope of Declaration  
This declaration applies to the use of this product in typical household, medical, and commercial electromagnetic environments. The product should not be used in special electromagnetic environments.
- Declaration Limitations  
The company assumes no responsibility for any damage or performance degradation of the product caused by improper use or use in special environments that do not follow the operating instructions.

## Maintenance and Care

- Before each use, check the brakes for any visible damage or dirt. Remove any dirt as it may affect the movement and traction of the casters.
- Before each use, ensure that the battery has enough charge for the intended use, and charge it fully at least once a month.
- Before each use, check the functionality of the Boom using the hand controller or the lift button on the control box. If this function is not working properly, please contact us.
- Regularly check the tightness of all connections, the rotation of the casters, and test the emergency stop and manual lowering functions to avoid unnecessary injuries during use.
- Please regularly inspect the charger, control box, motor actuator, charging cable, and hand controller.
- It is recommended that users regularly check the device to ensure the product is functioning properly.
- When cleaning the product, please disconnect the power supply first.
- Do not submerge the product or its accessories in liquid for cleaning or disinfection.
- When cleaning the product, use a soft cloth, alcohol, or non-corrosive cleaner and disinfectant. Gently wipe the surface to avoid scratching the product.
- Ensure that cleaning agents and disinfectants are dry before using the product again.



### Notice

If you notice any visible damage, unusual sounds, or malfunctions, please stop using the product immediately. Refer to the **Troubleshooting** section for assistance. If the issue persists, please contact us immediately at [support@vocic.com](mailto:support@vocic.com). Thank you.

## II. Product Information



### Product Name

AY02 Patient lift



### Purpose

The AY02 is designed for elderly individuals, people with disabilities, or those with a higher body weight. It aims to assist caregivers by reducing caregiving strain, facilitating the safe transfer of patients, and minimizing the risk of secondary injuries during the transfer process.



### Product Features

Suitable for indoor transfers: from bed to Patient Lift, and across spaces: from bedroom to bathroom, or from bathroom to living room, etc. By using the transfer sling correctly, caregivers can easily and safely transfer patients or individuals with disabilities to various locations such as vehicles, wheelchairs, sofas, and more.

The unique expandable base design adapts to different seat and wheelchair widths, easily accommodating even wide transportation vehicles.

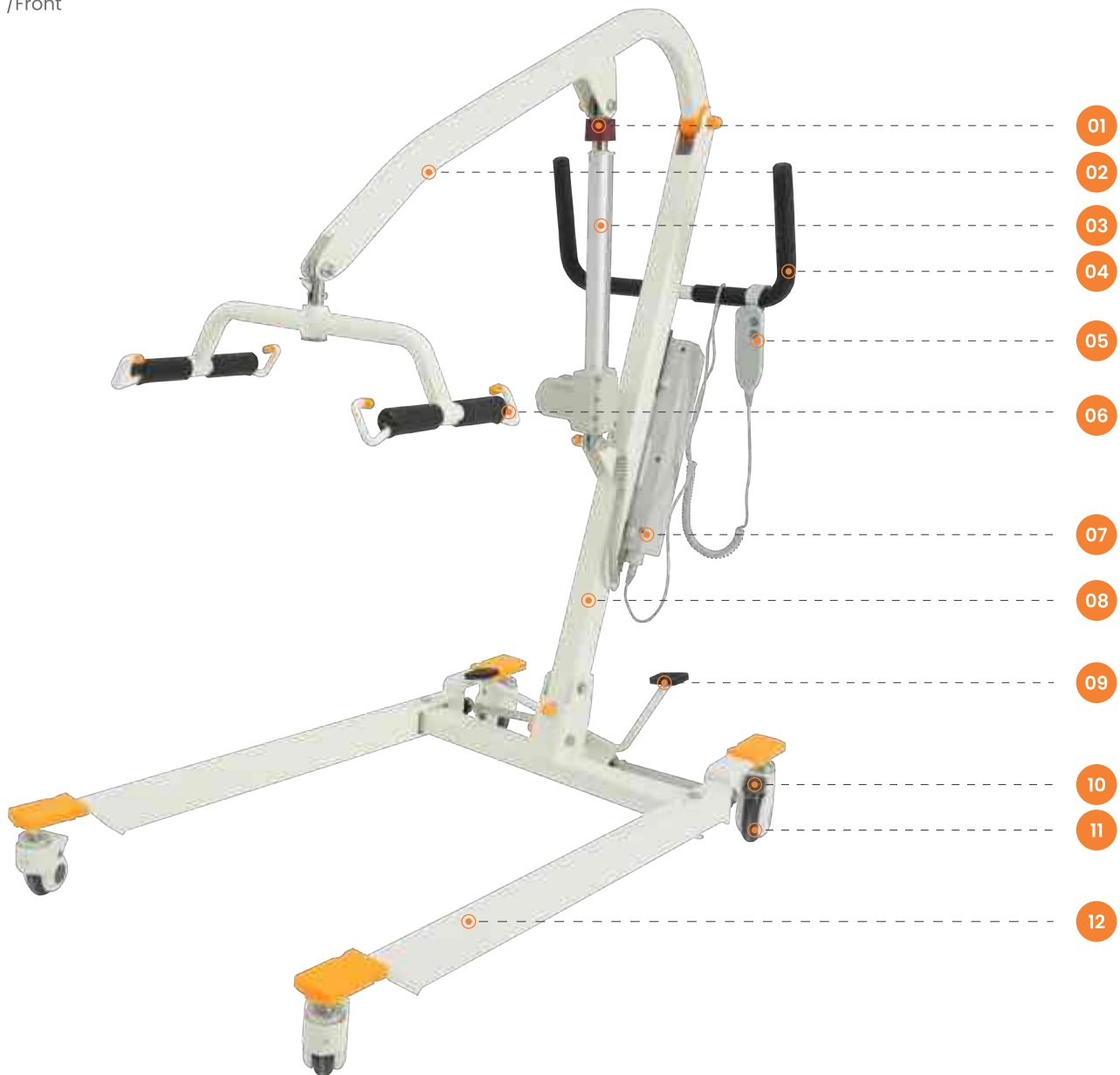
The product is foldable for easy portability, providing convenient mobility assistance anytime and anywhere.

### Technical Specifications

Model Number:	AY02	Frame Material:	Carbon Steel
Net Weight:	43 kg / 94.8 lb	Push Handle Material:	NBR
Weight Capacity:	Dynamic Load Capacity 150 kg / 330 lb, Static Load Capacity 200 kg / 440 lb	Input Voltage:	100-240V AC
Caster Size:	Front Casters 3in, Rear Casters 4in	Output Voltage:	29V DC, 6A
Base Height:	14 cm / 5.5 in	Battery Type/Capacity (AH):	12V / 3.0AH
Base Length:	113.5 cm / 44.7in	Waterproof Rating:	IP54
Base Width:	64cm / 25.2in	Sling Width:	84 cm /33.1 in
Overall Height Range:	80-180cm (31.5-71in)	Sling Length:	96 cm /37.8 in
Base Opening Range:	64-93cm (25.2-36.6in)		

# III. Product Overview

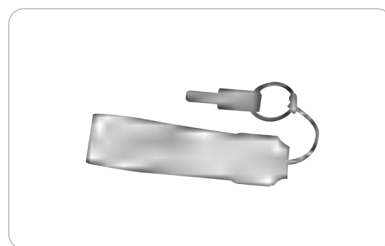
/Front



Product Components



13. Sling

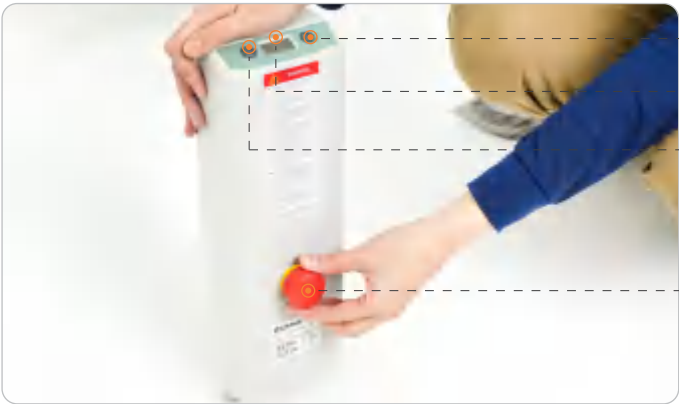


14. Control Box Locking Pin



15. Charging Cable

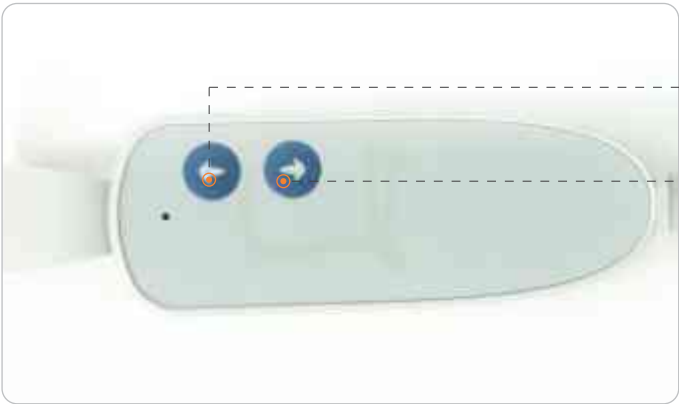
- 01. Manual Lowering Mechanism
- 02. Boom
- 03. Motor Actuator
- 04. Push Handle
- 05. Hand Controller
- 06. Sling Hook
- 07. Control Box
- 08. Mast
- 09. Opening/Closing Foot Pedal
- 10. Brake Plate
- 11. Casters
- 12. Base



- 01 Lower Button
- 02 Display Screen
- 03 Raise Button
- 04 Control Box Switch



- 05 Charging Cable Port
- 06 Hand Controller Port
- 07 Motor Actuator Port








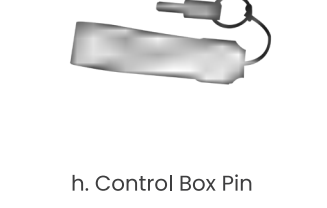
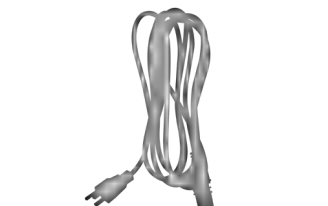



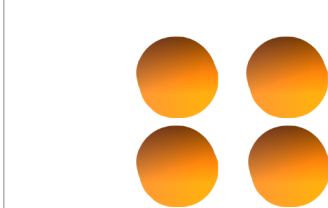

- 01 Raise Button
- 02 Lower Button



- 01 Quick-Release Switch
- 02 Sling Suspension Point

# IV.Installation Guide

Part List			
<div>a</div>  <div>a. AY02 Main Unit</div>	<div>b</div>  <div>b. Sling Hook</div>	<div>c</div>  <div>c. Motor Actuator</div>	<div>d</div>  <div>d. Push Handle</div>
<div>e</div>  <div>e. Control Box</div>	<div>f</div>  <div>f. Hand Controller</div>	<div>g</div>  <div>g. Sling</div>	<div>h</div>  <div>h. Control Box Pin</div>
<div>i</div>  <div>i. Charging Cable</div>			

Hardware List		
<div>①</div>  <div>① Open-end wrench×2</div>	<div>②</div>  <div>② Nut Cover×4</div>	<div>③</div>  <div>③ Hex key ×1</div>

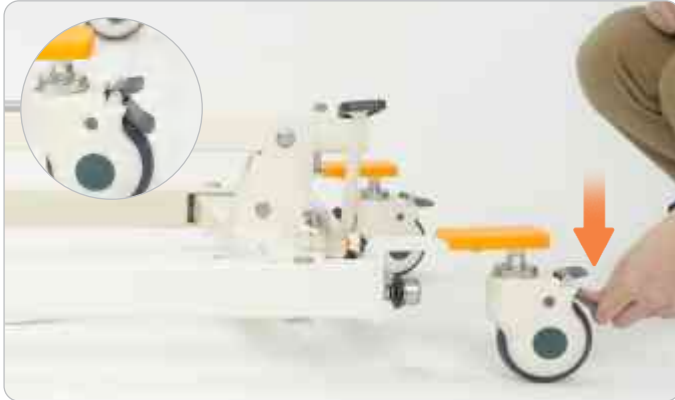
Dear Customer, Before installation, please ensure that all components are complete and free from damage. If you notice any issues, kindly contact us immediately at [support@vocic.com](mailto:support@vocic.com). Thank you.



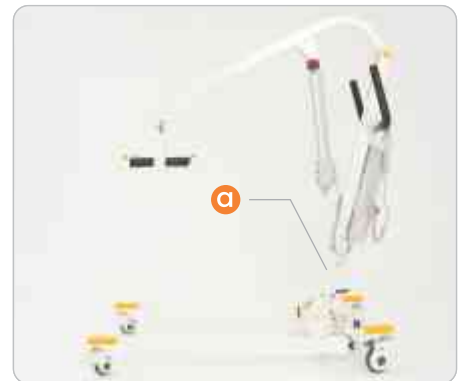
## AY02 Assembly:

⚠ Note: Recommended for Two-Person Installation.

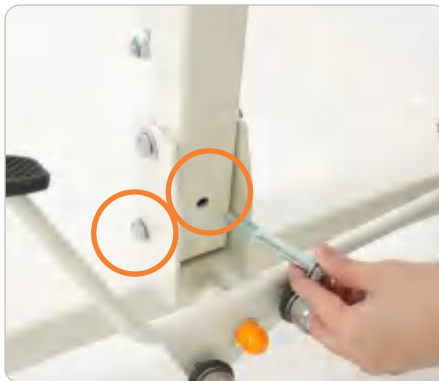
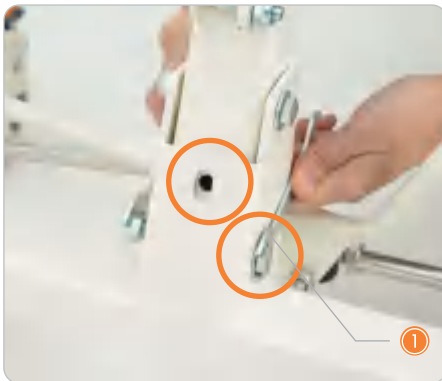
### Step 1 Connecting the Base to the Mast



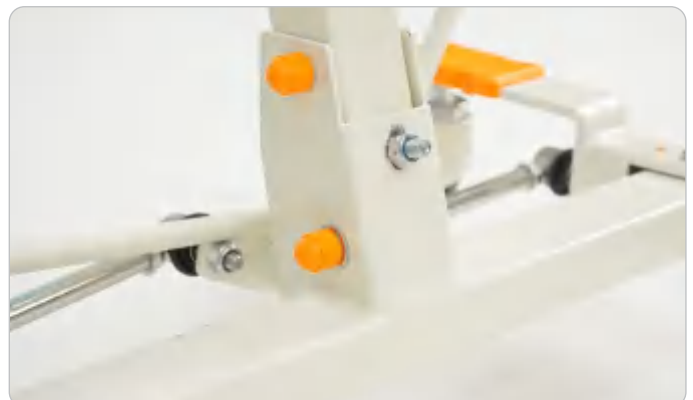
- Step on the rear wheel's brake plate to secure the device.



- Use the Open-end wrench to remove the pre-installed bolts. Rotate the mast upward into the designated position as shown in the diagram.



- use bolts, washers, and nuts to firmly connect the base to the Mast.



- After securing the connection, attach the decorative cover.

## Step 2 Connecting the Motor Actuator



- Use the Open-end wrench to remove the pre-installed bolts.



- Use bolts, washers, and nuts to connect the bottom of the motor actuator to the Mast. Attach the nut cover.



- Then, use bolts, washers, and nuts to connect the top of the motor actuator to the boom. Attach the nut cover.

## Step 3 Installing the Sling Hook



- Open the quick-release switch on the sling hook, attach it to the front end of the boom, and ensure it is securely in place.

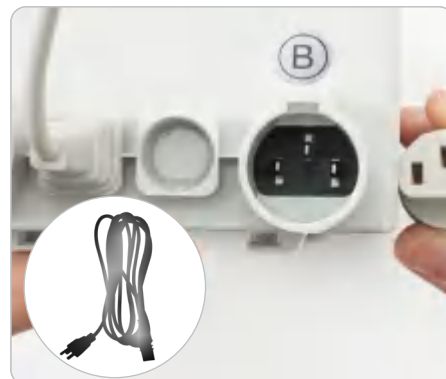
#### Step 4 Activating the Control Box and Checking Battery Level



- Pull out the red switch on the control box, then press the up/down button on the control box. The display showing the battery level indicates the activation is complete.
- If the display shows less than 50% battery, please charge the device fully before use.

⚠ Note: The control box must be fully activated before the hand controller buttons can be used independently.

#### Step 5 Connecting the Motor Actuator and Hand Control Cable



- Flip the control box over and insert the **round hand control cable** into the **A-side port** of the control box.
- Insert the **square motor actuator** connector into the **square motor actuator cable box**.
- Insert the **power cable** into the **B-side Port** of the control box.

⚠ Note: Please ensure proper alignment with the A or B label when making the connections.

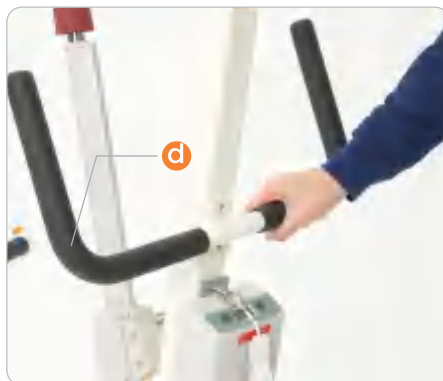
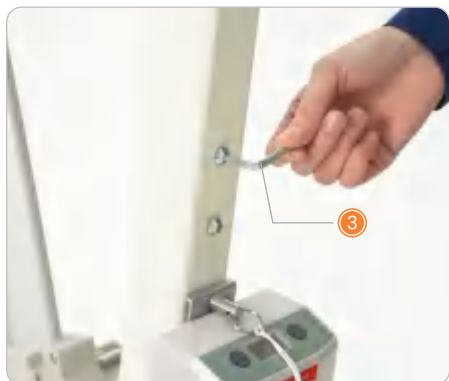
#### Step 6 Securing the Control Box



- Slide the control box onto the mounting plate on the mast.
- Once the control box is securely positioned on both sides, insert the control box pin to lock it in place.

⚠ Note: When not charging, the charging cable can be unplugged and stored.

### Step 7 Installing the Push Handle



- Confirm the correct orientation of the push handle. Use the hex key to remove the screws on the Mast, install the push handle, and then tighten the screws to secure it.

## V. Operating Instructions

### 1 Activating the Control Box



- Before use, please pull out the red switch on the control box, then press the up/down button on the control box. The display will show the battery level, indicating that the activation is complete.



- After use, please press the red switch to turn off the power.



**2** Lifting and Lowering Operation



- This device offers two methods for operating the lift function: the hand controller and the control box, both of which have lift and lower buttons. You can choose the most suitable method based on your needs.
- ⚙️ Note: The hand controller buttons will not function independently unless the control box has been fully activated.

**3** Folding the Device



- Before folding, ensure that the Motor Actuator has been lowered to its lowest position and turn off the red switch.
- Remove the Sling Hook.



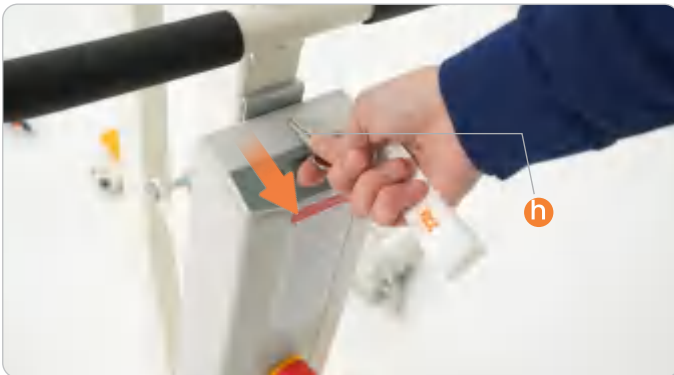
- Remove the bolts at the top and bottom of the Motor Actuator to prevent it from falling. Disconnect the motor actuator cable from the actuator port.



- Remove the two bolts connecting the base to the mast.



- Disconnect the hand controller cable and store the hand controller.



- Disconnect the control box plug and slide the control box upwards.



- Fully fold the mast and boom.

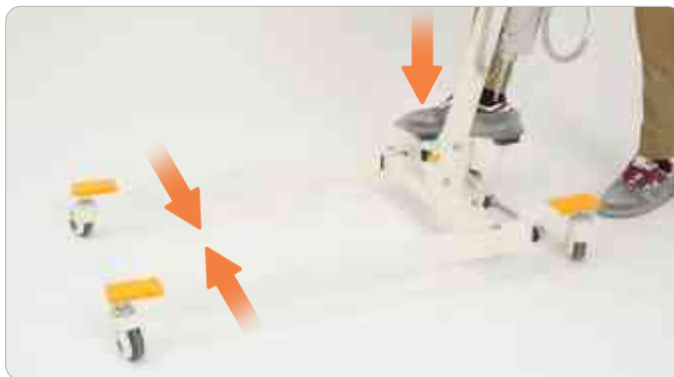
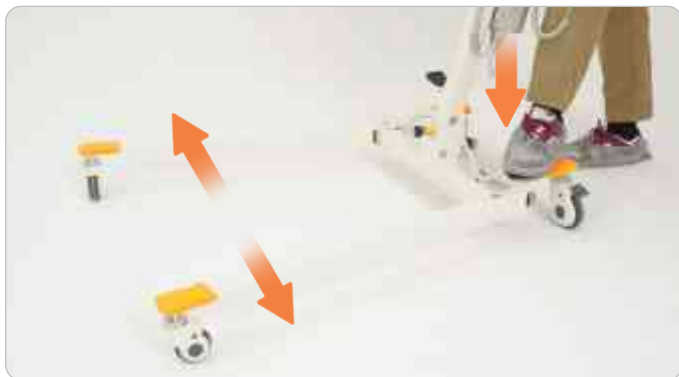
⚠ Note: Please ensure that all removed components are stored properly.

#### 4 Moving the Transfer Device



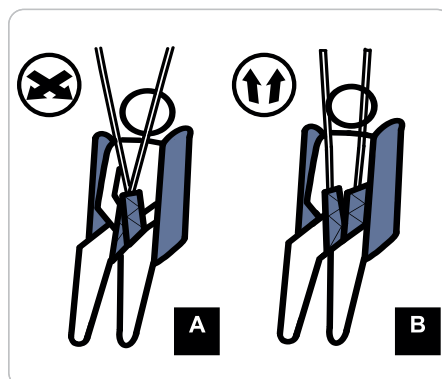
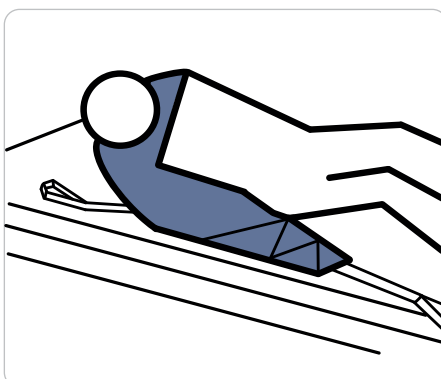
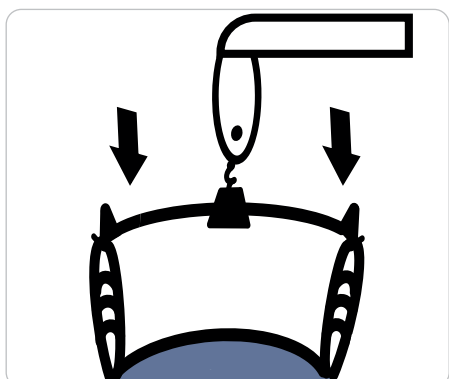
- Before using the lift function, make sure to engage the rear wheel brake by stepping on the brake plate to ensure that the device is securely locked and will not move.
  - The transfer device cannot be moved while using the lift function. After the lifting operation is complete, unlock the rear wheel brake and use both hands to hold the push handle to move the device.
- ⚠ Note: The transfer device should only be moved on a level surface. When moving the transfer device, only use the push handle. Do not pull or drag any other structural parts of the device to avoid damage.

#### 5 Base Opening and Closing



- When it is necessary to open or close the base, step on the base's opening/closing foot pedal to control the base movement.
- ⚠ Note: It is recommended to keep the base in the closed position when moving the transfer device, as this will make it easier to push the device.

#### 6 Use and Wearing of the Sling



- This product must be used in conjunction with the sling. When using, ensure that all four corner straps of the sling are securely attached to the suspension points of the sling hooks, and adjust the straps to the same setting.
- When the person to be transferred is lying on the bed or floor, first position them on their side. Lay the sling flat underneath them, then turn the person onto their back. Flip them to the other side and spread the sling, ensuring that the person lies flat in the center of the sling.
- When the person to be transferred is seated on a wheelchair or sofa, first lift their hips off the seat and lay the sling flat underneath them. Then have them sit back down. The sling's leg straps should pass under the person's thighs. Make sure the person is positioned centrally in the sling.

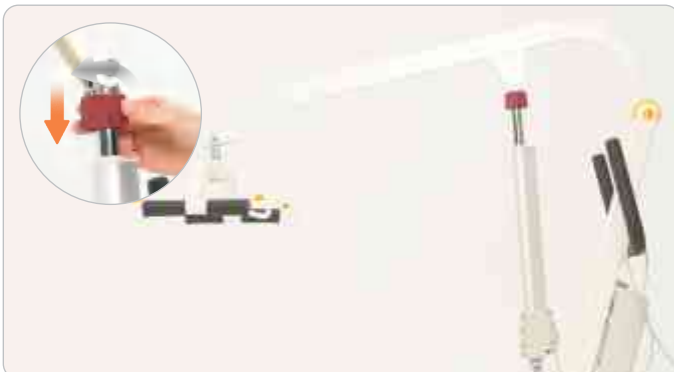
- ⚠ Note: It is recommended to use the sling provided with the product or a sling recommended by the brand. Do not substitute with other items of similar function.
- ⚠ Note: The sling loops should be securely attached to the suspension points to prevent them from hanging loose, which could cause the sling to slip off.
- ⚠ Note: Avoid sparks when using the sling to prevent accidental ignition of the fabric.

## 7 Emergency Stop



- In the event of an emergency, or during the lifting or lowering process, press the red button on the control box to immediately stop the lift.

## 8 Manual Lowering Function



- In case of a power failure or if the device runs out of battery, the lift can be manually lowered. Locate the manual lowering knob at the top of the motor actuator. Pull the knob down, then turn it to allow the Boom to lower.
- To stop the manual lowering process, push the manual lowering knob back up to its original position.



## VI. Troubleshooting

Fault Description	Troubleshooting	Contact Us
Difficulty in Moving the Transfer Machine	Please check if the two legs of the base are in the closed position.	If the issue persists, please feel free to contact us at <a href="mailto:support@vocic.com">support@vocic.com</a> .
Manual Lowering Switch Not Functioning	Please check if the screws at the connection point between the motorized push rod and the boom are overly tightened. If so, loosen them slightly.	
Control Box Battery Capacity Reduced or Unable to Charge	Please contact us via email at <a href="mailto:support@vocic.com">support@vocic.com</a> .	
Boom Not Functioning Properly When Using the Lift Button on the Control Box or Hand Controller	Please ensure the switch on the control box is turned on, verify that the hand controller connection is secure, and check if the manual lowering knob is in the correct position.	

## VII. After-Sales Service

### After-Sales Contact

#### • Standard After-Sales

If you encounter any of the following issues, please feel free to contact us at [support@vocic.com](mailto:support@vocic.com). To ensure optimal service, we will provide an effective solution within 24 hours. Thank you for your support and understanding!

#### • Scope of After-Sales Service



Missing Parts



Damaged Components



Product Malfunction



Usage Guidance Service

### Return and Exchange Policy

If you need to return or exchange your product, please feel free to contact us at [support@vocic.com](mailto:support@vocic.com). In support of environmental protection and to reduce unnecessary carbon emissions and resource waste, we kindly ask that you retain and use the original packaging for returns and exchanges. We will provide an effective solution within 24 hours. Thank you for your support and understanding!

To qualify for a return or exchange, please ensure the following conditions are met:

- The product remains in its original packaging and in good condition, without any damage or contamination.
- All accessories, manuals, and other included items are complete and intact.
- A valid proof of purchase is provided.

Note: If the product does not meet these return and exchange conditions, the request will be declined, and any related costs will be the responsibility of the buyer.

### Warranty Information

#### • Warranty Period

This product is covered by a 12-month warranty starting from the date of purchase. If any faults arise during the warranty period due to material or craftsmanship issues, we will provide free replacement services.

## • Warranty Coverage

The warranty covers the main functional components of the product, excluding the motor actuator, control box, and other components, as well as the sling fabric, are considered consumables and are not covered under the warranty.

The warranty is valid only for product quality issues arising from normal use, and does not cover damage caused by human error.

### HOW TO CONTACT US

**Reason for Contact:**

☐

After-Sales Support

☐

Return and Exchange

☐

Warranty

**Product Name / Model Number:**

.....

**Purchase Platform:**

.....

**Order Number:**

.....

**Email:**

.....

**Issue Description:**

.....



## Disclaimer

Thank you for choosing our product! To ensure safe and proper use, please read the following disclaimer carefully:

Before using this product, you should thoroughly understand the user instructions and operation methods provided. Any damage or injury caused by improper use or failure to follow the instructions will be your responsibility. By using this product, you acknowledge and agree to assume all risks associated with its operation.

Under normal use and appropriate maintenance, the recommended service life of this device is three years (note that the recommended service life does not constitute a warranty period. The warranty covers defects under normal usage conditions, while the recommended service life represents the expected optimal duration of use for the device).

Our company will not assume responsibility for any damages caused by events including but not limited to war, governmental policies, fire, earthquakes, floods, typhoons, tsunamis, power outages, or strikes. We shall also not be liable for any anticipated benefits, reliance benefits, indirect damages, or special or incidental events (including, but not limited to, economic losses, data loss, or personal injury) resulting from the use of this product.

This product is provided **as is**, without any explicit or implied warranties. Our company does not guarantee that this product will be suitable for all usage scenarios or meet specific user requirements. Please assess this product's suitability based on your own needs before purchase and use.

The warranty services we provide are limited to quality issues inherent to the product itself. You assume all risks and responsibilities during use. For detailed terms of the warranty, please refer to the **Warranty Information**.

Before using the product, carefully inspect its condition to ensure it is in good working order. If any abnormalities are detected during use, please immediately stop using the product and contact our company or an authorized service provider.

Our company reserves the right to modify, update, and provide final interpretations of this disclaimer. If you have any questions or concerns, please contact customer support for further assistance.

This disclaimer applies to all users who purchase and use our products. By using this product, you acknowledge and accept the terms of the above disclaimer.



## Your Home Rehabilitation Partner



@ VOCiCMedical



@ VOCiCMedical



@ VOCiCMedical



@ VOCiCMedicalOfficial

If you have any questions, please contact us:

Email: [support@vocic.com](mailto:support@vocic.com)

Service Hotline: +1 (833) 879-9376