

HANDICARE 950/950⁺ | USER MANUAL



EN

Simplicity seat
Simplicity^L seat
Smart seat



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FOREWORD

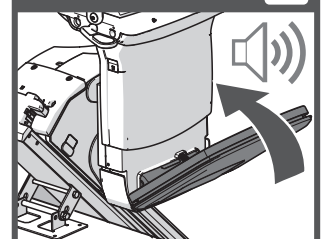
Thank you for choosing a Handicare stairlift. This manual is for the HANDICARE 950 lift type, and includes instructions for the standard features and optional upgrades.

Make everyday life easier....

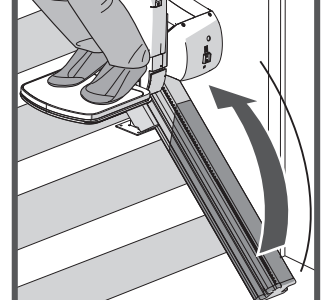
SIMPLICITY / SIMPLICITY^L SEAT

OPTIONS

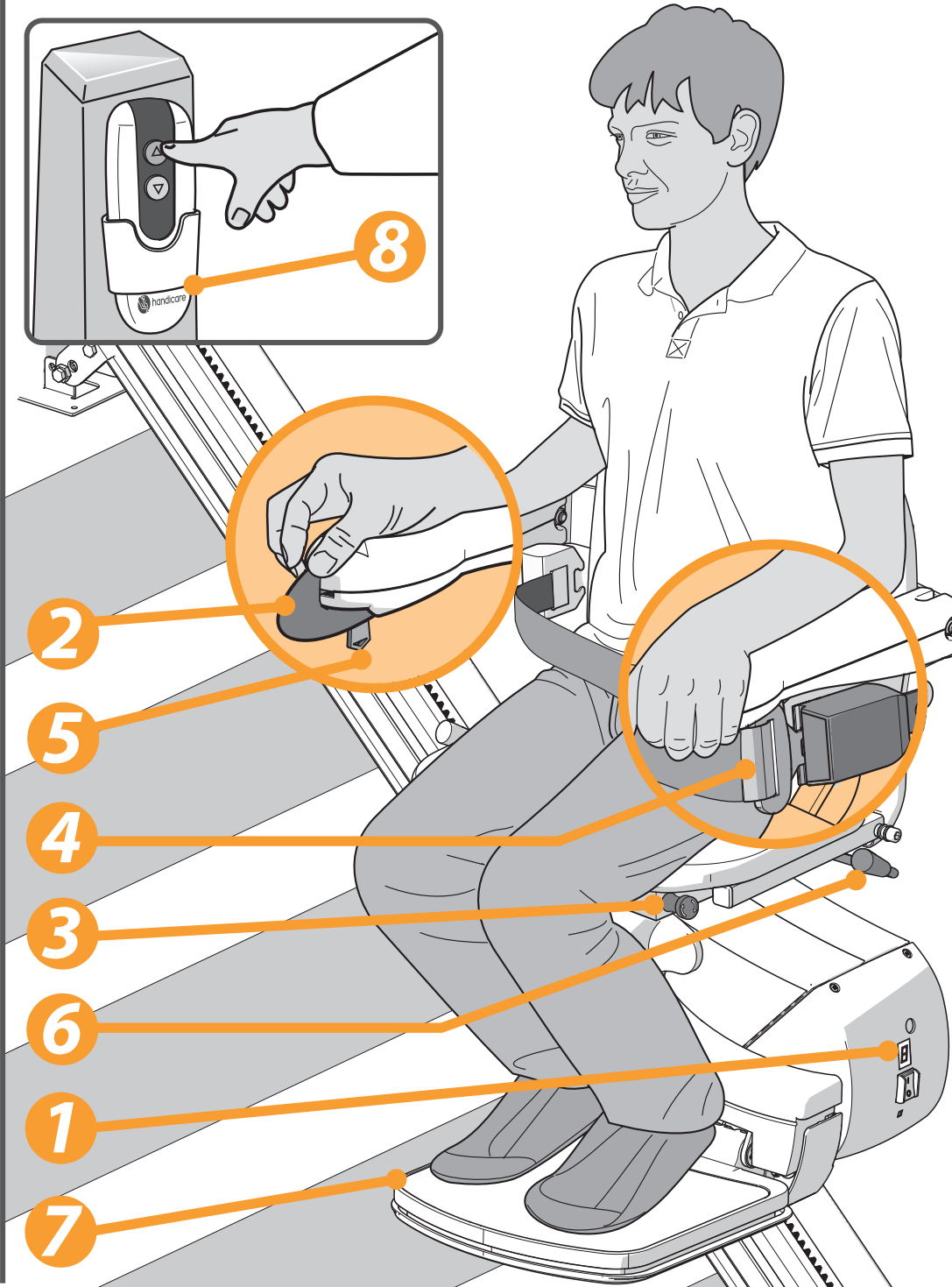
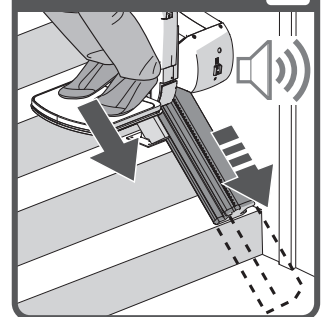
Powered Footrest



Folding hinge (manual)



Slide track



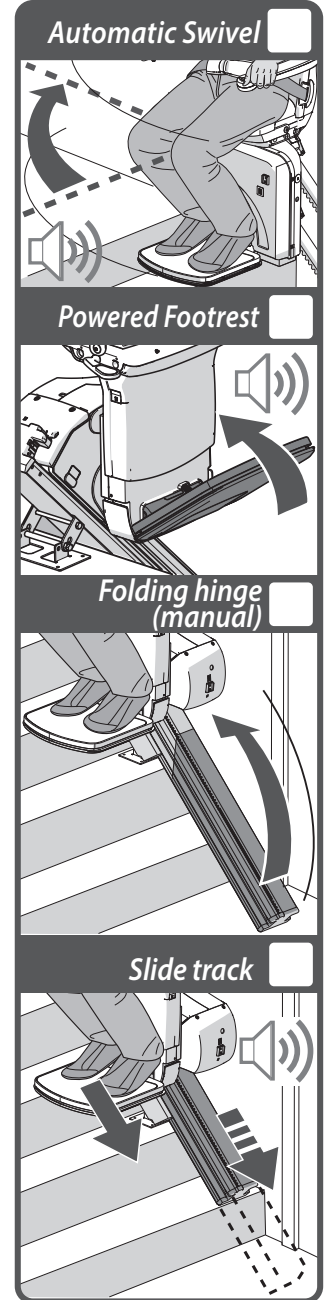
The illustration above shows the features used to operate the SIMPLICITY seat. The SIMPLICITY seat can be upgraded with the Powered Footrest, the Folding hinge (manual) and the Slide track, options to create even more seat comfort and user-friendliness.

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

SMART SEAT



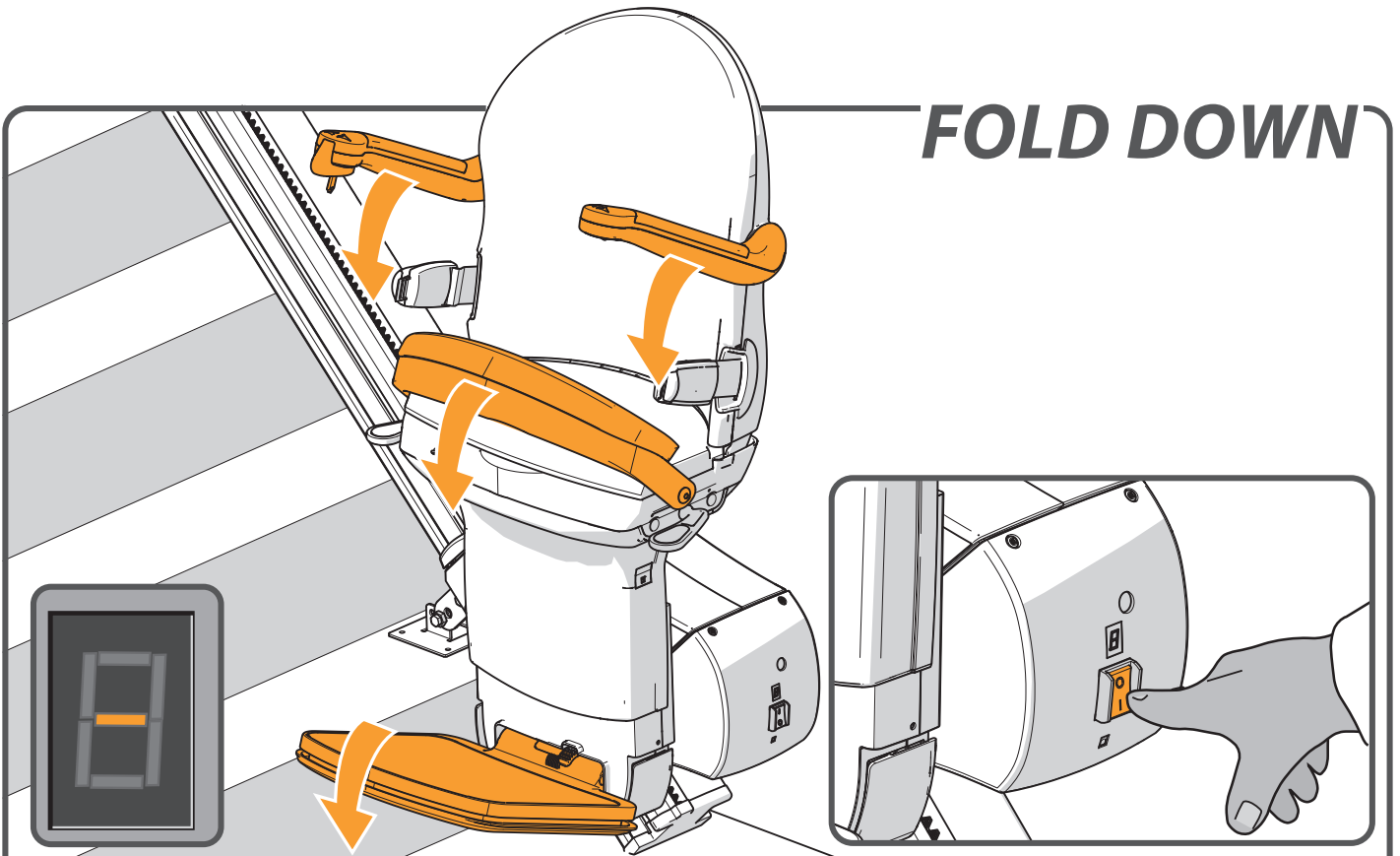
OPTIONS



The illustration above shows the features used to operate the SMART seat. The SMART seat can be upgraded with the Automatic Swivel seat, the Powered Footrest, the Folding hinge (manual) and the Slide track, 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

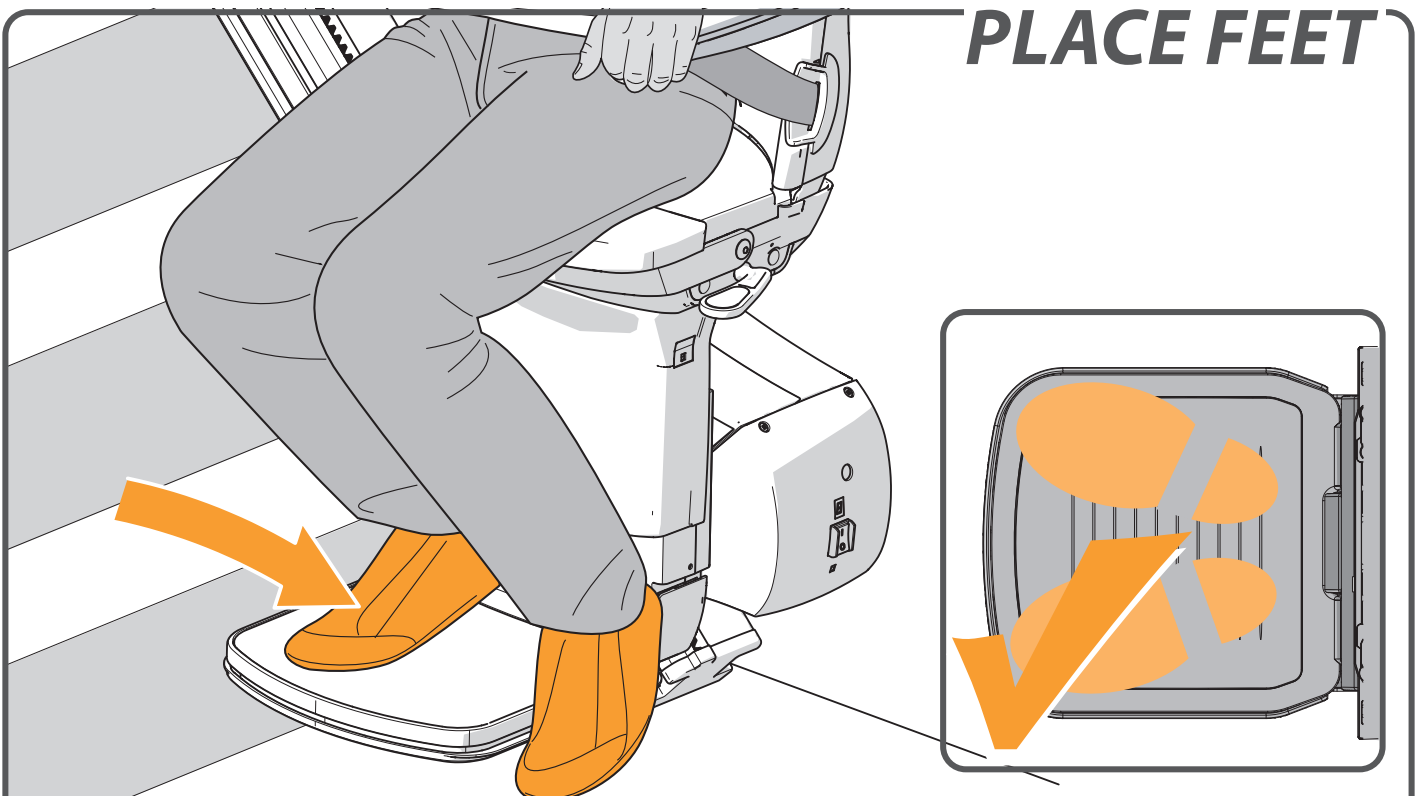


Ensure that the on/off switch is set in the 'ON' position. The diagnostic display will be illuminated when switched on.

Manually fold down the footplate, the armrests and seat.

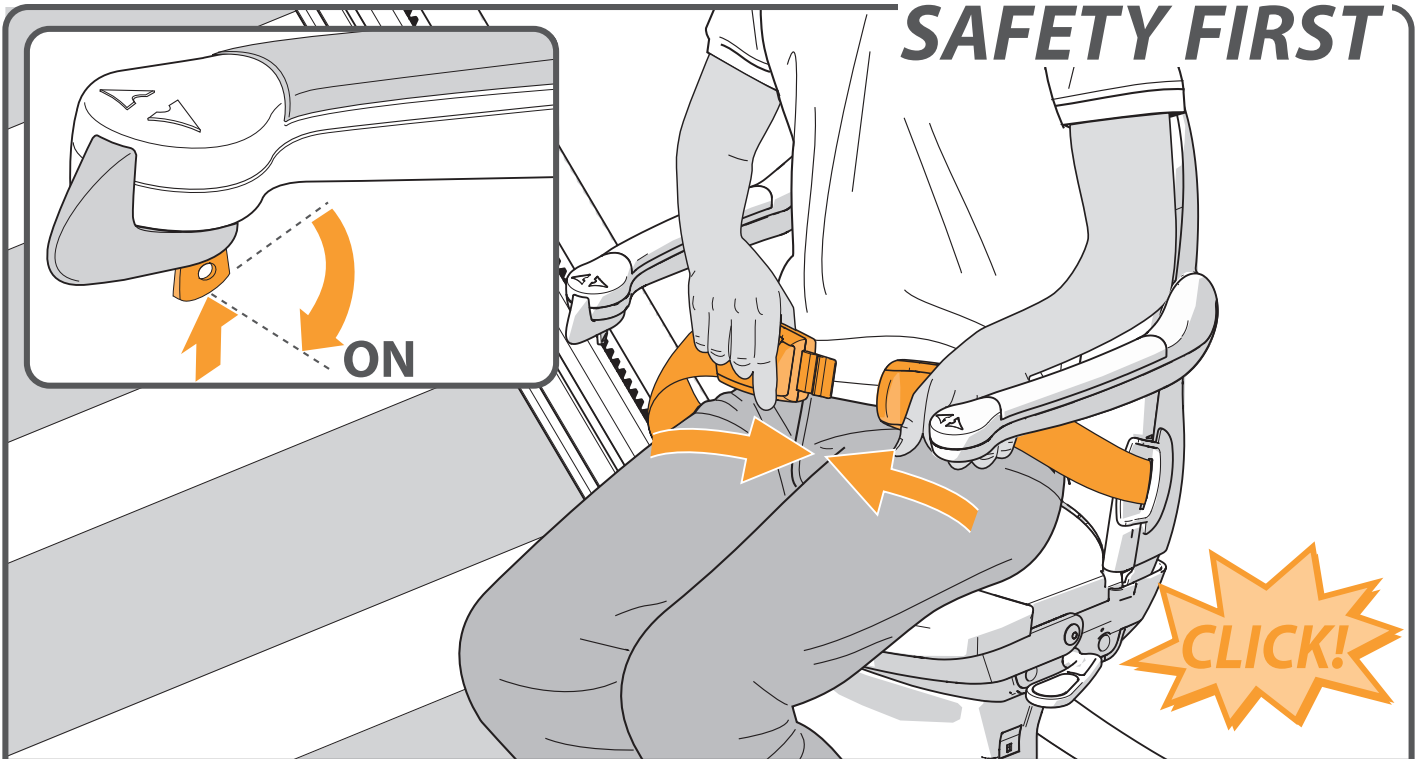
 [page 10 > OPTIONAL POWERED FOOTREST](#)

PLACE FEET



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

SAFETY FIRST



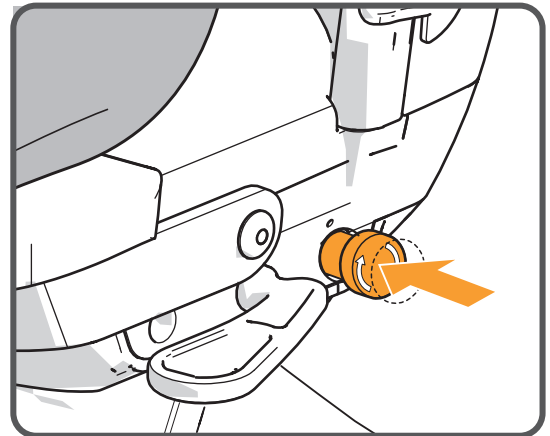
Fasten the seat belt securely, ensuring that it clicks into the holder. Put the key in the switch and turn it ninety degrees clockwise. Check that the chair is in the locked position.

RIDE



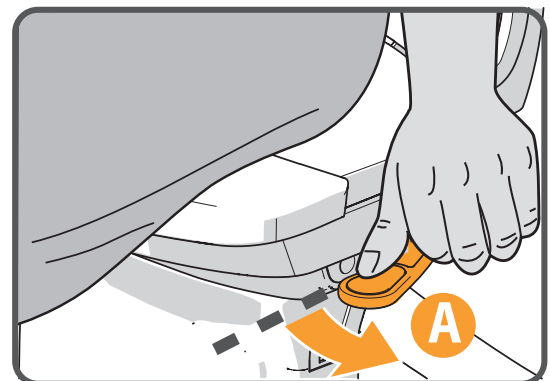
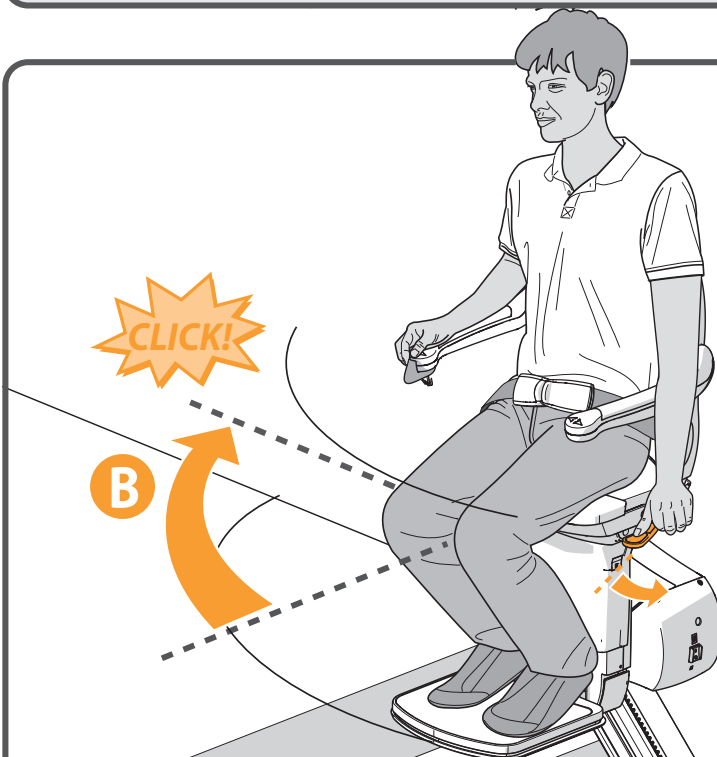
Move and hold the joystick in the desired direction of travel. The display shows a “8/9”, the lift will beep 3 times and start slowly after 1 second. When changing the direction of travel the delay will be 3 seconds.

EMERGENCY STOP



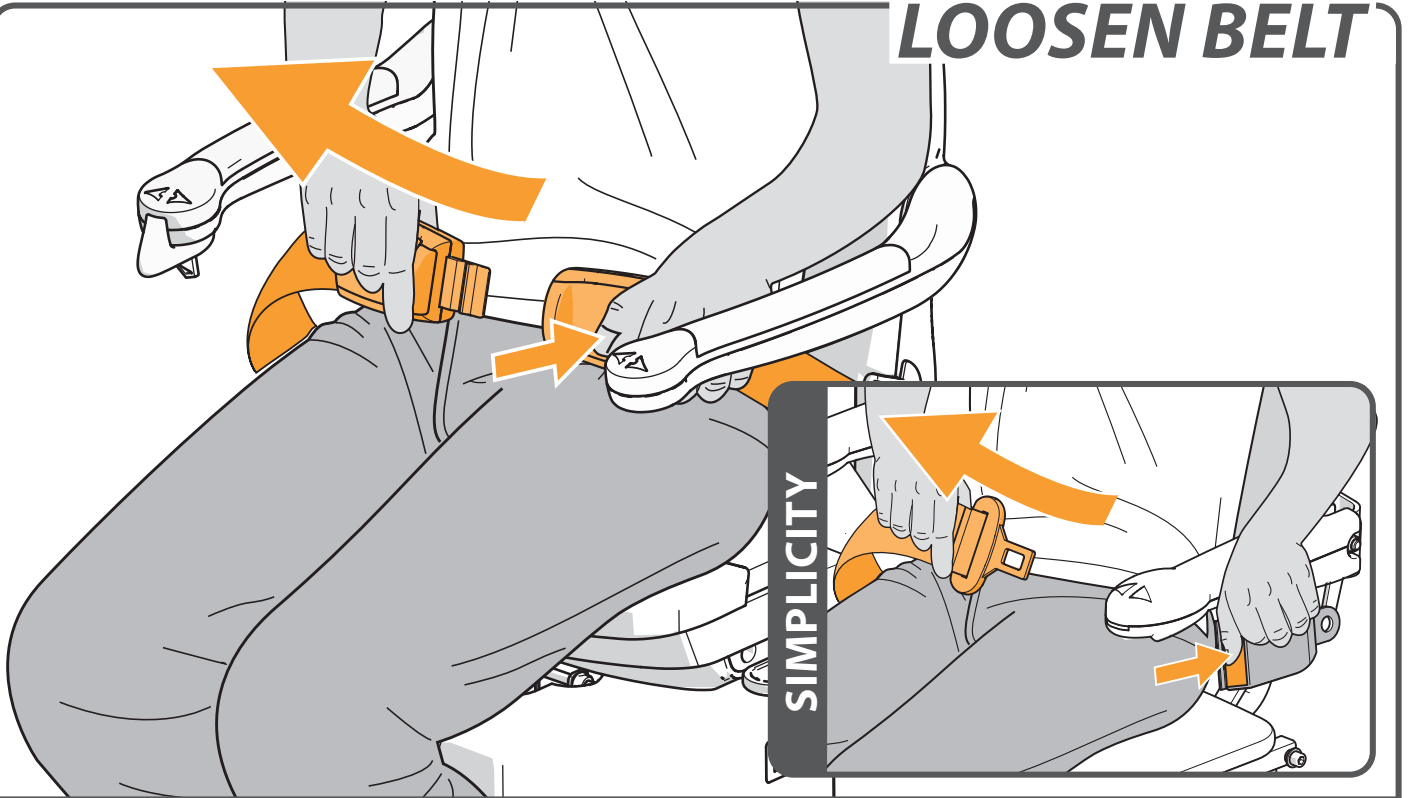
In an emergency, press the emergency stop once. The lift stops straight away. The emergency stop can be released by turning the emergency button.

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

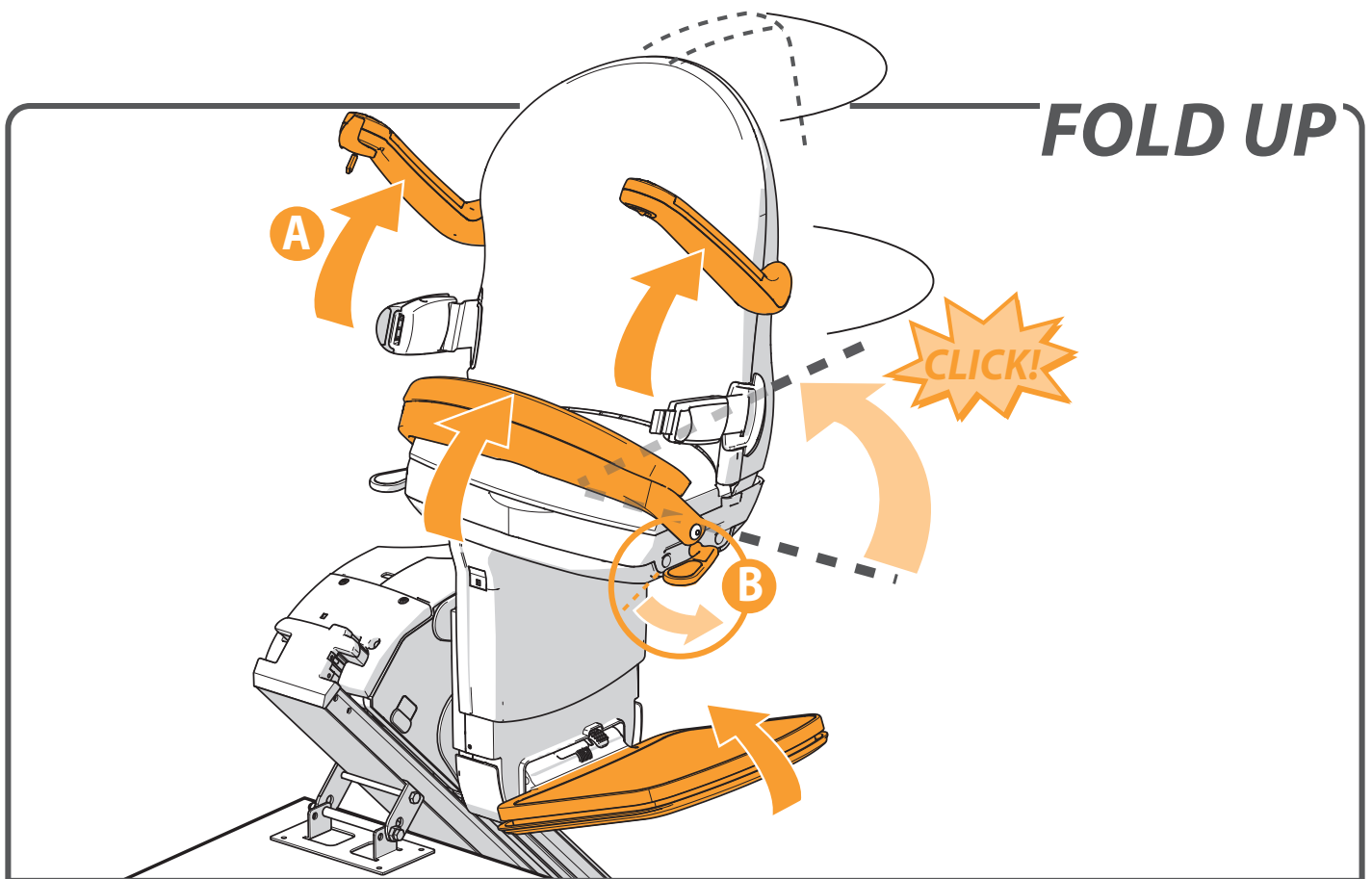


Unfasten the seat belt.

STAND UP

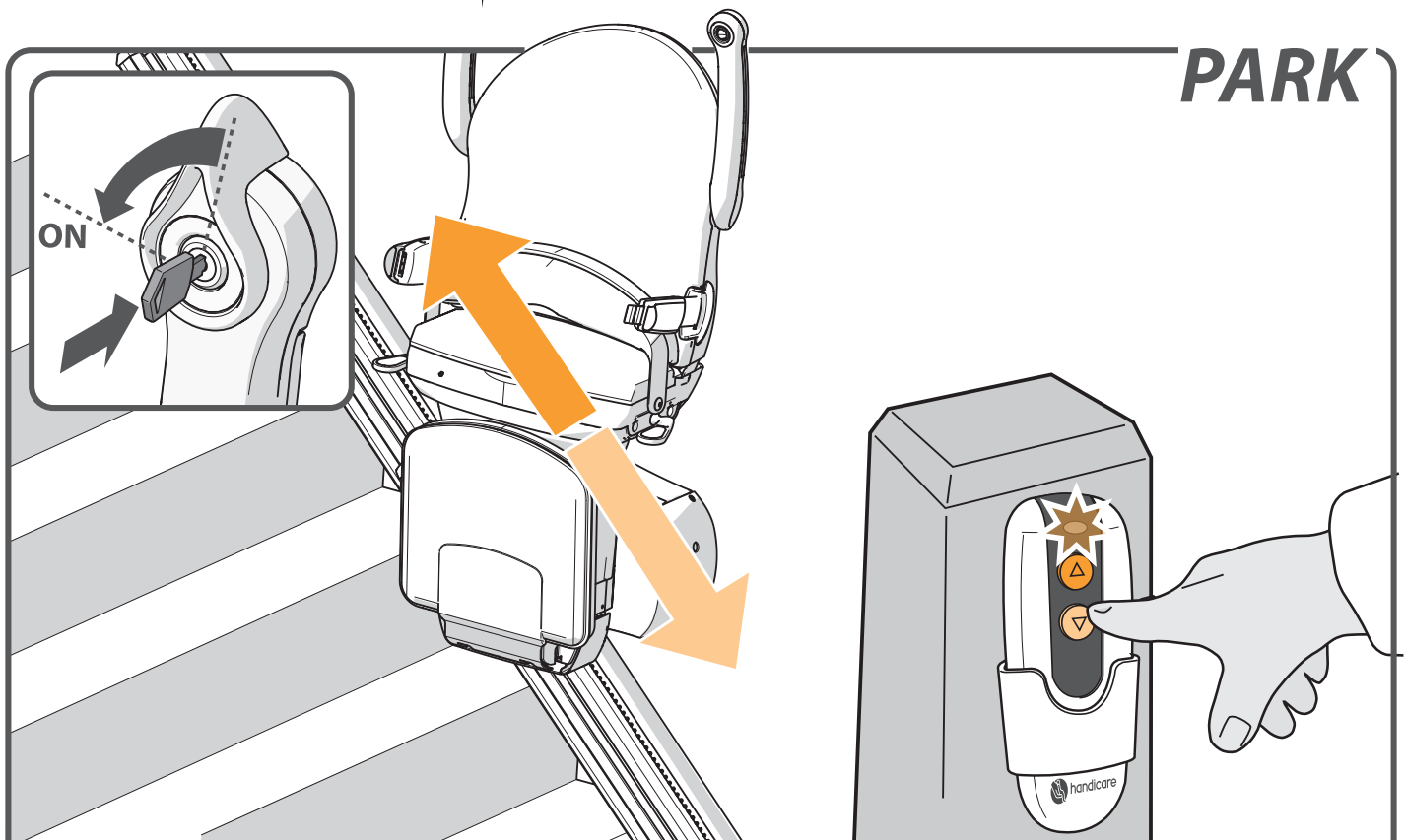


Stand up from the seat.



FOLD UP

Fold up the armrests, footplate 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 up and down button on the remote control until the lift reaches a stop point. Upon arrival, the lift stops automatically.

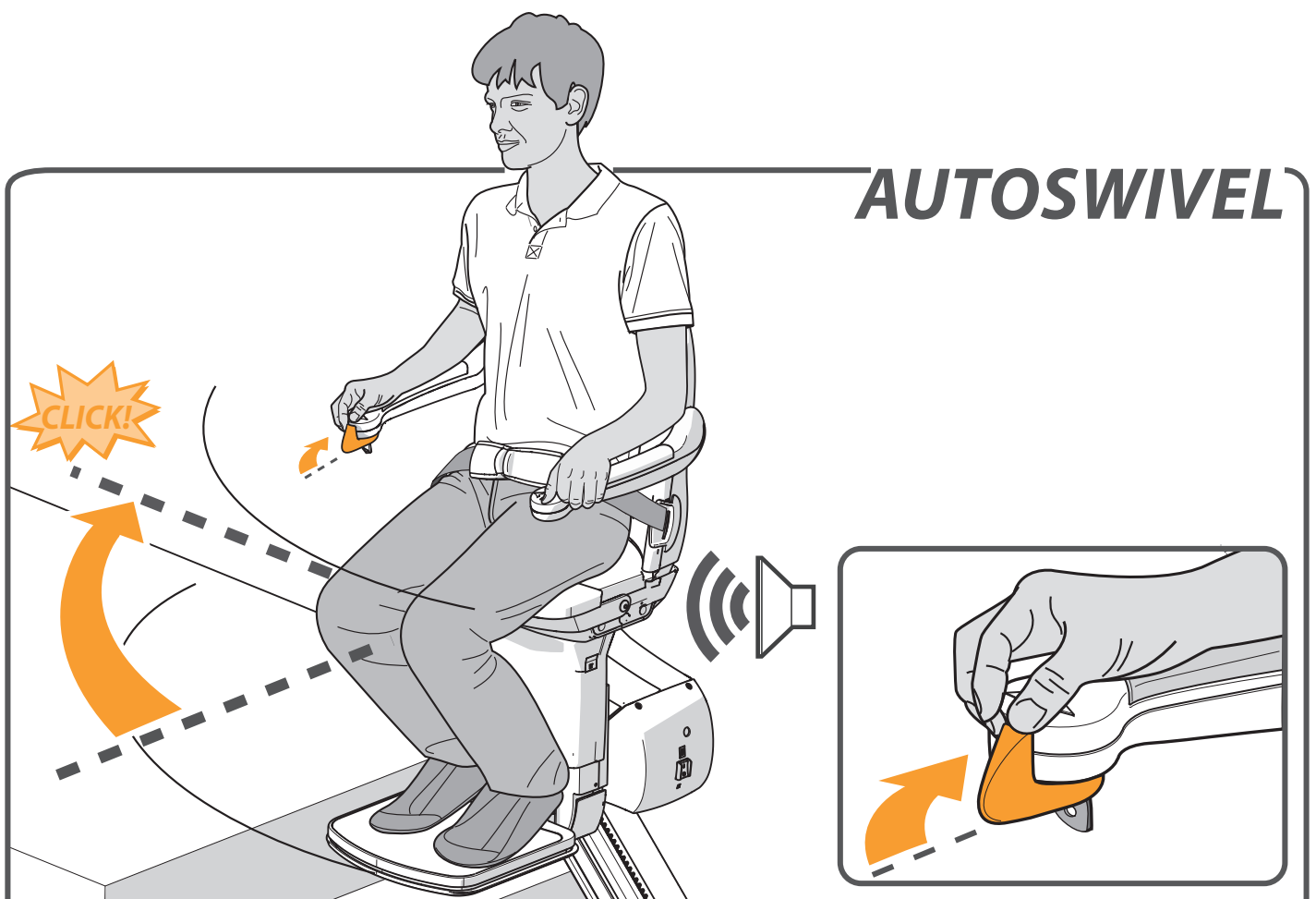
OPTIONS

AUTOSWIVEL _____ *page 9*

POWERED FOOTREST _____ *page 10*

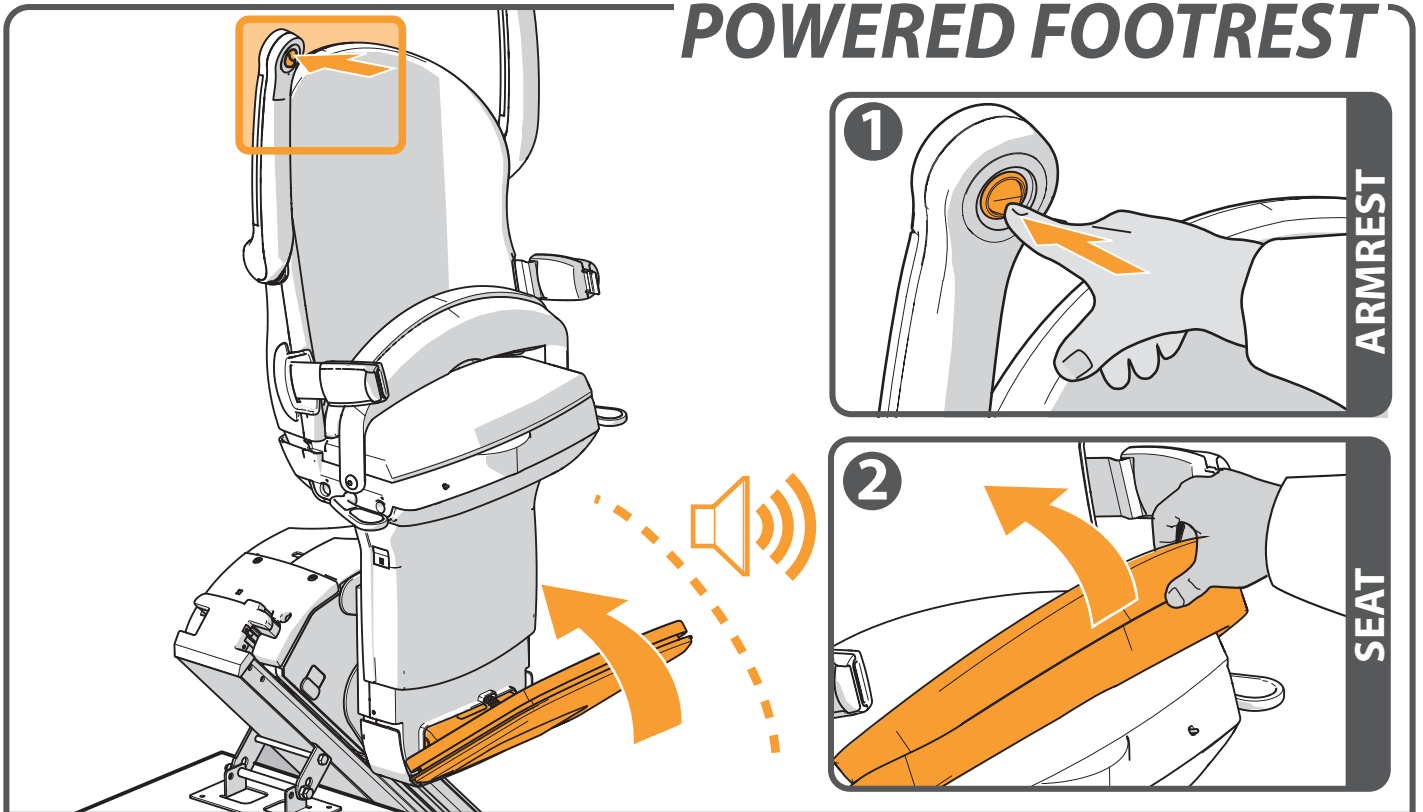
HINGED RAIL (manual) _____ *page 10*

SLIDE TRACK _____ *page 11*



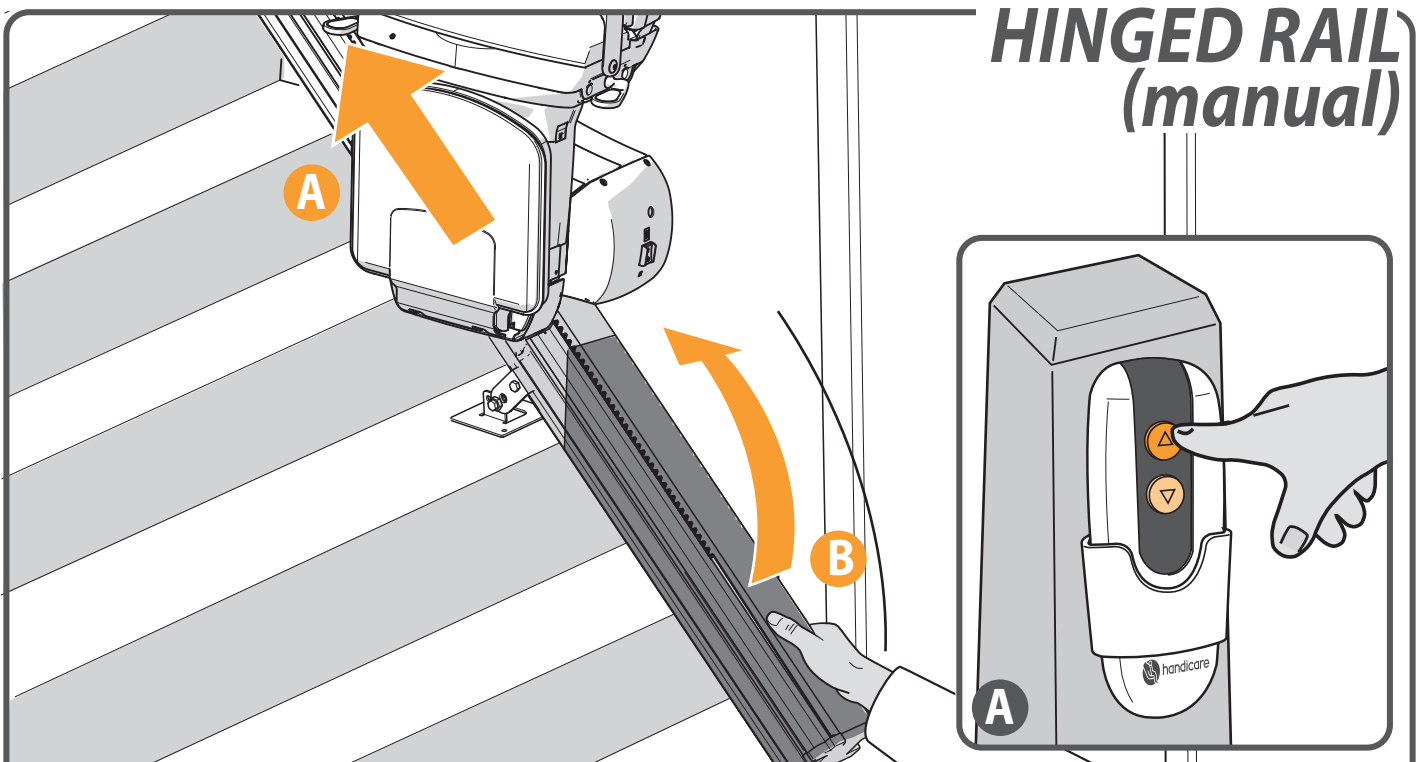
The AUTOMATIC SWIVEL SEAT option lets you swivel the seat automatically to face the direction you are going to walk. To do this, push and hold the joystick in the direction of travel.

POWERED FOOTREST



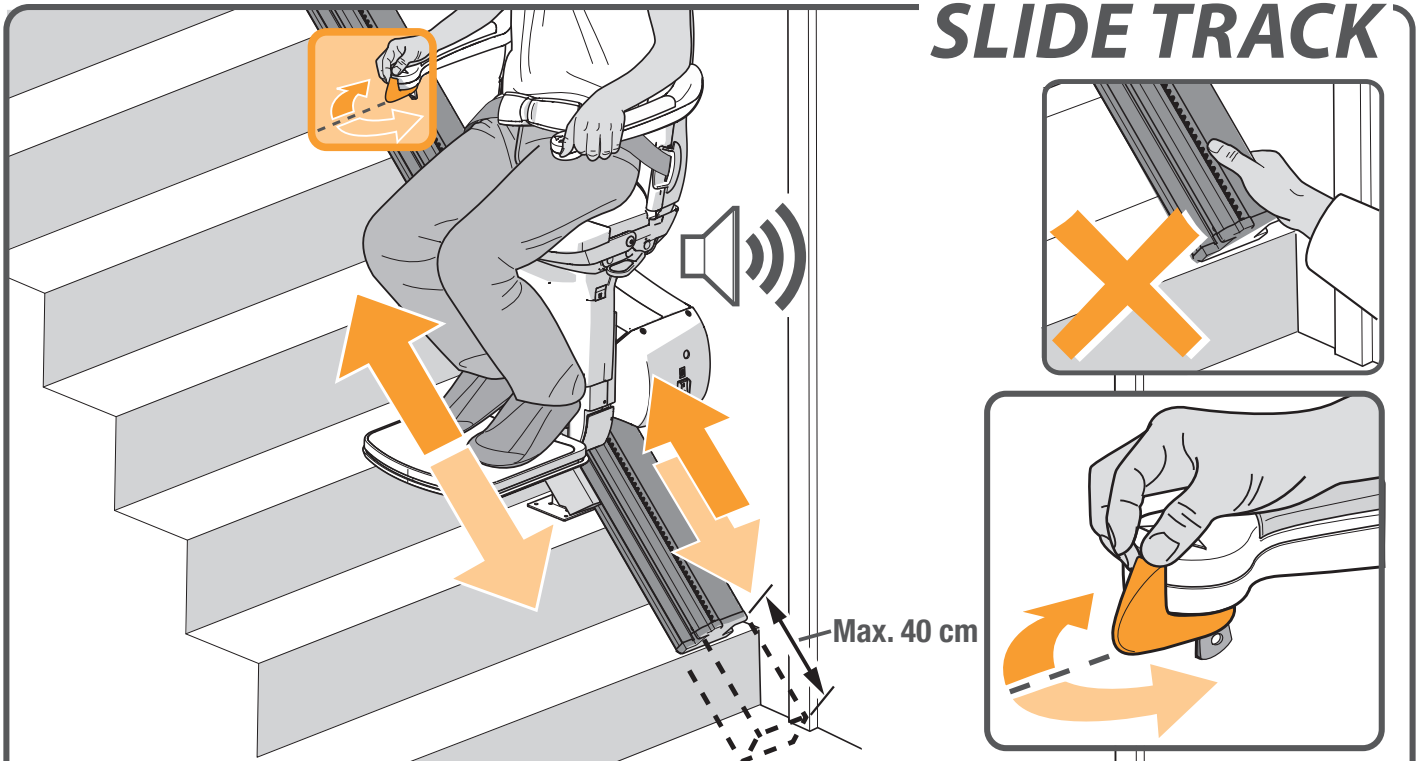
To operate a POWERED FOOTREST press the switch under the armrest[1] or fold up the seat[2]. The stairlift should beep whilst folding the footrest. Always ensure the footplate is in the down position during travel.

HINGED RAIL (manual)



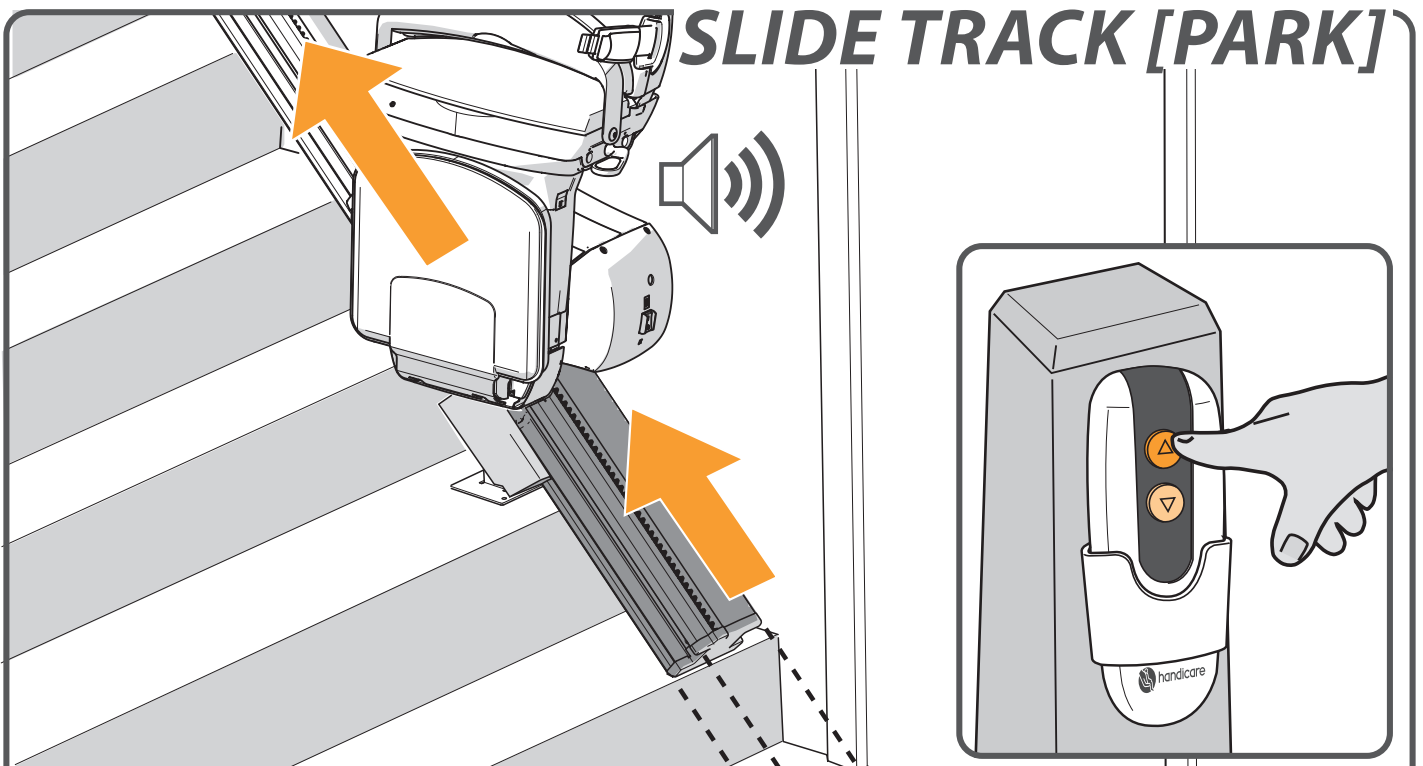
Before raising the manual hinged track{B} park the stairlift on the charge points, above the hinge, or at the top of the stairs{A}. When your stairlift is not in use it should always be positioned away from the hinged section at a charging point with the hinge in the raised position.

SLIDE TRACK



If the lift has a sliding track, both the chair and slide track will move (half speed) at the same time. Once the slide track has reached the end of its travel the lift will gradually increase to its normal running speed and continue its travel. Keep the toggle pressed in the same direction.

SLIDE TRACK [PARK]



When the lift is not in use it should be moved away from the bottom of the stairs so that it does not cause an obstruction. The stairlift does not charge when it is parked at the bottom of the stairs. To park the lift, press and hold the UP button on the handset.

IMPORTANT INFORMATION

EC DECLARATION OF CONFORMITY FOR MACHINERY

(Directive 2006/42/EC)

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

Herewith declares that the

Handicare 950

is in conformity with the provisions of the Machinery Directive 2006/42/EC, 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 NL13-400-1001-120-01

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, 19 july 2017



P. Slack
Vice President, Operations, Handicare

Project:

Date:

FOREWORD

Your Handicare 950 stairlift is a sophisticated product that has been specifically developed to carry one person (max 140 kg/22.7 stone/308 lbs) sitting on the seat (hinged rail/ slide rail type: max 120 kg/18.1 stone/264 lbs). Before using your Handicare 950 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

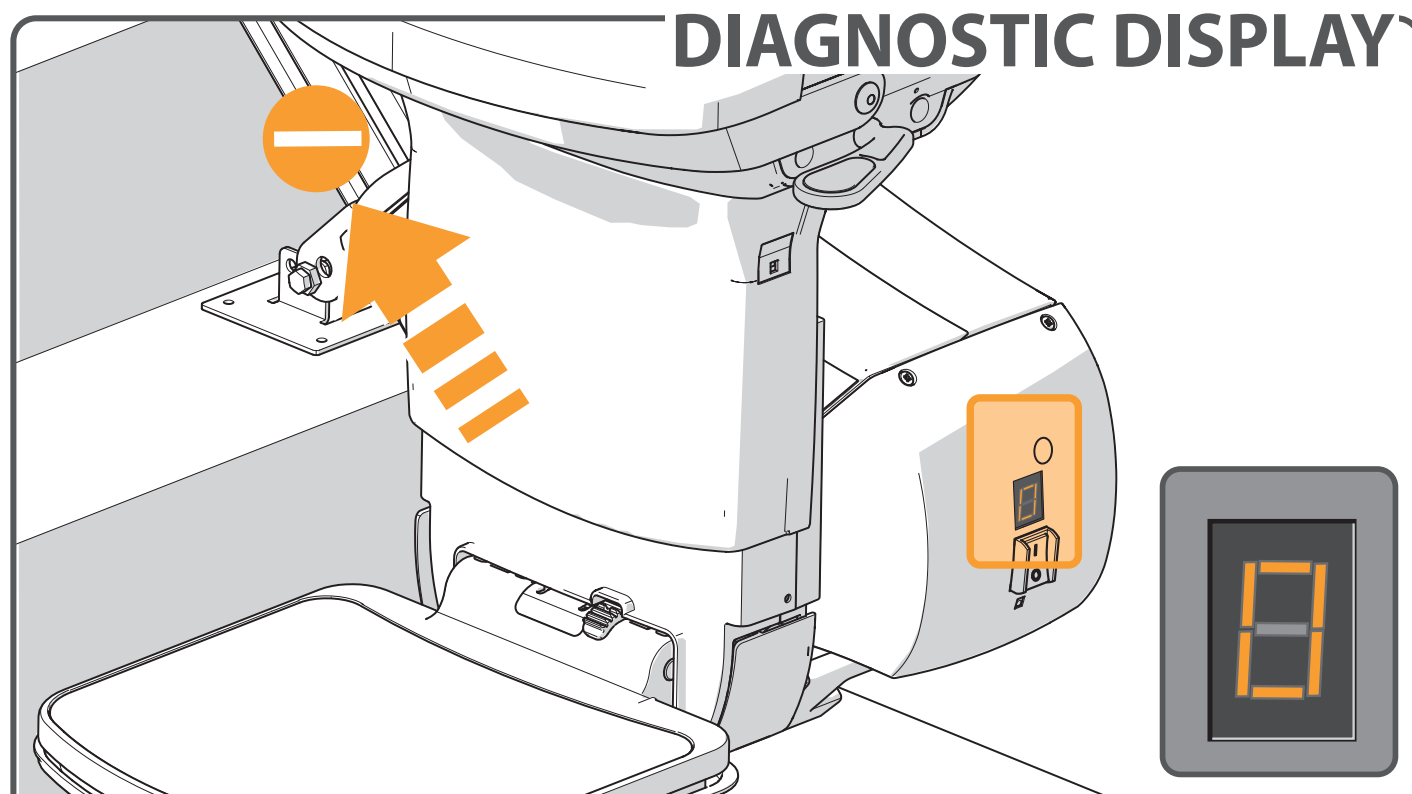
Supply voltage	230 VAC	Speed	0.15 m/s (max.)
Frequency	50/60 Hz	Ambient temperature	0 - 40°C
Current	1 A	Relative humidity	20 - 80%
Power	360 watt	Usage	15 rides per 24 hours
Fuses	30 A		10 rides continuous
Load	(max.) 140 kg	Noise	56 dB

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.

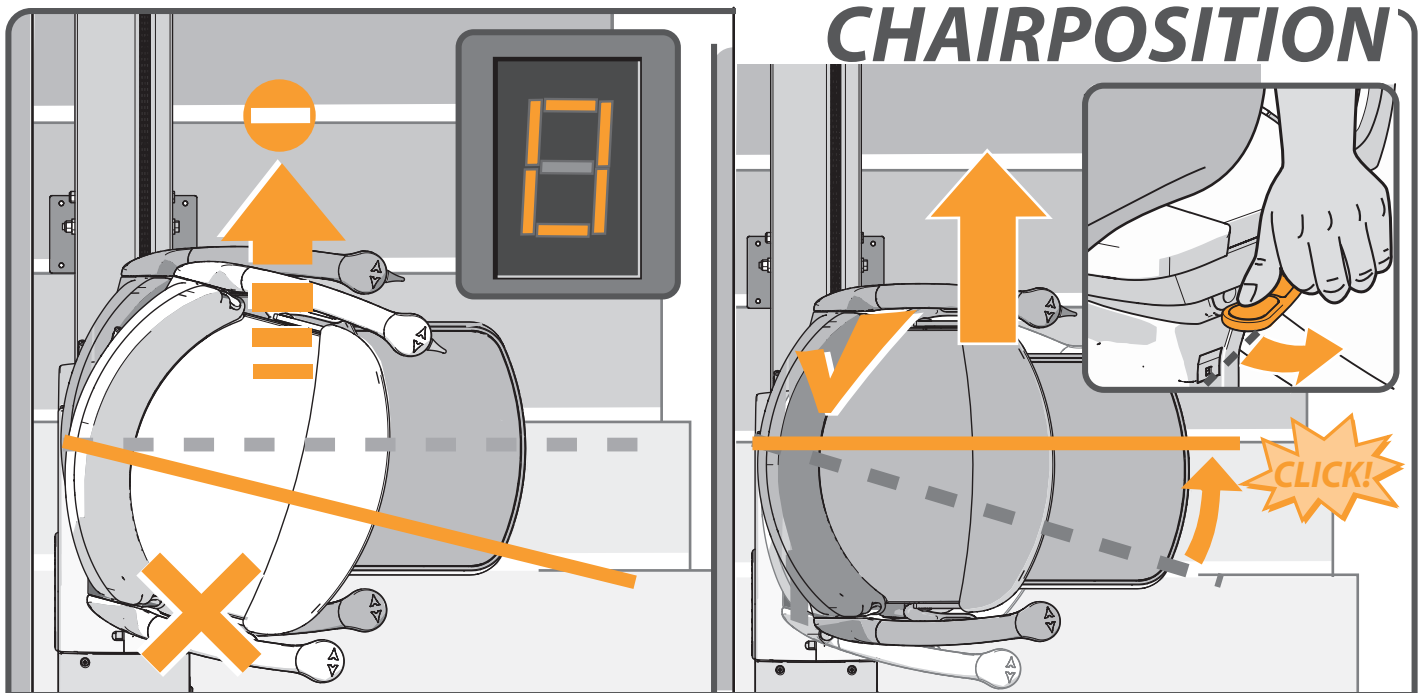
All rights reserved. No part of this publication may be reproduced and/or published by means of print, photocopy, microfilm or in any other way or form, without prior written permission from the manufacturer. This also applies for the accompanying drawings and diagrams. The manufacturer reserves the 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

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BATTERIES RC	page 19
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HINGED RAIL	page 21



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



CHAIR POSITION

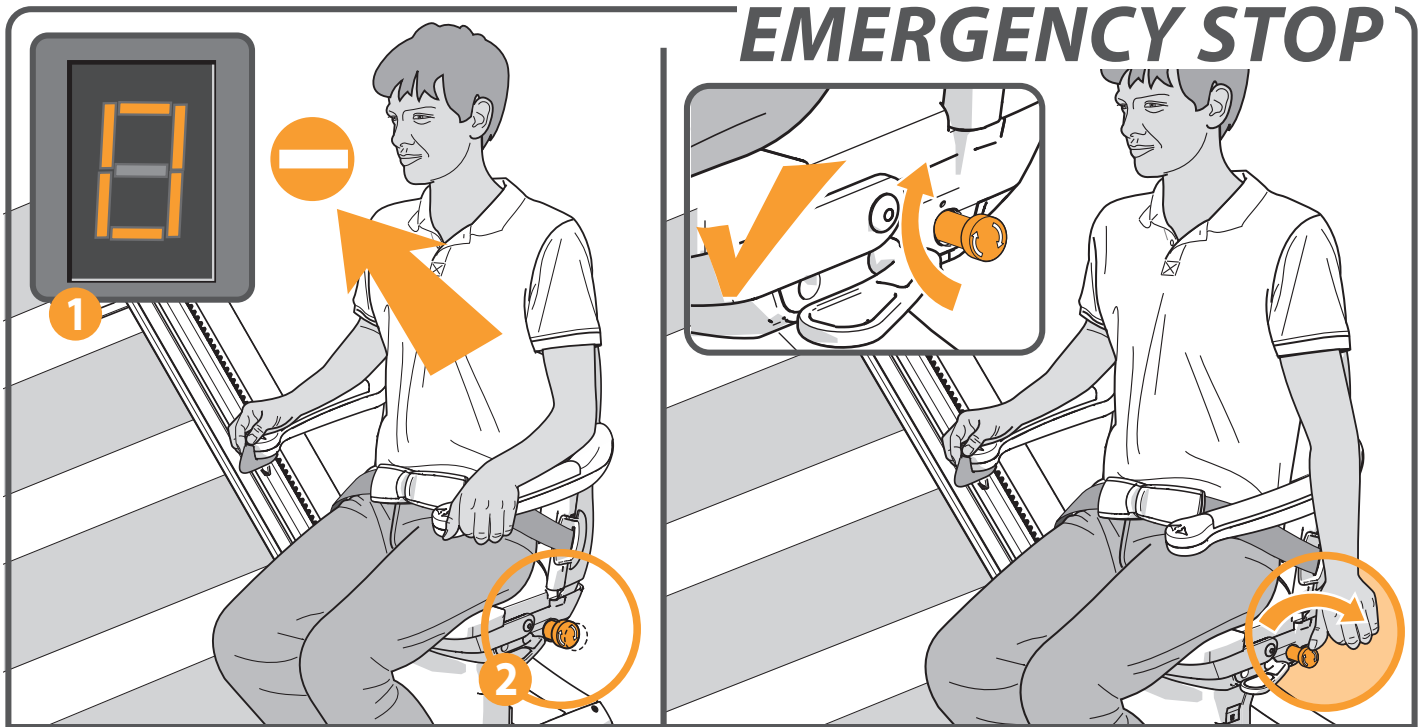
CAUSE

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.



EMERGENCY STOP

CAUSE

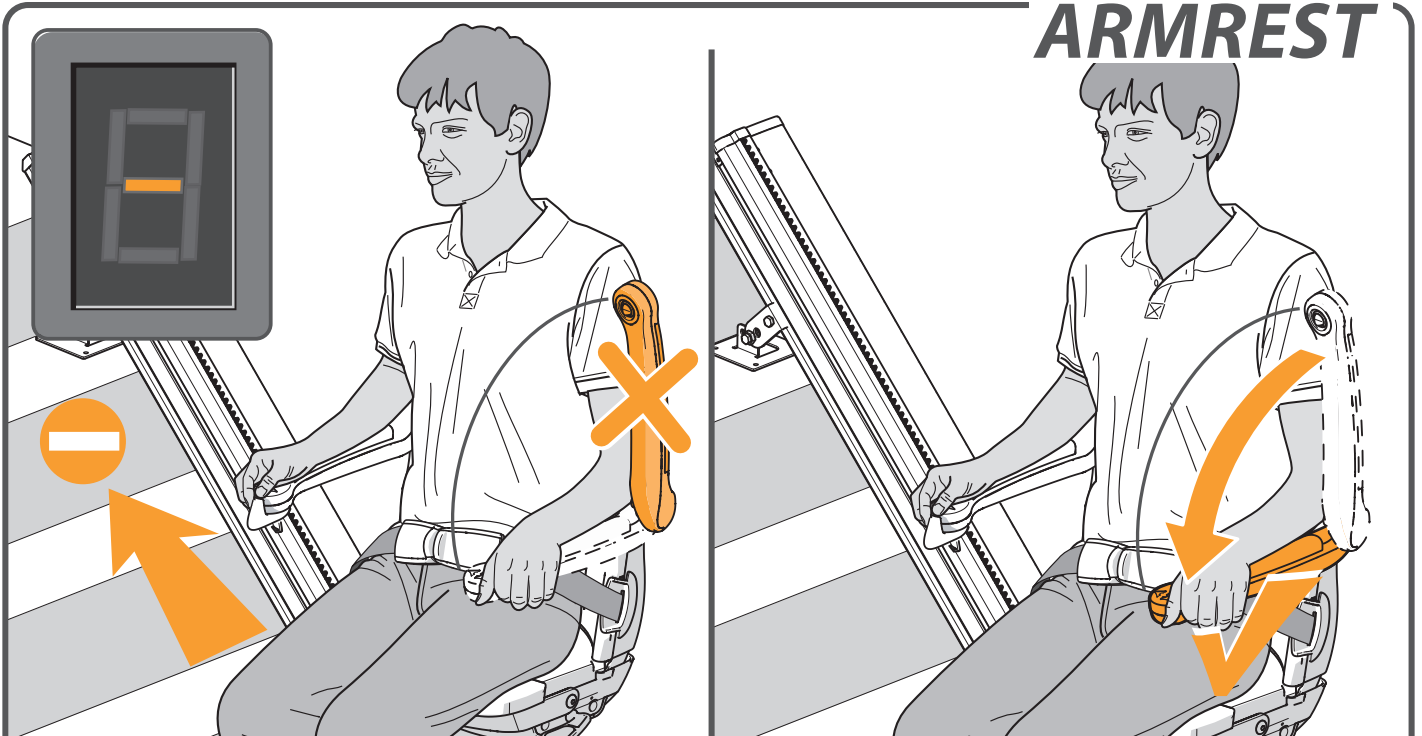
SOLUTION

Problem: the lift does not travel in either direction, the display shows a “0” [1] and the emergency stop [2] is pressed.

Cause: the emergency stop has been pressed.

Solution: the emergency stop can be released by turning the emergency button.

ARMREST



CAUSE

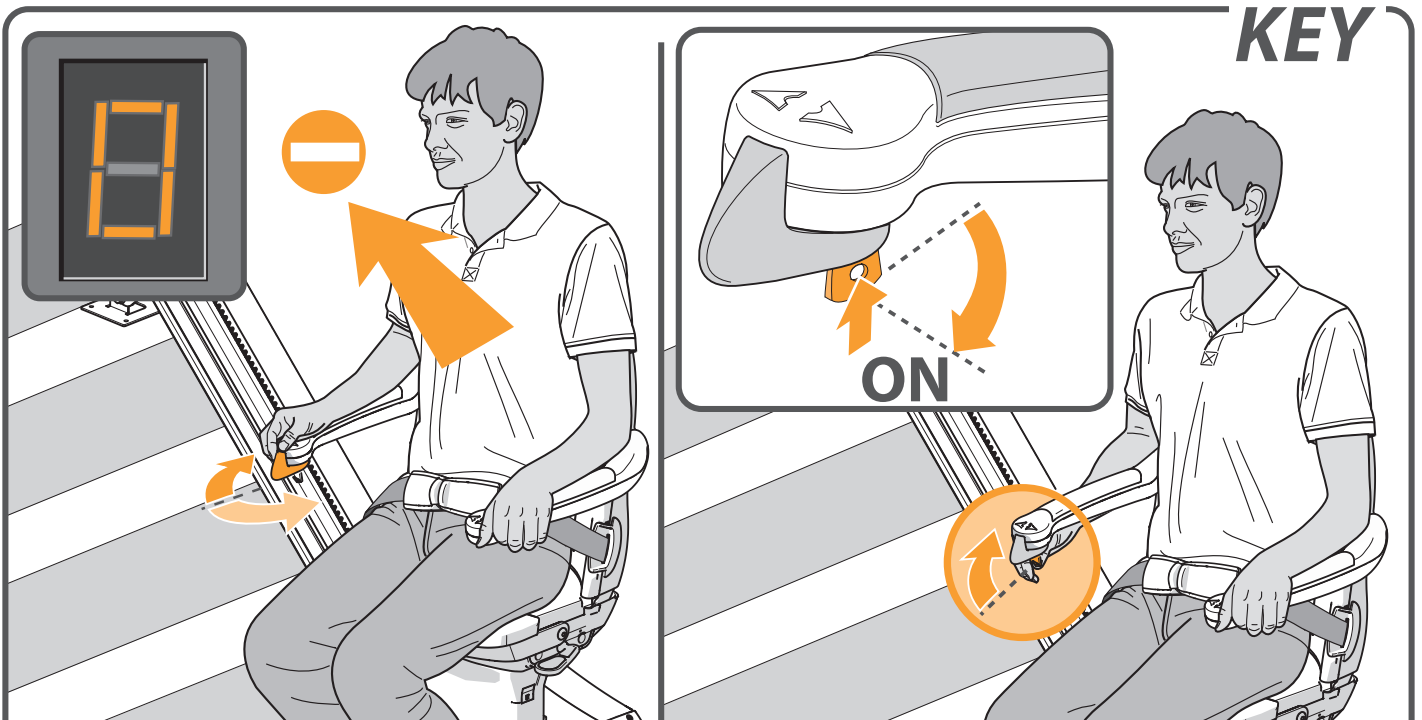
SOLUTION

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

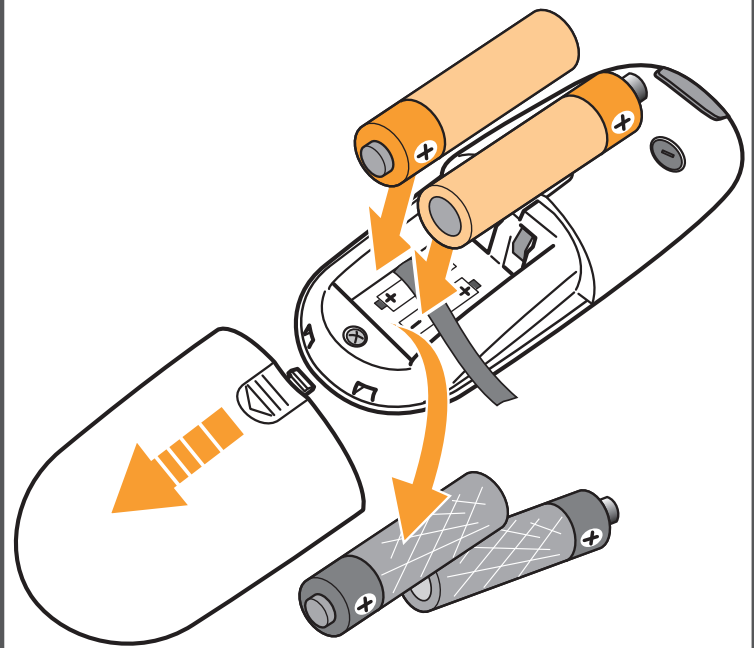
SOLUTION

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

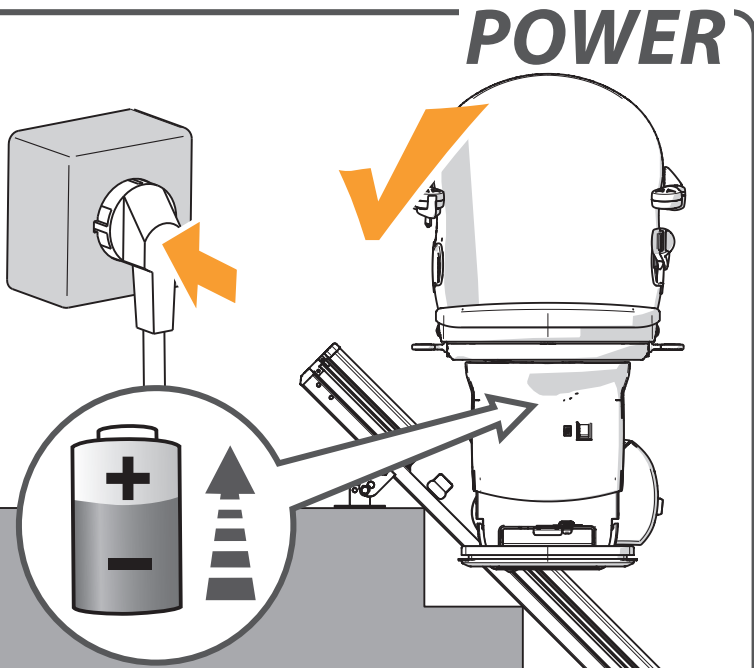
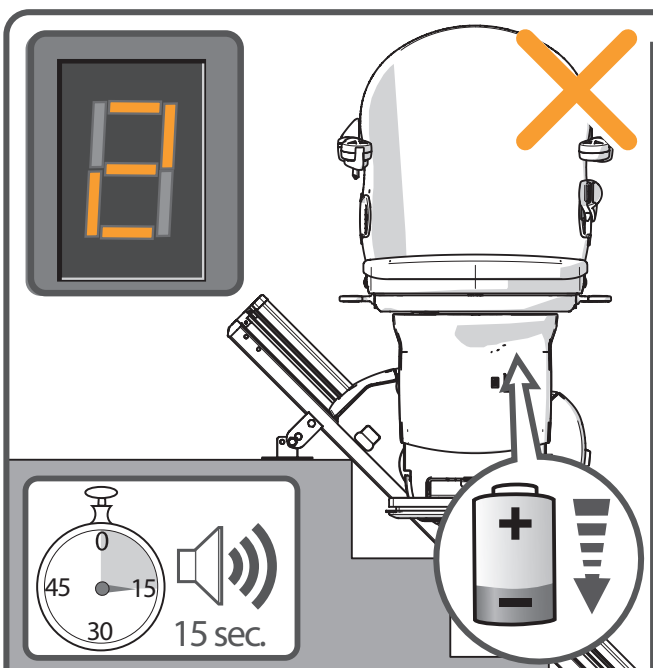
SOLUTION

Problem: the lift does not travel in either direction and the Light on the remote control shines red 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

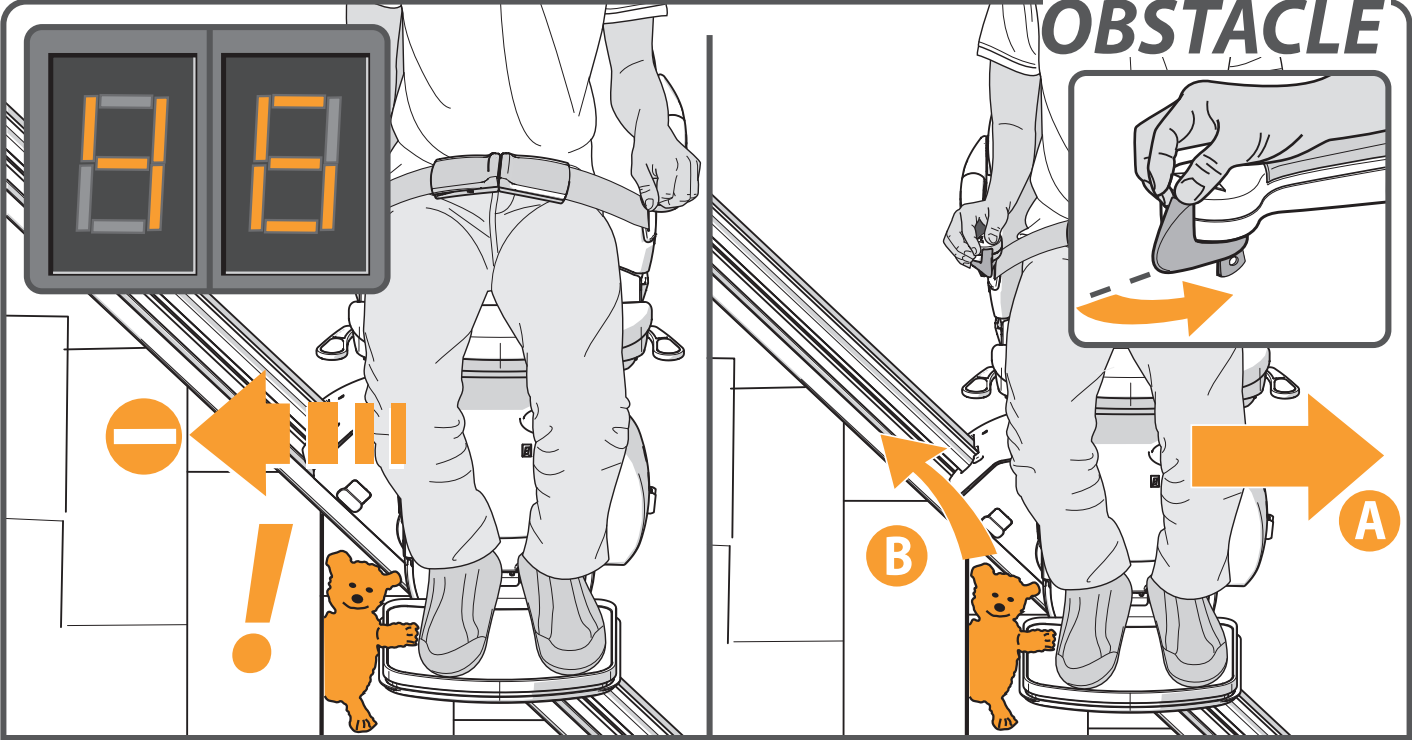
SOLUTION

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

Cause: possibly the plug is not in the socket.

Solution: put the plug in the socket.

OBSTACLE

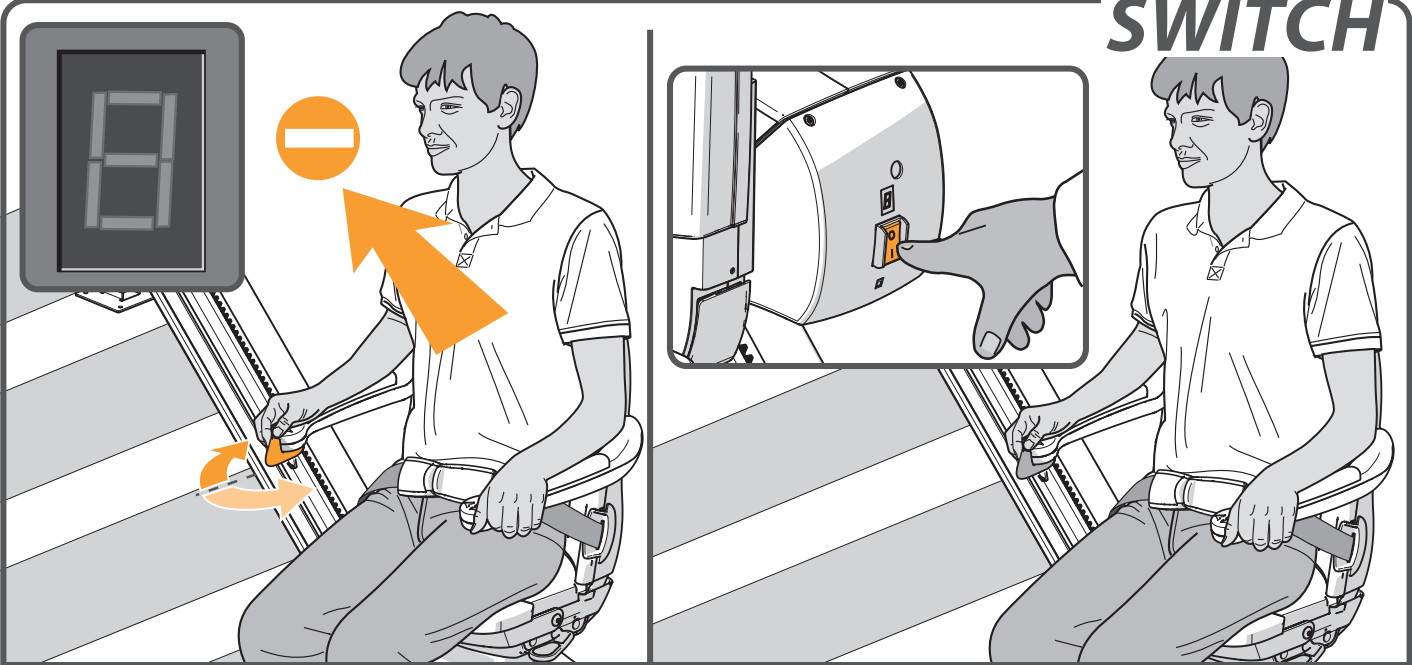


CAUSE

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}.

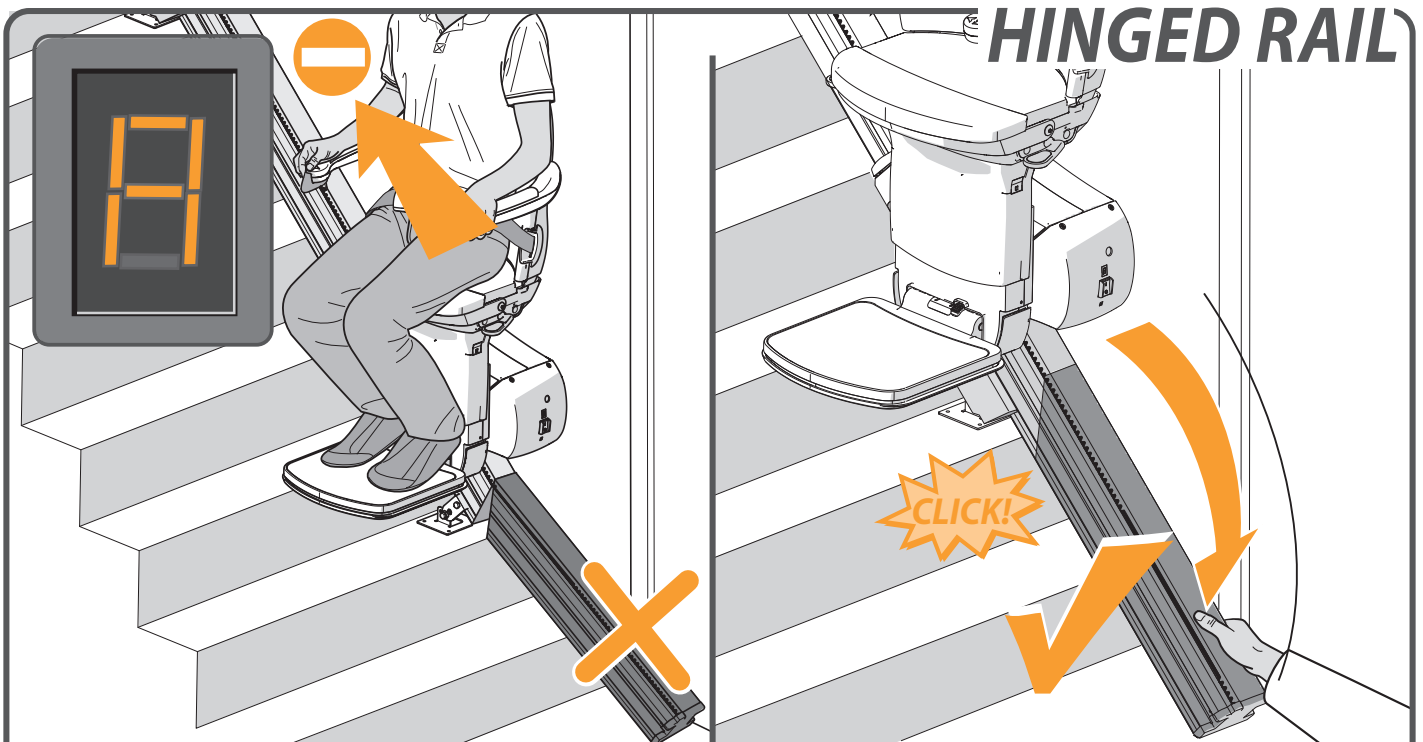
SWITCH



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.



CAUSE

SOLUTION

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

Cause: the hinged rail has not been folded down.

Solution: fold down the hinged rail fully.

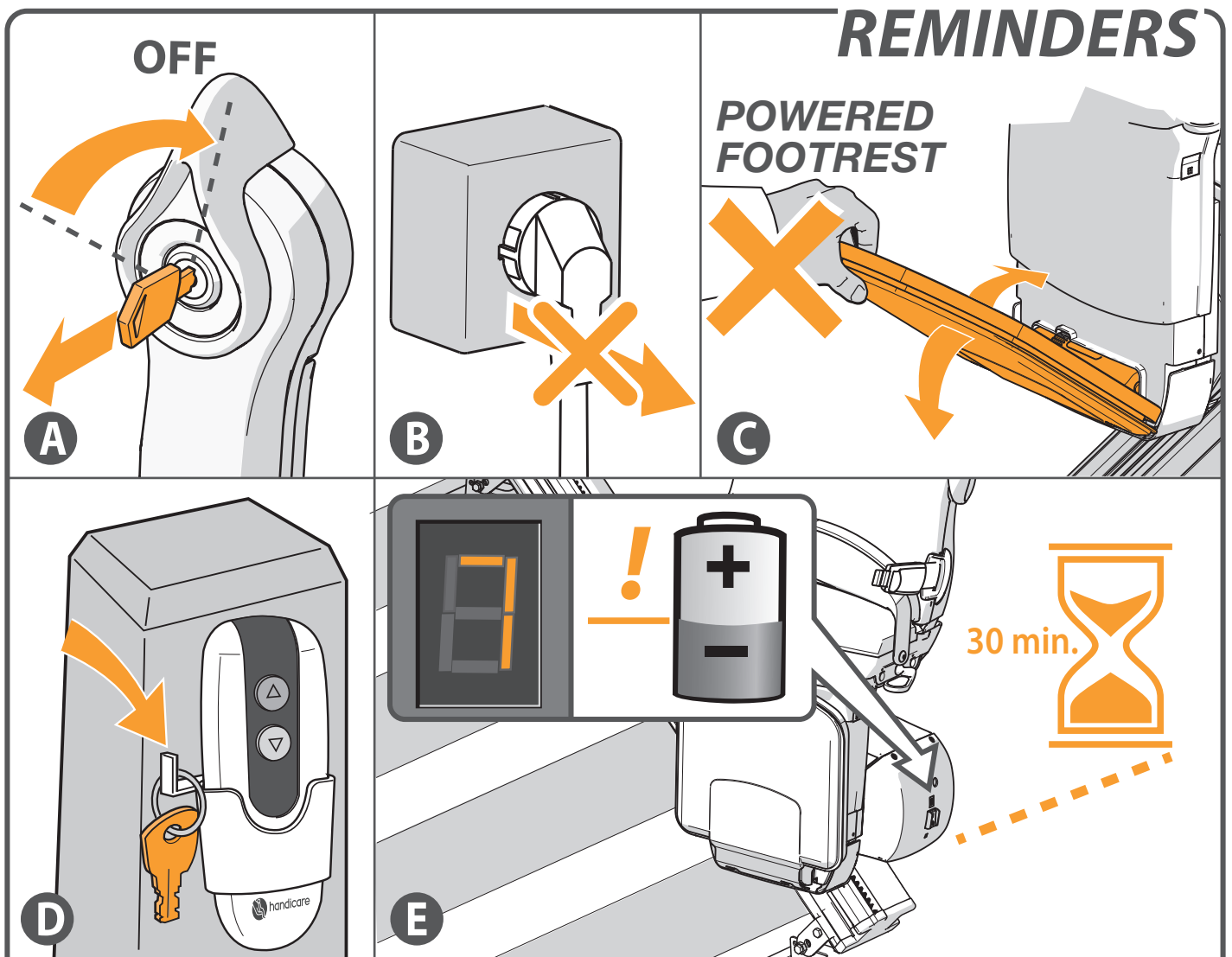
ATTACHMENTS

REMINDERS _____ page 22

EMERGENCY OPERATIONS _____ page 23

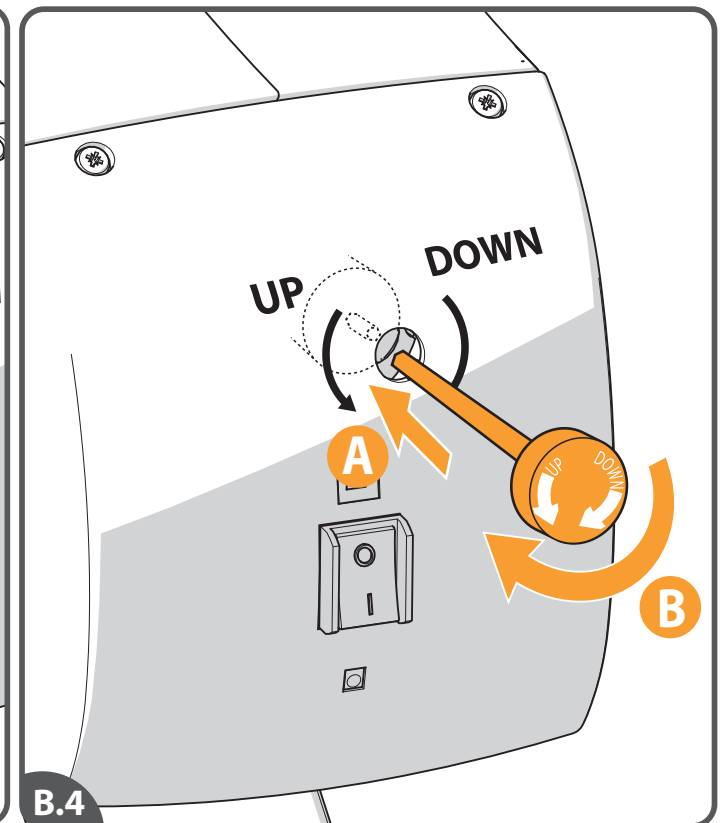
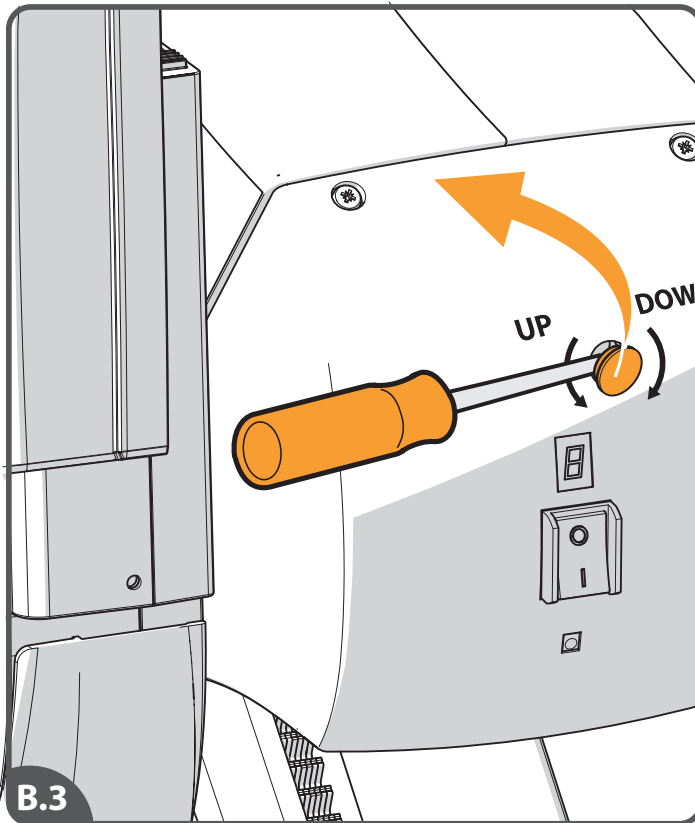
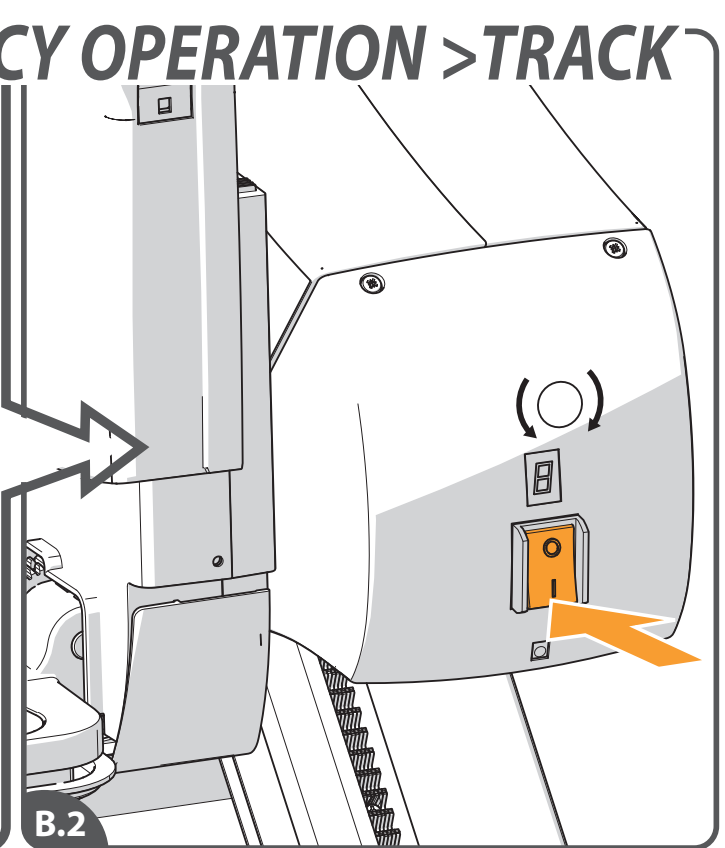
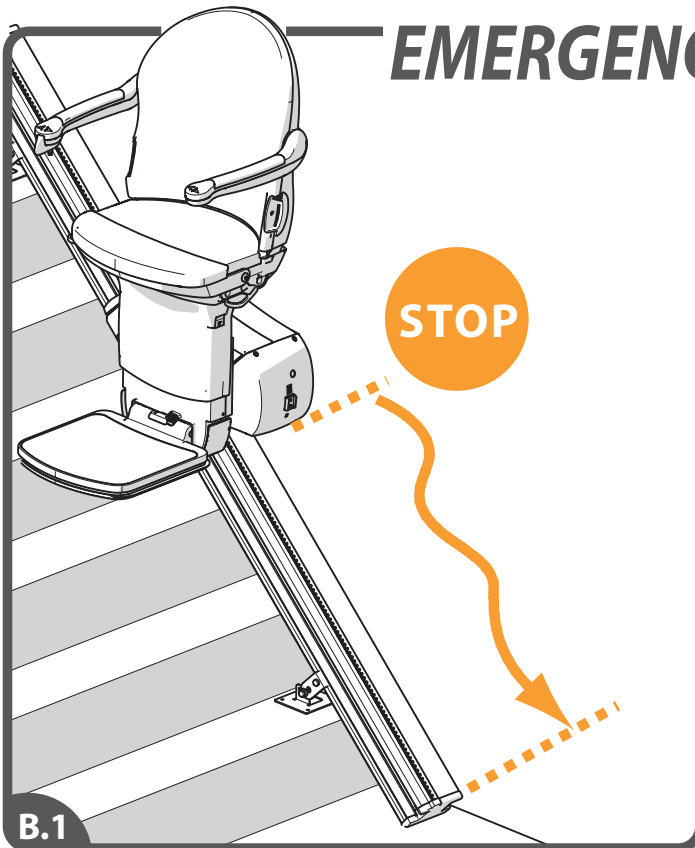
DIAGNOSTIC CODES _____ page 26

SPAREPARTS _____ page 29



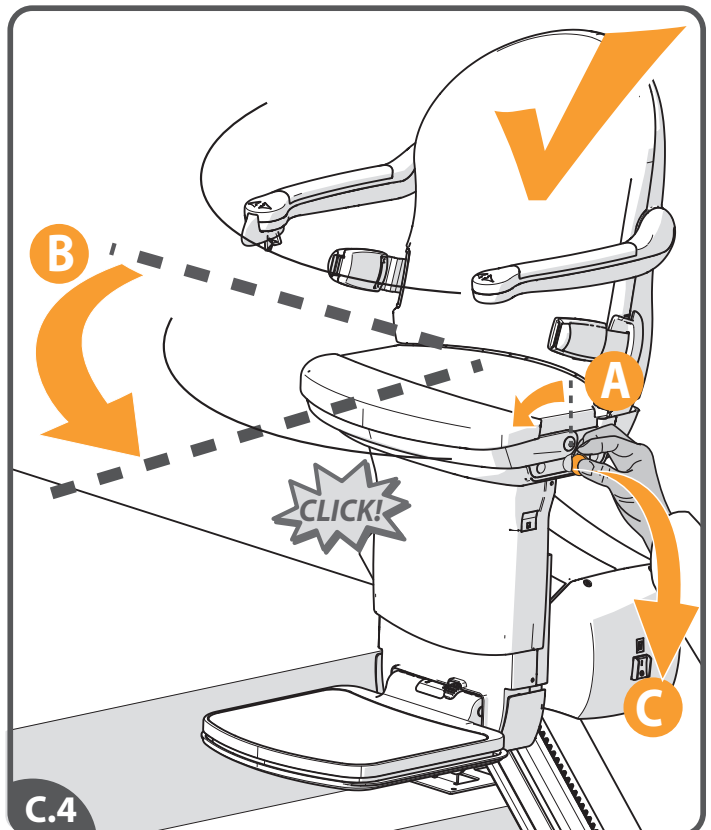
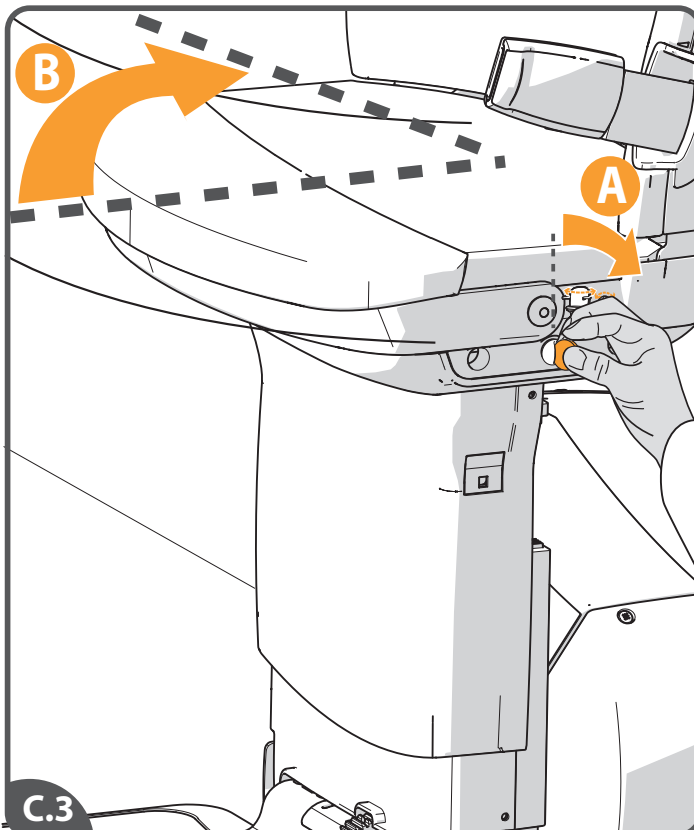
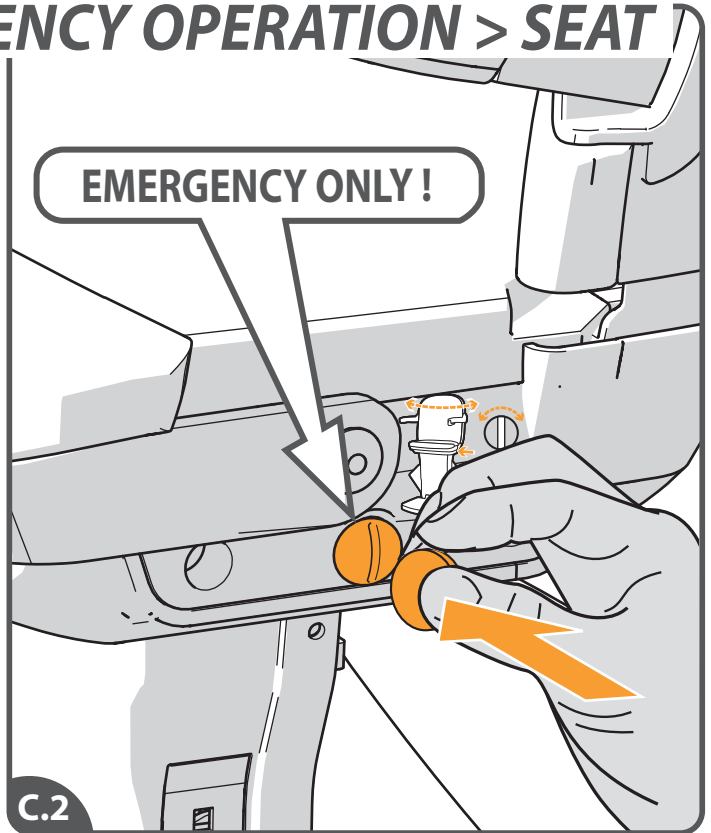
- [A] Remove the key from the switch whenever you leave the lift.
- [B] Never remove the lift plug from the wall socket.
- [D] It is recommended that the keys be stored close to the stairlift by hanging a key on the handset wall bracket.
- [E] The batterie voltage is too low to ride with the lift. Wait for about 30 minutes before you make a new ride.

EMERGENCY OPERATION > TRACK



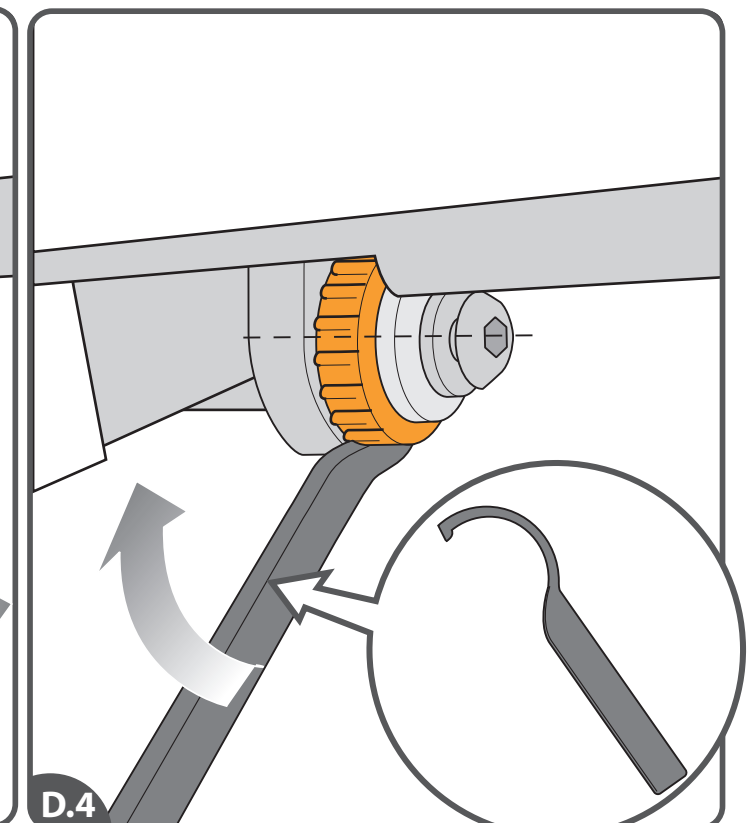
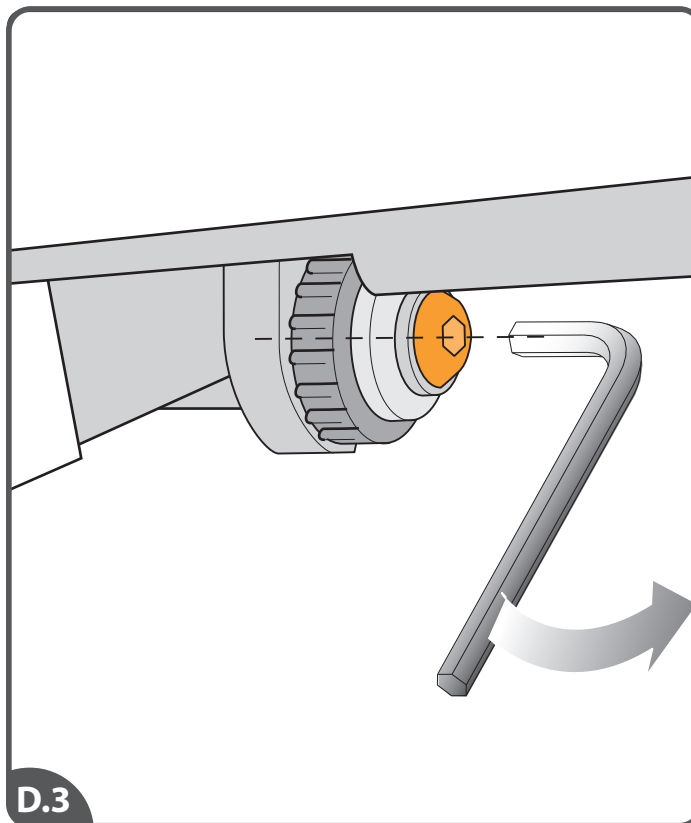
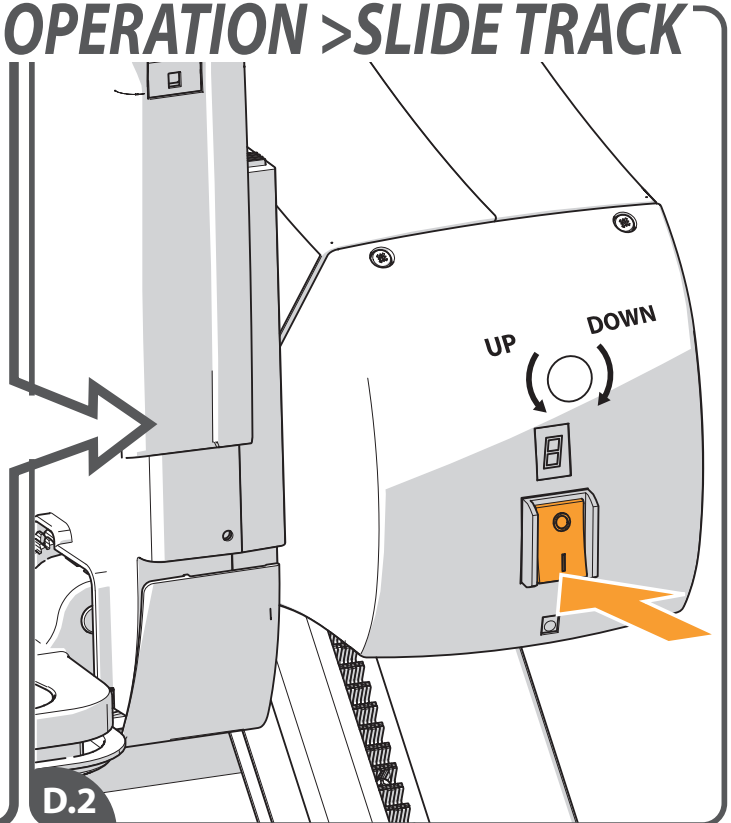
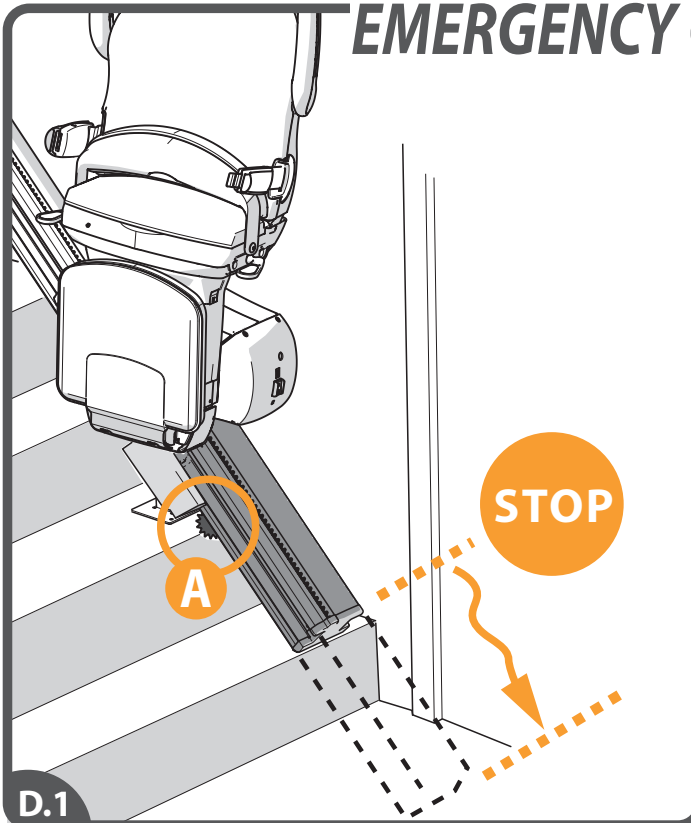
[B.1] When the stairlift stops unexpectedly and no longer moves any further, the hand winder can be used to move the lift to a charging point. [B.2] Turn off the lift. [B.3] Remove the cap from the unit with a screwdriver. [B.4] Turn the hand winder as indicated on the winder. Then wind the lift in the required direction.

EMERGENCY OPERATION > SEAT



[C.1] If the power swivel is not functioning it can be swivelled manually. Do this only in an emergency. [C.2] Insert a coin in the button on the side of the seat. [C.3] Swivel the seat manually. [C.4] The seat must be returned to the start position. Remove the coin. Do this before you use the lift again.

EMERGENCY OPERATION > SLIDE TRACK


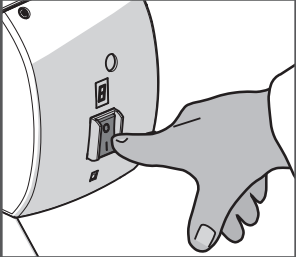



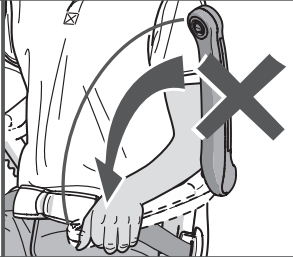
[D.1] Your Slide Track is fitted with a manual override that allows the track to be moved in case of an emergency. This is positioned towards the bottom of the track {A}. [D.2] Turn off the lift. [D.3] To move the Slide Track manually you must first loosen the locking bolt. [D.4] Use the spanner supplied as shown in (Figure D.4) to move the Slide Track.


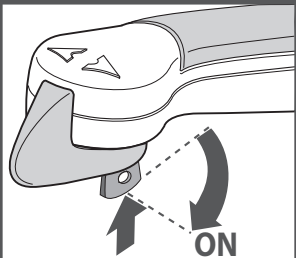
If the mentioned action does not help, call Handicare.


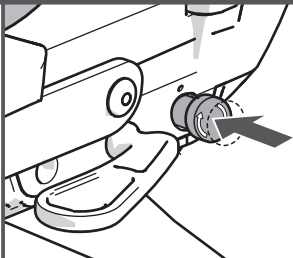
DIAGNOSTIC CODES


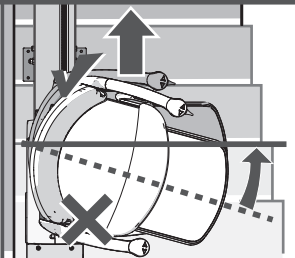
Write down the diagnostic code when you call Handicare for help.


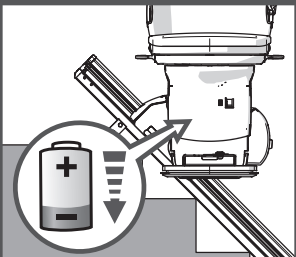
Display	Action
	
No display	
FAULT	


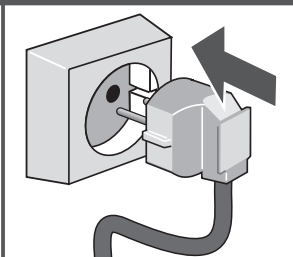
Display	Action
	
Charging, but the lift does not drive	
FAULT	


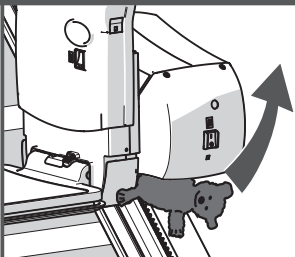
Display	Action
	
Final limit circuit activated	
FAULT	


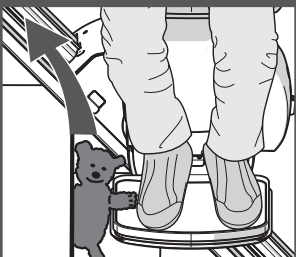
Display	Action
	
Final limit circuit activated	
FAULT	


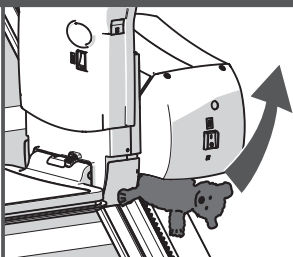
Display	Action
	
Final limit circuit activated	
FAULT	


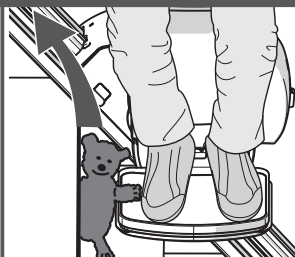
Display	Action
	
Requires charge	
FAULT	

Display	Action
	
Off charge	
FAULT	

Display	Action
	
Top track limit activated	
FAULT	

Display	Action
	
Top safety edge activated	
FAULT	

Display	Action
	
Bottom track limit activated	
FAULT	

Display	Action
	
Bottom safety edge activated	
FAULT	

Display	Action
Low battery voltage	
FAULT	

Display	Action
Joystick activated	
FAULT	

Display	Action
Joystick activated	
FAULT	

Display	Action
IR address fail	
FAULT	

Display	Action
The main power relay not open	
FAULT	

Display	Action
The main power not closed	
FAULT	

Display	Action
Brake semi-conductor failed	
FAULT	


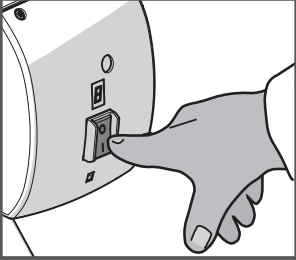
Display	Action
Brake not connected	
FAULT	


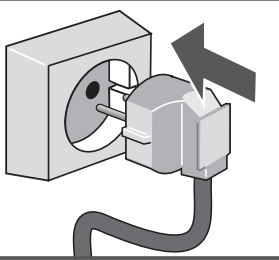
Display	Action
The main power relay has closed early	
FAULT	



Display	Action
Current limit exceeded	
FAULT	



Display	Action
Lift driving at half speed	
FAULT	

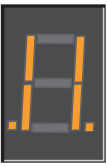

Display	Action
The main control board has a memory problem	
FAULT	

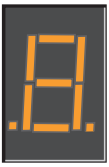
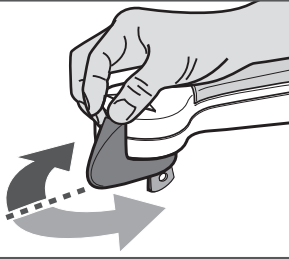
Display	Action
	
Power supply fault during charging	
FAULT	


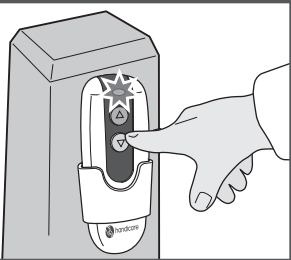
Display	Action
	
Power supply fault during charging	
FAULT	

Display	Action
	
Power supply fault when battery on float	
FAULT	

Display	Action
	
Main board hardware fault	
FAULT	

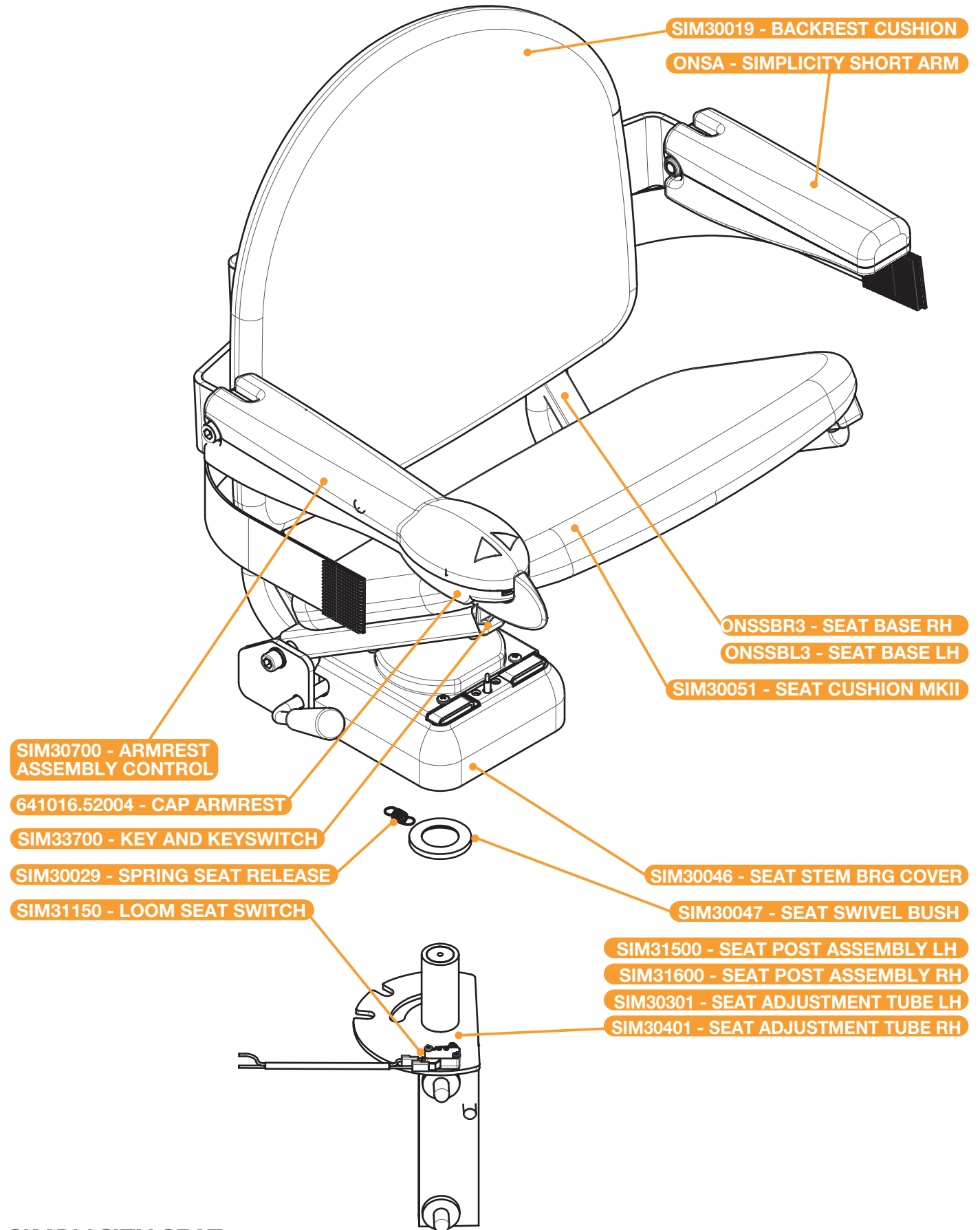
Display	Action
	
Over current	
FAULT	

Display	Action
	
Sleeping mode	
FAULT	

Display	Action
	
Sleeping mode	
FAULT	

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



SIMPLICITY SEAT

SPAREPARTS

SMART SEAT UPHOLSTERY OPTIONS
 ORCPUCO - COCOA
 ORCPUJA - JADE
 ORCPURU - RUBY
 ORCPUSA - SAND
 ORCPUSP - SAPPHIRE

SMART SEAT EXTENDED UPHOLSTERY OPTIONS
 ORCPUEJA - JADE
 ORCPUERU - RUBY
 ORCPUECO - COCOA
 ORCPUESA - SAND
 ORCPUESP - SAPPHIRE

ORASKSSD - ARM SPACERS
 DOUBLE SIZE

ORASKSS - ARM SPACERS
 STANDARD SIZE

RNA35031 - ARMREST
 ASSEMBLY RH
 (NO CONTROL)

RNA35006 - ARMREST
 ASSEMBLY RH
 (CONTROL)

RNP30050 - KEY SWITCH
 SIM33700 - KEY SWITCH

641415.52001 - LEVER SWITCH

RNA35004 - SEAT BELT ASSEMBLY RH

RNA35030 - ARMREST ASSEMBLY LH (CONTROL)

RNA35005 - ARMREST ASSEMBLY LH (NO CONTROL)

RNA35003 - SEAT BELT
 ASSEMBLY LH

ORESFK - EXTENDED
 SEAT BASE

OXSSSBEU - SEAT BASE
 EXTENSION UPGRADE

RNP30076 - FLAP SWITCH BRACKET

172001.52120 - HAN 126 PCB

RNP30129 - IGUS BEARING

RNP30155 - PRESSED
 SHAFT AND PINION

RNP30041 - RELEASE LEVER LH

RNP30042 - RELEASE LEVER RH

RNP30094 - LOOM SEAT SWIVEL SWITCH

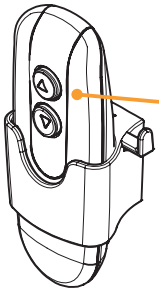
RNP30077 - TORSION SPRING

RNP30015 - SWIVEL MOTOR

ONRPSL - SMART SEAT
 POWER SWIVEL OPTION LH

ONRPSR - SMART SEAT
 POWER SWIVEL OPTION RH

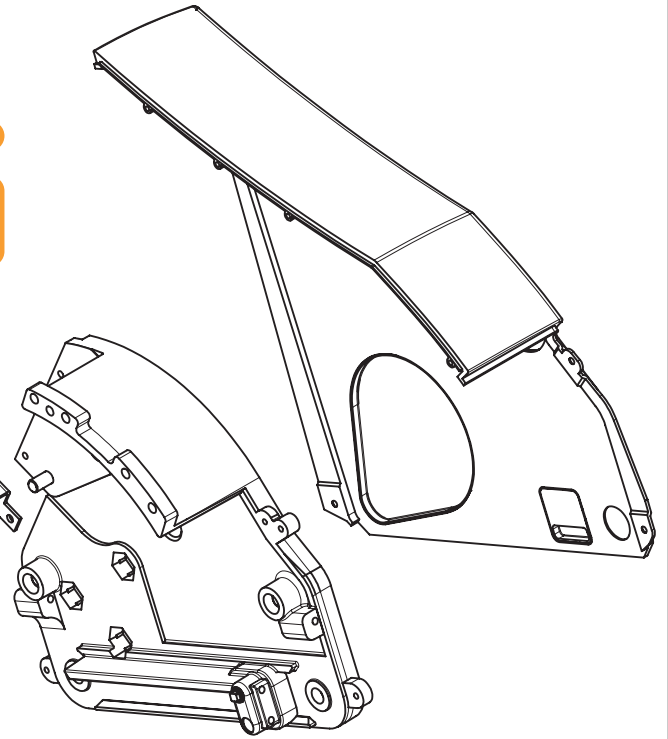
SMART SEAT



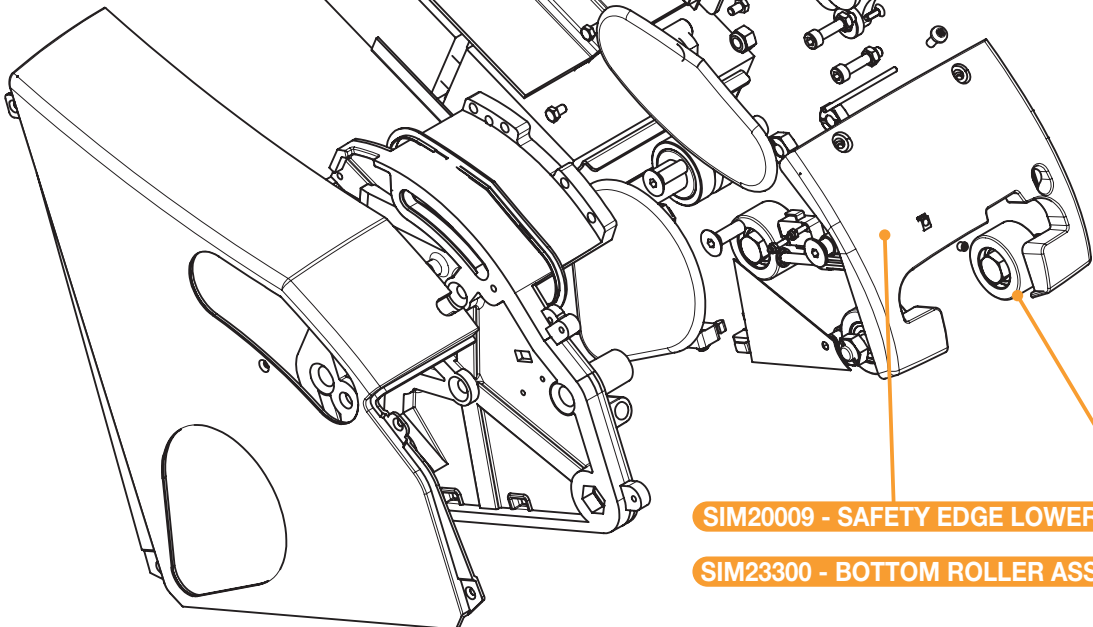
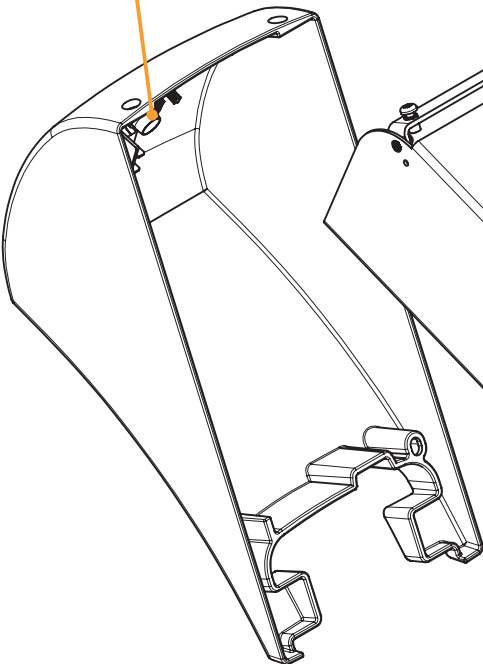
172001.52032S - IR HANDSET S/LINE INC BATTERY

000193.5049 - ROCKER SWITCH WITH SHROUD

000172.52000 - BATTERY NP7-12FR
SIM22300 - BATTERY PACK LOOM
SIM22100 - LOOM BATTERY FUSE



172001.52350 - HAN125 PCB MOLEX
172001.52200 - MAIN PCB GREEN BLOCK



SIM20009 - SAFETY EDGE LOWER

SIM23300 - BOTTOM ROLLER ASSEMBLY

POWER PACK

SPAREPARTS

000042.52005 - SPLICE BAR

SIM70007 - SPLICE BAR FIXING KIT

SIM40077 - 5m ALLOY BUSBAR PUSH FIT

SIM40078 - 7m ALLOY BUSBAR PUSH FIT

SIM41200 - END CAP ASSEMBLY LOWER
SIM 41300 - END CAP ASSEMBLY UPPER
SIM41301 - END CAP ASSEMBLY WITH CONTACT TOP

SIM81010 - SAFETY EDGE SLIDE TRACK BOTTOM
SIM81012 - SAFETY EDGE SLIDE TRACK TOP

SIM42400 - END LIMIT ACTUATOR

SIM40063 - 2m BUSBAR HOUSING

SIM40064 - 3m BUSBAR HOUSING

SIM40012
FINAL LIMIT AND STOP

ONFT5M - RAIL 5m STANDARD

ONFT7M - RAIL 7m STANDARD

ONFTP5MUK - SLIDE TRACK 5m

133001.52017 - BATTERY CHARGER UK

000056.52101 - CHARGER BRACKET

172001.52201 - HAN126 PCB SLIDE TRACK

SIM81030 - ROLLER FOOT ASSEMBLY

SIM41400 - TRACK FOOT ASSEMBLY

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USER MANUAL



000411.1504, rev. E