# Duo Alta

Stiltz Duo Alta
**User Manual**




www.stiltzlifts.com

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# Introduction

Thank you for purchasing a **Stiltz Duo Alta Homelift**. We are confident that this lift will make your life easier, safer and more comfortable. To ensure continued satisfaction with your Stiltz Duo Alta, please always follow these instructions:

- Read this user manual carefully before using your Stiltz Duo Alta Homelift. This will help ensure safe, easy and correct operation of the lift.
- In the event of malfunction, please refer to the chapter “Troubleshooting” first. Potential failure may be caused by the lift's safety devices. It is very likely that you can correct these issues quickly and easily yourself. Please then call your Stiltz Authorized Dealer who will be happy to support you, and if problems persist, then contact Stiltz directly.
- Even a solidly-built and technically low-maintenance lift such as the Stiltz Duo Homelift should be maintained on a regular basis; once a year is ideal. This maintenance ensures continued safety and increases the long-term reliability of the lift.
- We strongly recommend that you have all service and maintenance work to your Stiltz Duo Alta carried out by an Stiltz Authorized Service Technician.
- You should never use the lift in the event of a fire.

We hope you'll enjoy your new Stiltz Duo Alta Homelift.

# Important Information Prior to Operation

Your Stiltz Duo Alta Homelift has been equipped with a number of safety and emergency features to ensure safe usage at all times. Nevertheless, it is essential that the lift is operated in accordance with the user manual to ensure that no accidents occur.



1. The lift is motorised with moving parts. Only those who have been shown how to operate it and who understand that they are responsible for starting, travelling in and stopping the lift safely - and have been cautioned on the potential hazards - should operate it.

2. The lift is not a toy. Children under 14 years old should not be permitted to play with, or inside, the lift. Children should only operate the lift if under adult supervision and only use it for its intended purpose.

3. Much like a stair case, this lift can pose a particular risk to small children when on the upper floor, without adult supervision. In particular, when the lift is called from the lower floor while a small child is on the upper floor, the child could potentially crawl into the partially lowered lift (if the lift has the half door option fitted). The safety light barriers stop the lift ride as soon as there is an obstruction detected in the entrance area. However, that system does not protect a child from potentially falling into the partially lowered lift. It is the user's responsibility to ensure that such a situation does not occur.

# Overview

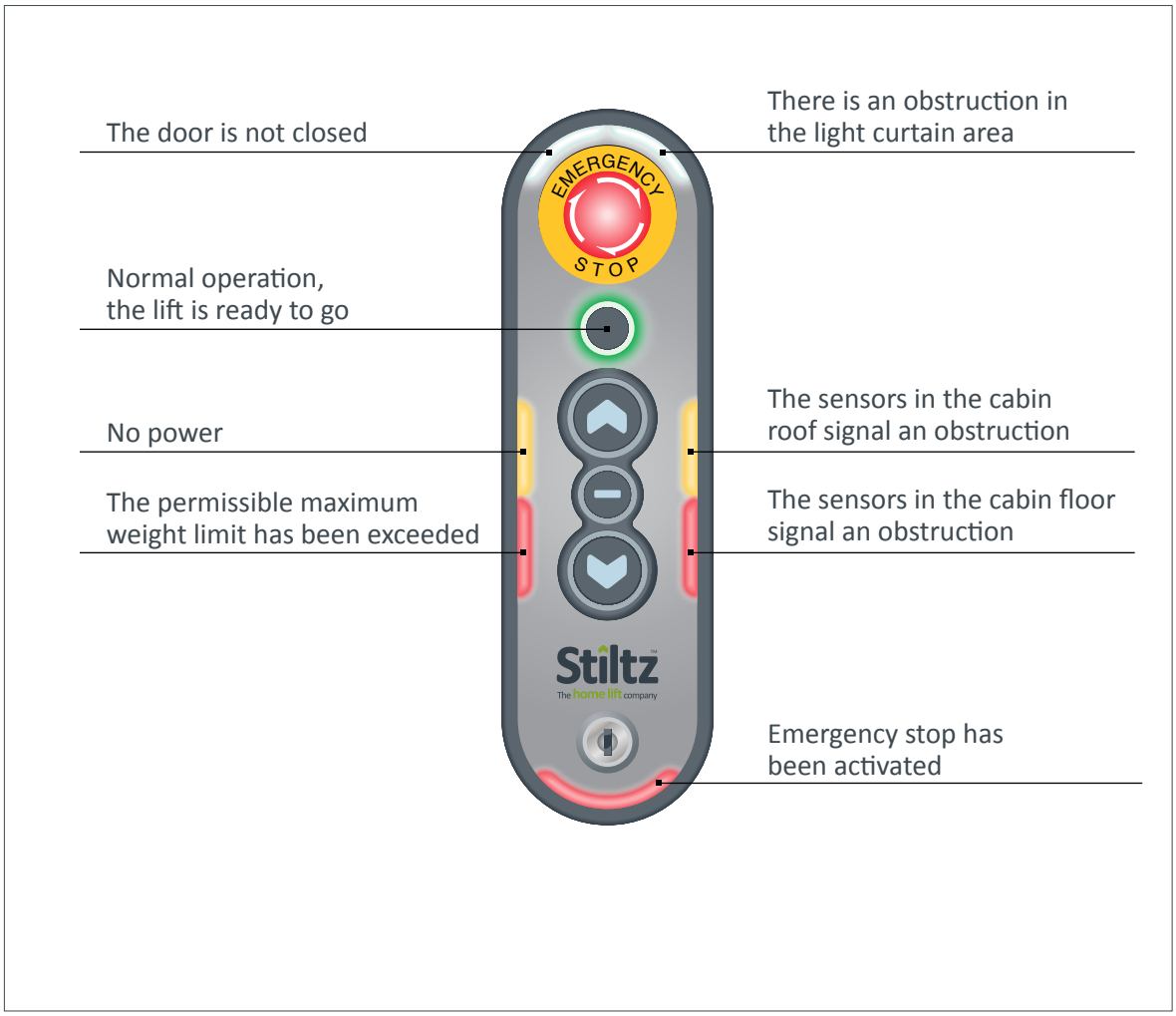
## Lift Components

| | |
|---|---|
| 1 | Cover Panel for electrics and hoist unit |
| 2 | LED Lights |
| 3 | Car Operating Panel (C.O.P.) |
| 4 | Guide Rails |
| 5 | Seat (not shown) |
| 6 | Lift Car Floor with safety sensors |
| 7 | Locking Mechanism |
| 8 | Door |
| 9 | Safety Handle (not shown) |
| 10 | Lift Car Roof with Safety Sensors |
| 11 | Floor Lid |

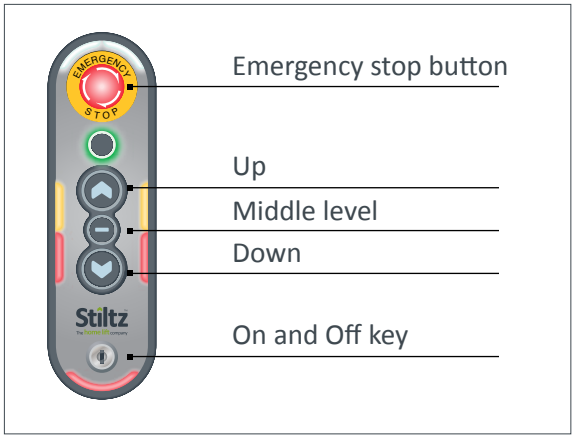


# Car Operating Panel

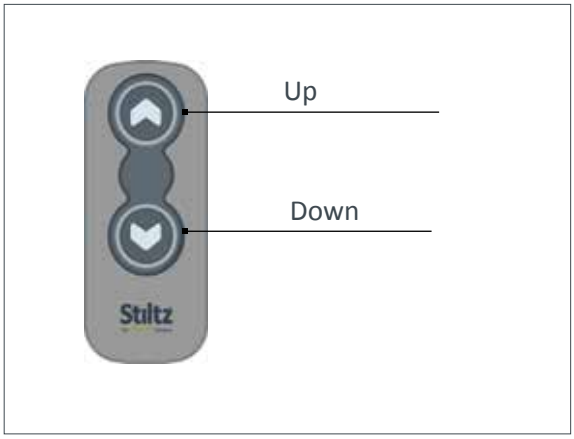
## LED Display Lights on the Car Operating Panel




## C.O.P. Inside the Lift Car




## Remote Control



# Safety Features

The numerous safety features have been designed to ensure safe and comfortable lift travel at all times. They prevent - or stop - the lift from moving in case of a malfunction or in the event of an object or person blocking the operating radius.

In order to guarantee this and to protect the lift against potential failure, all safety features must be activated before operating the lift.

**It is important that you are familiar with all safety features.**

## Safety Sensors in Lift Car Roof and Car Floor

There are safety sensors in the Lift Car floor and Lift Car roof which will stop the lift immediately if it comes into contact with any obstacle. The lift can then only proceed in the opposite direction. The journey can be continued as soon as the obstruction has been cleared.



## Locking Mechanism and Light Curtain

The door's locking mechanism ensures that the Lift Car door stays closed while the lift is moving. Sensors check - even before moving - whether the door has been closed. A key for the lift door is provided to open the safety catch and let passengers exit in an emergency situation.

All lifts are equipped with a light curtain. This safety light curtain creates a barrier across the entrance of the lift and either prevents, or stops, the lift from moving further if there is an obstruction blocking the safety light curtain. To notify the user that the safety light curtain is obstructed, a white warning light will be illuminated on the control panel inside the cabin.






## Additional Safety Sensors

Balance sensors will stop the Lift Car if a problem exists with either of the lift ropes.

Overload sensors will determine whether the lift is overloaded prior to moving. To notify the user that the lift is overloaded, the related area on the control panel inside the cabin will flash. (See page 6).

The Slack Rope sensor detects if the lift ropes are slack and will prevent the lift car from attempting to travel any further.

In the unlikely event that the regular limit switches should fail, there are auxiliary switches located above and beneath the Lift Car. If these should fail at the same time, there are further back up switches that will stop the lift in an emergency. Once these emergency stops are activated, the lift will stop until the incident has been investigated by a service technician, and the problem has been corrected.

## Emergency Features

The lift is equipped with an emergency stop button. Pressing the red emergency stop button whilst travelling in the lift will stop the lift immediately and trigger the alarm. Therefore, this button should only be used in extreme situations; such as the lift failing to stop when the control button is released. The emergency system must be reset once the cause of the incident has been resolved.

A key switch prevents operation while the lift is in “off” mode. This switch also resets the controls after an emergency stop.

There is a phone handset located underneath the control panel, inside the cabin, which will enable immediate contact in case of emergency.




Phone models may vary.

## Safety Brake, Motor and Gear Brake

In the event of any rope related issues, an integrated brake system will stop the lift. The safety brake stops the lift immediately, in the unlikely event of a hoist rope failure. If any of these safety features are activated, they must be disengaged and reset by a Stiltz Homelift service technician.

## Emergency Power Supply

In the event of a power failure occurring whilst the lift is in operation, the emergency power supply and emergency lights will activate automatically. The lift can be moved down to the lower floor on emergency power by using the normal lift controls. If this happens, the button which moves the lift to the upper floor will be disabled. All safety features remain fully operational while lowering the lift on emergency power.

To ensure that the emergency power supply is charged at all times, the lift's power plug should never be disconnected from the mains.

# Lift Operation

## Using the Lift from Inside the Cab

1. When entering the lift, the lights come on automatically. Stand (or sit) in the lift facing the opening.

2. Close the door and make sure that you are not obstructing the safety light curtain across the lift entrance. If obstructed, the lift will not travel and a buzzing sound will indicate continued obstruction of the safety light curtain. If you are in the entrance area, there will also be a white light illuminated indicating a light curtain obstruction.

3. If the load is greater than specified for this lift (170kg) the overload light will be illuminated. The lift will not move until the weight is reduced.

4. Ensure any passengers or items travelling with you are fully contained within the lift car.

5. Select the desired direction (see image of control panel on page 6). Depress and hold the appropriate button for travelling up or down. The lift will move while the button is depressed.

6. Hold the button down until the lift stops at its destination.

7. If you see an unsafe situation, release the button and either wait until it is safe to continue or return to the floor from which you came.

## Calling the Lift with the Remote Transmitters

You can position the two remote controls anywhere around your home and these allow you to control the lift, and to call it when it's parked on the other level. The remote control can be used to move the lift to the desired floor.

1. If possible, first check to make sure that nobody is inside the lift trying to operate it from within.

2. Press the call button on the remote control and keep it pressed until the lift has come to a stop on the desired floor. Please note: you can stop the lift at any time by releasing the button.

3. If the lift encounters an obstruction when being called either up or down, it will stop. If this occurs, reverse the direction the lift is travelling in and return it to the starting point. Clear the obstruction, and as soon as the obstacle has been removed from the operation area, the lift will continue its journey.

# Troubleshooting

| Problem | Possible cause | Solution |
|---|---|---|
| The lift will not operate | The light barrier protecting the car entrance is obstructed. The barrier light is illuminated and a buzzing sound is heard | Remove the obstruction |
| | The key switch is off. Door open. Light curtain and normal operation light will flash alternately | Turn it back on with the key |
| | The emergency stop button has been pressed. Door open and emergency stop lights flash alternately | If a raised button has been fitted turn clockwise until the button pops out. Carry out a key reset. If a flush stop button is fitted, carry out key reset |
| | The power is off. The left hand side yellow display light is on. | Wait until the main power is restored OR switch it back on at the fuse switch |
| | Someone has tried to manually move the lift car | Contact Stiltz. The lift mechanism may be displaced |
| | The door is not completely closed, door light will be on | Close the door |
| The remote controls won't operate the lift | Remote control batteries may need replacing | Replace the batteries |
| The lift car will not travel downwards, only upwards | There is an obstruction under the lift car | Remove the obstruction |
| The lift car will not travel upwards, only downwards | Main power is off and lift car is operating on emergency battery | Wait until the main power is restored |
| | There is an obstruction on the safety cover | Remove the obstruction |
| | The safety cover could be catching on the guides etc., as it is being lifted | Safely observe from the upper floor whether cover is tilting instead of coming up level |

If the lift will not operate correctly after resetting with the key, please contact a service technician.

# Supplementary Information

| | |
|---|---|
| Intended use | The Stiltz Homelift is authorized for the exclusive purpose of transporting the intended individuals only |
| Installation/Repair/ Disassembly | All installation/disassembly and service work must be carried out by an authorized Stiltz service technician |
| Caution | • For safety reasons, the removal or modification of any parts or components of the Stiltz Homelift is prohibited<br>• Do not use the Stiltz Homelift in the event of fire |
| Environment | • The ambient operational temperature should not fall below 5°C<br>• Do not operate your Stiltz Homelift in a potentially explosive environment<br>• The Stiltz Duo Alta Homelift is designed for indoor use only |
| Emergency Telephone | • In case of an emergency, please call your Stiltz Authorized Dealer immediately. If they're not contactable contact local emergency services. |

**WARNING** To ensure that the emergency power within the lift is charged at all times, the power plug of the Stiltz Duo Alta Homelift should never be disconnected from the mains supply.




*The Stiltz team were exceptional...*
*we were very impressed with the installation.*

Mr. & Mrs. Lavdar, Pennsylvania

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We hope that you enjoy your new Stiltz Duo Alta Homelift





# Your Stiltz Authorized Dealer

*The Stiltz Homelift is a perfect concept and requires minimal structural work. It is fast and quiet when in operation. I love its simplicity.*

Mr. Krysmanski, Ontario

## Committed to providing stylish and accessible living for all.

**Stiltz, Inc.**
57 South Commerce Way,
Unit 300,
Bethlehem, PA 18017

Tel: **(844) 4 STILTZ** or **(610) 443-2282**
Email: **info@stiltzlifts.com**

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