



### **Basic Troubleshooting – Bruno Stairlift**

In cases where your Bruno Elan SRE-3000/3050 is not operating properly, before calling Lancaster Mobility, refer to the solutions listed below. These easy troubleshooting solutions are a fast way to get your stairlift up and running and to avoid an unnecessary service call.

- **Seat Swivel:** Is the seat locked in the riding position, with your feet and body positioned towards wall or railing? If not, the unit will not work.
- **Barrier Arms:** Are both arms completely down (rider in seated position) when pressing the rocker switch? Both arms must be down to operate the unit.
- **Footrest:** Is there an obstruction on the stairway contacting the footrest? If there is, remove the obstruction.
- **Carriage safety panels:** Is there an obstruction on the stairway that the carriage safety panels are contacting? If there is, remove the obstruction.
- **Battery Charger:** A discharged battery will cause the carriage to move more slowly until the voltage drops to the point where the controller will shut off. If this should occur, pause for a moment, then run the carriage down to the charging station. **Partially charged batteries** will run the carriage down, **but not up**. Confirm that the battery charger is plugged into a live outlet and wait for the batteries to charge.
- **Battery charger not charging unit:** In the event the battery charger is not charging the unit do the following:
  1. Check to see if the battery charger is plugged into a functional outlet. Do not use outlets which are controlled by a wall switch.
  2. Is the power light on? Check your panel, the switch may need to be checked.
  3. If the unit is giving a series of 5 repeating beeps, the unit is not charging, call Lancaster Mobility for service

### **Charging & Battery Charger LED's**

Keep the batteries charged to ensure optimal operation of your Bruno Stairlift. The batteries are charging whenever the carriage is parked anywhere on the rail. Failure to keep the batteries charged, or allowing them to fully discharge, will significantly shorten the life of the batteries. Occasionally check the battery charger LED to make sure the stairlift is being charged correctly. Batteries not cared for properly will need replacement. The warranty on batteries is 1 year.

### Charger Diagnostic LED's

LED COLOUR/FUNCTION	STATUS/PROBLEM	REMEDY
Red	AC Power On	Normal condition when connected to a live outlet
Red Flashing	Defective Batteries in unit	Contact Lancaster Mobility for service. 604-888-6611
Yellow	Charging	Status OK
Green	Battery Fully charged/float mode charging	Status OK

### Stairlift Care & Maintenance

Over time your Bruno Stairlift may become noisy, and squeak. This is a sign that maintenance needs to be performed. This service call can be done by our factory trained technicians, or you may perform the following steps:

For the best service life:

- Keep the rail clean and free of debris.
- Keep the battery charger plugged into a live outlet at all times.
- At least once a year, have the stairlift examined, cleaned and lubricated by a Lancaster Mobility technician.
- For day to day cleaning of the seat upholstery, use a mild soap and water solution and a soft, lint free cloth



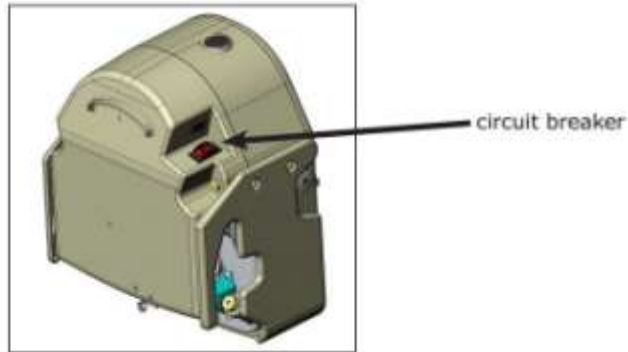
To replace remote batteries remove covers on back of remote. Old style uses one 9 volt battery and new style uses 2 x AA batteries.

### Vacation and Long-Term Storage

If your Bruno Stairlift will remain unused for an extended period of time, turn off the circuit breaker (ON/Off switch) on the carriage.

**Note: The batteries will require recharging before normal use if the stairlift remains unused for an extended period of time.**

To recharge, simply turn on the circuit breaker and wait until the battery charger LED indicates that the batteries are fully charged.



### Stairlift Key Operation

Turn the key to its horizontal (ON) Position (rotate clockwise) and vertical (OFF) position (counter-clockwise) to disable the rocker switch on the chair and/or the call send remotes.

*NOTE: Simply turning the key to its vertical (off) position **does not** remove all power from the unit*

To remove all power from the unit, you must turn off the circuit breaker.



Thank you for choosing Lancaster Mobility for the installation of your Bruno Stairlift. If you need to schedule a service or have additional questions please contact us at 604-888-6611.

