

the Warranty Period will be granted for any replacement part(s) nor any new Product furnished to the purchaser in fulfillment of this Limited Warranty. Please note that any warranty services or questions must be accompanied by the serial number, located on the chassis of the lift. *This number serves as your warranty number and must be retained.* The Company will offer no warranty service without this number.

All warranty claims must be reported to the dealer from whom the lift was purchased as they have responsibility for handling your warranty claim. The dealer is to contact the Service Department of the Company and provide the serial number of the lift along with a description of the events leading to the warranty claim. Dealers may charge for labor, service, travel, or other associated costs to make repairs, and such charges are not covered by this Limited Warranty. All parts used to replace defective materials must be genuine Staying Home Corporation parts to be covered by this Limited Warranty. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.



# Stair Lift Model SL19 Owner's Manual

January 9, 2019



## Staying Home Corporation

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## Congratulations!

We at Staying Home Corporation greatly appreciate your gracious willingness to trust us with your accessibility needs. Each of our associates takes a great deal of pride in designing and building products to assist people in staying in the homes they have grown to love.

Located just south of Kansas City, MO in the small town of Harrisonville, we understand what it means to work hard and how important it is to spend your money wisely. While we cannot promise you will never have a problem with your lift, we give our word we will do everything we can to make sure your issues are addressed. If you cannot get in touch with your dealer, you may contact our office directly and we will attempt to contact them for you. Our toll-free number is 877-378-4275 and we are generally open Monday – Friday from 7:00 – 5:00 CST. If able, feel free to visit our website at [www.stayinghome.com](http://www.stayinghome.com) to see other products available to enable you to safely reside in your home.

Mike Vogt, President  
Staying Home Corporation

Date Purchased \_\_\_\_\_

Dealer Name/Phone \_\_\_\_\_

Serial # \_\_\_\_\_

# Limited Warranty Details

This Limited Warranty is issued by **Staying Home Corporation** (the “**Company**”) in favor of the original purchaser of the Product. It commences upon the date of purchase, expires upon the seventh anniversary date thereof (the “**Warranty Period**”); and is otherwise conditioned as hereafter described and, in the paragraph captioned “Limited Warranty Conditions”.

The Company warrants to the original purchaser of a stair lift manufactured by the Company to be free from defects in material or workmanship during the Warranty Period defined as follows:

{2 Years for batteries, 7 Years for component parts, Lifetime of the original purchaser for the drive train (motor and gear box), gear rack, pinion gear, and circuit boards. This warranty is not transferrable.}

- and will repair/replace defective parts with new or reconditioned parts; or replace with an entirely new Product at the Company’s option, without charge to the original purchaser. Shipping Fees both to and from the Company for returns pursuant to this Limited Warranty must be paid by the purchaser. Original parts replaced by the Company or an authorized dealer, become the property of the Company. Any after-market additions or modifications will not be warranted.

The purchaser is responsible for the payment, at current rates, for any service or repair outside the scope of this Limited Warranty. The Company makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this Product other than as set forth herein. The Company makes no warranty or representation, either express or implied, with respect to other manufacturer’s product or documentation, quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description. Except as provided below, the Company is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the Product. Under no circumstances shall the Company be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the Product. This Limited Warranty and remedies set forth herein are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this Limited Warranty. Labor costs are not covered by this Limited Warranty.

### Limited Warranty Conditions

The above Limited Warranty is further subject to the following conditions: This Limited Warranty extends only to Products distributed and/or sold by the Company. It is effective only if the Products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.)

This Limited Warranty covers **only** “normal use” of the Product (“**Normal Use**” as used herein, is defined as “the use by a single individual who meets the maximum capacity designated by the unit data tag and operates the unit as defined by the guidelines and instructions presented in this document”. The Company shall not be liable under this Limited Warranty for any damage or defect resulting from (i) misuse, abuse, neglect, improper shipping, storage, or operation;

(ii) Service or alteration by anyone other than an authorized dealer; or (iii) damages incurred through irresponsible, non-intended, or any other use other than Normal Use. You must retain your bill of sale or other proof of purchase to receive Limited Warranty service. No Limited Warranty extension nor extension of

# Safely Operating Your Stair Lift

Our number one concern is for your safety. The list below provides details for making sure the lift is operated as it was intended to be used. Following these safety tips will assure years of reliable, safe use.

- ◆ Have the dealer show you all the features and details of the lift. Ask questions if there is something you don't clearly understand.
- ◆ Operate the lift while the dealer is present to assure your understanding of all that has been communicated to you. Be sure to have the swivel seat demonstrated to you so you understand its benefits and proper use.
- ◆ Use the armrests to assist in stabilizing you as you get on and off the seat.
- ◆ Sit back on the chair and fasten the seat belt before operating the unit .
- ◆ NEVER hang your feet over the edge of the footrest during operation. Keep both feet flat and centered on the footrest during the entire travel of the lift.
- ◆ NEVER operate the lift while standing up.
- ◆ NEVER operate the lift with more than one person on the unit .
- ◆ Keep the staircase clear of obstructions. Do not operate the lift if someone is walking on the stairs. The lift can be stopped at any time by simply releasing the control switch button.
- ◆ Do not carry pets or other large items on your lap while operating the lift.
- ◆ If the dealer cannot be reached regarding a problem, call the factory. We will assist in trying to find someone to help you .
- ◆ ENJOY your new found freedom!

# About Your Stair Lift

Ask your dealer to demonstrate the proper use of your new lift. The dealer should show you and explain the following items:

- 1) **Controls to operate the lift** - The button must be held down during the entire duration of the ride. The lift is designed to stop automatically at the proper location at the top and bottom of the track. Do not release the switch until the lift stops itself.
- 2) **Swivel seat** – The seat has a lever on each side that can be pressed down to allow you to turn the seat towards the top landing. When releasing the lever, the seat will lock at 45 and 85 degrees to allow you the ability to safely get on and off the lift at the top.  
**NOTE: The unit will not run until the seat is facing forward and locked into position.**
- 3) **Obstruction sensor** – The lift is designed with a safety located on the uphill footrest edge that will prevent the lift from running if the footrest encounters an object. You have the ability to run the lift in the down direction until the obstruction can be cleared.
- 4) **Wireless Key Fobs** – These are radio frequency handheld controls that allow you to run the unit without being on the lift. Simply push the button to run the lift in the desired direction. It will again stop automatically when it reaches the end of its travel.
- 5) **Seat belt** – The seat belt is provided to keep you safely on the chair during the travel of the lift.
- 6) **Reset switch** – If the lift does not run, turn the reset switch off, wait 5 seconds, and turn it back on.  
**NOTE: It is normal to feel small bumps and a slight vibration of the gear driving the lift. These will diminish greatly during the first 30 days of use.**

# Maintenance and Cleaning

Your dealer will be glad to set up a maintenance program at your request. If you choose not to use the dealer to clean and maintain your new lift, here are a few tips that will assist you in keeping your unit in good working order:

**1) Keep the track free of obstructions** – It is important to keep the track free of foreign objects. If something falls onto, or into the track, it must be removed prior to running the unit to assure proper operation. If you are unable to do this, contact someone to assist you.

**2) Cleaning** – The track and metal portions of the lift can be cleaned with any general household cleaner (such as 409). The seat is vinyl and can be cleaned with any off the shelf cleaner meant for use on vinyl.

**3) Lubrication** – A **light** coat of lithium grease or all-purpose lubrication should be applied to the gear rack prior to the lift being run. The dealer should do this as part of the installation. Should you hear a “squeal”, a light coat of lubrication can be applied to the outside, vertical portion of the track where the rollers are located. This will eliminate the friction created between the track and the glide blocks. This should be done every 6 months in residential use, 3 months in commercial use, or as needed.

**4) Batteries in user controls** - The key fobs have 2032 batteries in them. These batteries need to be replaced from time to time.

**5) Service** – Should the lift fail to run and the “Troubleshooting” section fails to provide a solution, call your dealer for assistance. **DO NOT** attempt to work on the unit prior to calling your dealer or the factory for help.

# Troubleshooting Tips

Whether a car, appliances, or stair lifts, problems occasionally occur. This section will help identify some simple things you can try to attempt to rectify issues that may occur. **DO NOT** open up the unit and attempt to work on it yourself if you have not been directed to do so by a trained Staying Home Corp Dealer or factory representative.

**UNIT BEEPS REPEATEDLY** – This generally means the batteries are not being charged. Make sure the charger is plugged into an outlet and it is connected to the lift.

**UNIT WILL NOT RUN DOWN** – Two things could cause this:

- ◆ The seat is not back in its forward, locked position. Make sure the swivel lever is in the locked and the seat is facing forward.
- ◆ The lift has hit the “Final Limit” at the top. This is a switch that prevents the lift from being damaged if it travels too far up. To fix, turn the lift off at the RESET switch, use the manual crank tool to lower the lift about an inch, turn the lift back on. The lift should now again operate.

**UNIT WILL NOT RUN UP** – Two things could cause this:

- ◆ The obstruction switch could be engaged on the footrest. Clear any obstructions and manually push the footrest pan in and out to assure they are working properly.
- ◆ The seat is not back in its forward, locked position. Make sure the swivel lever is locked and the seat is facing forward.