

# Platform stair lift PLG7

## ORIGINAL-user manual Part 1: Operating manual

English Version 2.08



### ASCENDOR GMBH

Drautendorf 48  
4174 Niederwaldkirchen  
Austria

Tel.: +43 7231 40040  
Fax: +43 7231 40040-590

[office@ascendor.at](mailto:office@ascendor.at)  
[www.ascendor.at](http://www.ascendor.at)





# Operating Manual

Platform stair lift PLG7

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Version 2.08

Part 1 / 3 of the original user manual

My ASCENDOR-partner is:

A large, empty rectangular box with rounded corners, intended for the user to write the name of their ASCENDOR partner.

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The further parts of the original user manual are:

- Part 2: Assembly Instruction
- Part 3: Maintenance and Service Manual

**! IMPORTANT !**



Please read the operating manual before you use the stair lift. Also ensure that all other persons using the lift have read and clearly understood the contents of this manual.

No right may be derived from the contents of this operator's manual.

The content and technical data including this manual can be altered at the manufacturer's discretion without prior warning.

## **1. Introduction**

Dear reader! We would like to offer you our congratulations on purchasing this high quality ASCENDOR platform lift and in so doing offer you our thanks for the trust you have shown in our company.

This operating manual has been designed to assist you in the daily use of the lift. Take the time to read the contents thoroughly and familiarise yourself with all the functional possibilities this product has to offer and which are now at your disposal.

Please observe both national and international health and safety regulations, thereby ensuring the safety of yourself and other users at the place of use of this product.

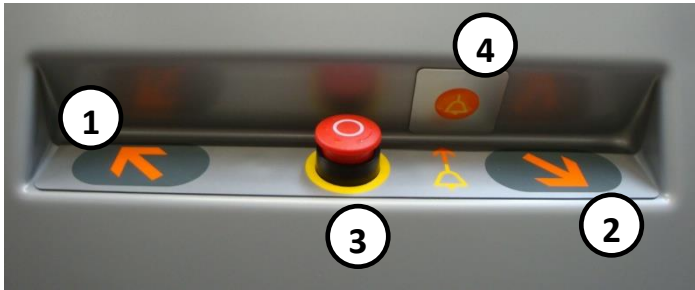
**Please note:**

This part of the user manual is intended for those persons who are responsible for operating the lift.

## 2. Description of the lift

### 2.1. Views of the operating controls

Onboard controls fitted to the lift



Handheld remote control



Wall mounted remote controls



Key switch positions ON / OFF

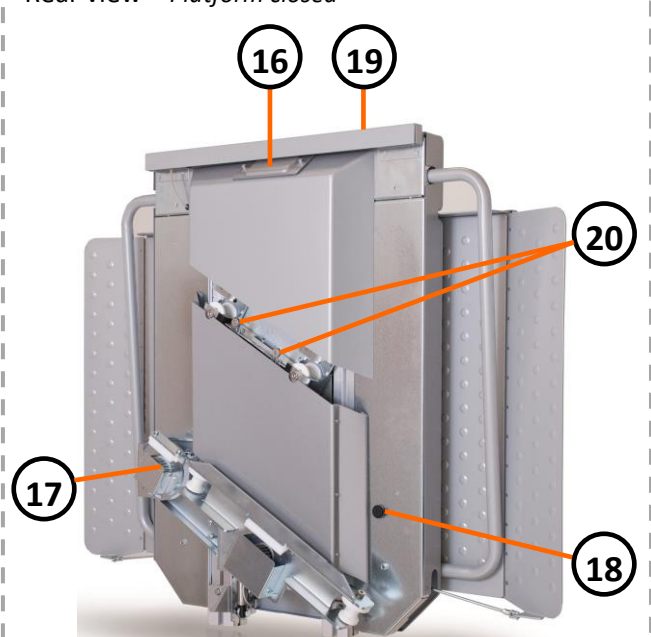


### 2.2. Views of the Ascendor platform stair lift

Front view – Platform open



Rear view – Platform closed

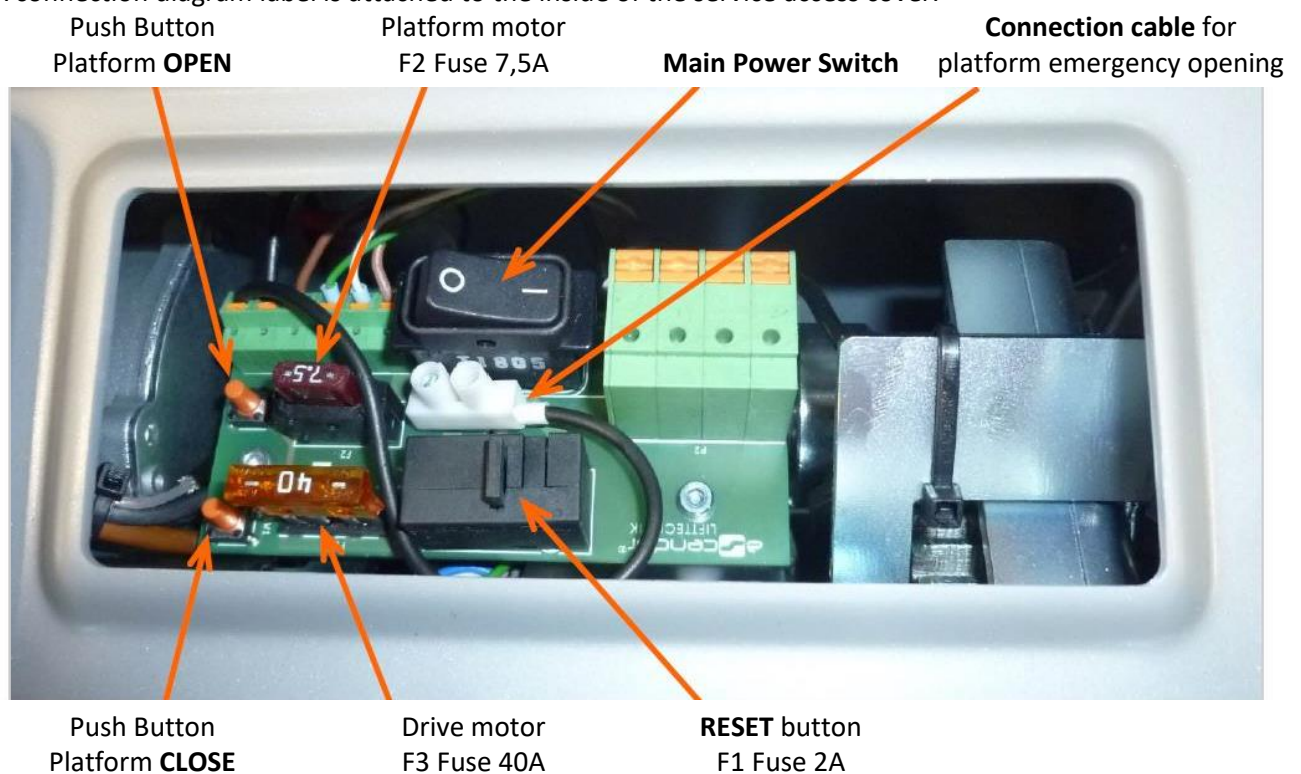


## 2.3. List of parts and controls

Pos.	Description	Further reference
1	Button for travel UP	
2	Button for travel DOWN	
3	Emergency STOP button	(see <a href="#">Chapter 8.6</a> )
4	Emergency assistance call button – (Standard & Options)	(see <a href="#">Chapter 8.7</a> and <a href="#">Chapter 9.1</a> )
5	CLOSE platform	
6	OPEN platform	
7	Key switch position: ON	(Option) (see <a href="#">Chapter 9.2</a> )
8	Key switch position: OFF	
9	Safety bars	(see <a href="#">Chapter 8.1</a> )
10	Grab handle – <i>mounted on front or top of the lift</i>	
11	PLS Diagnostic display	
12	Right access ramp	(see <a href="#">Chapter 8.1</a> )
13	Left access ramp	
14	Board; or front mounted access ramp – (Optional Extras)	(see <a href="#">Chapter 9.5</a> )
15	Contact tray – (platform underside)	(see <a href="#">Chapter 8.3</a> )
16	Service hatch for Fuse box; Main ON / OFF switch	
17	Emergency brake	(see <a href="#">Chapter 8.2</a> )
18	Emergency travel button	
19	Contact sensor strip for shearing points	(see <a href="#">Chapter 8.5</a> )
20	Limit switches	

## 2.4. Service access hatch and fuse box

The service access hatch is located at the top, rear of the Lift Unit and is secured with two screws. A connection diagram label is attached to the inside of the service access cover.



### 3. Intended scope of operations

The Ascendor platform stair lift PLG7 is a fixed installation which may only be used for the purpose for which it was originally designed.

Environmental operating conditions:

- Operating temperatures from -20° to +40°C
- Humidity level between 0 % - 99 %
- Maximum altitude 2.000 m above sea level
- Minimum distance of 500 m from the sea, if installed outdoors
- The Ascendor platform stair lift is **not suitable** for use in surroundings **where an increased risk of explosion is present!**

The instructions included in Chapter 15 "[Service notes](#)" are essential for the normal scope of operations and should, as far as possible, be carried out by the operator / owner themselves.

The manufacturer accepts no liability for any injuries or mechanical damage that might occur as the result of improper use of the lift or the employment of this lift for any purpose other than that for which it was originally intended.

**The lift has been designed to transport one disabled or elderly person,** (see [Chapter 3.2.1.](#)) **as follows:**

- standing on the platform *or*
- seated in a wheelchair on the platform *or*
- sitting on the fold-down seat (see Chapter 9.1 – [Optional extras](#))

Between predetermined stations.

The lift is **not intended** for the purpose of:

- transporting unstable goods!
- transporting more than one person at a time!

**IMPORTANT! - In the case of fire, the lift may be used only once to evacuate the building!**

Ascendor platform lifts are manufactured in accordance with the standards governing such appliances. However, these standards alone are no guarantee for a secure and safe operation.

We have therefore provided this operation manual to assist with the everyday use of the lift. Everybody who will operate this lift must have read, understood and strictly adhere to the contents of this manual to ensure that injury and material damage are avoided.

We request you pay close attention to [Chapter 5: "Safety guidelines."](#)

In addition to the demands placed upon this stair lift and personnel, the immediate surrounding near the travel rails and the lift platform must also be taken into consideration to guarantee reliable and secure operation at all times.

Hazardous situations can arise if the planning of the installation of this lift is not carried out by Ascendor or alterations are made to the unit by the operator.

The technical personnel, responsible for the operation, installation and maintenance of our lifts must all have received specific training to ensure that they are qualified to carry out this work.

This **operating manual** must also be made **available for all users to read**, and we recommend the operator to store it in the immediate vicinity of the lift unit.



### 3.1. Warranty conditions

The guarantee is deemed to have become invalid in such cases where damage or injury has occurred as a result of the improper use and failure to maintain and repair the lift and its ancillaries and due to failure to read and observe the instructions included in this operating manual.

Batteries are guaranteed for 6 months from date of delivery.

### 3.2. Essential operator qualifications

#### 3.2.1. User

All users of an Ascendor platform lift must be in possession of the necessary mental and physical abilities and must have adequate eyesight to be able to recognise a hazard or an obstacle and be able to respond and act accordingly.

This applies especially to users with electric powered wheelchairs who intend to use the platform lift. They must be in complete control of the powered wheelchair and able to bring it to a halt in good time when mounting the platform.

The user must also be at least 15 years old and possess the required motor skills to be able to handle the operating elements and engage the emergency stop at all times during travel.

The lift is intended for operation by a person in a seated position. Standing operation is only allowed for people who are between 140cm and 200cm tall.

**Persons who do not meet these criteria are not allowed to operate the lift and must be supported by an assistant.**

Before they operate the lift, all users must first have received instruction in its use or have thoroughly read and understood the contents of this operation manual.

#### 3.2.2. Assembly Fitter

- Must be trained by an Ascendor approved partner.
- Must be capable of assessing on site the load bearing capabilities of the walls and supporting elements to which the lift and its equipment will be attached.
- Must be capable of reading and understanding the installation drawings provided.

Ascendor accepts no responsibility or liability for this work.

#### 3.2.3. Maintenance and Service Technicians

Any maintenance work required must be executed by Ascendor approved partners.

These persons must have experience in the field of electro-mechanical engineering and be familiar with the lift and its ancillaries.

#### 3.2.4. Lift Attendant

The lift attendant shall be trained by the Lift Inspector and is responsible for ensuring the operational safety of the lift and carrying out the checks outlined in [Chapter 15.2](#) – “Check emergency features.”

If an **emergency call option** is fitted (see [Chapter 9.1.](#)) **it must be checked every 3 days.**

The lift attendant is also responsible for assisting and freeing lift passengers.

See [Chapter 6.7.1](#) – “Emergency travel” and [Chapter 6.7.2](#) – “Emergency rescue procedure” for further details and information.

## 4. General description

Our product is designed to fulfil the requirements of conveniently transporting disabled or elderly people up and down staircases and at the same time be easily integrated into existing surroundings.

One great advantage of the design of our lift is the upper travel rail; which can also be used as a hand rail when the lift is not in use. The travel rails do not need to be lubricated, this reduces the possibility of soiling by dust and dirt. When in motion the travelling speed is limited to a comfortable and practical 0.15 m/s and final drive is achieved by means of a rack and pinion drive.

The noise level during operation is less than 63 dB (A). The load bearing capacity is clearly indicated on the identification plate.

The operational load is supported on the travel rails by two set of rollers, two diagonal rollers, the gear wheel and opposing bearing. The supporting rollers are fixed onto two parallel mounted stainless-steel tubes. An electrical motor propels the unit by means of a gear wheel via a self-locking, form fitting connection to a worm gear, which is capable of withstanding the horizontal and vertical loads to which it is subjected.

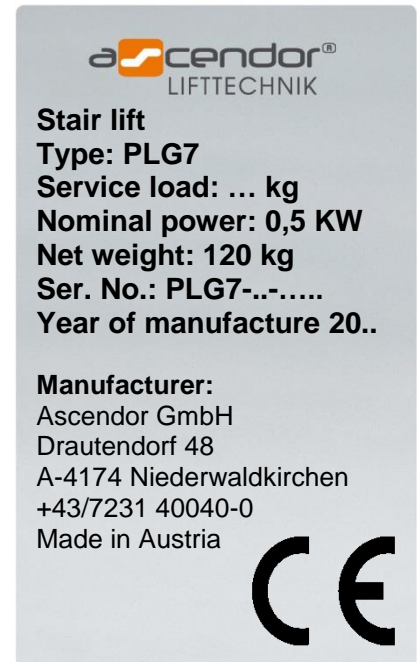
The travel rails are constructed out of an upper stainless-steel tube which also serves as a handrail and a lower stainless-steel toothed round bar. The necessary attaching elements are fixed to an existing wall, stanchion posts or a steel structure.

An arresting device (emergency brake) ensures that in the event of a mechanical or electrical failure, the lift remains stationary and does not descend down the travel rails.

#### 4.1. Certification plate

The following information can be found on the certification plate:

- Load bearing capacity of lift
- Electrical power rating of the complete unit
- Weight of the lift
- Serial number of the lift unit
- Year of manufacture
- Address and telephone number of the manufacturer



## 5. Safety guidelines

### ! ATTENTION !

The Ascendor platform stair lift is manufactured in accordance with international safety regulations. Nevertheless, operating errors and misuse can result in serious injuries to the user and/or third parties and cause damage to the lift, its surroundings and property of the operator!

The intention of this chapter is to highlight these dangers. We cannot place enough emphasis on how important it is that this information is read and understood!

### KEY SYMBOLS:

The following symbols are used throughout this manual



This symbol indicates a step, whereby the **failure to observe the instructions** in this manual will **result in a dangerous situation** where **injury or material damage** will **become unavoidable**.



This symbol indicates a step, whereby the **failure to observe the instructions** in this manual will **result in a dangerous situation** where there is an **increased chance of injury or material damage** occurring.



This symbol indicates **an operational step where additional references or explanations are included in this manual**.



The lift should only be put into operation after the operating manual has been read thoroughly. The instructions in this manual shall be observed at all times.



**Make sure that the complete travel route is free of obstructions or other people** before setting the lift in motion.



**The travel route must be visible at all times when the lift is in operation.**  
**Do not operate the lift** when any form of **obstruction** (person or object) **is on the staircase**.



Never exceed the maximum recommended load.



The operator is responsible for ensuring that the lift cannot be used for any purpose other than that for which it is designed (e.g. unaccompanied children playing on the lift).



When driving onto the platform with an electric wheelchair, do not drive against the raised ramps, as these can be overloaded by the forces.



**In the case of fire, the lift may be used only once to evacuate the building!**



Ensure that no items of clothing, handbags or other material or personal property are hanging on the travel rails before and during the operation of the lift.



Do not rest arms on the safety bars or back of the lift unit during operation.



Don't put your hands near the travel rail while the lift is in motion.



During operation, ensure that no parts of the wheelchair or passenger protrude beyond the extents of the lift platform.



Transportation of goods is only allowed when these are stable enough and cannot fall over, move about or slip off the platform while the lift is in operation.



The lift unit and travel rails must be adequately illuminated at all times, either by daylight or an electrical light source (min. 50 Lux). The electrical lightning provided must operate independently of any timing device (e.g. movement sensor).



Always position wheelchair bound passengers on the lift facing in the direction of travel.



**The lift is approved for the transport of only one person at any time!**



The passenger on the platform should not make unnecessary e.g. rocking or see-sawing movements while the lift is in motion.



Ensure that the handbrake of the wheelchair has been applied before setting the lift in motion.



Never insert solid objects or pour any form of liquids into any slits or openings of the lift unit. This applies irrespective of whether the lift is stationary or in use.



Do not remove, cut, deform or use force when handling any parts or the controls of the lift.



**Do not use force during normal operations when opening or closing the safety bars**, or while the lift is in motion. **Excepting an emergency**, when it is necessary to release a passenger after an unexpected malfunction of the lift.



The lift operation must be immediately stopped if any objects or form of obstruction are in the direct path or in the near vicinity of the lift or its travel rails during use.



Do not remove any of the signs or labels which are attached to the lift.



All repair and maintenance work must be performed by trained technicians. For the necessary qualifications see [Chapter 3.2: "Essential Operator Qualifications"](#).



Repairs to the travel rails (handrail or toothed rack) are strictly forbidden!



Do not use the lift in conditions where a high risk of explosion is present. (e.g. in the event of a gas leak)



For indoor and outdoor facilities, operating the lift after a temporary or permanent flooding of the lift is forbidden.



Soiling or dirt on the lift or rails may be removed with the use of commercially available stainless-steel cleaning spray (**light lubrication**), or a damp cloth. **Never use running water or a hose!**



Use the protective cover provided for exterior installations after every operation of the lift in order to protect it from environment influences (i.e. rain).



Unless required by circumstances, we recommend that the lift is checked at least once a year by a trained technician. A maintenance record should be kept in a service book or in the table provided at the end of the **Maintenance and Service Manual**. (**Part 3** of the **Original User Manual**).

We advise that an Ascendor approved partner is entrusted with this work.



If the lift is to be operated without the use of third party assistance, it is essential that extra precautions are provided so that – in case of an unforeseen still stand (e.g. mechanical fault, power failure or breakdown) – the passenger can summon help and assistance.



We recommend fitting an [emergency call device](#) (Chapter 9 - Optional Extras) or that passengers **always carry a cordless or cellular telephone** with them at all times when using the lift.



It is important that the recharger is connected to a permanent electrical supply. As soon as the lift is stationary and parked at the upper or lower station recharging will automatically begin.

Only with the batteries fully charged can the operational function of the lift be guaranteed.



On outdoor units the user must wear the appropriate clothing to protect themselves against wind, weather and seasonal temperatures and in case of an unforeseen breakdown.



**The transport of pets on the platform is forbidden on safety grounds.**



The key in the wall mounted remote control box can only be removed when it has been turned into the '0' position (OFF).



**The lift should be operated at least once every 2 weeks.**

## 6. Operating the lift

The Ascendor platform stair lift is fitted with a “dead man’s handle”.

The operating principle ensures that the stair lift will only remain in motion as long as the travel button on the lift or the remote controls is pressed. This feature is designed to avoid panic and provide the user with the feeling of security when the lift is in use.

### 6.1. Wireless remote control

The remote-control unit allows the operator the greatest amount of freedom when using the lift. You are no longer dependent on the controls mounted directly on the lift or at the upper or lower stations. You are free to control the lift via the handheld remote-control unit which can be carried around on one’s person. The receiver is mounted inside the frame of the lift unit and transmits the commands from the remote control to the lift.



Please note; that it is the sole responsibility of the operator to ensure that during remote control operations the path of travel of the lift is visible to the user at all times.

### 6.2. Controls fitted to the lift unit

#### 6.2.1. Operation by remote controls

For further information regarding both the lift mounted and remote controls please refer to: [Chapter 2.1: “Views of operating controls”](#) and [Chapter 2.3: “List of parts and controls”](#).

The following controls can be found on all the remote-control units (external controls):

- a) Push buttons to control **UP** and **DOWN** function (Pages 6-7; **Pos. 1 & 2**)
- b) Push buttons to control platform **OPEN** and **CLOSE** functions (Pages 6-7; **Pos. 5 & 6**)

#### 6.2.2. Controls mounted directly on the lift unit

The following controls are mounted directly on the lift unit (internal controls):

- a) Touch sensitive buttons control the **UP** and **DOWN** functions (Pages 6-7; **Pos. 1 & 2**)
- b) Red push button, with yellow surround controls the **Emergency stop function** (Pages 6-7; **Pos. 3**)
- c) Emergency assistance call button (Pages 6-7; **Pos. 4**)

### 6.3. Calling and returning the lift unit

The Ascendor platform stair lift can be summoned from or sent to its stationary positions with the assistance of the remote-control unit.

#### 6.3.1. Calling or returning the lift unit from the upper station:



**VERY IMPORTANT!** - Please make sure before calling or returning the lift that the complete travel route is free of obstructions or people!



Push and hold the **DOWN** button. → After a short delay the lift will start to move downstairs.

#### 6.3.2. Calling or returning the lift unit from the lower station:



Push and hold the **UP** button. → After a short delay the lift will start to move upstairs.

## 6.4. Access to lift platform

The operation of the platform lift, its access ramps and safety bars are fully automated (electro-mechanical) and occurs as follows:

### LIFT LOCATION: Lower Station



**Push and hold platform OPEN button**

The platform folds down, and both safety bars open to a vertical position.

### LIFT LOCATION: Upper Station



**Push and hold platform OPEN button**

The platform is lowered into the open position and the safety bars move into the following positions:

The upstairs safety bar opens to a vertical position; the downstairs safety bar stops in a horizontal position.



Keep the button pressed until the platform automatically stops.

Do not load the platform until it is fully opened!



Before opening the platform, make sure that there are no objects lying either on the floor or in the near vicinity which will restrict operation!

## 6.5. Travelling with the stair lift

### LIFT LOCATION: Lower Station



**Push and hold TRAVEL UP button.**

Both safety bars are lowered into horizontal position, the ramps are raised and the lift travels upstairs.

Once the lift has reached the upper station continue to hold the button pressed until the upstairs safety bar has been raised to the vertical position and the access ramp has been completely lowered.

The passenger may now move onto the platform.

### LIFT LOCATION: Upper Station



**Push and hold TRAVEL DOWN button.**

The upstairs safety bar is lowered into horizontal position, the upstairs ramp is raised and the lift travels downstairs.

Once the lift has reached the lower station continue to hold the button pressed until both safety bars have been raised to their vertical positions and the access ramps have completely opened.

As soon as the travel sequence is complete, release the button and the passenger may leave the platform.

## 6.6. Moving the lift into parked position



**VERY IMPORTANT!** - The operator must ensure that there are no objects left on the platform and that the folding seat (if fitted) is first properly stowed before closing the platform with the handheld remote control.

### LOCATION: Upper or Lower Station



**Push and hold platform CLOSE button.**

Both safety bars swing down and the platform folds upwards into the parked position.





To allow the maximum amount of clearance and thereby the greatest access to the stairs and to the upper travel rail, which can be also used as a handrail, it's recommended that the lift is parked at the downstairs station when it is not in use.

## 6.7. What should I do in the case of an unforeseen stoppage?

**In the event of the lift stopping, please remain calm and do not panic!**

**You are not in any danger and nothing untoward can happen to you.**

Summon assistance by pushing the **emergency call button**.

We nonetheless **recommend that all users carry a cordless or cellular phone** with them at all times.

For further information regarding the [emergency call options](#), please refer to **Chapter 9.1** in this manual.

### 6.7.1. Emergency travel

Following a technical fault, it is still possible to move the Ascendor platform stair lift into a safe position.

#### PLEASE NOTE:

**The following emergency travel operation procedure is only to be used in the event of a true emergency!**

The lift, with a passenger onboard is positioned between stations and refuses to function and no other possibility remains to set the lift in motion.

**We would like to make the operator / user aware that during emergency travel all normal safety features of the lift will no longer function!**



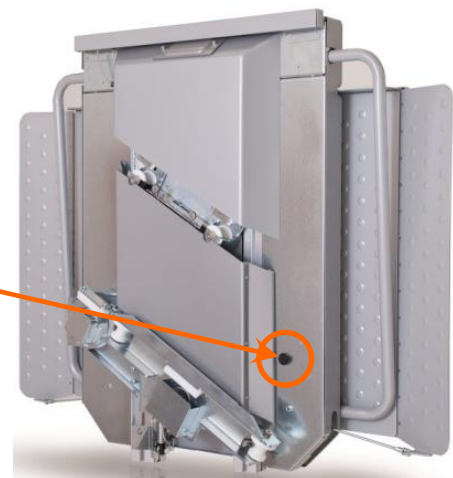
Emergency travel operations should only be undertaken by trained personnel!  
(i.e.: the “**Lift Attendant**”, see [Chapter 3.2.4](#)).

**Please follow this procedure to move the lift in an emergency:**

Push and hold both the **Emergency-Travel-Button** and either the **UP or DOWN button** (on the remote or onboard control panel). The lift will move very slowly in the desired direction.

#### NOTE:

The **Emergency-Travel-Button** is located at the **rear of the lift**, on the **lower** (i.e. **downstairs facing**) side of the unit, between the upper handrail and lower drive rail.



**WARNING: There is an Increased risk of entanglement and crushing:**

Please take all possible precautions to prevent accidents and injury!

We recommend **moving the lift** in the **direction of the next nearest station**.

Upon reaching the station, the lift should under no circumstances be used again.

Please inform your Ascendor service partner immediately!



During the emergency travel operation, **the emergency limit switches, emergency brake and safety switches for the safety bars are no longer in operation**. Please take extra care and attention especially when bringing the lift into its final position in the station.



**ATTENTION:** Following the release of the emergency brake, the lift can only be moved in the direction of the upper station!

**Possible causes of breakdown or operational stoppage:**

- Excessive speed causes release of emergency brake.
- Icing up of the platform motor (by outdoor installation).

For further information refer to [Chapter 11](#) - “**Trouble Shooting Guide**”.

## 6.7.2. Emergency rescue procedure

If the lift refuses to move with the assistance of the emergency-travel-button, an emergency rescue must be carried out. Please take the following steps:

- To free the passenger from the lift, the frictional resistance between the safety bars and safety bar motor must be overcome manually - with the use of force.
- Open the safety bar until it is in a vertical position. Please note that the access ramp is mechanically connected to the safety bar and it will open when the safety bar is raised.
- The passenger can now be assisted in leaving the lift on the upstairs side of the lift.

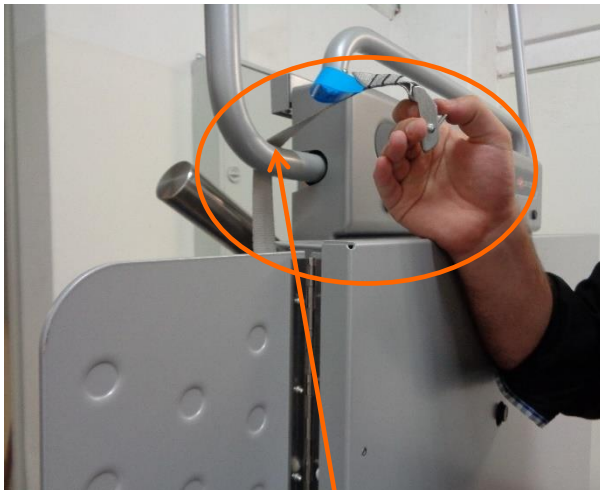


The emergency rescue procedure may only be carried out by trained personnel!  
(i.e.: The **Lift Attendant** see [Chapter 3.2.4](#)).



**Do not underestimate the risks involved** when carrying out an emergency rescue!  
(Injuries due to uncontrolled movement of lift, i.e.: fingers trapped or crushed in mechanism, passenger falling from platform, etc.)

To ensure that the lift does not block access to the stairs, the platform should be folded away by hand and secured with the tension belt provided. The tension belt has been handed over to you during installation, together with the operating manual.



Ensure tension belt is threaded up **over the top** of the safety bar



Insert the tension belt **between** platform and threaded rod at the bottom of the lift.



Pay particular attention when tightening the belt **not to scratch the lift** surface!



Where a **front mounted access ramp** is fitted, pass the **belt over the top edge** of the ramp.

### **! ATTENTION ! - Sudden opening of the platform!**

When the tension belt is removed the platform will fold down suddenly under its own weight.

## 7. Electrical operation and recharging advice

To guarantee the long term faultless operation of the platform lift, following either a prolonged recharge period or in the event of a lengthy power failure (more than 12 hours), switch off the lift and disconnect it from the power supply.

Proceed as follows:

- Unplug the recharger unit from the power supply.
- If the recharger is installed in a wall mounted box, disconnect it from the power supply.
- **IMPORTANT:** press the **UP** or **DOWN** button shortly to stop the internal charging process.
- Now turn off the lift by the main switch located in the [service access hatch](#) (see Chapter 2.4).

This procedure must be strictly observed, otherwise internal leakage currents will drain the batteries.

However, our general recommendation is that the lift should remain permanently connected to the recharger to ensure optimal recharging and ensure a long lifespan of the batteries.

### 7.1. Automatic deactivation

If the lift is not adequately recharged, it will automatically deactivate itself after maximum 10 hours, to avoid a deep discharge of the batteries. Before deactivation of the lift occurs, an acoustical signal will sound and a message is visible in the display.

To restart the lift the operator must **press the RESET button** (see [Chapter 2.4](#)) to return the lift to operation.

### 7.2. Recharging unit

The lift is supplied with a battery charger of the type “Soneil 2403SRL”.

This has a charging voltage of 24V DC and a nominal power of 48W.

The mains voltage supply must be between 90V – 264V AC and the supply frequency must be between 47 – 63Hz.

This unit has been chosen because it has a wide input tolerance range and is therefore suitable for use in almost every part of the world.



### 7.3. Recharging cycle

The charging cycle is split into 3 stages:

- 1) Recharging mode for deep discharged batteries: LED flashes**  
The recharging process begins with weak 0.5 V to 5 V voltage pulses. This has the effect of removing the loose sulfation that has formed during deep discharge
- 2) Standard recharging mode: LED is orange**  
The recharger switches to a constant current of 2 A until the batteries are fully charged and have reached a voltage of 28,8V.
- 3) Standby recharging mode: LED is green**  
The battery voltage is maintained at a constant 27,6V and the charge current slowly drops to zero.  
The recharger can therefore always remain connected without damaging the batteries.

If the battery voltage should drop below 27,6V the recharging cycle will repeat stages 2 and 3.

## **8. Safety features**

### **8.1. Safety bars and access ramps**

The safety bars and access ramps see [Chapter 2.2](#), “Views of Platform Lift” (**Pos. 9, 12, 13 & 14**) are designed to prevent people from falling off of the platform during normal operations.

### **8.2. Arresting device**

The arresting device (see [Chapter 2.2](#) – **Pos. 17**) guarantees that in the event of a mechanical or electrical failure, uncontrolled movement of the lift down the travel rail is not possible.

### **8.3. Pressure sensitive contact panel (floor tray)**

The contact tray (see [Chapter 2.2](#) – **Pos. 15**) guarantees security against collision (along with the contact sensors fitted to the ramps) with obstructions while traveling in the downstairs direction.

### **8.4. Contact sensor on access ramps**

Contact sensors are fitted to the access ramps. Contact with any obstructions in the path of travel will result in the lift coming to an immediate stop. Only the sensors in direction of travel are active at any one time.

### **8.5. Contact sensor strip for shearing points**

The contact sensor strip (see [Chapter 2.2](#) – **Pos. 19**) is mounted on the top edge of the lift. It is fitted when shearing points, e.g. window sills, are located along the travel route. It is designed to prevent persons or objects accidentally becoming jammed between the lift and obstacles while the lift is moving upstairs.

### **8.6. Emergency stop button**

If the emergency stop button is pressed (see [Chapter 2.1](#) “Operating Controls” **Pos. 3**) the lift will come to an immediate stop and an acoustic signal will be emitted.

To release the emergency-stop button simply turn it to the left.

### **8.7. Emergency call via acoustic signal**

Pressing the emergency call button on the lift (see [Chapter 2.1](#) - **Pos. 4**) will sound an acoustic signal.

## 9. Optional extras

Ascendor platform stair lifts can be fitted with a range of optional extras which have been designed to meet the different requirements of our customers.

### 9.1. Emergency call options

We offer a choice of two options:

1. Emergency call by UKW radio signal
2. Emergency calling device which enables direct communication to a pre-defined telephone number using a GSM modem.

We highly recommend that private users consider fitting one of these options, or at least ensure that they carry a cordless or mobile phone with them when using the lift

### 9.2. Wall mounted remote control with key-operated switch

This wall mounted control panel can only be operated once it has been activated with the key which is required to turn it **ON** and **OFF**.

This feature ensures that the lift is secure against operation by unauthorized persons.



### 9.3. Handheld remote control

This option offers the user the greatest freedom of movement when using the lift.

All the functions (travel **UP** and **DOWN**, platform **OPEN** and **CLOSE**) are included on the handheld remote control and the user can carry it conveniently on their person at all times.



### 9.4. Cable operated remote control

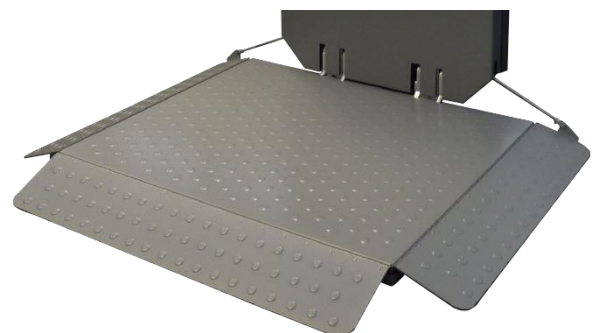
The cable connected remote control is plugged directly into the lift and offers the same functions (travel **UP** and **DOWN**, platform **OPEN** and **CLOSE**) as the handheld remote control.



### 9.5. Front mounted access ramp

In some situations, due to lack of available space, it is not possible to load a wheelchair onto the platform using the standard access ramps fitted at each end.

In such cases an extra ramp can be fitted along the front edge of the platform to improve the all-round accessibility for wheelchair users.





## 9.6. Stainless steel folding seat

This folding seat provides the user with the possibility of sitting down while the lift is in motion.

The folding seat is made of stainless steel. It offers a seating space of 38 x 38 cm and will carry a maximum load of 100kg. When it is not in use, it can be simply folded away.

### **IMPORTANT!**

The user must be physically capable of grasping and holding on to the safety bars in case of an unforeseen stopping of the lift



## 9.7. Wall mounted housing for recharger

The wall mounted plastic housing is designed to protect the recharger from physical and environmental hazards and is suitable for indoor and outdoor use.



## 10. EC Declaration of conformity

For machines according to the machinery directive 2006/42/EC in the current version.

**Manufacturer:** Ascendor GmbH, Drautendorf 48, A-4174 Niederwaldkirchen, Austria  
hereby declares under sole responsibility, that the product identified below:

**Description:** Platform Stair Lift  
Model and commercial description: **PLG7**  
Manufactured since: **01/2018**

**Complies with the relevant harmonisation legislation of the following European Union product directives:**

- 2006/42/EC Machinery guidelines and directives
- 2014/30/EU Directive on electromagnetic compatibility of equipment  
(If the product is delivered without radio remote control)
- 2014/53/EU Radio Equipment availability directive  
(If the product is delivered with radio remote control)

**Technical specifications are in accordance with:**

- EN 81-40:2009 Safety regulations for the construction and installation of Stairlifts and Inclined lifting platforms intended for persons with impaired mobility
- EN ISO 12100: 2010 Safety of machinery – General principles for design
- EN ISO 13850: 2007 Safety of machinery – Emergency Stop Function
- EN ISO 60204-1: 2009 Safety of machinery – Electrical equipment of machines

**Fulfils the specific requirements in acc. with Machinery guidelines and directives 2006/42/EG:**

The product has been placed on the market in accordance with Article 12 (3) (b) of the Machinery Directive:  
The machine is included in Annex IV of the Machinery guidelines and directives.  
EC type examination according to Annex IX as well as internal production control according to Annex VIII  
The EC type examination was carried out by TÜV AUSTRIA SERVICES GMBH, Deutschstrasse 10, 1230 Vienna, NB 0408 and the following EC type examination certificate was issued:  
TÜV-A-MHF / MG-10-01389 V

**Fulfils the specific requirements in acc. with EMV-guidelines 2014/30/EU:**

The product was placed on the market in accordance with Article 14 a), internal production control in accordance with Annex II of the EMC Directive.

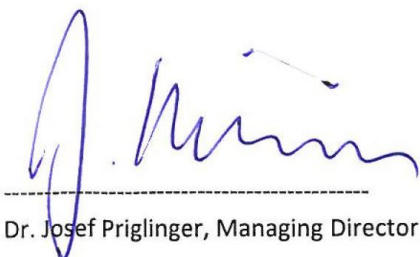
**Fulfils the specific requirements in acc. with RED-guidelines 2014/53/EU:**

The product has been tested in accordance with Article § 17 (2) a), b) or c) or Article § 17 (3) a), b) or c) or Article § 17 (4) a) or b) of the RED- Directive

**The administration of the technical documentation of this equipment is the responsibility of:**

Ascendor GmbH, Technical Development and Documentation Department  
Drautendorf 48, A-4174 Niederwaldkirchen, Austria

Any form of conversion or modification to the machine as well as the failure to observe the terms and instructions provided in the original installation, operating and service manuals, will render this conformity declaration invalid.



Dr. Josef Priglinger, Managing Director Ascendor GmbH, Niederwaldkirchen, on 18.01.2018

## 11. Trouble shooting guide

An acoustic signal will be emitted when an error which is recognised by the lift unit occurs.

When a signal sounds, the fault can be identified by referring to the display on the control panel and the necessary action taken in accordance with the measures outlined below:

Display prompt and meaning	Possible cause of problem	Solution
<b>Fault 1</b> Emergency Stop or Emergency Brake is activated	Emergency stop button has been pushed	Release the emergency stop button (turn button to the left)
	Emergency safety brake has been activated	Use the emergency drive button and move the lift in direction of the upper station. After the safety catcher has been activated the device must be checked and if necessary, replaced by a technician.
<b>Fault 2</b> Loading ramp or contact sensor strip	Obstacle is activating the contact tray (on underside of platform) or sensor strip on access ramp	Remove obstacle and make sure that the access ramp and contact tray can be moved easily.
<b>Fault 3</b> Low voltage or no charge in batteries	Lift is not parked at charging station	Move the lift with UP or DOWN button to a charging station.
	Recharger is not plugged in or is broken	Check power supply
	Empty or low charge in batteries	Move the lift with UP or DOWN button to a charging station.
<b>Fault 4</b> Platform or Safety bars are overloaded	Obstacle blocks movement of safety bar or platform	Remove obstacle If necessary, call a service technician
<b>Fault 5</b> Safety bar manually opened	Safety bar has been opened by hand	Close safety bar by pressing UP or DOWN button.
<b>Fault 6</b> Only use onboard control	Incorrect operation	The lift can only be operated via onboard controls while the platform is opened. PLC menu must be reprogrammed, this can only be done by a service technician.
<b>Fault 7</b> Both limit switches activated	Upper and lower limit switch are pressed at the same time	Call service technician
<b>Fault 8</b> Fuse F2 is broken	Short circuit of platform or safety bar motor	Replace 7,5 A fuse (see <a href="#">Chapter 2.4</a> ) Check freedom of movement of safety bars and/or platform motor operation.
	Lever switch b19 is bent or broken	Straighten lever of b19 switch or replace it.



Display prompt and meaning	Possible cause of problem	Solution
<b>Fault 9</b> Platform overloaded	Lift is overloaded	Reduce the weight on the platform
<b>Fault C</b> Platform is still open.	Platform is not completely closed.	Press FOLD Platform button and hold for at least 2 seconds
<b>Fault D</b> Onboard UP/DOWN travel controls permanently activated.	Onboard control button is operating continuously.	Check if dirt or water is activating the sensor button
<b>Lift does not work</b> No prompt visible on the PLC display	Short circuit	Push RESET button on 2A Fuse F1 (see <a href="#">Chapter 2.4</a> )
	PLC is defective	Call service technician
	Low battery voltage	Call service technician

## 12. Dismantling and disposal

The dismantling and disposal of the lift unit should only be carried out by an Ascendor partner.

In accordance with the European guideline **2012/19/EU** concerning the disposal of used electrical equipment and its implementation in accordance with local regulations, used electrical equipment must be collected separately and recycled in an environmentally friendly manner.



## 13. Transport

The size and weight of your platform stair lift can, depending on construction, vary in comparison with the standard model. The weight is displayed on the name plate fitted on each lift.

The transportation of the lift and its ancillaries are only to be partaken under the supervision of an Ascendor partner. Damages which occur during transport undertaken under any other circumstances are not covered by guarantee.

## 14. Installation and commissioning of lift

The installation and operational commissioning may only be carried out by qualified personnel who have been trained and approved by Ascendor or its partners.

A prior examination of the load bearing capabilities of the walls and supporting elements to which the lift and its equipment will be attached must first be made by installation fitters or a qualified structural engineer.

During installation, special care and attention must be paid to ensure that the operation of the lift cannot be obstructed or disturbed by vibrations or contact from any other appliances in the near vicinity.

These could have an adverse effect upon the electronics or precision engineering of the unit.

### 14.1. Installation of travel rails

The detailed installation drawing for your platform lift is included in the cardboard box delivered by us.

This box also includes the fixing material, the battery charger and remote controls (handheld, wall mounted or cable operated remote control).

For exact details of installation, please refer to the relevant assembly manual.

If any questions or problems arise during installation, please do not hesitate to contact your Ascendor partner or our own customer service.

## 15. Service notes



In the interest of health and safety, do not forget to turn off the platform lift via the main switch (refer to [Chapter 2.4](#) "Service access hatch") and disconnect it from the electrical supply before carrying out any form of servicing, repair or maintenance work!

### 15.1. General maintenance

The following maintenance work can be carried out by the customer / operator or by designated personnel:

- To remove excessive soiling or dirt from the **toothed travel rails** (black marks of compressed dust), the rails can be cleaned using a **light lubricating, stainless-steel cleaning spray**.  
After cleaning the **upper travel rail** with any form of degreasing agent, the rail should be treated with stainless steel cleaning spray to ensure a smooth ride.
- In the course of time the hinges of the access ramps and the platform itself may begin to emit squeaking noises during operations as a result of friction and wear. This can be eliminated by applying commercially available lubricant to the affected parts.
- We recommend removing any excessive soiling or dirt from the platform and ramps with the aid of a damp cloth or mop and drying thoroughly afterwards before resuming operation.



**WARNING!** There is an **increased risk of being cut** by sharp edges when working on the drive rail! We **recommend that personnel wear safety gloves** while carrying out maintenance work.

### 15.2. Check emergency features

In addition, all emergency and safety features should be regularly checked for functionality as follows:

Emergency feature	Check timetable		Function
• Emergency STOP button	press once a month	→	Lift unit stops
• Emergency CALL button	press once a month	→	Audible signal is heard
• Pressure sensitive contact tray (platform underside)	press once every 6 months	→	Travel DOWN stops
• Sensors on access ramps	press once every 6 months	→	Travel UP/DOWN stops
• Contact sensor strip	press once every 6 months	→	Lift unit stops

**IMPORTANT!** Failure to observe this routine check procedure will result in the guarantee becoming invalid!

### 15.3. Battery maintenance

The lifespan of the batteries averages 3-5 years.

To ensure the operational reliability of your platform lift, we recommend that the batteries are replaced every 3 years. This should be undertaken by a qualified service technician.



The lift should be operated at least once every 2 weeks.

Use the rain cover included for exterior installations while the lift is not in use in order to protect it from rain.

## 15.4. Annual check

This platform lift should be serviced as required and subjected to a thorough inspection and service in accordance with the Ascendor Maintenance and Service Manual (Part 3 of the Original User Manual) at least once a year.

To guarantee the safety and reliability of this product, all repair, maintenance or adjustment required and inspection work mentioned above, should only be performed by Ascendor partners or qualified service technicians, using original Ascendor replacement parts.

Damages, which can be proven to have occurred due to failure to observe the checks outlined above, neglect or faulty maintenance or repair work, are not covered by guarantee!

For further information refer to Chapter 3.1 "[Warranty Conditions](#)".

## 15.5. Annual inspection by Lift Inspector

In addition to the maintenance carried out by service technicians, the lift must be inspected once a year by authorised elevator inspector. The commissioning of the inspection is the responsibility of the operator.



Only necessary if required by national law!

## 16. Technical data sheet

### Standard equipment

- Fully automatic operation of safety bars and platform
- Handrail and toothed rack drive rail made from stainless steel
- Operating panel with modern sensor buttons
- Gentle start and gentle stop
- Emergency call button and emergency stop button
- Obstruction sensors mounted on all sides
- 24V-battery operation, recharger included
- Anti-skid bumps integrated into surface of platform

### Space requirements

- 27 cm in folded position

### Platform dimensions (in mm)

- 800 x 800 / 800 x 750 / 800 x 700 / 800 x 650
- 900 x 800 / 900 x 750
- 1000 x 900 / 1000 x 800 / 1000 x 700
- 1210 x 830 / 1250 x 800
- 1300 x 800

### Load capacity

- 225 kg                      Standard
- 300 kg                      (optional)

### Operating angle

- 0 – 47°

### Operating speed

- 0,11 – 0,15 m/s

### Acceleration

- The maximum effective acceleration under load does not exceed 2,5 m/s<sup>2</sup>

### Noise level

- The operational noise level of the lift does not exceed 63 dB (A)

### Remote control options

- Radio remote control
- Lockable control box, mounted flush or direct on wall
- Handheld mobile transmitter
- Cable operated remote control

### Colour options

- Metallic silver RAL 9006                      Standard
- RAL-colours on request                      (optional)
- Stainless steel finish                      (optional)

### Materials

- Lightweight, powder coated, steel-/aluminium construction
- Supporting elements made from zinc-coated steel
- Covering panels made from scratch resistant plastic (Standard)

### Travel rails

- Clean, stainless steel tubular upper handrail
- Stainless steel solid bar toothed rack lower drive rail

