

# HELIX CURVED STAIRLIFT



**OWNER'S  
MANUAL**



# THANK YOU

From all of us at Harmar, thank you for placing your trust in our products and allowing us to be a part of your journey.

For more than 20 years we have been committed to creating products that help you maintain independence. With a drive to empower people to live as they choose, Harmar Lifts Lives.

Beyond stairlifts, like the one you've purchased, Harmar designs and manufactures vehicle lifts, vertical platform lifts and more.

We strive to be the leading provider of lift assisting technology in your home and on the road.

Visit [harmar.com](http://harmar.com) or speak to your dealer about the other solutions available from Harmar.

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# SAFETY

## SECTION 1

# SAFETY

## SAFETY DEFINITIONS



This safety alert symbol appears with safety statements. It means attention, become alert, your safety and the safety of others are involved! Please read and abide by the message that follows the safety alert symbol.

### **WARNING**

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

### **CAUTION**

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

### **NOTICE**

*Indicates a situation which can cause damage to the lift and/or the environment, or cause the lift to operate improperly.*

*NOTE: Indicates a condition that should be followed in order for the lift to function in the manner intended.*

## SPECIAL CAUTIONS



Pay attention to the following Special Cautions while operating the stairlift.

- Do not exceed the maximum payload capacity of 350 lb.
- Make sure any obstructions are cleared from underneath the lift before use.
- Do not disable any safety equipment or switches supplied with this lift.
- Do not attempt to service the lift. Contact a certified Harmar dealer for assistance.
- Do not allow children to operate or play around the lift.
- This product is designed only for lifting people within the specified load capacity. Do not use it for freight or any other purpose.
- Read all instructions in this manual before operating the lift.

## SECTION 2 **INTRODUCTION**

### **DEVICE NAME: HELIX**

Indications of Use: The intended use of the Helix is the transfer of patients or mobility impaired persons up and down levels of a residence or commercial building.

### **READ AND UNDERSTAND**

This manual provides instructions for proper use and maintenance of the Helix curved stairlift. Please refer to the installation manual for installation instructions. Any alterations to the equipment without written authorization by the manufacturer is prohibited and will void the warranty.

### **WARRANTY**

Please advise the owner of the Helix stairlift to fill out the separate warranty form, located on page 13 of this manual, and return it within ten (10) days of installation to register the lift.

### **TECHNICAL SPECIFICATIONS**

Contact the LiftSquad technical service department at 800-833-0478 or email [helix@harmar.com](mailto:helix@harmar.com) for any questions regarding the installation or usage of this lift.

### **CODE STATEMENT**

Code requirements for Helix curved stairlifts may vary depending on location. It is the installer's responsibility to contact their state, city or local code enforcement office and determine all the regulations the lift and installation are subject to. This must be done before installing the lift.

### **COMMERCIAL**

#### **4 INCLINED STAIRWAY CHAIRLIFTS**

Section 4 applies to inclined stairway chairlifts installed in locations other than in or at a private residence for use by the mobility impaired.

##### **4.1 Runways**

**4.1.1** Lifts shall be installed so that means of egress is maintained as required by the authority having jurisdiction.

**4.1.2** The structure on which the equipment is installed shall be capable of safely supporting the loads imposed.

**4.1.3** The installation of electrical equipment and wiring shall conform to the requirements of NFPA 70.

**4.6.4 Footrest Clearance.** At no point in its travel shall the edge of the footrest facing the upper landing be more than 600 mm (24 in.) above the step or landing as measured vertically

### **RESIDENTIAL**

#### **7 PRIVATE RESIDENCE INCLINED STAIRWAY CHAIRLIFTS**

Section 7 applies to inclined stairway chairlifts where installed in or at a private residence for use by the mobility impaired.

##### **7.1 Runways**

**7.1.1** The structure on which the equipment is installed shall be capable of safely supporting the loads imposed.

**7.1.2** The installation of electrical equipment and wiring shall conform to the requirements of NFPA 70.

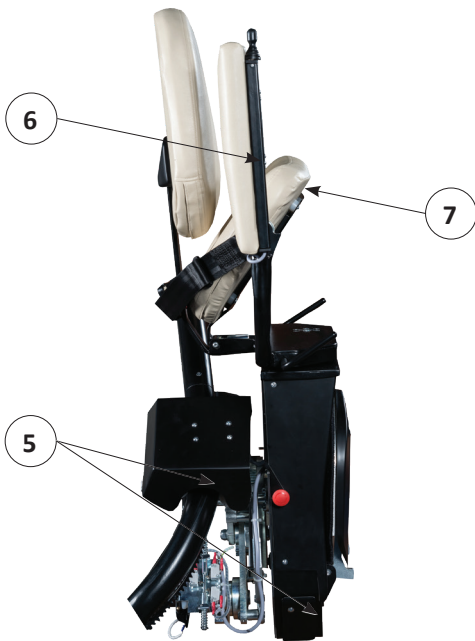
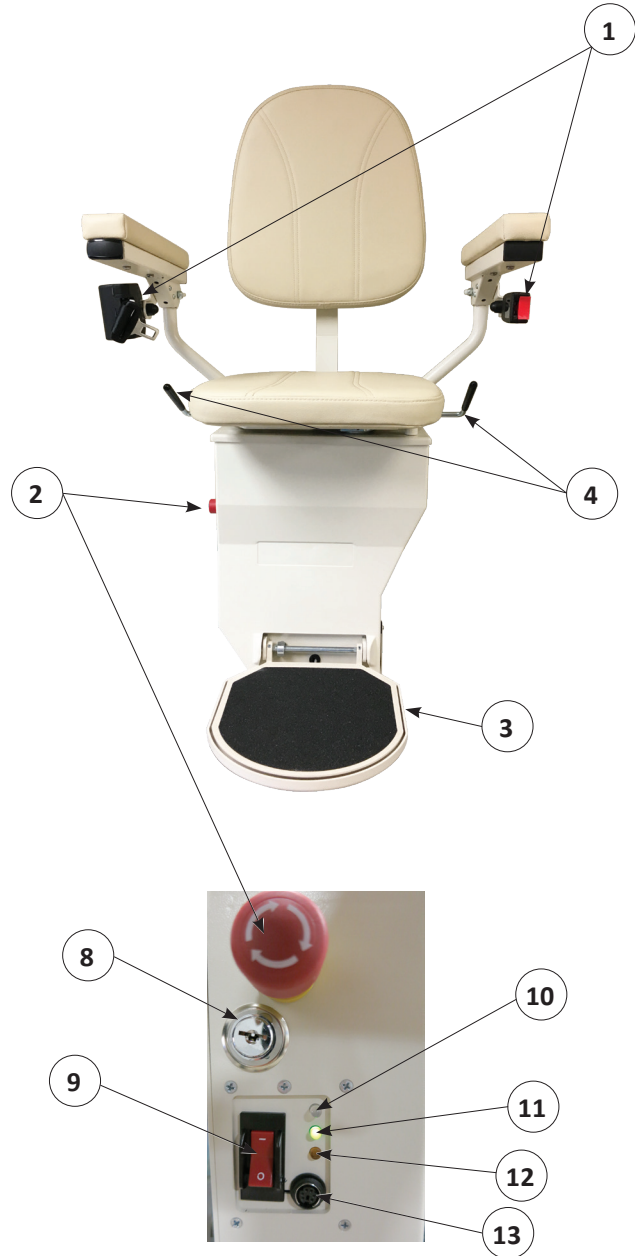
# INTRODUCTION

## KEY STAIRLIFT FEATURES

The Helix stairlift can be folded at its parking position to save space.

The distance between rail and wall is much smaller, compared to other stairlifts. And, the maximum angle of inclination is higher than any other stairlift system. The high quality construction allows the use over most barriers and can be used in a home or a business with two, or more floors.

1. Retractable seat belt
2. Emergency stop (optional)
3. Footrest with obstruction sensors
4. Seat swivel release bars
5. Obstruction sensors for the rail and step
6. Folding armrests
7. Folding seat
8. Key lock (optional)
9. Power switch
10. Status light  
Red: Major fault  
Yellow: Obstruction  
Green: Ready
11. Power light
12. Charging light
13. Diagnostic port



## SECTION 3 **OPERATION**

1. Fold down the armrests and seat before using the lift.
2. Tighten seat belt.
3. Start moving the lift by using the rocker button on the armrest, push the rocker button in the direction you want to ride and maintain pressure until the lift reaches its final position and stops automatically.
4. Use the seat swivel handle to turn the seat to dismount after it has reached the final stop (top position). It is now possible to fold up the foot support, seat, and armrests to save space.
5. Ensure that the key switch (optional) is "On". When the lift is turned "On" a green light on the chassis and a single audible beep will indicate that the lift is ready for use.

*NOTE: A seat swivel locking device on the seat prevents the lift from being operated unless the seat is in its operating position.*

### **POWER SUPPLY**

The stairlift should be kept fully charged at all times. When the lift stops at an upper or lower landing it will charge automatically. The charger should be left plugged in at all times and the lift may be left on charge. A green light indicates the supply is on.

*NOTE: The unit will beep if it is not charging.*

### **REMOTE CONTROL**

The remote control allows the stairlift to move from its parked position. Press the up or down button for the desired direction. Keep the button pressed until the lift reaches its final position and stops automatically.

#### **WARNING**

**Before using the remote, always check that no one is in the process of getting on or off the lift. The remote can move the unit when it is not in sight.**

*NOTE: When the stairlift stops in the parked position, ensure that the charger light is lit. It indicates the lift has stopped in the correct charging position.*

#### **WARNING**

**Always use the seat belt when using the lift.**

### **MID LEVEL PARKING**

When the unit comes in contact with the mid-level charger, it will stop for about 3 - 5 seconds. If the remote or toggle is released at that point, the lift will charge at that location.

# MAINTENANCE

## SECTION 4

# MAINTENANCE

To clean the rail, use a moistened cloth, if necessary. The seat can be wiped gently, using a soft cloth and a mild detergent.

For many years of enjoyable use, we recommend that the mechanical and electrical safety equipment of the lift be regularly inspected and maintained by a certified Harmar technician.

## 6-MONTH MAINTENANCE CHECKLIST (INDOOR & OUTDOOR UNITS)

### CHASSIS & RAIL

- Clean rail with mild soap and water

---

- Lubricate rail teeth with white lithium grease lightly

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- Clean out sprocket cover

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- Touch up any scratches with paint

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- Check upper rollers (*wear, cracks, rolling*)

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- Check lower rollers (*wear, cracks, rolling*)

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- Lubricate seat swivel, seat hinge and footrest

---

- Check sealant on all legs (*outdoor units only*)

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- Apply corrosion block on chassis and exposed metal (*outdoor units only*)

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### SAFETY SWITCHES ENSURE SWITCHES ARE WORKING BY ACTIVATING EACH CONDITION

- Seat (*locking and seat cut-off switch*)

---

- Footrest Up (*lift stops in up direction*)

---

- Footrest Down (*lift stops in down direction*)

---

- Rail Guard Up (*lift stops in up direction*)

---

- Rail Guard Down (*lift stops in down direction*)

---

- Step Guard Up (*lift stops in up direction*)

---

- Step Guard Down (*lift stops in down direction*)

---

- Optional Emergency Switch On (*lift runs up and down with Emergency Stop button in run position and does not run when in stop position*)

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- Optional Emergency Switch Off

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- Optional Key Switch

---

- Chassis Lights On (*power light "ON" when "I" is pushed on power switch*)

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- Chassis Lights Off (*power light "OFF" when "O" is pushed on power switch*)

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- Optional Overspeed check (*ensure it fires and disables the power*)

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**CHASSIS STOP**

- Up Primary
- Up Final
- Down Primary
- Down Final
- Test Remotes (*up and down buttons*)

**CHARGING STATION CONTACTS**

- Top (*voltage reading*)
- Bottom (*voltage reading*)
- Charger functionality & voltage

**GEAR RACK SAFETY STOP**

- Top (*check tightness of stop*)
- Bottom (*check tightness of stop*)

**MOUNTING BOLTS**

- Check all rail bolts for tightness
- Check all leg bolts for tightness

**ANNUAL CHECKLIST****(INDOOR & OUTDOOR UNITS)**

- Same as 6-month maintenance
- Replace batteries
- Replace batteries on remotes



## SECTION 5

**TROUBLESHOOTING**

If the lift does not operate, diagnose the problem by observing the LED status light on the lift and listening to the beeps emitted. A red LED status light indicates a possible problem.

*Note: The unit will beep once when turned on. Beeps should be counted after the unit is turned on and the first audible beep.*

**MAJOR FAULTS**

	Number of Beeps
Runaway	1
No 12-volt power on the board	2
Conflicting switches FOOTREST UP and FOOTREST DOWN	3
Conflicting switches OBSTRUCTION UP and OBSTRUCTION DOWN	4
Conflicting switches FOOTREST UP and OBSTRUCTION DOWN	5
Conflicting switches FOOTREST DOWN and OBSTRUCTION UP	6
Conflicting switches STOP UP and STOP DOWN switches both detected	7
Conflicting switches STOP UP and STOP DOWN switches both NOT detected	8
FINAL LIMIT switch detected	9

# WARRANTY



## SECTION 6

# LIMITED LIFETIME WARRANTY

**PRODUCTS COVERED: CSL500, CSL510, CSL511, CSL560, CSL570, CSL589, CSL590, CSL595 SERIES MODELS**

The lift came with a separate warranty form on page 13. To register the lift, the warranty form must be returned within ten (10) days of installation. This warranty policy page must remain in the owner’s manual for future reference. Do not tear out this page.

Dealer/Installer Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

The installation date and serial # of the lift will be required for the dealer to receive factory information for service or warranty work.

Installation Date: \_\_\_\_\_

Serial # of the Lift: \_\_\_\_\_

**THIS EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, INCLUDING ALL IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTY DESCRIBED HEREIN. HARMAR NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR HARMAR ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF HARMAR PRODUCTS. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

Harmar warrants to the original purchaser of a Helix series lift manufactured by Harmar to be free from material and mechanical defects in the motor, gearbox, and rail structure for the Lifetime of the product. Additionally, Harmar warrants other parts and electrical component (parts), excluding labor costs, paint and covers, for a period of two (2) years from date of retail purchase, provided that the products have been installed, maintained and operated properly by an Authorized Harmar Dealer or Certified LiftSquad installer. Harmar supplied batteries are limited to one (1) year from date of retail purchase.

This warranty does not cover maintenance or adjustments. Harmar will not be charged for labor, consequential damage or repair expenses. Harmar will not, under any circumstances, be liable for the loss of the use of its products or loss of time. This warranty becomes null and void if the product has been lost, damaged by accident, over-stressed, misused and/or neglected, or if the product has been modified in any way. Defective parts must be returned, prepaid, to Harmar at the address listed above, for inspection prior to credit, repair or replacement, at Harmar’s option. Harmar’s sole obligation and the exclusive remedy under this warranty is limited to such credit, repair or replacement. The limit of liability of Harmar and its dealer hereunder shall be the unit’s purchase price.

**PLEASE FILL OUT ALL FIELDS AND RETURN WITHIN TEN (10) DAYS OF PRODUCT INSTALLATION.**

Fax completed form to 1-866-234-5680 or mail to:  
Harmar, ATTN Warranty Department, 1500 Independence Blvd., Suite 220, Sarasota Florida 34234.

**PRODUCT INFORMATION**

Model: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Purchase Date: \_\_\_\_\_  
Installation Date: \_\_\_\_\_

**PURCHASER INFORMATION**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

**INSTALLER INFORMATION**

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

**ADDITIONAL INFORMATION**

**How did you hear about Harmar?**

- Harmar Dealer
- Internet
- Magazine  
Which: \_\_\_\_\_
- Friend or Acquaintance
- Saw Harmar product somewhere
- Other: \_\_\_\_\_

**I purchased my Harmar lift because of:**

- Style/Appearance
- Harmar Representative
- Previous Experience
- Ease of Use
- Recommendation
- Price/Value



**WARRANTY**

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1500 Independence Blvd, Suite 220  
Sarasota, FL 34234  
800.833.0478  
**harmar.com**