

Trouble-Shooting Checklist for Stairlift

1. What kind of stairlift is it?

- Bruno, Hawle, Harmar, or Handicare AND Straight or Curved.
- Is stairlift at top or bottom?

2. Obstructions / Positioning and Sound Indicators:

- Is swivel seat locked in riding position?
- Does the stairlift make a “beep” when the arm switch is pressed?
 - Is there obstruction on the stairway or in track?
- Is there an obstruction in footrest?
 - Jiggle to make sure clear and not jammed.
 - Check footrest to make sure nothing is against the safety panel.
- Bruno
 - Single beep = check swivel and footrest.
 - Beeping continuously = unit not on charging station.
- All: Verify sound is from stairlift and not another source – i.e., smoke detector.

3. Power and Light Indicators:

- If when going up, it stops or slows: Stop it and go down, it should have enough battery power to go down.
- Bruno (new):
 - Red = power on.
 - Red and yellow = battery is charging.
 - Red and green = battery is fully charged.

- All lights flashing = need new batteries.
- Bruno (old):
 - Yellow flashing = charging and above 85% charge.
- NO POWER TO UNIT:
 - Check circuit breakers.
 - Check that switched outlet is turned on (if applicable).
 - Check that all three plugs are connected:
 - 2005 and older models: Charger to the wall (plug type), back of unit to charger, plug under rail to charger.
 - 2006 and newer models: Charger to wall connection is hardwired in and will not come loose.
 - Keyed units turned on.
 - All Bruno models: On / Off switch on for charger and unit.
- Batteries will last longer if unit is used more often, every day.
- Outdoor Unit in Cold Weather: If the temperature is below 0 degrees, warm up unit by running it up and down several times before riding. Ice and snow should be cleared from rail or it will freeze.

4. Remotes

- Point infrared or radio frequency remotes at the unit. Be sure not to cover the top of the remote where signal comes out.
- Check the batteries in the remote. Use butter knife or nickel to open back and check battery placement and replace if old. Especially true for new unit. Bruno 9 volt battery contacts.
 - Curved rail: Radio frequency.

- Straight: Infrared.
 - 2005 and newer models have 3 bulbs at the top of the remote
 - 2004 and older models used radio frequency so there are not bulbs on the top of the remote.

5. Service Call

- If these steps don't get unit running, recommend service call.
- Bruno/Summit: If unit does not run, recommend turning it off with switch under the seat.
 - Reference Sheet:
 - Bruno
 - Flat Track: SRE 1550 / SRE 2750
 - Vertical Track: SRE 2010

SRE-2010 DIAGNOSTIC CODES

(UNDER SEAT)

A2	Seat in UP position, seat fold switch closed
A3	Seat out of riding position (swivel limit open)
A7	Seat or Footrest jammed (actuator stalled)
C1	Charging
C2	Off Charge
C3	Off Charge and Not Parked
C4	Parked and Charger Not Detected
C5	Battery Voltage Critical
C6	Battery Voltage Low
L1	Seat Safety Switch Open
L2	Up Limit Switch Open
L3	Down Limit Switch Open
L5	Seat Fold Switch Open
L6	Mid-Rail Park Active
L8	Soft Stop Switch