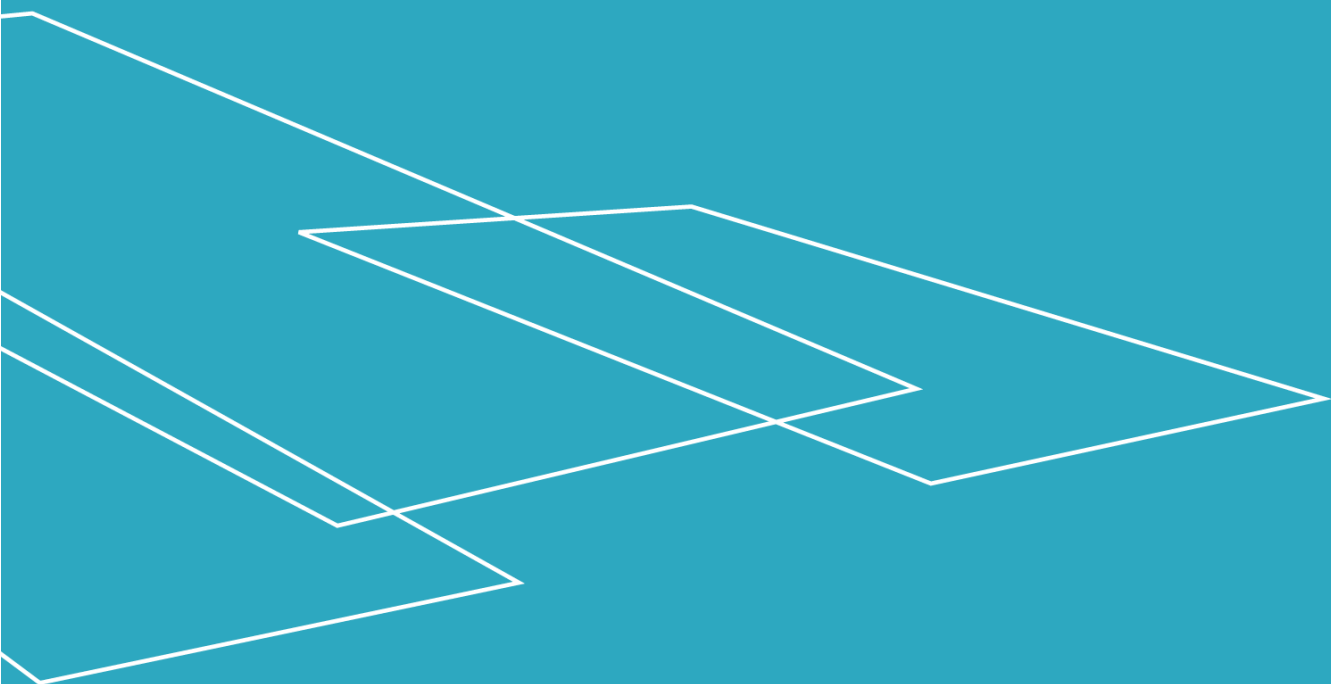


US



User manual FlexStep V2

USER MANUAL – FLEXSTEP V2 – US VERSION 07.03





Contents

1. Foreword.....	4
2. Declarations.....	5
2.1 Regulatory Approvals.....	8
2.2 EU declaration of conformity.....	9
3. Factory acceptance test (FAT).....	10
4. Terms of use.....	11
5. Technical specifications.....	12
6. Safety instructions.....	15
6.1 Installation and maintenance	15
6.2 Unintended movements of FlexStep.....	15
6.3 Lift movement.....	15
6.4 Avoiding personal injury.....	15
6.5 Overload of the lift.....	15
6.6 Personal safety	16
6.7 Anti-crushing.....	16
6.7.1 Infrared anti-crushing feature.....	17
6.8 Safety barriers.....	17
6.8.1 Ramp as roll-off protection.....	17
6.8.2 Doors as roll-off protection.....	17
6.8.3 Vertical safety barrier.....	18
6.9 Handling.....	18
6.10 Unlocking door in case of emergency.....	19
6.11 Lifts accessible to the public (only certain countries).....	20
6.12 Emergency lighting.....	20
7. Functionality	20
8. Assembly	20
9. Start-up.....	21
10. Instructions for the use	21
10.1 Daily use.....	22
10.2 Operating FlexStep from the TOP level	23
10.3 Operating FlexStep from the BOTTOM level.....	23
10.4 Operating FlexStep on the platform	24
10.5 Return to stairs and auto return.....	24
10.6 Emergency stop	25



10.7 ON/OFF switch.....	25
10.8 Audible alarms	26
10.9 Emergency alarm devices (optional equipment).....	27
11. Operation.....	28
11.1 Battery backup.....	28
11.2 Calibration following emergency stop/power failure	28
12. Maintenance.....	29
13. How to pair the transmitter and receiver	31
13.1 Remote control and receiver 2.4 GHz.....	31
13.2 Wireless call station and receiver 2.4 GHz	33
14. Installation and handover.....	34
15. Maintenance checklist	35
16. Service log.....	37
16.1 Service logbook	37
16.2 Online service log (only certain countries)	38
17. Spare parts and accessories.....	39
18. Disassembly	40
19. Disposal	40
20. Right of complaint.....	40

July 2022



1. Foreword

Congratulations on purchasing your new FlexStep V2 wheelchair lift – an aesthetic and innovative 2-in-1 solution providing you with both an ordinary staircase and a sophisticated stairlift – be it in your home, office or other place.

This is an original user manual for your new FlexStep V2. Hereinafter we use the term FlexStep for FlexStep V2, if nothing else is specifically indicated.



It is important to read this manual before using the lift.

Setup and installation **MUST** be undertaken by a qualified Liftup service technician, so as to ensure correct assembly. Improper assembly can lead to unintended risks of personal injury.

Service and maintenance must be performed in accordance with Liftup's terms of sale and delivery and in compliance with local ordinances and regulations as regards the intervals between service inspections.

FlexStep V2 is an elegant combination of regular stairs and wheelchair lift, which easily provides wheelchair users and the walking-impaired access between two levels.

In this user manual “FlexStep V2” in the function as stairlift will be mentioned as “lift”.

The lift is easy to operate using operating panels mounted on the wall, on the lift, or by means of a remote control (optional equipment).



2. Declarations

Corporate Office:

Liftup North America, Inc.
14928 Casey Rd
Tampa, FL 33624

Phone: +1 844 543 8878

www.liftup.us

Manufacturer:

Liftup A/S
Hagensvej 21
DK-9530 Stoevring
Denmark
Phone: +45 9686 3020
www.liftup.dk

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Liftup, the Liftup logo and Liftup are trademarks of Liftup A/S, registered in the United States and in other countries. All other trademarks are the property of their respective owners.

The following Product Limited Warranty gives Resellers specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

Product Limited Warranty

Subject to the terms and conditions set forth herein, Liftup A/S ("*Liftup*") makes the following warranty only to its Resellers who purchase the FlexStep V2 product ("*Product*") directly from Liftup: for a period of one (1) year from the date of shipment from Liftup, the Product will substantially conform to Liftup's standard published specifications for the Product and the Product hardware will be substantially free from defects in materials and workmanship. The foregoing warranty shall not apply to embedded software/firmware components.

THIS PRODUCT LIMITED WARRANTY IS PROVIDED TO RESELLERS AND TO RESELLERS ONLY. RESELLER IS SOLELY RESPONSIBLE FOR ANY AND ALL WARRANTIES MADE TO ITS CUSTOMERS, AND LIFTUP MAKES NO WARRANTIES, EXPRESS OR IMPLIED, AND SHALL HAVE NO OBLIGATIONS OR LIABILITY TO RESELLER'S CUSTOMERS OR END-USERS OF THE PRODUCT. RESELLER SHALL NOT MAKE ANY REPRESENTATIONS OR WARRANTIES ON LIFTUP'S BEHALF, AND SHALL FULLY INDEMNIFY, DEFEND AND HOLD LIFTUP HARMLESS FROM ANY BREACH OF THE FOREGOING. IF RESELLER DISTRIBUTES PRODUCT TO END-USER CUSTOMERS, RESELLER SHALL BE SOLELY RESPONSIBLE FOR PREPARING AND PROVIDING PRODUCT WARRANTIES AND PRODUCT LITERATURE TO END-USERS.

Warranty Remedies

If the Product fails during the warranty period for reasons covered by this Product Limited Warranty and Reseller notifies Liftup of such failure during the warranty period, Liftup is at option to repair OR replace the nonconforming Product, OR refund the purchase price paid by Reseller for the Product, provided that Reseller returns the Product to Liftup in accordance with Liftup's standard return material authorization procedures or as otherwise instructed by Liftup.



Warranty Exclusions and Disclaimers

The foregoing Product Limited Warranty shall only apply in the event and to the extent that (i) the Product is properly and correctly installed, configured, interfaced, maintained, stored and operated in accordance with Liftup's specifications, and (ii) the Product is not modified or misused. This Product Limited Warranty shall not apply to, and Liftup shall not be responsible for, defects or performance problems resulting from: (a) the combination or utilization of the Product with hardware or software products, information, data, systems, interfaces, services or devices not made, supplied or specified by Liftup; (b) the operation of the Product under any specifications other than, or in addition to, Liftup's standard published specifications for the Product; (c) the unauthorized installation, modification or use of the Product; (d) damage caused by: accident, lightning or other electrical discharge, water immersion or spray, or exposure to environmental conditions for which the Product is not intended; or (e) normal wear and tear on consumable parts, including by way of example and without limitation, batteries.

LIFTUP DOES NOT WARRANT OR GUARANTEE THE RESULTS OBTAINED THROUGH THE USE OF THE PRODUCT. THE FOREGOING TERMS OF THE PRODUCT LIMITED WARRANTY STATE LIFTUP'S ENTIRE LIABILITY, AND RESELLER'S EXCLUSIVE REMEDIES, RELATING TO THE USE AND PERFORMANCE OF THE PRODUCT EXCEPT AS OTHERWISE EXPRESSLY PROVIDED FOR IN THIS PRODUCT LIMITED WARRANTY, THE PRODUCT, ACCOMPANYING DOCUMENTATION AND MATERIALS, AND/OR ANY EMBEDDED SOFTWARE/FIRMWARE AND UPDATES THERETO ARE PROVIDED "AS-IS" AND WITHOUT EXPRESS OR IMPLIED WARRANTIES OF ANY KIND, BY EITHER LIFTUP OR ANYONE WHO HAS BEEN INVOLVED IN ITS CREATION, PRODUCTION, INSTALLATION OR DISTRIBUTION, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NONINFRINGEMENT. THE STATED EXPRESS WARRANTIES ARE IN LIEU OF ALL OBLIGATIONS OR LIABILITIES ON THE PART OF LIFTUP ARISING OUT OF, OR IN CONNECTION WITH, THE PRODUCT. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING:

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Embedded Software/Firmware

The Product and associated tools, if any, may contain embedded software/firmware, which is licensed, not sold, and is only for use within the Product as an integral part thereof. Such embedded software/firmware (which includes all updates thereto) contains valuable trade secrets and is proprietary to Liftup A/S and its suppliers. To the greatest extent permitted by law, such embedded software/firmware may not be modified, copied, disassembled, decompiled or reverse engineered. Liftup reserves all other rights.

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BUSINESS INTERRUPTION, LOSS OF DATA OR ANY OTHER PECUNIARY LOSS), REGARDLESS OF WHETHER LIFTUP HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH LOSS AND REGARDLESS OF THE COURSE OF DEALING BETWEEN LIFTUP AND RESELLER. BECAUSE SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO EVERY RESELLER.

Notices

Class B Statement – Notice to Users. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes and modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission rules.



2.1 Regulatory Approvals

FCC/IC

The radio module contained in the FlexStep V2 and associated remote comply with the FCC Part 15.249 and the Industry Canada requirements RSS-GEN, RSS-210

The radio module contained in the FlexStep V2 and associated remotes complies with Part 15 of the FCC rules and with Industry Canada license exempt standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

The radio module contained in the FlexStep V2 and associated remotes are SAR test excluded according to FCC KDB 447498, RSS102 and EN 62479 at separation distances larger than 5 mm and less than 50 mm.

With respect to radio frequency radiation exposure Information, it is declared; that this equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This gives an extra margin, since the remote control normally, only is used in “controlled environment” for approx. 30 seconds when lifting, and typically only a few times a day.

FlexStep V2 contains:

FCC ID: 2AK8H-MODULE1
IC: 22516-MODULE1

Handheld REMOTE1

FCC ID: 2AK8H-REMOTE1
IC: 22516-REMOTE1

Wall mounted REMOTE2:

FCC ID: 2AK8H-REMOTE2
IC: 22516-REMOTE2

EU Declaration of Conformity: CE
(Machinery Directive and RED (Radio module and remote))

ASME 18.1 2014 (US/FDA)

The FlexStep V2 complies with key requirements of the ASME 18.1 Safety Standard for Platform lifts and Stairway Chairlifts, section 5 “Private Residence Platform Lifts”. Please note that not all possible configurations of the FlexStep V2 are in compliance – consult your reseller for further information.



2.2 EU declaration of conformity

Manufacturer: Liftup A/S
Address: Hagensvej 21, DK-9530 Støvring, Denmark
Telephone no.: +45 9686 3020

hereby declares that:

Lift: **FlexStep V2**
 Combination stairlift for wheelchair users and persons with impaired mobility

Year: **2019**


conforms to the key health and safety requirements of Directive 2006/42/EC on machinery.

Additionally, the equipment is in compliance with relevant safety and health requirements in:

EMC Directive: 2014/30/EU
 RoHS Directive: 2011/65/EU
 Radio Equipment Directive 2014/53/EU (RED)

Relevant parts of the following were, for example, used in the assessment:

ISO 9386-1:2000 Power-operated lifting platforms for persons with impaired mobility
 DS/EN 60204-1 Safety of machinery – Electrical equipment of machines.
 DS/EN 13849-1 and -2 Safety-related parts of control systems

_____ CEO Position	_____ Søren Elisiussen Name
_____ Liftup A/S, Hagensvej 21, DK-9530 Støvring, Denmark Place	
_____ 10 February 2020 Date	_____  Signature



3. Factory acceptance test (FAT)




FACTORY ACCEPTANCE TEST *Certificate*

is hereby issued to FlexStep V2 with serial no.

(insert serial number / copy of CE certification mark here)

The validity of the CE certificate is subject to correctly performed installation, cf. the manufacturer's instructions.

To certify that all safety tests, performance tests and other tests specified by our certified ISO 9001:2015 Quality Management System have been successfully passed and documented.



Issue date

Test responsible

Liftup A/S | Hagensvej 21 | 9530 Støvring | Denmark
T: +45 96 86 30 20 | M: mail@liftup.dk
www.liftup.dk | CVR: DK-1015 3964



4. Terms of use

As a lift, the equipment is solely for the use of wheelchair users or persons with impaired mobility. The maximum load is 400 kg (880 lbs) evenly distributed on the platform (max. 2 persons).



Read this user manual thoroughly before using the lift



IMPORTANT! The platform must NOT be used for goods transport, including loaded pallets or other types of heavy loads.



IMPORTANT! No persons must be on the FlexStep when it is moving to or from stair mode, but only when it is functioning as a platform.



IMPORTANT! The owner of this lift is obliged to maintain it according to the Maintenance Guide in section 12.



Do not dispose of batteries, electrical or electronic equipment with unsorted household rubbish. When disposing of this device, ensure compliance with local ordinances and regulations.



Max 400 kg
Max 880 lbs

The maximum load is 400 kg (880 lbs) **evenly distributed on the platform** (max. 2 persons)

If the lift is accessible to the public, it is the responsibility of the owner to ensure that inspections are performed in accordance with the legal provisions and at correct intervals, and that necessary safety equipment is provided for.



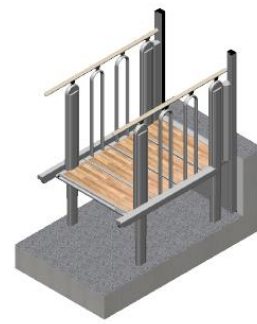
5. Technical specifications



Position at bottom landing



Staircase



Position at top landing

All scale drawings for 2+1, 2+2, 3, 3+1, 4, 4+1, 5 and 6 step FlexStep V2 in standard widths are available at <https://www.liftup.us/products/flexstep/>.

Specifications:

Power:	110 - 240 V/50 Hz (1.1A) Max: 90 W, Standby < 6 W			
Lifting capacity:	400 kg (880 lbs)			
Lifting height:	0 – 1250 mm		(0 – 49.21")	
Platform size:				
Internal dimensions:	W 700/800/900/1000 mm (27.56/31.50/35.43/39.37")			
	L 900 mm - 1800 mm (35.43 – 70.87")			
External dimensions:	W 930 – 1230 mm (36.61 – 48.43")			
	L 1095 - 2010 mm (43.13 – 79.13")			
Dead weight:	125 - 205 kg		(275.6 – 451.9 lbs)	
Noise level:	<70 dB ^{1) 2)}			
Water and dust:	>50V: IP67 (Power Supply) / <50V: IP23 / <10V: IPxx			
Lifting speed/			<u>mm/</u>	<u>inches/</u>
temperature:	<u>°C</u>	<u>°F</u>	<u>second</u>	<u>second</u>
	+40°C - +5°C	+104°F - +41°F	<60 mm	<2.36"
	+5°C - -10°C	+41°F - +14°F	20 mm	0.79"
	-10°C - -20°C	+14°F - -4°F	10 mm	0.39"
	-20°C - -25°C	-4°F - -13°F	10 mm	0.39"
Max. 200 kg/440 lbs				
Approval:	Directive 2006/42/EC on machinery			
Duty cycle:	2 min. / 5 min.			
Battery capacity:	30 cycles at 25 °C. Fully charged = 5 hours			
Flat battery:	10 min. charge = 1 trip			

¹⁾ The noise level is an average, and for a short period noise will occur > 70 dB

²⁾ When "Raise-To-Fold" (RTF) has been activated in connection with ramp selection (option), the noise level is specified as up to 80 dB



All radio components comply with the following regulations and standards:

EU	2014/53/EU, Radio Equipment Directive (RED)
FCC (USA)	CFR 47 Part 15
DS/EN 62479:2010	Assessment of the compliance of low-power electronic and electrical equipment with the basic restrictions related to human exposure to electromagnetic fields (10 MHz to 300 GHz)
DS/EN 300 440, v2.1.1	Short Range Devices (SRD); Radio equipment to be used in the 1 GHz to 40 GHz frequency range; (Electromagnetic compatibility and Radio spectrum Matters Draft)
DS/EN 301489-1, v2.2.0	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services, Draft
DS/EN301489-17, v3.2.0	ElectroMagnetic Compatibility (EMC) standard for radio equipment and services
AS/NZS 4268	Radio Equipment and Systems –Short Range devices
AS/NZS 2772.2	Radio Frequency Fields (mean power <1 mW)

Internal receiver in FlexStep (MODULE1)

2.4 GHz Short Range devices. FCC ID: 2AK8H-MODULE1

Receiver Class 3

Dimensions (L x W x H):	72 x 33 x 10mm / 2,83 x 1,30 x 0,40 in.
Weight:	10 g (0,035 lbs.)
Frequencies:	2.410GHz 2.435GHz and 2.460GHz
Duty cycle:	< 1% (only TX for pairing Remotes)
Power:	< 0,6mW Controlled environment
Supply:	5,6 Volt 30mA
Water and dust:	IP XX (shall be mounted inside Liftup products)
Working temperature:	+5°C to +40°C / 41°F to 104°F
Storage temperature:	-25°C to +70°C / 13°F to 158°F
Expected service life:	> 5 years

Handheld wireless remote control (REMOTE1)

2.4 GHz Short Range devices. FCC ID: 2AK8H-REMOTE1

Receiver Class 3

Dimensions (L x W x H):	96 x 47 x 24mm / 3,79 x 1,85 x 0,95 in.
Weight:	48 g (0,11 lbs.)
Frequencies:	2.410GHz 2.435GHz and 2.460GHz
Duty cycle:	< 1%
Power:	<0,6mW Controlled environment, Hold to run
Battery:	3 Volt CR2032
Water and dust:	IP 42
Working temperature:	+5°C to +40°C / 41°F to 104°F
Storage temperature:	-25°C to +70°C / 13°F to 158°F
Expected service life:	> 5 years



Wall-mounted wireless call station (REMOTE2)

2.4 GHZ Short Range devices FCC ID: 2AK8H-REMOTE2

Receiver Class 3

Dimensions (L x W x H): 170 x 72 x 42mm / 6.70 x 2.83 x 1.65 in.

Weight: 180-215 g / 0,4-0,47 lbs.

Frequencies: 2.410GHz 2.435GHz and 2.460GHz

Duty cycle: < 1%

Power: < 0,6mW Controlled environment, Hold to run.

Battery: 3 Volt CR2032

Water and dust: IP 54

Working temperature: +5°C to +40°C/ 41°F to 104°F

Storage temperature: -25°C to +70°C / 13°F to 158°F

Expected service life: > 5 years

Right reserved to make technical modifications.

Patented product



The following patents apply to the product:

- EP1254858,
- EP1600416



6. Safety instructions

6.1 Installation and maintenance

Do not try to install or service your FlexStep yourself – this **MUST** be done by an authorised* service technician. Do **NOT** remove the protective or safety plates, as this may lead to personal injury.

**Has completed a Liftup product and service course.*

6.2 Unintended movements of FlexStep

If during the use of your FlexStep movement or action occurs which is not described in this manual, stop the unit and call technical assistance.

Should your FlexStep not move with plane movement as a platform, calibrate the lift by running the platform down to floor level. If the problem continues, call technical assistance.

6.3 Lift movement

The space under the lift must be kept free of all objects which may impair its downward movement. Otherwise the lift cannot be moved to the lowest level and thus not be used as a wheelchair lift.

Should an object hinder lift downward movement, the anti-crushing safety feature will be activated (see section 6.7).

6.4 Avoiding personal injury

Do **NOT** transform the FlexStep from stairs into platform or the reverse when persons or objects are on the stairs.

So as to avoid personal injury it is **NOT** permitted to use the FlexStep V2 when someone is at risk of being injured by crushing, cutting, falling, slipping, or similar.

It is important that the operator/user ensures that the lift can move without putting anyone or anything at risk.

Be extra careful when there are small children, elderly or disabled people on or near the stairs/platform, as these groups cannot always be expected to be able to foresee the possible consequences of lift movement.

6.5 Overload of the lift

In order to avoid damage to the lift in the event of overload (max. 400 kg (880 lbs) evenly distributed), it is fitted with an overload cut-out, which when triggered halts the lift and issues an audible alarm (see section 10.8). In such cases, run the lift down in order to exit it.



6.6 Personal safety

FlexStep is fitted with various safety features which ensure that the user or other people are not injured when using the lift.



WARNING! Although the lift comes fitted with various safety features never use it if persons or animals are close by, as there may otherwise be a risk of crushing.
Never allow children to play with the lift.

6.7 Anti-crushing

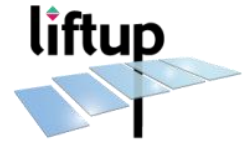
Beneath the entire lift a number of pressure plates (anti-crushing) are fitted which are activated if an object is going to be crushed below. When this feature is activated the lift stops and then runs approx. 2 cm upwards, while at the same time an audible alarm is issued (see section 10.8).



If the anti-crushing feature is activated, release the operating button. Remove any objects under the lift, and it can then be run to the “lower landing” or “staircase” states. (If needed, run the lift upwards so you can more easily remove objects underneath it).



IMPORTANT! Keep in mind that when the lift is used outside, leaves, branches and snow can affect the anti-crushing safety feature, and so you should check regularly that the lift will not be obstructed when moving downward.



6.7.1 Infrared anti-crushing feature

Infrared sensors are fitted between the steps in order to avoid crushing between them.



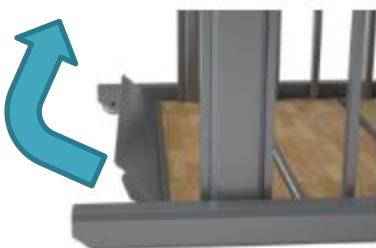
Infrared sensors prevent crushing between the steps

If the IR sensors are disrupted when the FlexStep V2 moves from staircase to platform or the reverse, movement will stop, and an audible alarm will sound (see section 10.8).

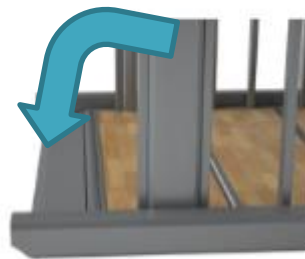
6.8 Safety barriers

6.8.1 Ramp as roll-off protection

If the lift is fitted with a ramp, the ramp will first pull up and lock before the lift begins to move. The ramp now acts as roll-off protection. When the lift returns to floor level, the ramp will automatically lower (keep the button pressed) and act as a drive-on/drive-off ramp.



Ramp as roll-off protection



Ramp as a drive-on/drive-off ramp

6.8.2 Doors as roll-off protection

If the lift is fitted with doors, they will close before it begins to move. The doors will always be closed, when the lift has moved off ground level. If the lift is fitted with doors, it can be equipped with automatic door locks. The automatic door locks will secure that the doors are locked before the lift begins to move.



6.8.3 Vertical safety barrier

If the lift is fitted with a vertical safety barrier (optional equipment) at the upper level, it will close before the lift begins to move. The vertical safety barrier will always be closed, when the lift is not at the upper level.



The vertical safety barrier is closed and locked when the lift is not at the top level.

6.9 Handling

The lift is normally supplied by your dealer, who also takes care of installation. Do not try to move the lift manually, as this can lead to personal injury. The product should be moved and handled using suitable lifting equipment (pallet-truck, roller plate, or similar).

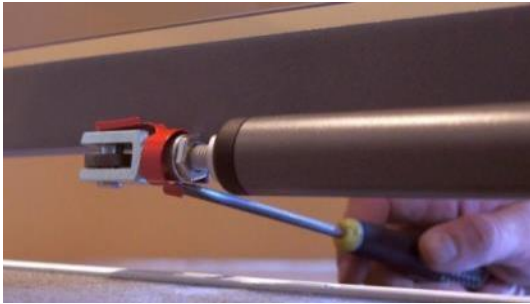
Do not subject the lift to severe knocks/blows as these can affect functionality.

Keep the associated remote control (optional equipment) dry and do not subject it to severe blows. Cleaning may only be performed using a well-wrung cloth.



6.10 Unlocking door in case of emergency

In case of emergency/malfunction: **Release the** folding spring bolt.



1. Pull the spring out from the shaft of the clevis, using a suitable tool, screwdriver, ruler, bottle-opener, etc.



2. From outside, you can approach the lower side



3. The spring is released



4. When the spring is released pull out the bolt.

Please note!

The bolt may be difficult to pull out, because of pressure on the door actuator.



5. Now the door can be moved freely

When the fault has been corrected, the door can be connected again following this instruction in reverse order.



6.11 Lifts accessible to the public (only certain countries)

If the lift is accessible to the public, basically it must be equipped with a key switch, ensuring that the lift can be locked when left unobserved.

In order to make sure that persons cannot unintendedly be trapped in the lift, it must be possible to lock it so that it is not possible to access the lift (in a normal manner). The key switch shall prevent the lift from moving and ensure that doors may be closed or locked. If the lift is not under observation or locked, but the owner (or his representative) is present close to the building, it must be equipped with an alarm signal for calling for help.

If the lift is equipped with an alarm signal, the signal must be connected to an external alarm device (e.g. light, sound or similar) which can draw attention to the need for assistance at the lift. If the lift is installed in such a way that an alarm signal is insufficient (e. g. freely accessible without observation), a two-way communication system must be installed.

If the lift is installed with a two-way communication system, it must be connected to a telephone number which is in operation at any time (when the lift is accessible),

6.12 Emergency lighting



In the event of power failure or if power to the control system gets disconnected for some other reason, the system will automatically switch to backup mode. This means that the system will continue to work, as the lift will then be powered by a backup battery. The illuminations on the operating panel will still be alight.

7. Functionality

The lift is a so-called “hold-to-run” device, i.e. the buttons must be pressed and held for the entire motion.

The lift works simply by the user calling it by pressing one of the buttons on the wall, or by using the associated remote control (optional equipment). When the user is on the platform it is operated by means of a side panel, from which the user can choose between moving to the top or bottom level.

8. Assembly

The lift is installed by an authorised service technician*. Do not attempt to transport/move or uninstall your FlexStep, or to repair it. These actions **MUST** be undertaken by an authorised service technician.

Improper assembly can pose risks to user personal safety. Liftup disclaims any liability if assembly and installation are not performed by an authorised* service technician.

**Has completed a Liftup product and service course*



(Denmark only)

In **Denmark**, effective as of 30 June 2016 the Danish Working Environment Authority has introduced new regulations for owners/users of elevators, lift products etc. (Danish Working Environment Authority Executive Order 461 of 23 May 2016). This is relevant for the number of preventative maintenance inspections and for the statutory control of the erection of the product. In order to quality assure these inspections, Liftup has developed and implemented an online service log which is accessible for all our FlexStep products. All inspections and controls in future must be registered in this log (see section 16.2 for more details on the online service log).

For details on assembly, contact your dealer (<https://www.liftup.us/distributors/>).

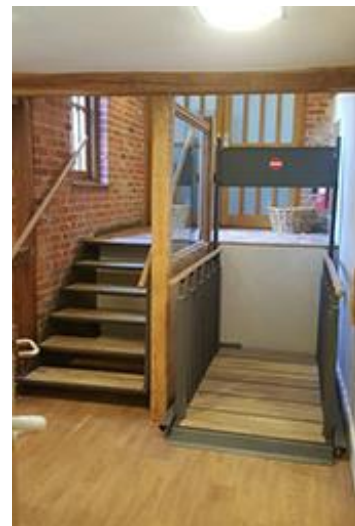
9. Start-up

FlexStep V2 should always be connected to a 230 V power socket and be switched on. Normally the lift is in constant stand-by mode, i.e. it is ready for use as soon as one of the operating buttons is pressed.

If the emergency stop is pressed in – or the lift is switched off by a key switch (optional equipment) – it must be released before the lift can be put into use (see section 10).

10. Instructions for the use

The FlexStep is a unique 2-in-1 application designed to function both as an ordinary staircase and as a wheelchair lift. Basically, the FlexStep V2 is an ordinary staircase, but with the simple pushbuttons it is easily folds up/down to a platform and is transformed to a wheelchair lift.



10.1 Daily use

FlexStep is operated by means of two operating panels: Standard (Fig. 1-4), FUGA (Fig. 5) or key-operated call stations (Fig. 6) at the top and bottom levels respectively, pushbuttons (Fig. 9) on the lift or by using the remote control (optional equipment) (Fig. 8). The remote control replaces the two operating panels. Additionally, the lift can be switched on or off by means of a key switch (optional equipment) (Fig. 8).



Fig. 1
Standard call station
wired, two-way



Fig. 2
Standard call station
wired, three-way



Fig. 3
Standard call station,
wireless, two-way



Fig. 4
Standard call stations,
wireless, three-way



Fig. 5
FUGA call station,
two-way



Fig. 6
FUGA call station,
three-way



Fig. 7
Key-operated
call station

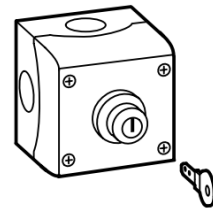


Fig. 8
Key switch
ON/OFF



Fig. 9:
Remote control
(optional equipment)



Fig. 10
Operating panel on the lift with (optional equipment)
/without alarm bell



10.2 Operating FlexStep from the TOP level



In order to call the stairs to a platform at the TOP level press and hold the button with the UP arrow (Δ/\uparrow). The stairs lift the ramp into an anti-roll-off barrier, and this is then locked in the raised position (Fig. 1). The stairs move down into a platform at the BOTTOM level, which then rises to the TOP level (Fig. 2). Drive carefully onto the platform (use the wheelchair brake), press the DOWN arrow on the operating panel (∇/\downarrow), and the platform will sink to the BOTTOM level. Now the anti-roll-off barrier will lower and act as a ramp (Fig. 4). Drive carefully off the platform (Fig. 3).

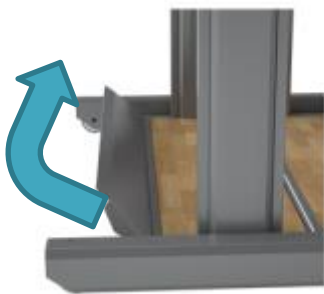


Fig. 1:
The ramp rises and locks



Fig. 2:
Drive onto the platform



Fig. 3:
Drive off the platform

10.3 Operating FlexStep from the BOTTOM level



In order to call the stairs to a platform at the BOTTOM level, press and hold the bottom button with the DOWN arrow (∇/\downarrow). The stairs lift the ramp into an anti-roll-off barrier and this is then locked in the raised position (Fig. 1). The stairs move down into a platform at the BOTTOM level, after which, the anti-roll-off barrier lowers into an access ramp. (Fig. 4). Drive carefully onto the platform (use the wheelchair brake) (Fig. 5). Press the UP arrow (Δ/\uparrow) on the operating panel, and the platform will rise to the TOP level after the ramp has risen into an anti-roll-off barrier. Drive carefully off the platform (Fig. 6).

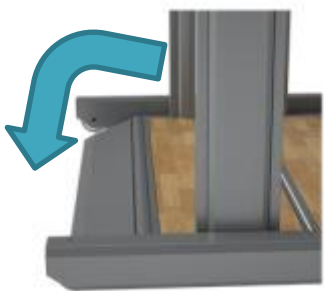


Fig. 4:
The ramp lowers



Fig. 5:
Drive onto the platform



Fig. 6:
Drive off the platform



10.4 Operating FlexStep on the platform



The lift is operated as a wheelchair lift by means of an operating panel fitted to the stair handrails. The platform panel only functions when FlexStep is in a platform state. An assistant can also run the platform up or down using the operating panels on the wall or the remote control.

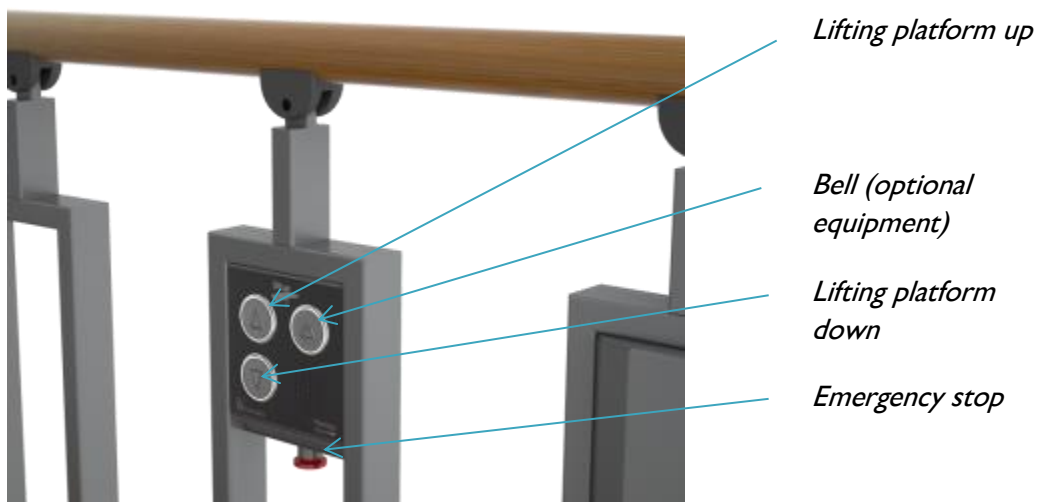
- To run the platform up, press and hold the UP arrow (Δ/\uparrow) until the lift stops and any door or safety barrier has opened.
- To run the platform down, press and hold the DOWN arrow (∇/\downarrow) until the lift stops and the ramp has lowered to the floor.

10.5 Return to stairs and auto return



By activating the button with the stairs symbol, FlexStep transforms back to its normal state, which is staircase.

If no operating buttons or IR sensors have been activated for approx. 60 seconds (standard setting), FlexStep will automatically return to its normal state of staircase. An audible alarm will sound during this process (see section 10.8). This function can be disconnected if the user does not want the lift to automatically revert to stairs.



Liftup recommends that the auto-return function is turned off in all cases when there is no safety at the top level.



10.6 Emergency stop



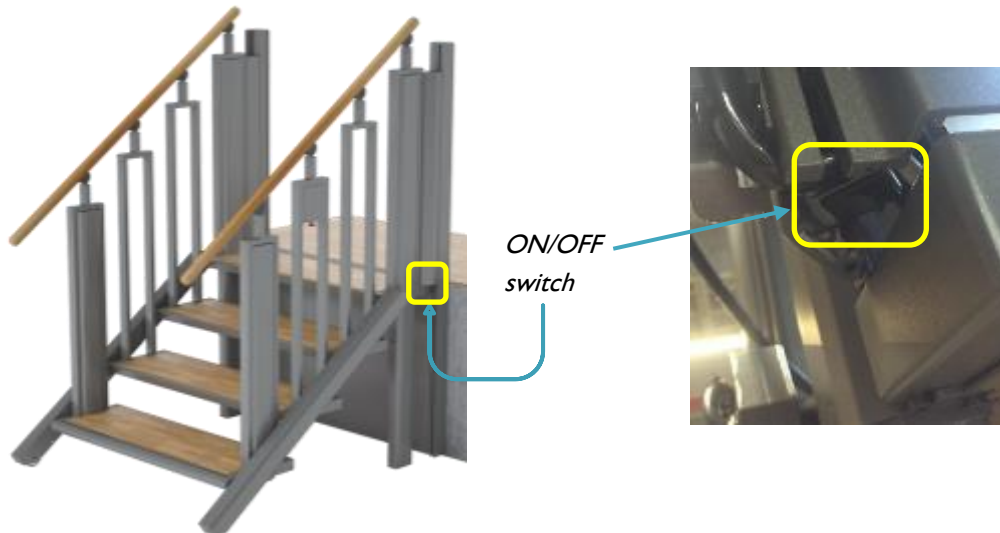
Should the lift make an unintended movement, or if it needs to be stopped in order to avoid injury, press the EMERGENCY STOP. To release the emergency stop, turn the button clockwise and then the system is again ready for use.



To operate the alarm function on the operating panel, see section 10.9.

10.7 ON/OFF switch

FlexStep comes fitted with an ON/OFF switch. It is sited at the base of the control box on the right-hand side. This button is used to disconnect the power supply to the lift. If the user switches this off at the same time as activating the emergency stop, the lift will be completely powered off.



The ON/OFF switch is used in connection with service inspections. Power to the lift is switched on/off by activating the ON/OFF switch and the emergency stop (see section 11.1). When power is again returned to the lift (and emergency stop is released), the control system restarts (see section 11.2). Normally it is ON so as not to ruin the batteries.



WARNING! The ON/OFF switch is for the battery charger. It is not the mains switch. If it set to OFF for a longer period of time, it may drain and damage the batteries. In the event of a long-standing power outage, the emergency stop should be activated to ensure that the batteries are not completely discharged.



10.8 Audible alarms

If no “speak” is installed on the lift, an alarm tone will sound.

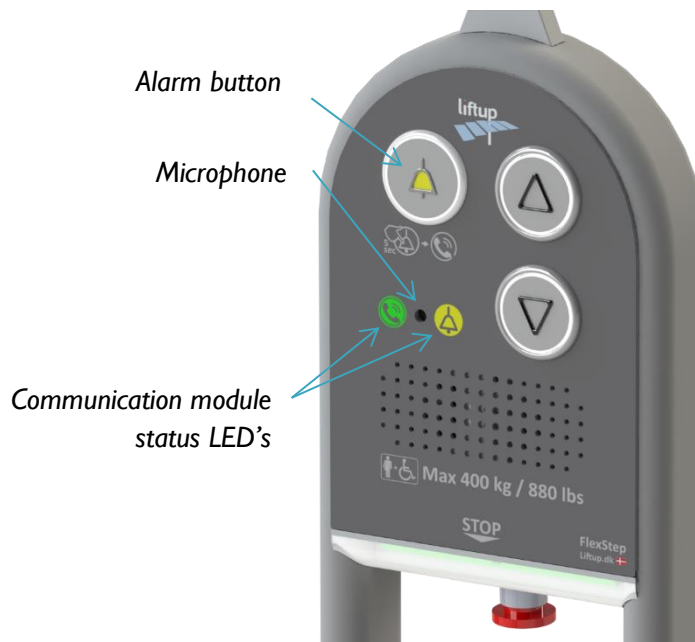
Speak	Activity/warning	
Opening	The safety barrier is opening.	■ ■ ■ ■
Closing	The safety barrier is closing.	■ ■ ■ ■
Alarm: Overload	The platform is overloaded.	■ ■ ■ ■ ■ ■ ■
Alarm: Battery fault – the lift cannot be used	The battery has a fault. Inadequate power supply (see section 5 Technical Specifications).	■ ■ ■ ■ ■ ■ ■ ■
Alarm: Something is under the lift	Remove the object under the lift which is preventing downward movement.	■ ■ ■ ■ ■ ■ ■
Alarm: IR sensors interrupted	Remove the object under the lift which is preventing downward movement.	■ ■ ■ ■ ■ ■ ■ ■
Alarm: Something is on the lift	Change from platform to staircase is not possible because someone/something is on the platform.	■ ■ ■ ■ ■ ■ ■ ■ ■
Ding Ding Ding	Arriving at top/bottom level.	■ ■ ■
Ding Ding Ding	The lift has become a staircase.	■ ■ ■
Warning: Automatic operation	A warning that the lift is about to become a staircase.	■ ■ ■ ■ ■ ■ ■ ■ ■ ■
BEEP-BEEP-BEEP...	The lift is in the process of becoming a staircase.	■ ■ ■ ■ ■ ■ ...
Emergency stop pressed	The red emergency stop button has been pushed. It must be released in order that the lift can function again.	■ ■ ■ ■ ■
The lift is locked	The lift is locked with a key switch.	■ ■ ■ ■ ■ ■
Alarm: Battery warning	Low battery level.	■ ■ ■ ■ ■ ■ ■
Alarm: Power supply is interrupted – connect or press emergency stop	Connect to a power supply or activate emergency stop in order to power off the lift.	■ ■ ■ ■ ■ ■ ■ ■

- ■ ■ ■ High tone followed a deeper tone
- ■ ■ ■ Low tone followed by higher tone
- ■ ■ 3 identical tones



10.9 Emergency alarm devices (optional equipment)

The lift can be equipped with a two-way intercom system which allows the user to contact external assistance in case of an emergency. To activate the alarm press and hold the alarm button (🔔) for 5 seconds.



For detailed operation instructions regarding the intercom system, please consult the Safeline manual found here:

Safeline MX3: <https://www.safeline-group.com/en/qg/mx3>



11. Operation

Under normal operating conditions the lift shall always be connected to a 230 V power socket. It is very important that the power is not disconnected or switched off as long-standing power outage (10-20 hours) may result in flat batteries and thus inoperability. Thus, the lift cannot be used until the batteries have been recharged. An audible alarm will sound if the power supply is interrupted (see section 10.8).

11.1 Battery backup

In the event of power failure or if power to the control system gets disconnected for some other reason, the system will automatically switch to backup mode. This means that the system will continue to work completely normally as power to the lift is supplied by a backup battery. An audible alarm will sound in the event of power failure (see section 10.8). This alarm will cease as soon as power is returned to the lift. The system is again running in normal operating mode. However, should it not be possible to immediately supply power and you wish to stop the alarm, press the emergency stop. (Be aware that the system will now need calibrating – see below).



IMPORTANT! If the 230 V power supply has been disconnected and the emergency stop activated at the same time, the system will automatically switch to “safety mode” and will then need calibrating (see below).

11.2 Calibration following emergency stop/power failure

The lift will require calibration if the emergency stop has been activated and the power supply interrupted, or if the system registers some other type of irregularity. The lift automatically goes into a special “safety mode” which only permits slow speed downward movement.



IMPORTANT! If you notice the lift not working as expected or if it stops after only a few centimetres, technical problems may have arisen which require attention by technically qualified personnel. Contact your dealer for further assistance.



12. Maintenance

Clean the lift by wiping with a well-wrung cloth using water mixed with a mild detergent.



IMPORTANT! Do NOT use a high-pressure jet or rinse the lift directly using a hose. Do not use aggressive cleaning agents or similar on the lift, and avoid salt or sand coming into contact with the lift in connection with winter maintenance.

Any oiled wooden surfaces are to be regularly maintained (approx. every 3 months) with wood oil in order to ensure wood service life. Varnish according to need.

Check beneath the lift regularly for any leaves, branches or other objects and remove these in order to ensure free movement.

The mechanical maintenance of the lift shall normally only be undertaken in connection with the regular service inspections. These are to be performed by an authorised* service technician.

Should unexpected errors or jarring sounds occur, contact your dealer at once.

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Remote controls

A CR2032 battery is installed in the remote controls (optional equipment).



In order to ensure reliable function, swap the batteries every 2 years



DO NOT swallow coin cell batteries



Keep batteries out of reach of small children. Should a child swallow a battery, consult a physician immediately



DO NOT put the battery in trash. When disposing, comply with local ordinances or regulations

Handheld remote control

-
- A black mobile phone with its back cover removed, showing the internal circuitry and a SIM card slot. The back cover has two circular buttons with up and down arrows and the text "www.moncler.it". The internal components include a SIM card slot, a battery, and various electronic components.

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13. How to pair the transmitter and receiver

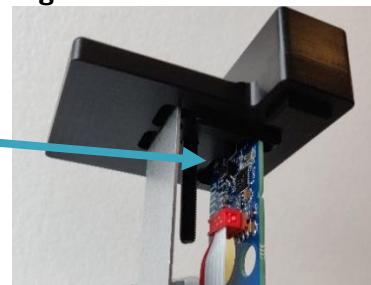
13.1 Remote control and receiver 2.4 GHz

The transmitter and receiver must always be paired in order to work. This is normally done at the factory or by an authorised* service technician. The receiver will not react to a transmitter which is not paired with it. A receiver can be paired with up to 20 transmitters. A transmitter can be paired with several receivers, if required.

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To pair the transmitter and the receiver, do the following:

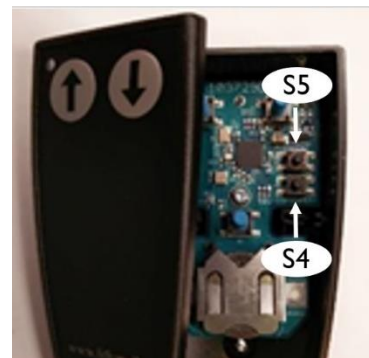
1. To get access to S4 on the receiver, loosen the top screw and pull the MODULE1 up from the top of the wall profile.
2. Press briefly on the S4 on the receiver, and the control LED begins to flash slowly. The receiver is now in installation mode for 2 minutes.
3. Press the UP (↑) and DOWN (↓) buttons on the remote control at the same time and hold them down for approx. 5 seconds until the control LED on the remote control begins to flash slowly. The remote control is now in installation mode for 2 minutes. It must flash yellow (If the LED flashes red, it is an 868 MHz remote control and pairing is not possible).



Alternatively:

Press the Connect (S4), if the Remote is open

4. When the control LED on the remote control stops flashing, it is paired with the lift.
5. Test the system, to ensure the pairing has been performed correctly; if not, repeat 1-4 above.
6. If you need to pair several remote controls to the receiver, repeat step 2 above.





To reset a remote control so that it is no longer paired with a particular lift, do as follows:

Resetting the transmitter

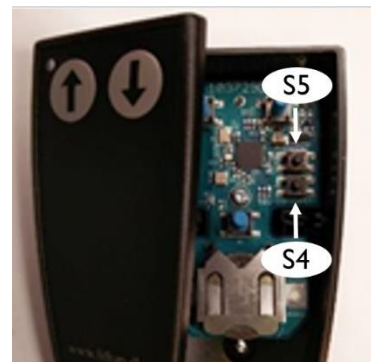
1. Press the UP (↑) and DOWN (↓) buttons at the same time and hold them down for approx. 5 seconds until the control LED on the remote control begins to flash slowly.
2. The remote control is now in installation mode for 2 minutes. Perform the following sequence within the 2 minutes:

Press: UP(↑), UP(↑), DOWN(↓), DOWN(↓), UP(↑), DOWN(↓), UP(↑), DOWN(↓)

If successful, the LED will flash rapidly 10 times

Alternatively:

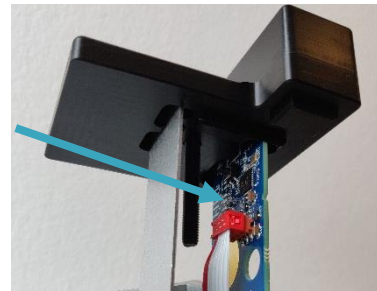
Press the Reset (S5), if the remote is open



Test the system, to ensure the reset has been performed correctly and the remote control is no longer paired; if not, repeat steps 1-3 above.

Resetting the receiver

1. Press the S4 on the receiver for more than 10 seconds.
2. When the control LED begins to flash rapidly 10 times, the receiver has been reset.



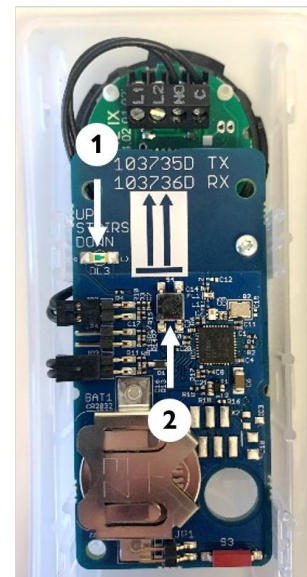


13.2 Wireless call station and receiver 2.4 GHz

The transmitter and receiver must always be paired in order to work. This is normally done at the factory or, by an authorised* service technician. The receiver will not react to a transmitter which is not paired with it. A receiver can be paired with up to 20 transmitters. A transmitter can be paired with several receivers, if required.

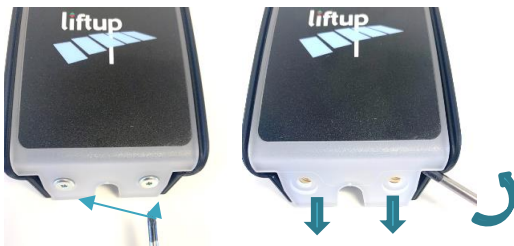
To pair transmitter and receiver, do the following:

1. To get access to S4 on the receiver, loosen the top screw and pull the MODULE1 up from the top of the wall profile (see section 13.1).
2. Press the S4 on the receiver briefly and the control LED begins to flash slowly. The receiver is now in installation mode for 2 minutes.
3. To get access to the print with the sender, loosen 2 Torx screws and pull the top cover down to separate it from the counterpart.
4. The sender print is now visible. Press the S4 briefly to pair it with the receiver (must be done within 2 min.).



1. LED

2. S4



5. Test the system, to ensure the pairing has been performed correctly; if not, repeat 1-4 above.
6. If you need to pair several remote controls to the receiver, repeat step 2 above.

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To reset a call station so that it is no longer paired with a particular lift, do as follows:

Resetting the transmitter

1. Press the S4 on the transmitter for more than 10 seconds.
2. When the control LED begins to flash rapidly, the transmitter has been reset.

Resetting the receiver

1. Press the S4 on the receiver for more than 10 seconds (see photos in section 13.1).
2. When the control LED begins to flash rapidly, the receiver has been reset.



14. Installation and handover



Installation and handover – FlexStep V2

The form below shall be filled out upon installation.

Customer:	Product:
Address:	Product Type No.:
Postcode:	Serial No.:
Telephone No.:	Installation date:
Client acceptance of installation:	Installed by:

Checklist:

No	Description	Checked	Any comments
1	Perform test together with client	<input type="checkbox"/>	
2	Check all call stations	<input type="checkbox"/>	
3	Check all safety components	<input type="checkbox"/>	
3.1	Pressure plates	<input type="checkbox"/>	
3.2	IR stairs & platform	<input type="checkbox"/>	
3.3	Safety top (Vertical safety barrier or door)	<input type="checkbox"/>	
3.4	Safety lower (Ramp)	<input type="checkbox"/>	
4	Explain Emergency button (release procedure)	<input type="checkbox"/>	
5	Explain auto return function	<input type="checkbox"/>	
6	Explain audible alarms (Chapter 10.8)	<input type="checkbox"/>	
7	Explain mains ON/OFF function and battery role	<input type="checkbox"/>	
8	Explain outdoor treatment: (no salt, no high-pressure water)	<input type="checkbox"/>	
9	Explain importance of maintenance contract	<input type="checkbox"/>	
10	Overload	<input type="checkbox"/>	
11	Review of user manual	<input type="checkbox"/>	
		<input type="checkbox"/>	

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15. Maintenance checklist

In addition to the general maintenance described in section 12, we recommend as the manufacturer that routine inspections are undertaken at least every 6 months by an authorised* service technician. The dealer you have bought the product from will offer this service, but if you wish to use another service provider, the owner of the lift is responsible for ensuring that the chosen service technician is qualified in the product in question.

(See: <https://www.liftup.us/distributors/> if required).

For safety reasons it is very important that these inspections are maintained, since lacking or improperly performed inspections may result in personal injury.

Additionally, statutory inspections of the lift must be undertaken at regular intervals as it has been approved for carriage of persons. It is the responsibility of the owner to ensure that the inspections are performed.



IMPORTANT! Before servicing the lift, the emergency stop button must be activated. This is to prevent accidental operation. It is the responsibility of the service technician to operate the emergency stop before servicing work is begun.

NOTE: It is not enough to disconnect the 230 V power supply, as the system is fitted with a battery backup.

A check form like the one below shall be filled out at each inspection. The form shall be filed by the company which has entered into the service agreement.

Our recommendations for the number of maintenance inspections in a year:

	Outdoor	Indoor
Private	2	1
Public	4	2

(Respecting local regulations)

**Has completed a Liftup product and service course.*



9

Owner/Municipality

Product		Service level	
Product type no.			
Serial no.		Service contract no.	
		Installation date	
Last service date		Installed by	

Service engineer

<input type="checkbox"/> Operating Units	<input type="checkbox"/> Check Audible Alarm
<input type="checkbox"/> Emergency Stop contact	<input type="checkbox"/> Aural check of Ramp Motor
<input type="checkbox"/> Load sign	<input type="checkbox"/> Check friction on Ramp
<input type="checkbox"/> Tighten screws Baluster/Actuator & Profiles	<input type="checkbox"/> Tighten Ramp suspension
<input type="checkbox"/> Aural check of Actuators	<input type="checkbox"/> Pressure plates / Safety pans
<input type="checkbox"/> Load Test	<input type="checkbox"/> Check Vertical Barrier / Door functionality
<input type="checkbox"/> IR Safety: (Clean IR sensors acc. to instructions)	<input type="checkbox"/> Outdoor: verify sealing, connectors, switches & Actuator cables
- Upper	<input type="checkbox"/>
- Lower	<input type="checkbox"/> Report in customer's service log book

Part no.	Qty.	Description	Price per pce.	Price
		Service/inspection		
		Service engineer hours		
		Distance travelled (km)		

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16. Service log

16.1 Service logbook

The logbook shall be kept together with the lift.



Service logbook

This form shall be filled in after every inspection.

Client:			Product:		
Address:			Product Type No.:		
Postcode:			Serial No.:		
Telephone No.:			Installation date:		
Contact Person:	Telephone No.:		Installed by:		
Installation facts:	Lift:	2 Stop:	IN:	Out:	Stairs Timeout:

No.	Date:	Comments:	Signature:
1			
2			
3			
4			
5			
6			
7			
8			
9			
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16.2 Online service log (only certain countries)

With a smart phone, tablet or similar, the QR code can be scanned. The QR code can be found on the label placed on the left side frame:



The CE label inserted in section 3 will provide you with the serial number of the specific lift as well as its QR code with direct access to the online service log. When scanning the QR code you access the online service log and a new log will be created. The fields must be filled out and the service technician/engineer/control authority enters an electronic acceptance after each visit.

Equipment Service Log

Equipment details

Serial no.: FS10-00010

Production year: 2019

Equipment type: 103141 Flexstep V2

Links to more information

[Link til produktvideo](#)

Equipment log

These are the recorded service log entries for the equipment.

Log no.	Log entry date	Created by	Log entry text	Comments	Signature
1	15/01/2019	PB	Installation/opstilling af lift	Liften er installeret. Intet øvrigt at bemærke ifm. installationen.	PB
2	16/01/2019	Peter Pedersen	Opstillingskontrol	Liften er opstillingskontrolleret ifm. bekendtgørelse, uden bemærkninger. Liften må herefter tages i anvendelse	PP
3	13/02/2020	Hans Jensen	Årlig eftersyn	Årlig eftersyn gennemført ifm. serviceaftale med Liftup A/S. Intet øvrigt at bemærke	HJ

[Add log entry](#)

1: Her kan du se udstyrsdetaljer såsom: serienummer, produktionsår med mere.

2: Klik på linket for at se en video om produktet

3: Dette er selve "log-bogen" for udstyret. Denne skal opdateres af serviceelektronikeren ved hvert service besøg

4: Loggen skal udfyldes med dato, navn, en sigende log entry tekst samt relevante kommentarer. Til slut underskrives loggen elektronisk



17. Spare parts and accessories



IMPORTANT! It is important to use only original spare parts. Replacement of parts may only be undertaken by an authorised* service technician. The use of non-original spare parts may void the right of complaint. Furthermore, product safety may be compromised, which may pose a risk to personal safety.

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For further details regarding spare parts and service, please contact one of our dealers at <https://www.liftup.us/distributors/>.

Art. No.	Description
103332	Spare part package - FlexStep V2
100338	Micro Switch - Safety system - V4L IP67
100339	Emergency Stop Button
100413	Spring for ramp lock.
101139	Timing belt
103482	Control Board for FlexStep V2
103738	Print for connection box 2.4 GHz FlexStep V2/EasyLift V3
102726	Print for connection box 868 MHz FlexStep V2/EasyLift V3
102744	Motor for barrier FlexStep V2
102759	POM guide for stairs/wall profile
102766	Brush for wall profile
102768	Spring for safety barrier contact
102769	Print for safety barrier contact
102890	Battery 12V 5Ah LiFePo4 Raizer/FlexStep V2
103008	IR Safety RX board - FlexStep V2
103009	IR Safety TX board - FlexStep V2
103011	IR Termination board - FlexStep V2
103033	Plastic washer for steps FlexStep V2
104198	Power supply unit 36 V (US)
103080	Power supply unit 36 V (EU)
103090	Circlip for steps - FlexStep V2
103091	E-chain for FlexStep V2
103092	Mounting bracket for E-chain
100336	Motor for ramp - FlexStep V2
103108	Complete spindle unit with motor
103289	Push button, FlexStep V2, arrow, outdoor
103290	Push button, FlexStep V2, bell, outdoor
103333	Programming Cable - FlexStep V2



18. Disassembly

In order to ensure correct disassembly for any re-use in another installation, we recommend using an authorised* service technician. Contact your dealer for assistance with disassembly.

Bear in mind that there may be a risk of overturning when Flex Step V2 is detached from the building structure.

**Has completed a Liftup product and service course.*

19. Disposal

It is the duty of the owner to dispose of the product in accordance with the regulations applicable at the time.

NOTE: Do not dispose of batteries, electrical or electronic equipment with unsorted household rubbish. When disposing of this device, ensure compliance with local ordinances and regulations.

Consider contacting your dealer for assistance with disposal.

20. Right of complaint

The right of complaint encompasses the at any time applicable rules regarding the right of complaint.

Liftup offers full right of complaint on spare parts for two years provided the product is registered with Liftup (<http://lpr.liftup.dk/>).



Product Registration

Register your product today and receive 2-years liability for defect on your product directly from Liftup.

Product ID - Serial no. [?](#)

Type of registrant

First name

Last name

Organization

Address

City

Region / State

Zip Code

Phone

Email

Language

Copy of receipt Der er ingen fil valgt

If you want to stay updated regarding the latest news and updates, please fill in the check box. ☐

[Register](#)

By registering your information, you agree that Liftup may keep your information in the 2-year period of Liability for defects and contact you upon updated user guides and product safety. When the period of Liability for defects has expired, we will contact you again to ask if we may retain your information. Otherwise they will be deleted. Additionally, this information is used for internal statistics, but is not disclosed to third parties. You can revoke your consent at any time.

For any questions regarding registration or liability for defects please contact mail@liftup.dk.



Please read more about this in the terms of sale and delivery:
<https://www.liftup.us/about-liftup-inc/general-conditions/>



NOTE: If the prescribed service inspections are not maintained, the right of complaint may be lost.

Failing to perform these inspections can also have serious consequences for product safety. It rests with the customer to ensure compliance with the prescribed service inspections at all times. Cf. Danish Working Environment Authority Executive Order 461 of 23 May 2016, Annex 2 and 3 as well as 1109 §14.

Enjoy using your new FlexStep V2!

Best regards,
Liftup North America, Inc.



lifting people

"Aesthetics, design and safety
are essential in everything we do.
We are developing dignified aids,
not machines."

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