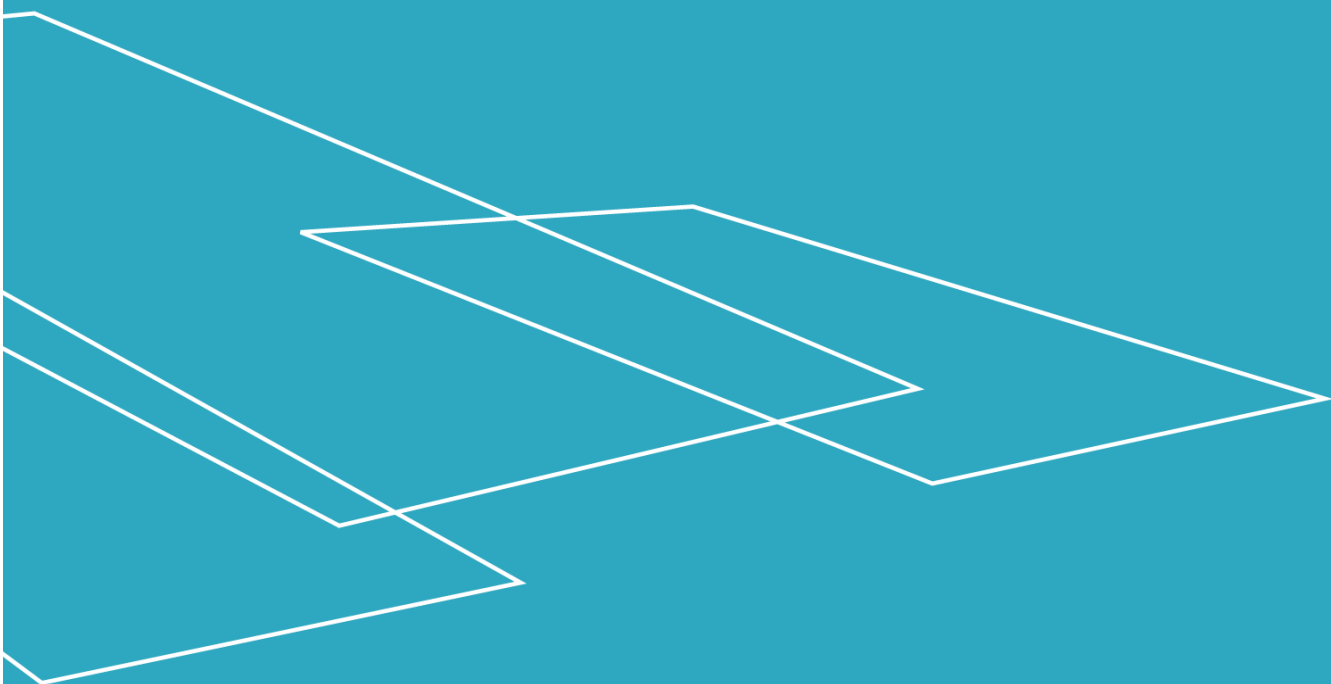




# User manual FlexStep V2

USER MANUAL – FLEXSTEP V2 – US VERSION 1.4





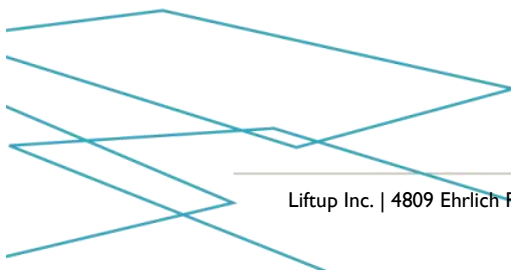
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March 2019





## 1. Foreword

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

This is an original user manual for your new FlexStep V2.



**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 risk of personal injury.

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.

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



## 2. Declarations

### Corporate Office:

Liftup Inc.  
4809 Ehrlich Road  
Suite 105  
FL – 33624, Tampa  
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.

<b>FlexStep V2 contains:</b>	<b>Handheld REMOTE1</b>	<b>Wall mounted REMOTE2:</b>
FCC ID: 2AK8H-MODULE1	FCC ID: 2AK8H-REMOTE1	FCC ID: 2AK8H-REMOTE2
IC: 22516-MODULE1	IC: 22516-REMOTE1	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 EC declaration of conformity

### Directive 2006/42/EC on machinery

**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 the walking-impaired

**Year:** 2015

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

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

DS/EN 60204 Safety of machinery – Electrical equipment of machines.  
 DS/EN 13849-1 and -2 Safety-related parts of control systems

Director

Flemming Eriksen

Title

Name

Liftup A/S, Hagensvej 21, DK-9530 Støvring, Denmark

Place

2015-10-01

Date

Signature



### 3. Type certificate





## 4. Intended use

The FlexStep V2 is a motorized lift device intended as a means for a wheelchair user or a walking impaired person to move from one level to another.

The lift application of the FlexStep V2 is solely for the use of wheelchair users or the walking-impaired.



**Read this user manual thoroughly before using the lift.**



**Max 400 kg**  
**Max 880 lbs**

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



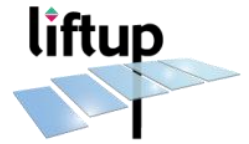
**IMPORTANT!** The platform must NOT be used for goods transport, including loaded pallets or other types of heavy loads.



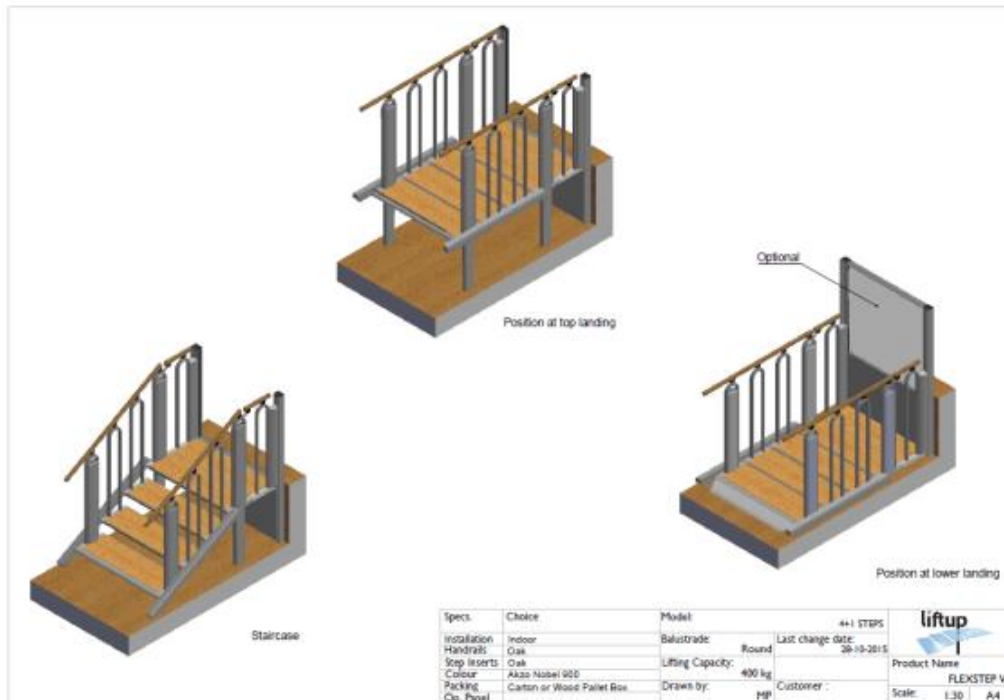
**IMPORTANT!** No persons must be on the FlexStep V2 when it is moving to or from stair mode.



**IMPORTANT!** The owner of this FlexStep V2 is obliged to maintain it according to the Maintenance Guide in section 12.



## 5. Technical specifications



All scale drawings for 2+2, 3, 3+1, 4, 4+1, 5 and 6 step FlexStep V2 in standard widths are available at [www.flexstep.us](http://www.flexstep.us)

### Technical specifications:

Power: 100 - 240 V/50 Hz (1.1A) Max: 90 W, Standby < 6 W

Lifting capacity: 400 kg (880 lbs) or 2 persons

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")

Weight: 125 - 205 kg (275.6 – 451.9 lbs)

Noise level: < 70 dB

Water and dust: >50V: IP67 (Power Supply) / <50V: IP23 / <10V: IPxx

Lifting speed/  
temperature:

	°C	°F	mm/second	inches/second
	+40°C - +5°C	+104°F - +41°F	40 mm	1.57"
	+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 / 77 °F - Fully charged = 5 hours

Flat battery: 10 min. charge = 1 trip



If the FlexStep V2 is configured with “Remote Control” (supplementary equipment):

All radio components comply with the following standards:

EU	2014/53/EU, Radio Equipment Directive (RED)
FCC (USA)	CFR 47 Part 15
EN 62479:2010	Human exposure
EN 300 440, v2.1.1	Electromagnetic compatibility + Radio spectrum Matters Draft
EN 301489-1, v2.2.0	Electromagnetic compatibility + Radio spectrum Matters Draft
EN301489-17, v3.2.0	Electromagnetic compatibility + Radio spectrum Matters
AS/NZS 4268	Radio Equipment and Systems –Short Range devices
AS/NZS 2772.2	Radio Frequency Fields (mean power < 1 mW)

#### MODULE1:

2,4GHz 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 REMOTE1:

2,4GHz 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 REMOTE2:

2,4GHZ Short Range devices.	FCC ID: 2AK8H-REMOTE2
Receiver Class 3	
Dimensions (L x W x H):	80 x 64 x 33mm / 3,15 x 2,52 x 1,30 in.
Weight:	75 g (0,17 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

*Right reserved to make technical modifications*



## 6. Safety instructions

### 6.1 Installation and maintenance



DO NOT try to install or service your FlexStep V2 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.

### 6.2 Unintended movement of FlexStep V2

If during the use of your FlexStep V2 movement or action occurs which is not described in this manual, stop the unit and call technical assistance.

Should your FlexStep V2 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 (please see section 6.7)

### 6.4 Avoiding personal injury



**WARNING!** DO NOT move the FlexStep V2 from stairs to platform or the reverse when persons or objects are on the stairs.

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, or 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

To avoid damage to the lift in the event of overload (max. 400 kg (881.8 lbs) evenly distributed), it is fitted with an overload cut-out, which when triggered halts the lift and issues an audible alarm (please see section 10.8). In such cases, run the lift down in order to exit it.

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





## 6.6 Personal safety

FlexStep V2 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 (0.8 in) upwards, while at the same time an audible alarm is issued (please 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 outdoors, 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.

## 6.8 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 (please see section 10.8).

## 6.9 Barriers

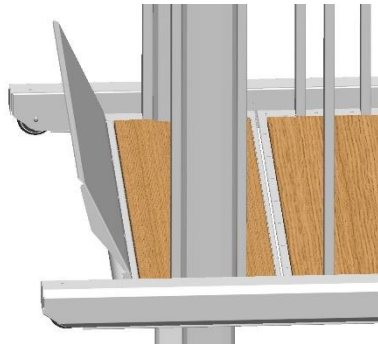
When the lift operates, the ramp will first rise and lock in place before the lift begins to move. The ramp is now acting as a barrier to prevent the wheelchair from rolling off the platform. When the lift is run down to the “lower landing” position, the ramp will automatically lower (keep the button pressed) and act as a drive-on/drive-off ramp.



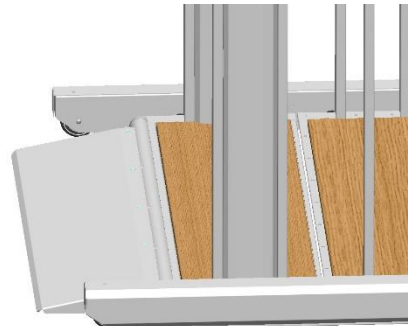
*If the lift is fitted with a safety barrier (supplementary equipment) at the top level, it will close before the lift begins to move.*



The safety barrier will always be closed and locked when the lift is not at the top level. The ramp is raised when the lift is not at the bottom level.



*The ramp rises and locks*



*The ramp sinks to floor level*

## 6.10 Handling

The lift is normally supplied by your dealer, who also takes care of installation.



**IMPORTANT!** 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 (supplementary equipment) dry and do not subject it to severe blows. Cleaning may only be performed using a well-wrung cloth.

## 6.11 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 operated” lift, i.e. the buttons must be pressed and held for the entire motion.

The lift is simple to operate: The user calls it by pressing one of the buttons on the wall, or by using the associated remote control (supplementary 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 upper or lower levels.

## 8. Assembly

The lift is installed by an authorised service technician.

Do NOT attempt to transport/move or uninstall your FlexStep V2, 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.



For more information or materials on assembly, contact your dealer (please see <https://www.liftup.us/distributors/#> )

## 9. Start-up

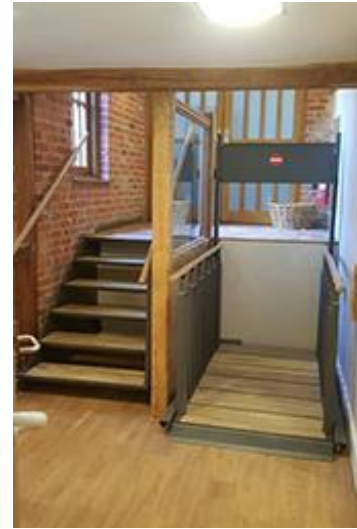
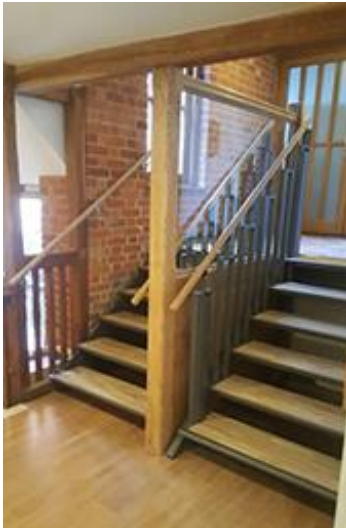
FlexStep V2 should always be connected to the AC mains and be switched on.

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 (supplementary equipment), it must be released/switched on before the lift can be put into use (please see more about this in section 10).

## 10. Operating the FlexStep V2

The FlexStep V2 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 V2 is operated by means of two operating panels (each available as standard, flush mounted (FUGA) or key-operated call station) at the upper and lower levels respectively.



*Standard call stations  
(wireless or wired)*



*Flush mounted (FUGA)  
call stations*



*Key-operated  
call station*

Further it can be operated by means of pushbuttons on the platform handrails or by means of a remote control (supplementary equipment). The remote control can replace the two operating panels. Additionally, the lift can be switched on or off by means of a key switch (supplementary equipment).



*Lift call station push buttons on the handrail with/without alarm bell (supplementary equipment)*



*Remote control (supplementary equipment)*



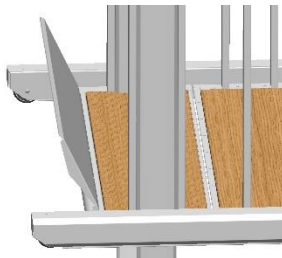
*Key switch (supplementary equipment)*

## 10.2 Operating FlexStep V2 from the TOP level



In order to call the stairs to a platform at the TOP level, press and hold the top button with the wheelchair symbol.

The stairs lift the ramp into an anti-roll-off barrier which will then be 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, 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 in place*



*Fig. 2:  
Drive onto the platform*



*Fig. 3:  
Drive off the platform*

## 10.3 Operating FlexStep V2 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 wheelchair symbol.

The stairs lift the ramp into an anti-roll-off barrier which 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" 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).

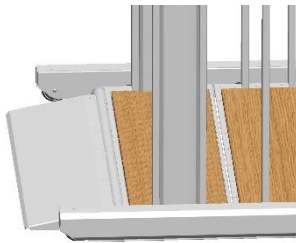


Fig. 4:  
The ramp lowers to floor level



Fig 5.:  
Drive onto the platform



Fig 6.:  
Drive off the platform

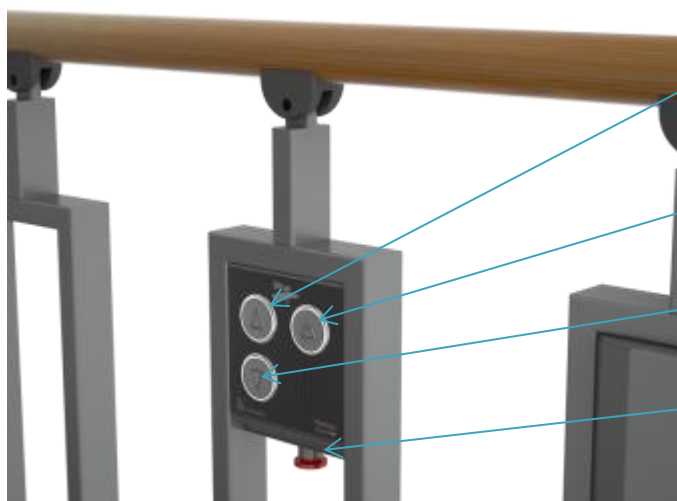
## 10.4 Operating FlexStep V2 on the platform



In order to operate the FlexStep V2 as a wheelchair lift when you are on the platform, use the operating panel fitted to the stair handrails.

This platform panel only functions when FlexStep V2 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” button until the lift stops, and any door or safety barrier has opened.
- To run the platform down, press and hold the “down arrow” button until the lift stops, and the ramp has been lowered to the floor.



Lifting platform up

Bell  
(supplementary equipment)

Lifting platform down

Emergency stop





## 10.5 Return to stairs and auto-return



When the button with the stairs symbol is activated, FlexStep V2 converts 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 V2 will automatically return to its normal state and work as a staircase. (An audible alarm will sound during this process (please see section 10.8). This function can be disconnected if the user does not want the lift to automatically revert to stairs.

## 10.6 Emergency stop

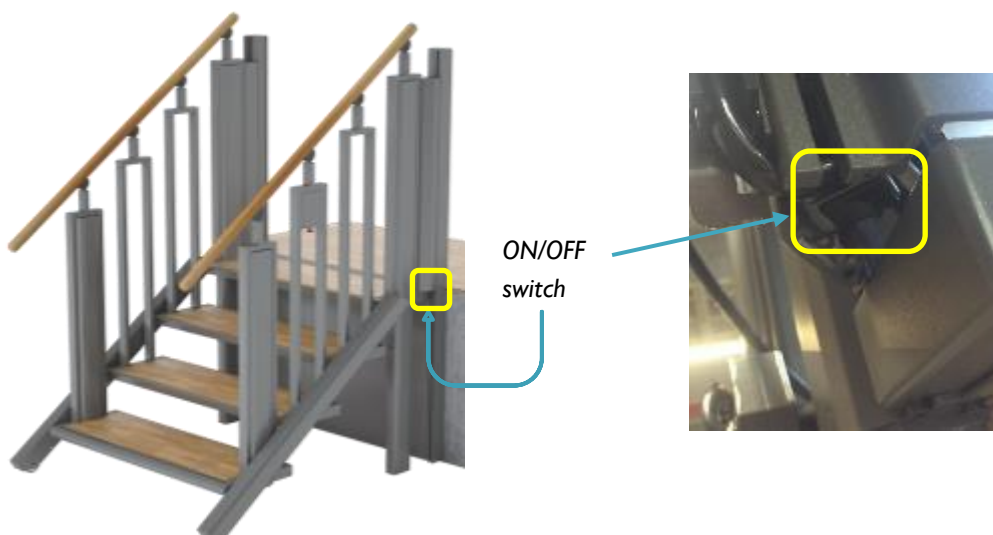


Should the lift make an unintended movement, or if it needs to be stopped in order to avoid injury, press the **EMERGENCY STOP**. To release the emergency stop, turn the button clockwise, and then the system is again ready for use.



## 10.7 ON/OFF switch

FlexStep V2 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 it off at the same time as activating the emergency stop, the lift will be completely powered off.



The ON/OFF switch is used in the pairing of wireless call stations (please see section 13). Power to the lift is switched on/off by activating the ON/OFF switch and the emergency stop (please see section 11.1). When power is again returned to the lift (and the emergency stop is released), the control system restarts (please see section 11.2).



## 10.8 Audible alarms

If “speak” is installed on the lift this will be activated in the event of an alarm. Otherwise an alarm tone will sound.

Speak	Activity/warning	
Opening	The vertical safety barrier is opening	■ ■ ■ ■
Closing	The vertical safety barrier is closing	■ ■ ■ ■
Alarm: Overload alarm	The platform is overloaded.	■ ■ ■ ■ ■ ■ ■ ■
Alarm: Battery fault – the lift cannot be used	The battery has a fault. Inadequate power supply (please see section 5 Technical Specifications)	■ ■ ■ ■ ■ ■ ■ ■
Alarm: Under pan switch activated	Remove the object under the lift which is preventing downward movement	■ ■ ■ ■ ■ ■ ■ ■
Alarm: IR stairs interrupted	Remove the object under the lift which is preventing downward movement	■ ■ ■ ■ ■ ■ ■ ■
IR platform interrupted	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 has 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 pressed in. This must be released in order that the lift can function again	■ ■ ■ ■ ■ ■ ■ ■
The lift is locked	The lift is locked with a key switch	■ ■ ■ ■ ■ ■ ■ ■
Battery warning	Low battery level	■ ■ ■ ■ ■ ■ ■ ■
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
- ||| Identical tones (3 off)



## 11. Operability

Under normal operating conditions the lift shall always be connected to an electrical outlet 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 discharged batteries and thus inoperability in which case the lift cannot be used until the batteries have been recharged. An audible alarm will sound if the power supply is interrupted (please 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, as the lift will then be powered by a backup battery. An audible alarm will sound in the event of power failure. The alarm will cease as soon as power is returned to the lift, and the system returns to 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 – please see below).



**IMPORTANT!** If the electrical power outlet 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. (Please 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 inches, 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.

### Remote controls (supplementary equipment)

A CR2032 battery is installed in the remote controls.



**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**

To swap the battery, do the following:

#### Handheld Remote

1. Loosen the screw on the rear of the remote control
2. Remove the back panel
3. Swap the battery
4. Refit the back panel and test

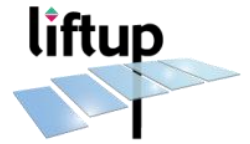




### Wall Mounted Remote

1. Remove the black Push button front, loosen the 2 screws (PH1), on the rear of the grey part, where the PCB with the battery is mounted
2. Swap the battery
3. Refit the parts and test





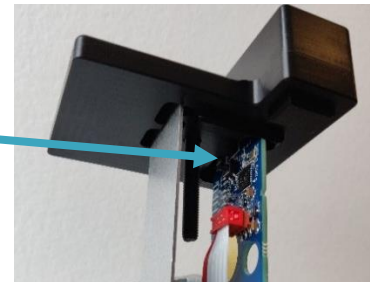
## 13. Configuration

### 13.1 Remote control and receiver 2,4GHz

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 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 shortly 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.
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.



#### **Alternatively:**

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



Colors and shapes may vary.

**To reset the transmitter, do the following:**

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.
3. Perform the following within the 2 minutes:

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

If successful, the LED will flash rapidly 10 times

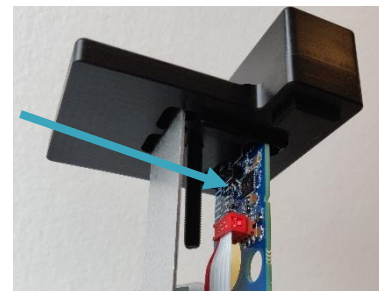
4. Test the system, to ensure the reset has been performed correctly and the remote control is no longer paired; if not, repeat steps 1-3 above.

**Alternatively:**

Press the Reset, if the Remote is open

**To reset the receiver, do the following:**

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

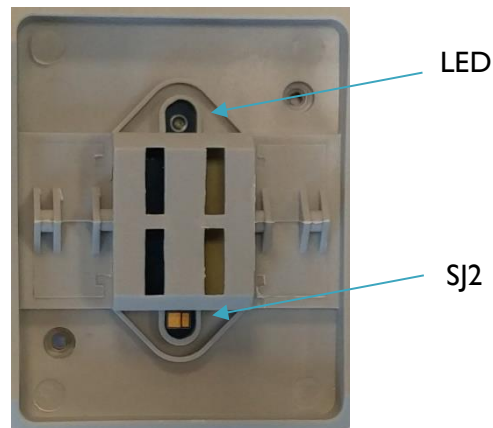
The transmitter and receiver must always be paired in order to work. This is normally done at the factory or, by an authorised service technician. The receiver will not react to a transmitter which is not paired with it. A receiver can be paired with up to 20 transmitters. A transmitter can be paired 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 13.1)

2. Remove the front pushbutton and use a small screwdriver to short-circuit the SJ2 shortly on the call station remote control and the control LED on the remote control begins to flash slowly.

(If not mounted, press the S4 button shortly, which has the same function).



3. The remote control is now in installation mode for 2 minutes.
4. Press the S4 on the receiver until the control LED begins to flash slowly. The receiver is now in installation mode.
5. When the control LED on the remote control stops flashing, it is paired with the lift.
6. Test the system, to ensure the pairing has been performed correctly; if not, repeat 1-5 above.
7. If you need to pair several remote controls to the receiver, repeat step 2 above.

#### To reset the transmitter, do the following:

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

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

#### To reset the receiver, do the following:

1. Press the S4 on the receiver for more than 10 seconds. (See photo on page 29)
2. When the control LED begins to flash rapidly, the receiver has been reset.



## 14. Installation and handover form

The form below shall be filled out upon installation.

### Installation and handover

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	Testing together with the client	<input type="checkbox"/>	
2	Emergency stop	<input type="checkbox"/>	
3	Safety mode	<input type="checkbox"/>	
4	Review of the manual	<input type="checkbox"/>	
5	Pressure plate incl. alarm	<input type="checkbox"/>	
6	Overload	<input type="checkbox"/>	
7	Ramp/door fonction (switch)	<input type="checkbox"/>	
8	110V to the control unit (do not switch off)	<input type="checkbox"/>	
9	Any change of battery in remote control	<input type="checkbox"/>	
10	Outdoor: instruction of treatment (no salt etc.)	<input type="checkbox"/>	
11	Any pairing of wireless call stations / remote controls	<input type="checkbox"/>	
12		<input type="checkbox"/>	
13		<input type="checkbox"/>	
14		<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.

(Please also see: <http://www.liftup.dk/en/distributors/> if necessary).

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



**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.

**NB.** It is not enough to disconnect the power supply, as the system is fitted with a battery backup.

☐

Owner/Municipality

Service level	
Service contract no.	
Installation date	
Installed by	

<input type="checkbox"/> Operating units	<input type="checkbox"/> Aural check of ramp motor
<input type="checkbox"/> Tighten ramp suspension	<input type="checkbox"/> Check friction on ramp
<input type="checkbox"/> Emergency stop contact	<input type="checkbox"/> Pressure plates / Safety pans
<input type="checkbox"/> Load sign	<input type="checkbox"/> Check vertical barrier / door functionality
<input type="checkbox"/> Aural check of actuators	<input type="checkbox"/> Report in customer's service log book
<input type="checkbox"/> Check audible alarm	<input type="checkbox"/>
<input type="checkbox"/> IR Safety:	<input type="checkbox"/>
Upper	<input type="checkbox"/>
Lower	<input type="checkbox"/>

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

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## 16. Service logbook

The service logbook form shall be filled out after each inspection. 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			
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## 17. Spare parts and accessories

It is important to use only original spare parts and accessories. Replacement of parts may only be undertaken by a qualified service technician.

The use of non-original spare parts may void the factory warranty. Furthermore, product safety may be compromised, which may pose a risk to personal safety.

Spare part 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
102352	Control Board for FlexStep V2
103738	Print for connection box FS V2/EL X
102744	Motor for barrier, FS2
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, FS2
104198	Power supply unit 36 V US
103090	Circlip for steps, FS2
103091	E-chain for FS2
103092	Mounting bracket for E-chain
103094	Motor for ramp FS2
103108	Complete spindle unit with motor
103289	Push button, FS2, arrow, outdoor
103290	Push button, FS2, bell, outdoor
103333	Programming Cable FS2



## 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 FlexStep V2 is detached from the building structure.

## 19. Disposal

It is the duty of the owner to dispose of the product in accordance with the regulations applicable at the time. Please note that the control unit and remote control contain batteries, which must be disposed of separately.

Do not dispose of batteries or 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. Please read more about this in the terms of sale and delivery:  
<https://www.liftup.us/about-liftup-inc/general-conditions/>



**IMPORTANT!** 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.

**Enjoy using your new FlexStep V2!**

**Best regards,  
Liftup Inc.**



[illegible]

# equal opportunities

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

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