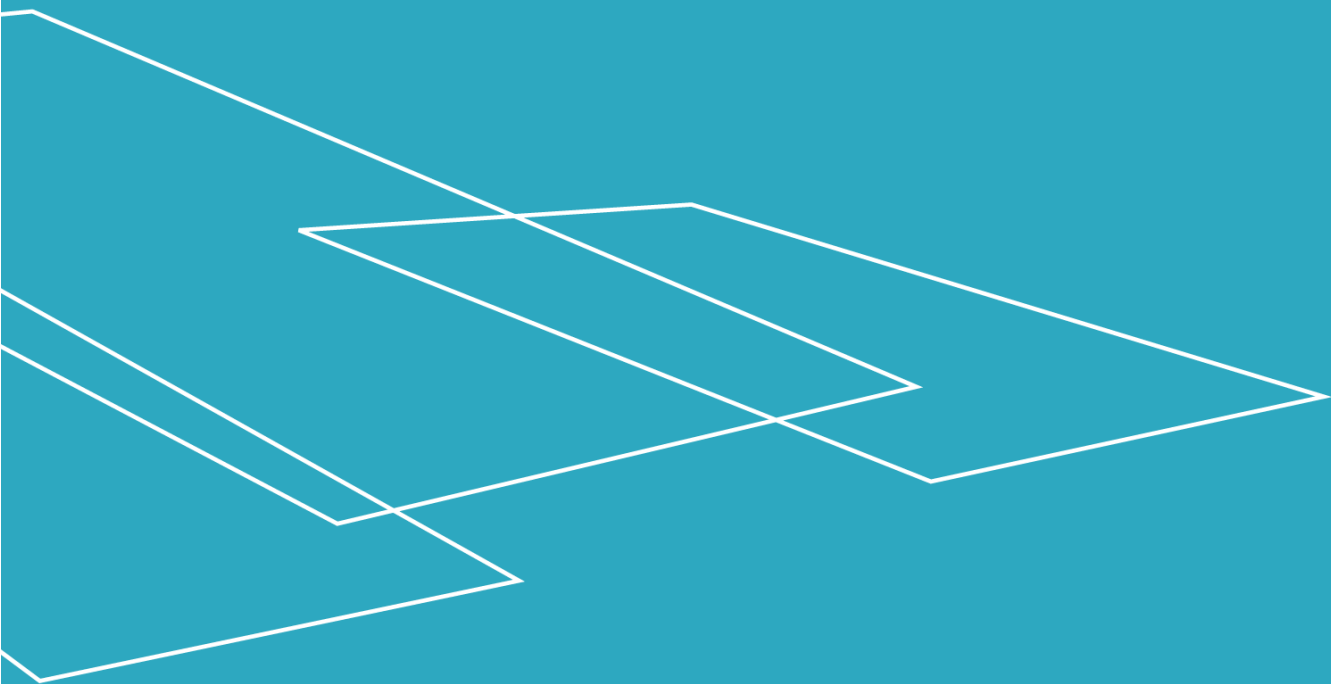


US



User Manual RAIZER® M

USER MANUAL - RAIZER® M - US VERSION 03.01



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June 2021



General information

Congratulations on your purchase of the Raizer M.

This is an original user manual for your new Raizer M lifting chair. Hereinafter we use the term Raizer for Raizer M, if nothing else is specifically indicated.

In the first sections of this user manual, we present you with various information related to your Raizer such as terms of use, safety instructions etc.



Read the user manual carefully prior to use.

1. Foreword

This Raizer is designed primarily for use in private homes. If you intend to use the Raizer in other settings, you should contact our dealer for information about service.



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

Never use the Raizer to lift a person if you suspect that the person has been hurt in a way that the lifting procedure may deteriorate the person’s well-being.

The Raizer is a mobile lifting chair which helps a lying person up to an almost standing position in a few minutes. The Raizer can be operated by only a single person.



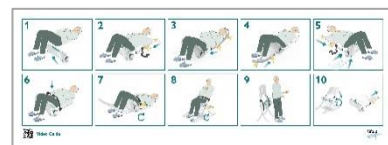
To operate the lifting chair, the Raizer must be assembled around the fallen person (cf. section 11). It can then be operated using the crank handle. The fallen person can be raised to a sitting or almost standing position ready for relocation.

1.1 Electronic version

We offer online versions of the user manual as well as the quick guides which can always be accessed by scanning the below QR code or from our website:
<https://www.liftup.dk/en/products/accessories/raizer-m-user-manuals/>



Scan to open or download user manual or quick guide



2. EU declaration of conformity

EU declaration of conformity

EN version 02.00 Raizer® M

Manufacturer: Liftup A/S
Address: Hagensvej 21, DK-9530 Støvring
Phone: +45 9686 3020
Reg. No. 523867 - Danish Medicines Agency
SRN: DK-MF-000007509

hereby declares:

Equipment: **RAIZER® M**
Mobile lifting chair which helps a lying person up to an almost standing position

Basic UDI-DI: 5714420RAIZERMXN

Year and serial number:

The Raizer M is in compliance with:

Regulation (EU) 2017/745 on medical devices class 1 (according to annex VIII of the Regulation (EU) 2017/745.

The Raizer M meets the relevant requirements notably in following standards:

| | |
|-------------------|--|
| EN/ISO 10535:2006 | Hoists for the transfer of disabled persons — Requirements and test methods |
| DS/EN 12182:2012 | Assistive products for persons with disability - General requirements and test methods |

The above product is manufactured under the following management system:

| | |
|-------------------|---|
| EN ISO 9001: 2015 | Quality management, Certificate No. 5749-3027770-01-02-01 |
|-------------------|---|

This EU declaration of conformity is issued under the sole responsibility of the manufacturer.

| | |
|---|-----------------------------------|
| _____ CEO Position | _____ Søren Elisiussen Name |
| _____ Liftup A/S, Hagensvej 21, DK-9530 Støvring, Denmark Place | |
| _____ 26 May 2021 Date | _____ Signature |

3. Labelling of the equipment

Insert copy of
CE certification mark here

4. Terms of use

The Raizer should only be used to bring a person lying on the floor to a sitting or almost standing position if the person is unable to do so by him-/herself. The person may require relocation from this position. A hygiene cover or a form of textile must be applied to the seat if the person to be lifted is NOT wearing clothes on areas in direct contact with the Raizer.



Movable parts: Be careful not to get crushed. The user manual must be read carefully prior to use. Service inspections must always be undertaken by a qualified service technician. The owner of the device is obliged to maintain it according to the maintenance guide in section 13. It is strictly forbidden to modify the product as this may endanger people's personal safety.



The Raizer's parts may be hot or cold to touch in case they have been stored in the baggage compartment of a car or in direct sunlight. Please consider this before using the device.



Lifting capacity: Max. 150 kg (330 lbs).



Do not push or transport the lifting chair while the person is sitting in it.



Do not stand on the lifting chair.



Never immerse it in water.



Read the user manual thoroughly before using the lifting chair.



ALWAYS run the Raizer back to horizontal position after use leaving it ready for the next lift.



Liftup A/S guarantees that the product is safe to use as long as it is used in a reasonable and foreseeable way. If the product shows any visual sign or any defects, the product should not be used and may not be considered safe to use or live up to normal performance standards, reliability and durability included. Thus, Liftup A/S cannot be held responsible for improper usage or for what happens if you use the product differently than the way it was intended.



The lifting chair may become unstable if it is driven too high up so that the front and back legs come too close together (the distance between the wheels must be at least 55 cm/22 in).

5. Safety instructions

5.1 Avoid personal injury



Even though the Raizer comes fitted with various safety features, always use caution if persons or animals are close by, as this may unintendedly lead to the risk of crushing.

Never allow children to play with the Raizer.



The Raizer's parts may be hot or cold to touch in case they have been stored in the baggage compartment of a car or in direct sunlight. Please consider this before using the device.

5.2 Overload

In order to avoid damage to the device in the event of overload (max. 150 kg/330 lbs), the Raizer is fitted with a torque limiter which when triggered halts the lifting chair. In the event of overload, the crank handle will turn without lifting the chair.

If the Raizer has been heavily overloaded and the overload protection has been activated (the crank handle will rotate without engaging), the lifting capacity of the Raizer may be slightly reduced for up to one hour after the occurrence.

5.3 Personal safety

- To avoid personal injury, it is NOT permitted to use the lifting chair when someone or something is at risk of being injured by crushing, cutting, falling, slipping, or similar.
- It is important to ensure that the chair can move without putting anyone or anything at risk.
- Be extra careful when there are children and physically or mentally challenged people on or near the chair, as these groups cannot always be expected to be able to foresee the possible consequences of its movements.
- Never load more on the chair than the 150 kg/330 lbs stated on the loading sign as the maximum load.

5.4 Handling

The Raizer can be transported in the provided packing. The seat can be carried in the turquoise handle. Backrests and legs can be transported separately in the provided packing.

If the Raizer has been purchased with extra storage facilities and handling equipment, please see the guide supplied with the equipment in question.

Do not subject the Raizer to severe knocks or blows as this can affect product functionality.



NEVER use a high-pressure jet to rinse the chair.

Do **NOT** immerse the Raizer in water, as this can damage the product.

6. Disposal

It is the duty of the owner to dispose of the product in accordance with the current national, state and local regulations applicable at the time.

Contact your dealer for assistance with disposal.

7. Right of complaint

You have the right to complain about a product that has defects or flaws that were present when the product was sold. The right of complaint is valid for two years and includes manufacturing faults and material defects.

The right of complaint must be addressed to the dealer from whom you purchased the product, and all information about warranty services must be managed by the dealer.

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 | <input type="text"/> |
| Name | <input type="text"/> |
| Address | <input type="text"/> |
| City | <input type="text"/> |
| Region / State | <input type="text"/> |
| Zip Code | <input type="text"/> |
| Phone | + <input type="text"/> <input type="text"/> |
| Email | <input type="text"/> |
| Copy of receipt | <input type="text" value="Vælg fil"/> Der er ikke valgt nogen fil |

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



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



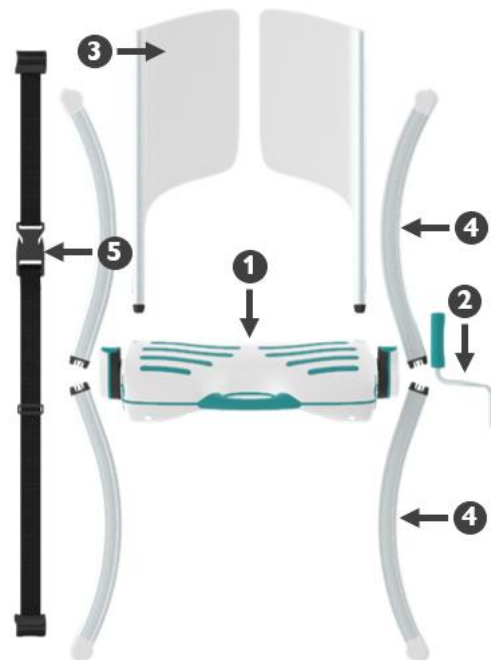
IMPORTANT!

The right of complaint and the factory warranty may be lost if non-original spare parts have been used for the Raizer. Furthermore, product safety may be compromised, which may pose a risk to personal safety.

User manual

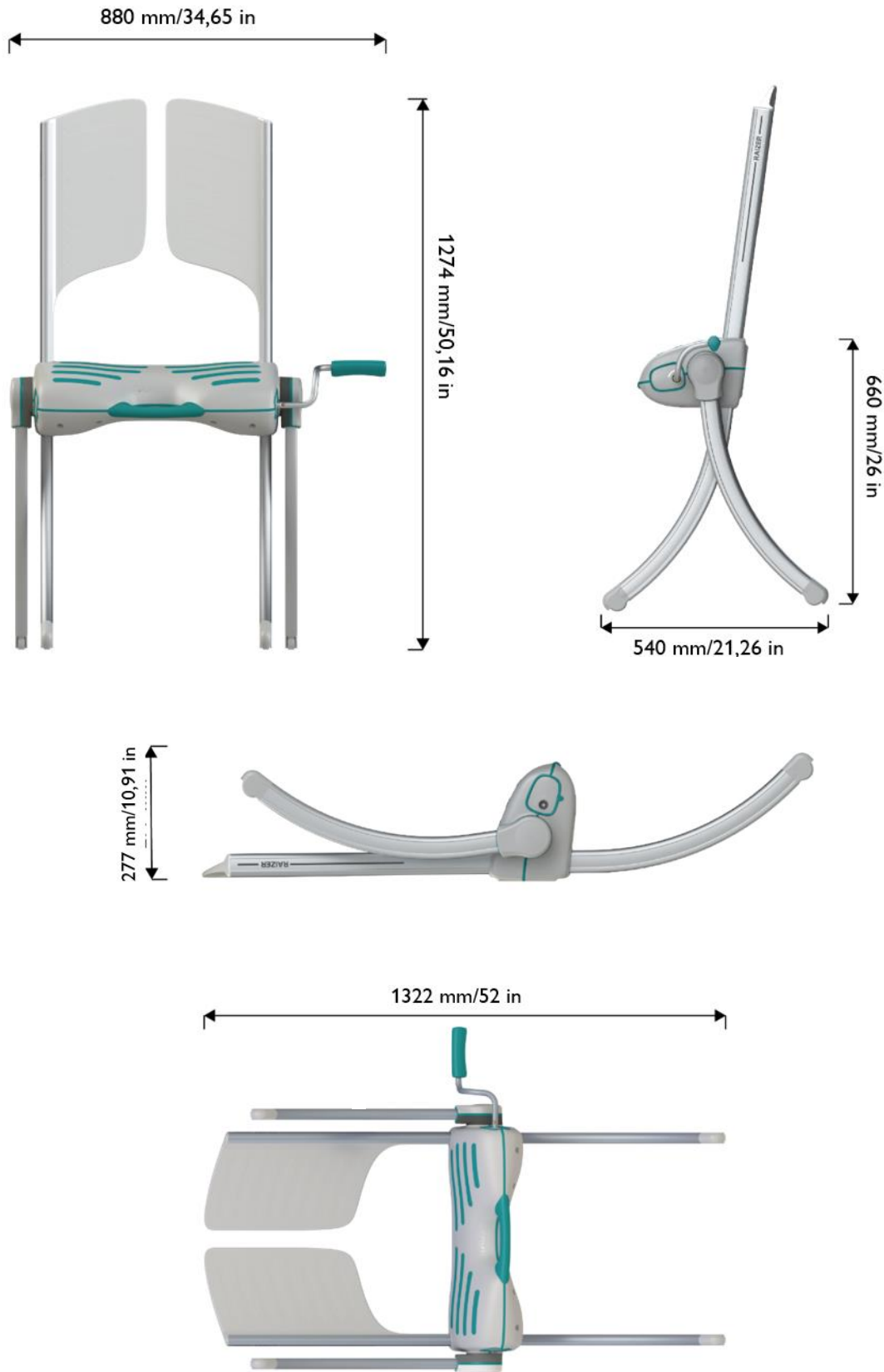
In the following sections, you will find relevant information such as technical specifications, alerts prior to use and functionality. The user manual then guides you through assembly and operation as well as disassembly of the Raizer.

- 1. Seat
- 2. Crank handle
- 3. Backrest
- 4. Legs
- 5. Safety belt



8. Technical specifications

8.1 Dimensional drawings



8.2 Specifications

| | |
|-------------------------|---|
| Duty cycle: | 1 min. / 5 min. |
| Dimensions (L x W x H): | Standing 540 x 880 x 1274 mm/21,26 x 34,65 x 50,16 in Lying 1322 x 880 x 277 mm/52,05 x 34,65 x 10,91 in |
| Weight: | Seat 7,2 kg/15,9 lbs + Legs and backrest 5,2 kg/11,5 lbs = total 12,4 kg/27,4 lbs |
| Lifting capacity: | Max. 150 kg/330 lbs |
| Lifting time: | 1-4 min. |
| Working temperature: | +5°C to +40°C/41°F to 104°F |
| Expected service life: | Min. 5 years/1000 lifts at max. load |
| Materials: | Seat: PolyCarbonate + ABS Backrests: PolyCarbonate + ABS Legs: Aluminium |

We reserve the right to make technical modifications

8.3 Patents and design registration



The following patents apply to the product:

- EP2911637
- PCT/DK2015/050041
- US 09561144
- US 09980866
- US-2018-0042791-A1
- 52936AU01



The product is protected by the following design registrations:

- D55542EU01
- DM/087 953

9. Prior to use

IMPORTANT!



Never use the Raizer to lift a person if you suspect that the person has been hurt in a way that the lift may deteriorate the person’s well-being. Always check that the Raizer has no defects before using it.



ALWAYS make sure to place the lifting chair in a horizontal position leaving it ready for the next lift.



A hygiene cover or a form of textile must be applied to the seat if the person to be lifted is NOT wearing clothes on areas in direct contact with the Raizer.

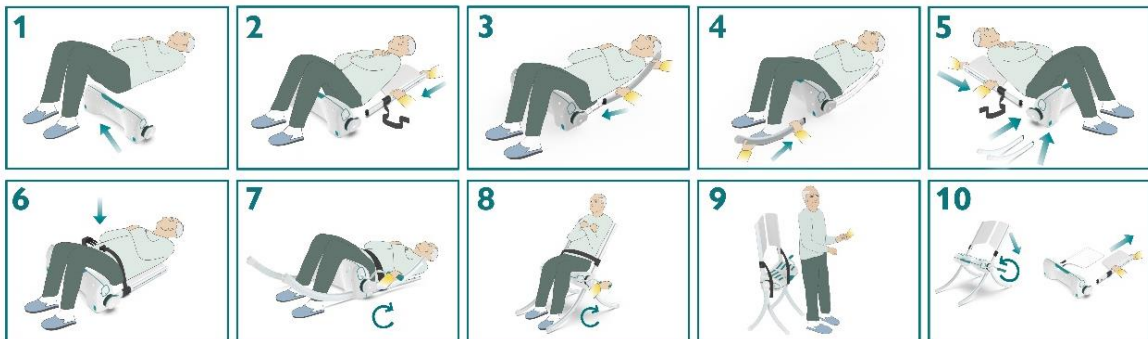


If the product is in any way visibly defective, do not use it. It cannot be considered safe to use or live up to normal usage standard, including quality, condition, and durability.

This means that Liftup cannot be held responsible for any improper usage or for what may be a consequence of the inappropriate application of the product.

10. Functionality

The Raizer is a mobile lifting chair which raises a fallen person up to an almost standing position in a few minutes. It can be operated by a single helper.



Video Guide



To operate the lifting chair, the Raizer must be assembled around the fallen person. It can then be operated using the crank handle. The fallen person can be raised to a sitting or almost standing position ready for relocation.

The crank handle can operate from both sides of the Raizer. Follow the direction of the arrow to lift a person.

Turn the handle in the opposite direction when driving down the Raizer to store it away.



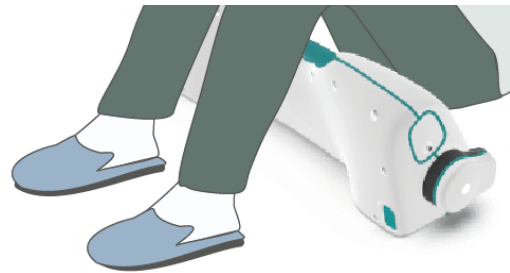
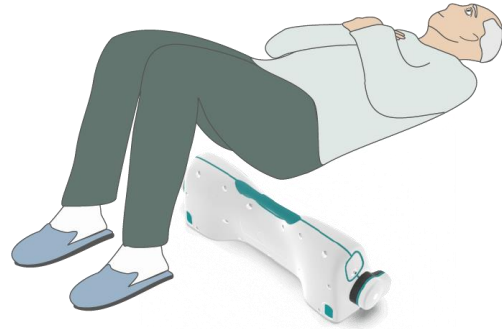
11. Assembly and operation



In addition to this user manual, enclosed with your Raizer, you will find a quick guide with easy-to-read directions.

11.1 Positioning the seat

1. The fallen person must be lying on her/his back. You may place a pillow under the person's head for better comfort.
2. Place the seat on the floor next to the lying person.
3. Lift the thighs to an angle.
4. Carefully push the seat under the thighs.



NOTE!

The green rubber stripes must be turned against the thighs and buttocks.

11.2 Mounting the seat belts

If the seat belt has not already been fitted on the backrest, mount it by pushing the fitting downwards over the backrest profile with a sliding movement. The fitting can be mounted from both ends (see illustrations).

Additional belts can be supplied upon request (optional equipment). Only use the Raizer when the seat belt is fastened around the lying person.

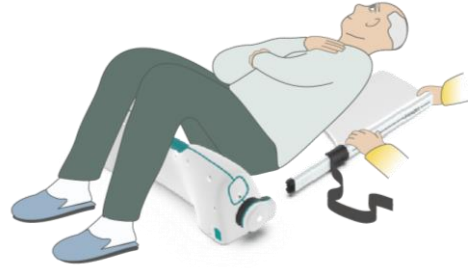


11.3 Mounting the backrests

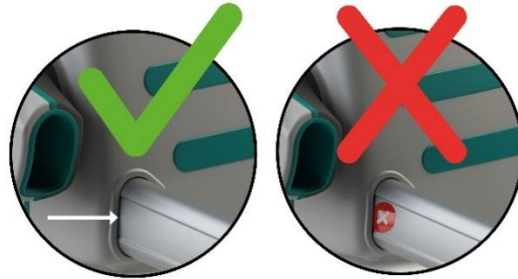
NOTE! The 2 backrests are identical and may be fitted in any sequence.

Backrests in the seat

Lift the person carefully by the shoulder, with a light push to the elbow. The backrest is clicked into position with a sliding movement. A distinct click will be heard when the backrest is fitted correctly.



The red warning symbol must be completely hidden in the slot when the backrest is mounted correctly.



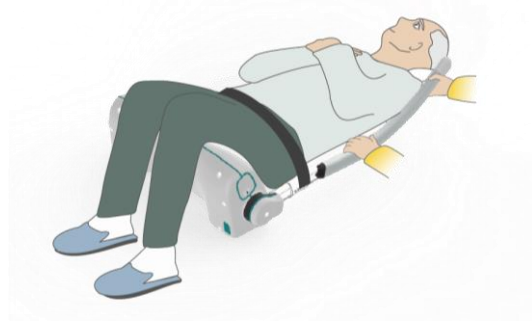
11.4 Mounting the legs

NOTE! The 4 legs are identical and may be fitted in any sequence.

Legs in the swivel joint

Insert the leg carefully, until it clicks into place.

A distinct click will sound when the leg has been correctly fitted.



Legs in the bottom of the seat

Insert the leg carefully, until it clicks into place.

A distinct click will sound when the leg has been correctly fitted.



Repeat the procedure on the opposite side.

WARNING!

The seat belt must always be fixed during lifts. Never lead the seat belt under the rear legs of the Raizer, as this may cause the person to be crushed. (The seat belt clip however will break off before any personal damage).



11.5 Mounting the crank handle

The crank handle can be mounted from either side. Insert the crank handle from the side most convenient for the helper.

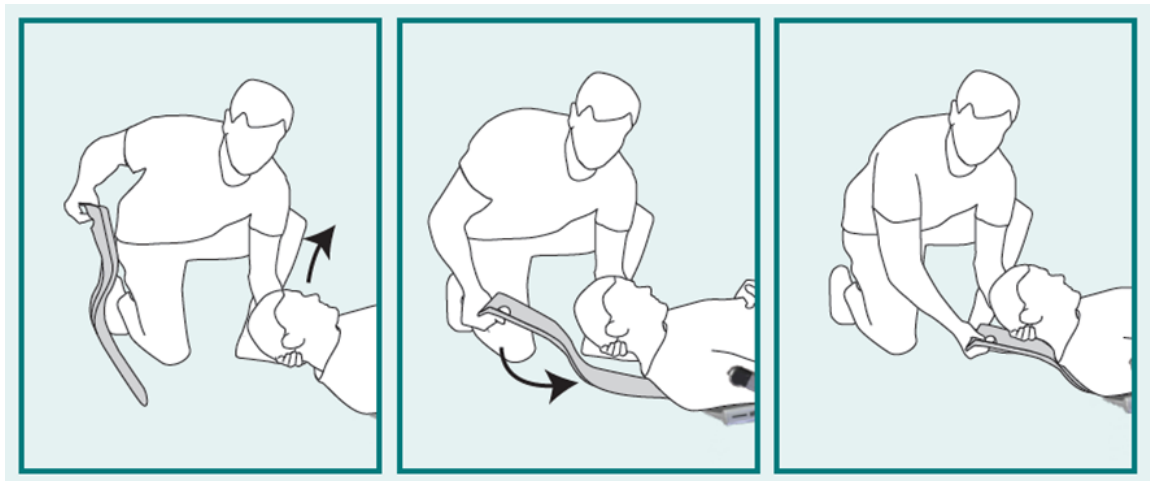


11.6 Headrest

We recommend supporting the neck and head of the person to be lifted as it may be hard to keep the head upright during the lift. In most cases, in connection with the Raizer M lifting chair, we recommend using a headrest* as it relieves the helper from the effort of supporting the head of the fallen person when carrying out the lift. The helper may also offer a supporting hand under the neck of the person during the lifting process..



To apply the headrest, push it under the neck of the lying person so that it slides between the two backrests.



*Supplementary equipment

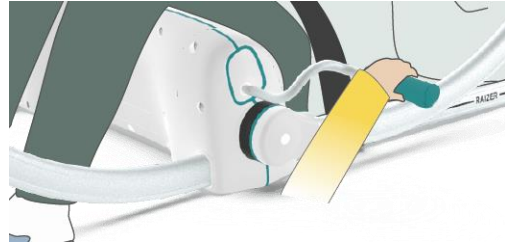
11.7 Alerts prior to lifting

The person’s arms must be crossed over the chest and the legs together before initiating the lift. Run the chair up once you have made sure that the person’s feet, arms, hands or other extremities will not be endangered by the movements of the lifting chair.

11.8 Performing the lift

1. The Raizer is operated by means of the crank handle.

The crank handle can operate from both sides of the Raizer. Follow the direction of the arrow to lift a person. Turn the handle in the opposite direction when driving down the Raizer to store it away.



2. Continue to lift until the person is sitting in an upright position, both feet flat on the floor. Be sure to release the seat belt before the person moves away from the Raizer.



The lifting chair may become unstable if it is driven too high up so that the front and back legs come too close together (the distance between the wheels must be at least 55 cm/22 in).



Do **NOT** push or transport the lifting chair while the person is sitting in it. The wheels are not designed for transport of persons.



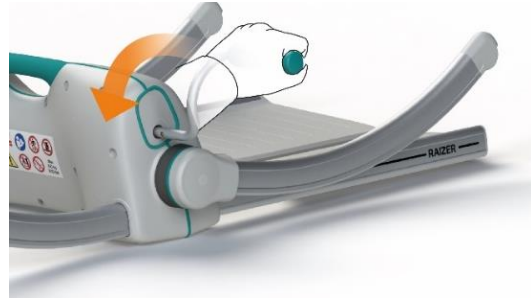
Do **NOT** stand on the lifting chair

12. Disassembly

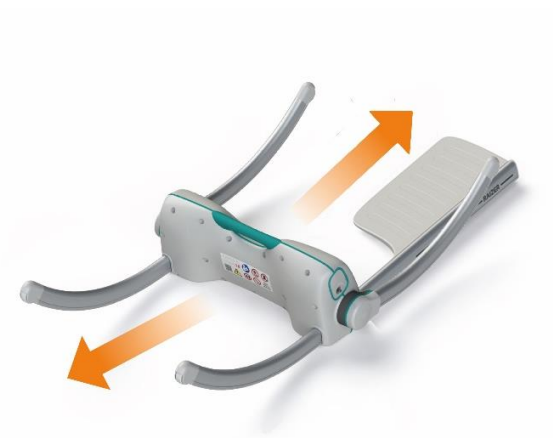


IMPORTANT!

Run the Raizer down leaving it ready for the next lift.



Remove the backrests and legs by pulling them out.



Once the Raizer has been disassembled, store away all parts in the provided packing.

13. Maintenance

13.1 Cleaning



IMPORTANT! General cleaning may only be done using a well-wrung cloth or sponge.



You can disinfect your Raizer by using ethanol-based disinfectants (70-85 v/v% alcohol). NEVER use a high-pressure cleaner or running water, as this may cause permanent damage to the lifting chair.

13.2 Service inspections

This Raizer is designed primarily for use in private homes. Using it in private homes, the Raizer will not need to be serviced in its expected lifetime. However, we recommend an inspection and load test prior to expiry of the warranty period (2 years), cf. section 7, and subsequently every two years, especially in cases where the Raizer is used frequently (several times a week), to ensure safe and unproblematic use.

If you wish to use this Raizer in other settings beyond private homes, you should contact our dealer for information about service: <https://www.liftup.us/distributors/>.

Should unexpected errors or unusual sounds occur, contact your dealer at once to remedy the fault.

14. Spare parts and accessories



IMPORTANT! It is important to use only original spare parts. Replacement of parts may only be undertaken by a qualified 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.

We refer to the place of purchase for more details about spare parts and accessories.

Please refer to our website (www.raizer-m.com) for additional information on spare parts and accessories.

14.1 Spare parts

| Description | Article No. | |
|-----------------|-------------|--|
| 1. Seat | n/a | |
| 2. Crank handle | 105060 | |
| 3. Backrests | 107373 | |
| 4. Legs | 107647 | |
| 5. Safety belt | 107250 | |

14.2 Accessories

| Description | Article No. |
|------------------------------------|-------------|
| Headrest* | 107464 |
| Trolley | 107273 |
| Triple wheel for trolley, 2 pcs. | 103314 |
| Bicycle bracket for trolley, kit | 103313 |
| Hygiene cover, disposable, 10 pcs. | 103741 |
| Carry case, incl. quick guide | 107746 |
| Cover for seat | 107240 |
| Wall bracket kit | 107693 |
| Safety belt (extra) | 107250 |

* In most cases, in connection with the Raizer M lifting chair, we recommend using a headrest as it relieves the helper from the effort of supporting the head of the fallen person during the lifting process. If as helper, you are not confident that the person to be lifted is able to keep the head upright during the lift, we recommend always using a headrest.

15. Troubleshooting

| Error | Cause | Solution |
|---|--|--|
| The Raizer does not run up when the crank handle is turned | The Raizer is overloaded. | Remove the load from the Raizer – or you may try to turn the crank handle more slowly. After an overload, the lifting capacity may be slightly reduced for up to an hour. |
| The Raizer cannot be assembled when it is lying on the floor. | The Raizer has not been run down after its last usage. | Run the Raizer down to the correct position, see section 12. |

Enjoy your new Raizer!

**Best regards,
Liftup North America, Inc.**



Compliance & warranty information (US)

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This manual is compiled from the latest specifications and product information available at the time of publication. We reserve the right to make changes as they become necessary. Any changes to our products may cause slight variations between the illustrations and explanations in this manual and the product you have purchased. The latest/current version of this manual is available on our website.

The product you have purchased combines state-of-the-art components with safety, comfort, and styling in mind. Read and follow all instructions, warnings, and notes in this manual and all other accompanying literature before attempting to operate this product for the first time. If there is any information in this manual which you do not understand, or if you require additional assistance for setup or operation, please contact your authorized Provider. Failure to follow the instructions, warnings, and notes in this manual and those located on your product can result in personal injury or product damage and will void the product warranty.

Copyright and Trademarks

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Raizer®, Liftup™ and the Liftup logo™ are trademarks of Liftup A/S and are registered and used 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, depending on the state or jurisdiction where you are located.



Right of warranty



The right of warranty is subject to the General Conditions for Supply:
https://www.liftup.dk/media/3179/general-conditions-for-supply_liftup-inc.pdf.



ATTENTION!

If the prescribed service inspections are not maintained the right of warranty 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 1109 §14.

lifting people

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

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