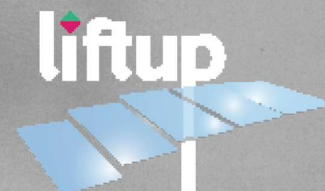
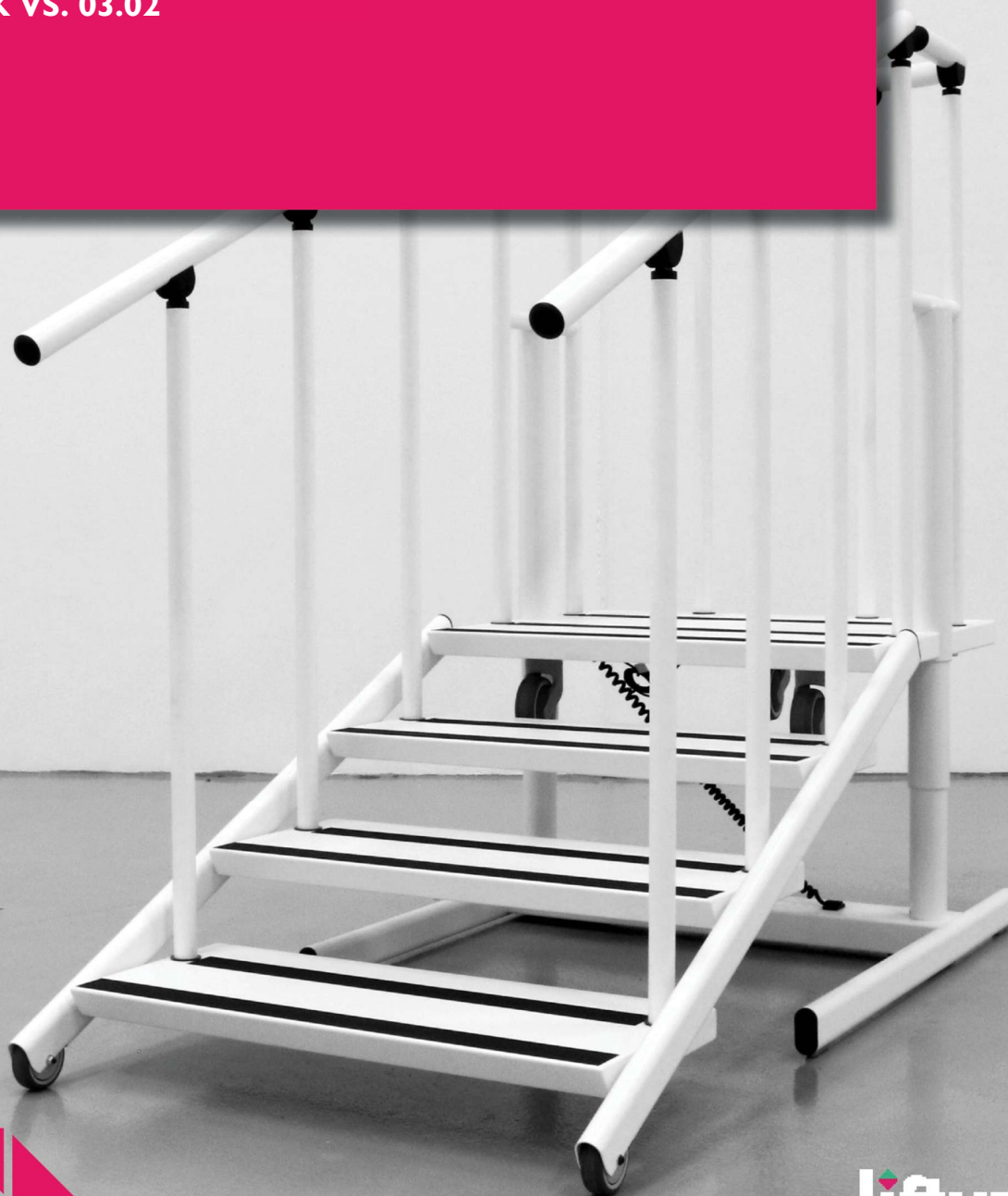


UK

USER MANUAL

STAIRTRAINER V2

UK VS. 03.02



lifting people

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May 2025



1. Foreword

Congratulations on purchasing the StairTrainer V2.

This is an original user manual for the StairTrainer V2. Hereinafter we also use the term 'training aid' for the StairTrainer V2.



IMPORTANT!

It is important to read this manual before using the training aid.

The StairTrainer is a mobile rehabilitation aid which offers opportunities for training with adjustable step height, e. g. after illness or hospitalization. The StairTrainer is also ideal for senior citizens and the walking-impaired who require training in safe and secure surroundings.



Where an "authorized service technician" is referred to below, this refers to a service technician who has completed a product and service course at Liftup.



2. EU Declaration of Conformity



EU Declaration of Conformity

UK version 01.03 StairTrainer V2

Manufacturer:	Liftup A/S	
Address:	Hagensvej 21, DK-9530 Støvring, Denmark	
Telephone:	+45 9686 3020	
hereby declares:		
Equipment:	StairTrainer V2 Mobile training stairs for use by the elderly and persons with mobility impairment in need of training	

The equipment complies with important requirements in the CE Marking Directives:

The Machinery Regulation (including the essential safety and health requirements in Annex III):	(EU) 2023/1230
The Electromagnetic Compatibility Directive (EMC):	2014/30/EU
Restriction on Hazardous Substances (RoHS):	2011/65/EU

The product is manufactured in accordance with the requirements of a certified management system:

ISO 9001:2015	Quality Management Systems – Requirements
Certificate number:	DE00014

The EU Declaration of Conformity is issued under the sole responsibility of the manufacturer, and the validity depends on the installation being carried out correctly, cf. the manufacturer's instructions. Internal production control (module A) has been utilized for the conformity assessment.

The declaration of conformity covers the following option:

- Optional equipment (safety): Child railing

_____ CEO Position	_____ Søren Elisiussen Name
_____ Liftup A/S, Hagensvej 21, DK-9530 Støvring, Denmark Place	
_____ 25 April 2025 Date	_____  Signature



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3. Factory Acceptance Test (FAT)



FACTORY ACCEPTANCE TEST *Certificate*

is hereby issued to the product with the serial no. indicated below

(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

lifting people

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4. Terms of use

The StairTrainer is a training aid for the use of persons in need of rehabilitation and/or maintenance training.



IMPORTANT!

It is important to read this manual before using the training aid.



Any incorrect use may cause unintended hazards.

The user manual should always be kept close to the training aid.



IMPORTANT!

The StairTrainer is for indoor use only.



IMPORTANT!

The StairTrainer must NOT be used for goods transport, including loaded pallets or other forms of heavy loads.



IMPORTANT!

No height adjustments must be made while a person is on or near the StairTrainer as there may be danger of pinching between the steps, between steps and side frame as well as between handrail and balusters.



IMPORTANT!

The owner of the device is obliged to maintain it according to the Maintenance Checklist in section 11. It is also the responsibility of the owner to ensure that service inspections are carried out at correct intervals, cf. 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 180 kg
Max 397 lbs

Max. load is 180 kg/397 lbs.



DISCLAIMER!

If the product shows any visible defects, the product must not be used, and it must not be considered safe to use or meet normal usage standards, including quality, nature and durability.

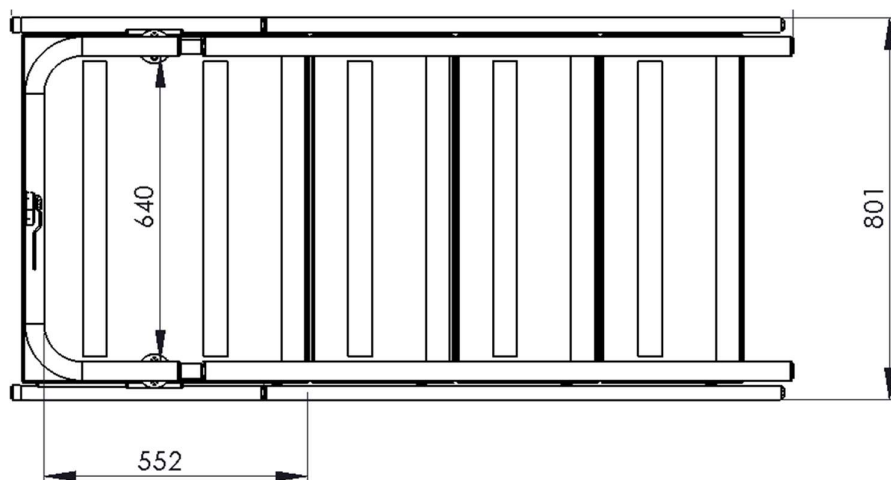
This means that Liftup cannot be held responsible for any inadvertent use or for what may happen if the product is not used as intended.



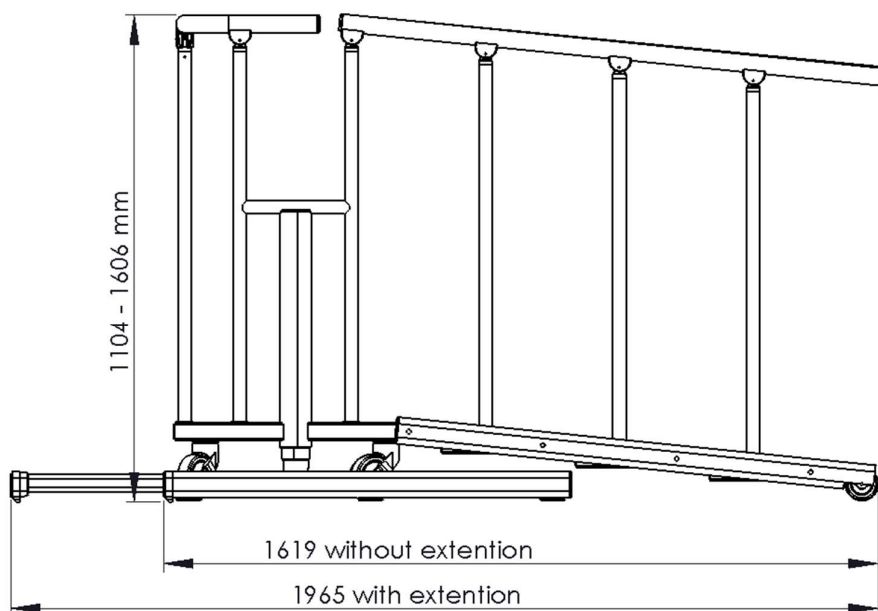
5. Technical specifications

Power:	24VDC battery
Max. load:	180 kg/396.8 lbs
External dimensions:	H 1098 mm B 801 mm L 1638 mm
	H 43.23 in B 31.54 in L 64.49 in
Dead weight:	89 kg/196.2 lbs
Noise level:	< 50 dB
Duty cycle:	2 min. / 18 min. - 40 duty cycles

5.1 Dimensional drawings



Lower level



6. Safety instructions

6.1 Handling and repair

Do not attempt to install or repair the StairTrainer yourself. This **MUST** be done by an authorized service technician.

The training aid must never be exposed to strong shocks/bumps when moved around, as this may have an impact on the functionality.

6.2 Unintended movements of the StairTrainer

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

Should your StairTrainer not move with plane movement as a platform, calibrate the device as described in section 10.1. If the problem persists, call technical assistance.

6.3 Operating conditions

The space under the training aid must be kept free of all objects, which may impair its downward movement.

6.4 Avoiding personal injury



WARNING!

Never stand on the training aid when adjusting the height.

In order to avoid personal injury, **NEVER** use the StairTrainer when someone or something is in danger of being hurt by crushing, cutting, falling, stumbling or similar. The user/operator must to the extent possible make sure that the movement of the StairTrainer will not jeopardize anybody or anything.



WARNING!

If the training aid does not behave according to normal functionality, stop using it and step down carefully or get assistance to get off the machine.



WARNING!

Be extra careful when small children and disabled persons are around the training aid, since these groups cannot always be able to foresee the possible consequences of the movements.

NEVER allow children or unauthorized persons to play with the device.



7. Function description

The StairTrainer is a so-called “Hold to run” machine, i.e., the push buttons must be pushed in throughout the entire operation. The training aid is easy to operate. The user can choose whether the Stairtrainer should run up or down by means of the arrow keys on the operating panel.

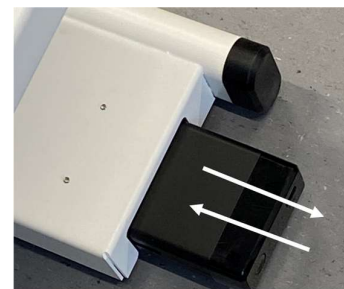
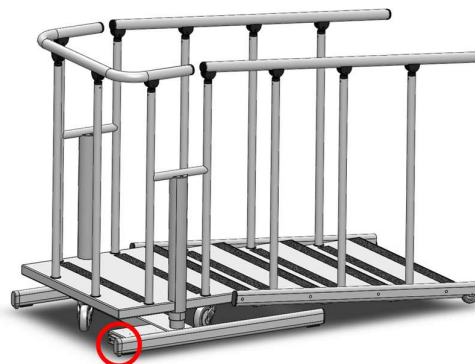
The StairTrainer can be moved around by one person thus allowing for use in multiple locations.

A child railing (optional equipment) can be installed in case the StairTrainer is to be used by children.

8. Start-up

The StairTrainer is battery operated and runs without connection to 230V. Make sure that the battery is fully charged before use.

The StairTrainer battery is situated in one of the support rails as illustrated with a red circle to the right.



The battery is charged with the supplied power cable, and the battery must be extracted for charging. It takes 2-3 hours.

Thus, it is not possible to charge the battery as long as it is fitted inside the StairTrainer. Therefore, we recommend that you have 2 batteries so that one can always be ready and fully charged.



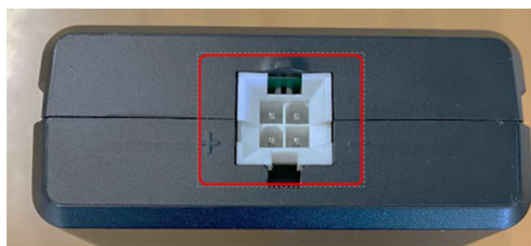
Once the StairTrainer battery has been charged and reinserted, the following conveniences are available:

- Charge alert
- 5V DC/2A USB charging for handheld units ¹⁾
- LED status indicator
- Overheat and recharging protection

¹⁾ The 5V DC/2A USB outlet is for handheld devices (powerbank, mobile phone etc.) only



USB port providing USB charging for handheld devices



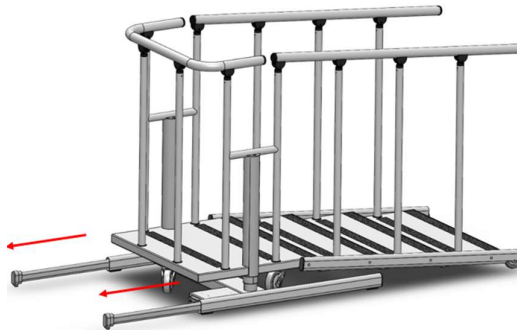
Connector for charging the StairTrainer battery

Normally, the StairTrainer is always in “standby mode”, i.e. it is ready for use as soon as one of the operation keys is pressed.

If the battery runs out of power while in use, or if the system registers any kind of irregularity, the device must be calibrated, cf. section 10.1.

9. Instructions for the use

Before running the StairTrainer to the requested height, the 'anti'tilt' support rails must be pulled out.



9.1 Height adjustment

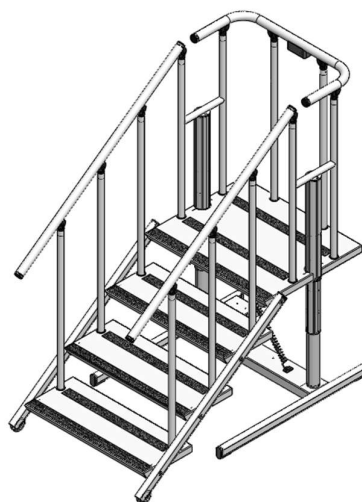
The StairTrainer is activated and operated by means of the arrow keys on the operating panel.

UP arrow (Δ):

Moves the training aid upwards

DOWN arrow (▽):

Moves the training aid downwards



It is easy to adjust the height of the training aid to match the current need: Press and hold the appropriate arrow key to run the training aid up or down. Release the button once you have reached the required height.

The display always shows the current height (cm) between the floor and platform/top step.



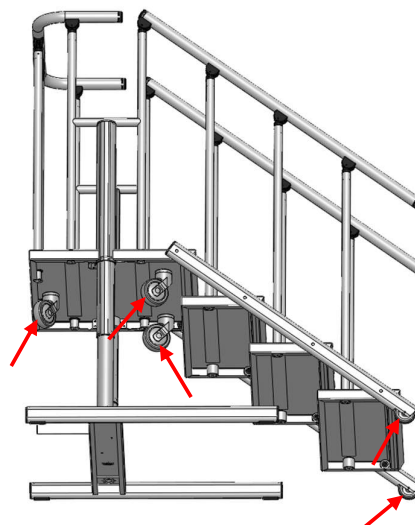
WARNING!

Never stand on the steps of the training aid when adjusting the height.

9.2 Transfer/relocation

The StairTrainer can be moved around by one person.

The device is equipped with 3 swivel wheels at the back of the stairs, and 2 fixed wheels, situated on each side frame, on which it can roll.



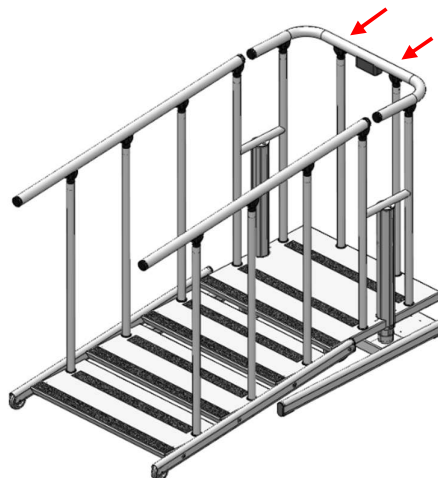
- Run the StairTrainer all the way down until it rests on the wheels.
- Use the back rail as grip.
- Push/drag the stairs to the new position.



WARNING!

Move carefully and slowly when relocating the StairTrainer.

Pay attention to the surroundings.

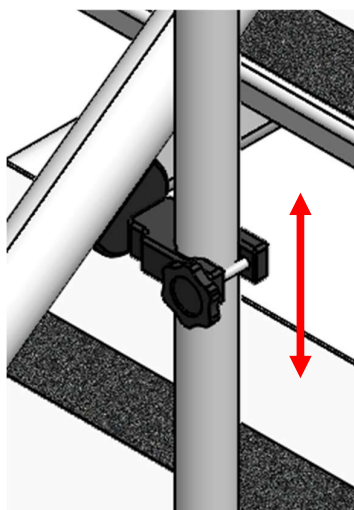


9.3 Child railing (optional equipment)

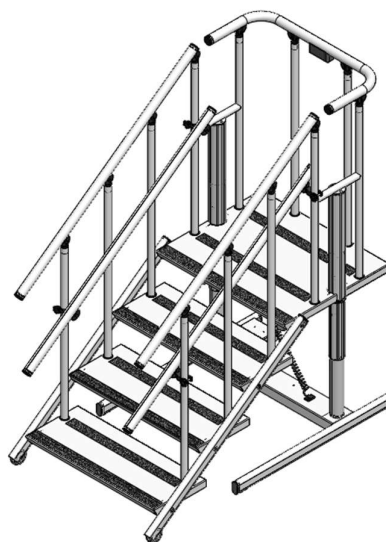
A child railing can be purchased separately in case the device is to be used by children.

Mount the railing on the bottom and top balusters. Adjust the height by loosening the screw, allowing the bracket to be pushed up/down until the optimal height is reached.

Secure the child railing by retightening the screw.



Screw/bracket for height adjustment



Child railing mounted



10. Operation

10.1 Calibration after power failure when in use

If the battery runs out of power when the StairTrainer is in use, or if the system registers any other irregularity, the training aid must be calibrated.

Run the StairTrainer all the way down until it rests on the lowest level, where the calibration will be completed.

Hold the arrow key until the calibration has been completed, and the display shows approx. '15'. A minor variation by a few millimetres is acceptable.



IMPORTANT!

If the training aid does not operate as expected or stops again after a few centimetres, technical problems may have arisen and require a repair by technical staff. Contact your dealer for further assistance.

11. Maintenance

Clean by wiping off with a cloth that has been wrung out in water containing a mild detergent.

IMPORTANT!

Do NOT use a high-pressure cleaner or wash the StairTrainer down with water straight from a hose. Aggressive detergents and suchlike must not be used on the device.



Approved cleaning agents:

Hydrogen Peroxide Aq.	1,0% (max.) (dilute hydrogen peroxide)
Ethanol based products	70-85 v/v%. alcohol
Soap solutions	PH value max. 9

The mechanical maintenance of the StairTrainer is normally only undertaken in connection the regular service inspections which must be carried out by and authorized service technician. In the event of unintended errors or dissonance, contact your dealer immediately for assistance.



IMPORTANT!

Perform regular checks under the device for any items/objects and remove these in order to ensure free movement of the training aid.



12. Service inspections

12.1 Regular service inspections

In addition to the general maintenance described in section 11, as a manufacturer, we require regular service inspections of the device to be performed at the periodical intervals stated below.



IMPORTANT!

For safety reasons, it is very important that these service inspections are complied with, as a lack of, or incorrectly performed inspections could result in personal injury.



IMPORTANT!

The warranty may become void if the minimum requirement for service inspections is not observed.

The manufacturer's minimum requirements for number of service inspections per year

	Indoor
Not freely accessible	1

As a manufacturer, we recommend that the regular service inspection be carried out by an authorized service technician. The dealer from whom you have purchased the product will offer this service but, if you wish to use another service provider, it is the owner of the device who will be responsible for the service technician chosen having received training on the product in question. See also: <https://www.liftup.dk/en/contact>.



IMPORTANT!

Before any inspection on or under the StairTrainer, it **MUST** be ensured that no one else is operating the StairTrainer or may inadvertently come to operate the device.



12.2 Service report for use in service inspections



Service Report –StairTrainer V2

Version: 1.0

Service visit paid for by:	User/Installation address ☐	Client/contractor ☐	Owner/municipality ☐
Name/company			
Address			
Postal code			
Phone			
Contact person			
Dir. phone/mobile			
EAN/GLN			

Product	Service level
Serial number	No agreement ☐ 1 time annually
Installation date	Date stipulated for service visit
Latest service, date	Details agreed for the visit

Other comments
Service technician

Checklist

☐ Operating unit	☐ Load sign present and correct
☐ Lifting columns: Check both actuators (function)	☐ Updated service log
☐ Visual inspection of actuator cables	☐ User manual available by the training aid
☐ Tighten M10 screws in each step	☐
☐	☐
☐	☐

* If statutory inspections are missing, owner must be so advised, in writing + note made in logbook.

Spare parts replaced

Article no.	Quantity	Description	Price/unit	Price
		Service/inspection		
		Service technician, hours		
		Distance travelled (km)		

This service report contains checkpoints required by the manufacturer.
Please make sure to also follow local ordinances and regulations for inspection and service of platform lifts.



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12.3 Service logbook

The form (like the example below) must be completed after each inspection.



Service logbook

Version: 1.0

Installation site		Product	
Name/Company		Product name	
Address		Serial number	
Postal code / City		Installation date	
Contact person		Installed by	
Telephone			

Comments

No.	Date	Lognotes	Signature
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
12			
13			
14			
15			

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12.4 Online service log (only certain countries)

The QR code can be scanned using a smartphone, tablet etc. The QR code is situated at the cover of the battery box.

Scan for adgang
til servicelog



Serial no. ST25-00001



In section 3, a CE mark has been inserted with the serial number of this specific product and the QR code with direct access to the online service log. When the QR code is scanned, direct access is given to the online service log and a new log is set up. The fields are filled in and the service technician/installer/regulating authority signs this off electronically in the log after each visit.


Equipment Service Log

Equipment details
 Serial no. ST25-00001
 Production year 2019
 Equipment type 1000W Power 10

Links to more information
 Link to documentation
Equipment log
 Please use this restricted access log entries for the equipment.

1. The user must be authorized to access, update, delete, and archive the log.
2. The user must be at least 18 years old.
3. The user must be a "registered" user of the "liftup" system.
4. The user must be a "registered" user of the "liftup" system.

Log entry ID	Log entry date	Created by	Log entry text	Comments	Signature
1	2019-01-01	10	Installation of lift	Installation of lift	PB
2	2019-01-01	10	Service technician	Service technician	PP
3	2019-01-01	10	Regulating authority	Regulating authority	HJ

Add log entry



13. Spare parts and accessories



IMPORTANT!

It is important to always use original spare parts. Parts must only be replaced by an authorized service technician. If non-original spare parts are used, the factory guarantee may become void. Furthermore, the safety of the product may be compromised, leading to the risk of personal injury.

For information regarding spare parts and services, please contact our distributors:

<https://www.liftup.dk/en/contact>

Part no.	Description
110281	Cable relief for Spiral cable, StairTrainer V2
110301	RJ45 Spiral cable female/male for StairTrainer V2
110339	Actuator JS36ZC1-3-S for StairTrainer V2
100064	Wheel ø75 mm for Side frame
110247	Wheel ø100 mm
110337	Control panel for StairTrainer V2
110338	Control Box JCB36M, StairTrainer V2
110341	Battery JCP35PA-B-3 for StairTrainer V2
110255	Glide. High friction, black, EPDM, StairTrainer V2
110049	Dome endcap for handrail ø40
110246	End plug 60 x 30 mm, black
110343	Child railing, StairTrainer V2, adjustable

14. Disposal

The owner is responsible for disposing of the product in accordance with the rules applying at any time.

Where necessary, contact your dealer for assistance with disposal.



15. 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.	EL20 00123	?
Type of registrant	Private User	
First name		
Last name		
Organization		
Address		
City		
Region / State		
Zip Code		
Phone	+ 1	
Email		
Language	English	
Copy of receipt	Vælg fil Der er ingen fil valgt	

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

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.dk/en/general-conditions>



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

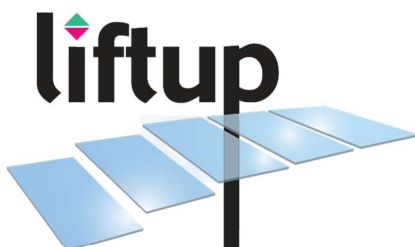
If the prescribed inspections, checks and service inspections are not observed, see section 12, this could have serious consequences for the safety of the product. It is the customer's responsibility to ensure that the product complies with the prescribed inspections, and service inspections at all times, see Order No 461 of 23 May 2016, Appendices 2 and 3 and the Danish Working Environment Authority's Order no. 1109, Section 14.





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We want to change the way people think about access products: More than a technology you need – it's a technology you want. We design thoughtful, holistic and aesthetic access solutions where every element adds to improve the total user experience. We create unique tailor-made solutions where our products help people and are fully and beautifully integrated in the architectural environment. This means that our access solutions also have an emotionally uplifting and satisfying impact – because they are comfortable, user-friendly and well-designed. This also means that we can transform access enablers from being tools that solves a task for the few – to being smart and pleasurable design elements for everyone to enjoy.



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