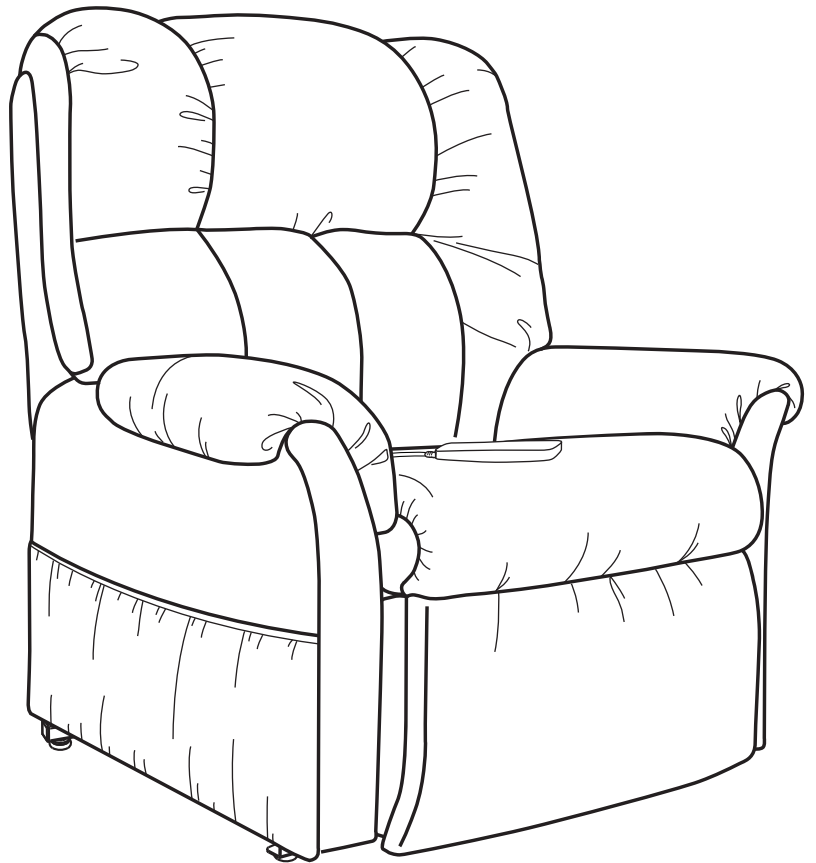


# LIFT CHAIR

NON-MEDICAL SERIES

## OWNER'S MANUAL



Your Lift Chair has gone through a Stringent Inspection protocol to ensure our product is made to your satisfaction.

- Upholstery Workmanship**
- Aesthetics and Comfort**
- Performance**

**A more detailed report is kept on file at the factory**

Date Inspected

Inspector

Product Serial #

The symbols below are used throughout this owner's manual and on the product to identify warnings and important information. It is very important for you to read them and understand them completely.



**WARNING!** Indicates a potentially hazardous condition/situation. Failure to follow designated procedures can cause either personal injury, component damage, or malfunction. On the product, this icon is represented as a black symbol on a yellow triangle with a black border.



**MANDATORY!** These actions should be performed as specified. Failure to perform mandatory actions can cause personal injury and/or equipment damage. On the product, this icon is represented as a white symbol on a blue dot with a white border.



**PROHIBITED!** These actions are prohibited. These actions should not be performed at any time or in any circumstances. Performing a prohibited action can cause personal injury and/or equipment damage. On the product, this icon is represented as a black symbol with a red circle and red slash.

This product is not a medical device and is not intended to assist, treat, diagnose or alleviate any medical condition or disability.

Please fill out the following information for quick reference:

Authorized Retailer: _____
Address: _____
Telephone: _____
Purchase Date: _____

**NOTE:** This owner's 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.

**NOTE:** This product is compliant with WEEE, RoHS, and REACH directives and requirements.

**NOTE:** This product meets IPX1 classification (IEC 60529).

**NOTE:** The Lift Chair and its components are not made with natural rubber latex. Consult with the manufacturer regarding any after-market accessories.



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# I. INTRODUCTION

## **SAFETY**

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 retailer. **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.**

*NOTE: If you ever lose or misplace your copy of this manual, contact us and we will be glad to send you a new one immediately.*

## **PURCHASER'S AGREEMENT**

By accepting delivery of this product, you promise that you will not change, alter, or modify this product or remove or render inoperable or unsafe any guards, shields, or other safety features of this product; fail, refuse, or neglect to install any retrofit kits from time to time provided to enhance or preserve the safe use of this product.

## **SHIPPING AND DELIVERY**

Before using your lift chair, make sure your delivery is complete as some components may be individually packaged. If you do not receive a complete delivery, please contact your authorized retailer immediately. Where damage has occurred during transport, either to the packaging or content, please contact the delivery company responsible.

## **MOTOR VEHICLE TRANSPORT**

If you will be transporting your lift chair in a motor vehicle, individual components (external transformer, etc.) should be secured against slipping. The lift chair itself must also be secured against slipping (a possible hazard during vehicle braking).

## II. SAFETY

### PRODUCT SAFETY SYMBOLS

The symbols below represent labels used on the product to identify warnings, mandatory actions, and prohibited actions. It is very important for you to read and understand these symbols completely. Do not remove these labels from your product. Please note that not all of the symbols may be used on your lift chair model.



**Pinch/Crush Points Hazard! Do not place objects or appendages in the path of moving parts.**



**Electrical Hazard**



**Read and follow the information in the owner's manual.**



**Maximum weight capacity**



**Do not connect an extension cord to the AC/DC converter or the battery charger.**



**Removal of grounding prong can create electrical hazard. If necessary, properly install an approved 3-pronged adapter to an electrical outlet having 2-pronged plug access.**



**Do not connect the heat and massage hand control directly to the motor. Connect the hand control directly to the junction box to prevent equipment damage.**



**Do not place objects under lift chair. Make sure area is clear of obstructions, including pets and small children, during operation.**



**Do not place objects under the footrest when lift chair is in fully reclined position. Make sure area is clear of obstructions, including pets and small children, during operation.**



**Do not cover or place the external transformer under the chair. Keep in an open, well-ventilated area free from foreign material and away from possible pinch points.**



**Class II Equipment**



**Indoor Use Only. Avoid exposure to rain, snow, ice, salt, or standing water. Maintain and store in a clean and dry environment.**

## II. SAFETY



**Battery Door Location**



**TYPE B**

**Degree of protection against electric shock.**



**Properly dispose of all electronic components, including the external transformer, hand control, batteries, actuator motors, and wiring. Contact your authorized retailer for more information.**



**Green LED indicates power to the unit is on. Not applicable to all models.**

Your lift chair is a state-of-the-art life-enhancement device designed to increase comfort.



**MANDATORY! Read and follow the information provided in this owner's manual before attempting to operate your lift chair for the first time.**

Below are some precautions, tips, and other safety considerations that will help you become accustomed to operating the lift chair in a safe manner.

### **Modifications**

You should not modify, add, remove, or disable any feature, part, or function of your lift chair. Unauthorized modifications may lead to personal injury and/or product damage and may also void your product's warranty.

***NOTE: Use only manufacturer parts for all repairs and replacements.***

### **Weight Limitations**

Your lift chair is rated for a maximum weight capacity. Please refer to the specifications table for this limit.



**MANDATORY! Stay within the specified weight capacity of your lift chair. Your retailer will not be held responsible for injuries and/or product damage resulting from failure to observe weight limitations.**

## II. SAFETY

The scissor and lift mechanisms are labeled as pinch/crush point hazards on your lift chair. Keep clear of these areas and make sure the path of motion is unobstructed. See **figure 3.1** for pinch/crush point locations.



**WARNING! Do not place objects or appendages in the path of moving parts.**

### Degree of Protection/Mode of Operation

- Class II equipment/Type B protection against electric shock
- Degree of protection against the ingress of solid/liquids—IPX1
- Mode of operation—Maximum Duty Cycle: 2 min. ON/18 min. OFF

### Storage and Operation Temperatures

- Transportation or storage: -40°F/-40°C to 149°F/65°C

### Electromagnetic and Radio Frequency Interference (EMI/RFI)



**WARNING! Laboratory tests have shown that electromagnetic and radio frequency waves can have an adverse effect on the performance of electrically-powered devices, such as lift chairs.**

Electromagnetic and Radio Frequency Interference can come from sources such as cellular phones, mobile two-way radios (such as walkie-talkies), radio stations, TV stations, amateur radio (HAM) transmitters, wireless computer links, microwave signals, paging transmitters, and medium-range mobile transceivers used by emergency vehicles. In some cases, these waves can cause unintended movement or damage to the control system of electrically-powered devices. The lift chair user can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment. It is recommended that at least 9 feet (3 meters) of distance be maintained between the lift chair and any handheld equipment emitting 10 W or more of output power. Refer to the manufacturer's literature for the handheld device to determine the maximum output of that device.

Every electrically-powered device has an immunity (or resistance) to EMI. The higher the immunity level, the greater the protection against EMI. Per EMC standards, this product has passed immunity testing and is rated as a Group 1, Class B product, meaning the lift chair uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment, making the lift chair suitable for use in all establishments, including domestic establishments and hospitals.



**WARNING! Be aware that cell phones, two-way radios, laptops, and other types of radio transmitters may cause unintended movement of your electrically-powered device due to EMI. Exercise caution when using any of these items while operating your lift chair.**



**WARNING! The addition of accessories or components to the lift chair can increase the susceptibility of the chair to EMI. Do not modify your lift chair in any way not authorized by your retailer.**

**WARNING! Your lift chair itself can disturb the performance of other electrical devices located nearby, such as alarm systems.**

**NOTE: If unintended motion occurs, discontinue use of the lift chair. Contact your retailer to report the incident.**

# III. YOUR LIFT CHAIR

## BODY COMPONENTS

Lift chairs are equipped with several frame and electrical components. Typically, frame (or body) components include a removable back pad\*, removable chaise pad\*, footrest, leg levelers, a lift mechanism, and scissor mechanisms. The electrical components include the external transformer, hand control, and batteries‡(not included). Refer to **figure 3.1** and note that the illustrations and options listed may not reflect the type of lift chair that you own.

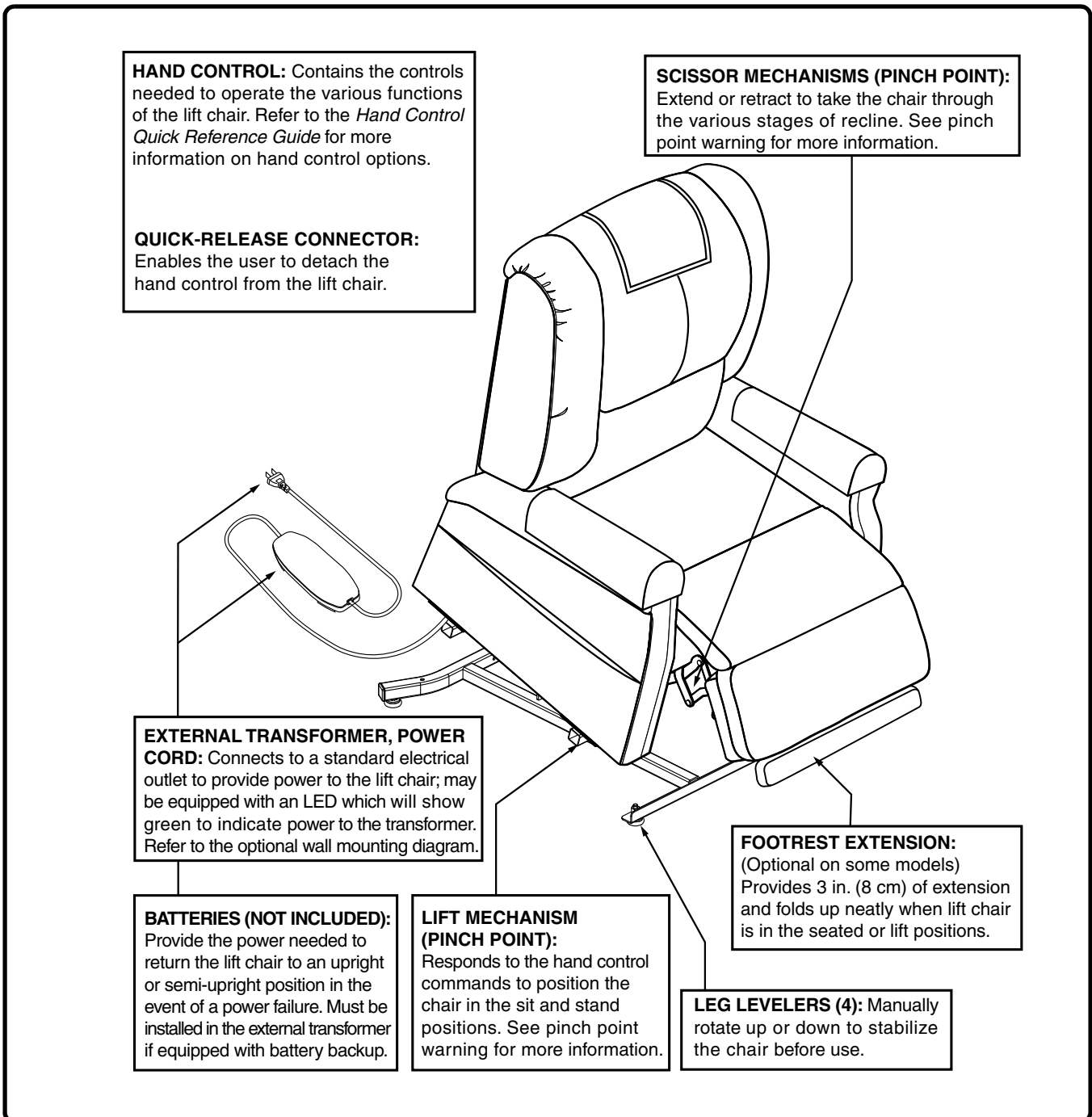


Figure 3.1 Lift Chair Main Components



## III. YOUR LIFT CHAIR

*‡NOTE: The batteries will provide power for only a short period of time after power is removed from the system, so it is important to act quickly in the event of a power failure. Press and hold the UP button (switch) on the hand control as soon as possible. Maintain a steady pressure on the button (switch) to avoid excessive draw from the battery and achieve the most amount of lift. Keep in mind that the amount of life the batteries will be able to provide is affected by user weight and battery condition.*

**WARNING! Pinch/Crush Points Hazard! Be aware that the lift mechanism and scissor mechanisms are a pinch point on the lift chair. Keep the following items and similar objects clear of these points when operating the lift chair:**



- **appendages**
- **small children**
- **pets**
- **wires**
- **loose items, including but not limited to clothing and blankets**
- **electrical power cords**

### ELECTRICAL COMPONENTS

Your lift chair is equipped with a low voltage DC electrical system that reduces the standard household alternating current of 100V AC - 240V AC to direct current (24/39V DC). The electrical components include the external transformer, batteries (not included), and hand control. Keep these areas free from moisture at all times.



**WARNING! Keep all electrical components free from moisture at all times to prevent shock and/or electrical hazard.**

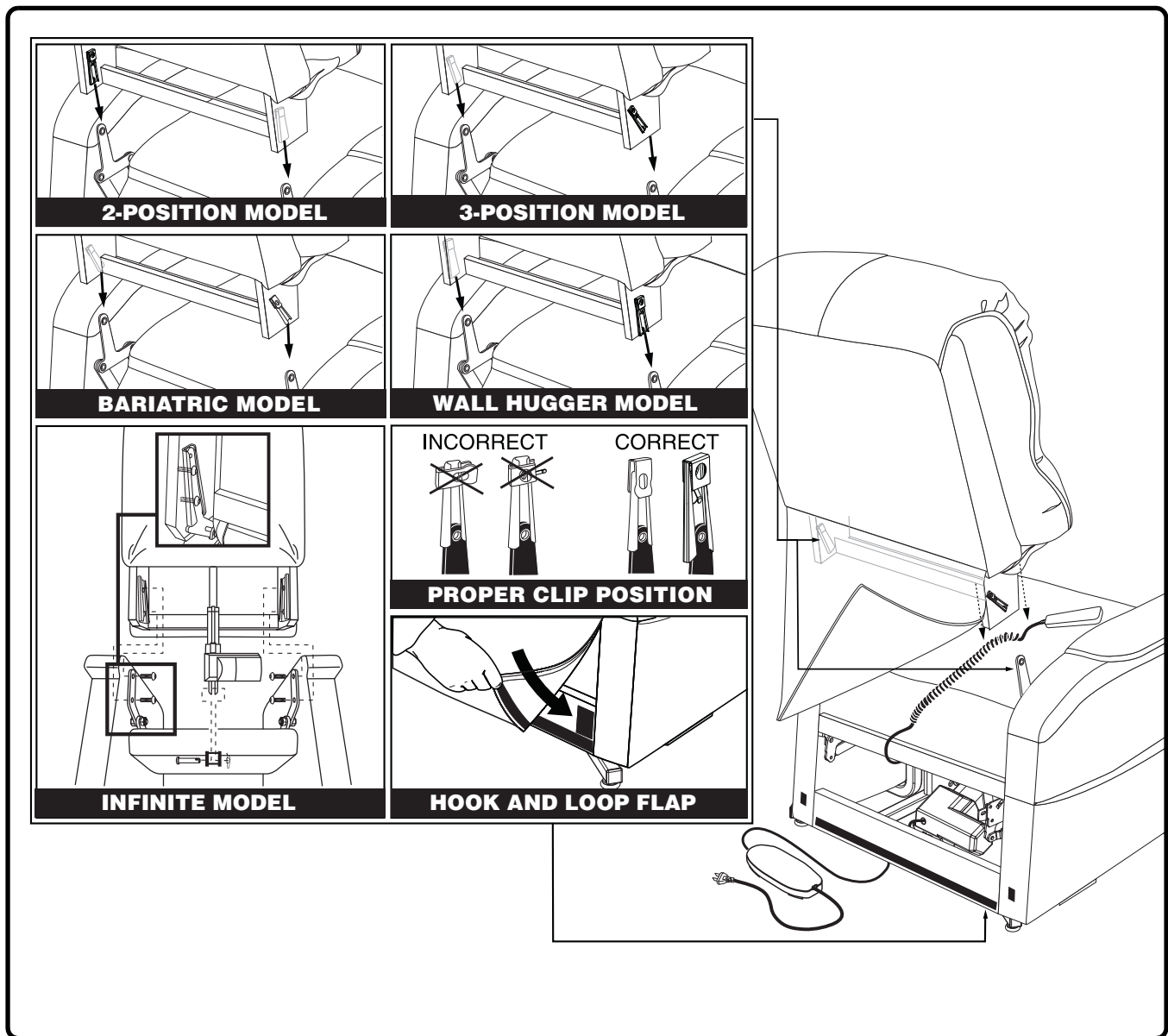
**Batteries:** Provide the power needed to return the lift chair to an upright or semi-upright position in the event of a power failure. For those models equipped with a battery backup system, the batteries (not included) must be installed into the external transformer. See IV. "Assembly/Disassembly."

## IV. ASSEMBLY/DISASSEMBLY

Your lift chair may require some assembly before initial use. It may also require disassembly to make servicing the chair more convenient. If your lift chair is a Knock-Down (KD) model, follow the instructions in “Lift Chair Setup.”

### CHAIR BACK ASSEMBLY

**NOTE:** If your lift chair is an Infinite model, refer to the assembly instructions provided with the chair. For the 2-position model, the KD sleeves are located on the inside as shown in figure 4.1.



**Figure 4.1 Lift Chair Assembly**

1. Check that the locking clip on the back of the chair is in the vertical position. Reposition if necessary.
2. Drape the hand control and cable over the chair base, then slide the back onto the base. Ensure the hand control cable is routed through the rear of the lift chair.

## IV. ASSEMBLY/DISASSEMBLY

**NOTE:** Depending on chair width, you may need to slide on one side of the back at a time. If this is the case, level the chair-back before pressing down to lock into position.

3. Push firmly on the top of the back to lock into position. You must hear a click from each side of the chair to ensure the back is locked in properly.

**NOTE:** Pull up on the chair-back to ensure that it is locked in place.

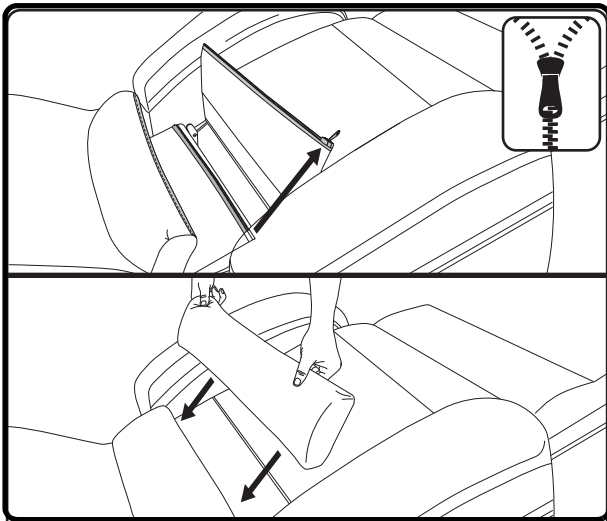
**NOTE:** See figure 4.2 for additional instructions regarding NM101 and NM9001 models.

4. Connect the hand control harness to the lift chair and heat/massage harnesses (if equipped) to the lift chair (Fig 4.3).



**WARNING!** Do not connect the push-button or heat/massage hand control directly to the motor. Connect the hand control directly to the junction box to prevent equipment damage.

5. Attach the chair-back to the hook and loop flaps on the bottom of the chair base.

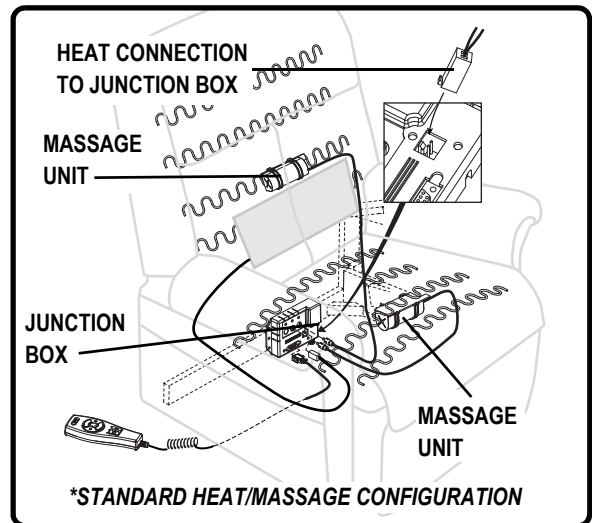


**Figure 4.2 NM101 and NM9001 Additional Assembly**

- For NM101 and NM9001 Lift Chairs, after attaching the back per the KD instructions, fully recline the lift chair and place the base flap over the gap between the seat and back. Using the zipper fasteners, secure the base flap to the chair and then secure the bottom-most pillow to the base flap.
- Place the bolster pillow over the covered gap, slightly wedging it between the back and seat, and return the Lift Chair to the seated position.



**WARNING!** Be aware that the average temperature of the heating pad ranges between 106°F – 118°F (41°C – 48°C) and can be affected by the ambient temperature of the room and clothing worn by the user. Your manufacturer recommends that the heat units not be used for more than 20 minutes at a time as prolonged exposure may have an adverse effect on sensitive skin and certain product upholstery.



**Figure 4.3 Harness Connections**

- For units equipped with the heat and massage option, connect the heat and massage harnesses to the chair.
- The heat pad(s) and massage units have been factory installed on your lift chair. You should only need to connect the harnesses to the chair. If you find any further assembly is required with this system, contact your authorized retailer immediately.

## IV. ASSEMBLY/DISASSEMBLY

### LIFT CHAIR PLACEMENT

Your lift chair should be placed near a standard electrical outlet on dry, level ground where there is ample room to allow for proper operation. We recommend that you have the assistance of an attendant when positioning the lift chair to avoid the possibility of injury when lifting.

#### Follow these steps to position the lift chair in a safe manner:

1. Place the back of the lift chair 30 in. (76 cm) from the nearest obstruction while the chair is in the seated position. This measurement may vary depending on model.
2. Adjust the leg levelers to stabilize the lift chair (**Fig. 3.1**).
3. Install the batteries into the external transformer if applicable. Refer to “Battery Installation” for more information.
4. Position the external transformer on the floor in an open, well-ventilated area where it will not be an obstruction or, if equipped, utilize the optional wall mount.
5. Position the low voltage connection cable where it will not be pinched between the frame and the lift mechanism.
6. Connect the low voltage connection cable to the external transformer if it is not already connected.
7. Plug the power cord directly into the electrical outlet. **Do not use an extension cord!**

**NOTE:** *If you discover a problem at any point during the setup and positioning of your lift chair, stop and contact your authorized retailer immediately. To avoid personal injury and/or product damage, do not plug the unit into the electrical outlet until the problem is corrected and do not attempt to fix electrical problems by yourself.*

### BATTERY INSTALLATION

Your lift chair may be equipped with a battery backup system that will activate during a power failure. The backup system is powered by two 9V batteries (not included) that need to be installed into the external transformer.

#### Follow these steps to install the batteries:

1. Unplug the external transformer power cord from the electrical outlet.
2. Open the marked battery door on the external transformer.
3. Install two 9V batteries into the external transformer (**Fig. 4.4**).
4. Replace the battery door.

**NOTE:** *Always make sure the external transformer is equipped with two fresh 9V batteries, since the battery backup system does not recharge itself. Fresh batteries are defined as 9V alkaline batteries that are replaced every time the battery backup system is activated during a power failure, or once a year if the battery backup system has not been activated.*

**NOTE:** *If you unplug your lift chair for an extended period of time (more than one hour), remove the batteries from the external transformer. The lift chair will draw power from the batteries even when it is not in use.*

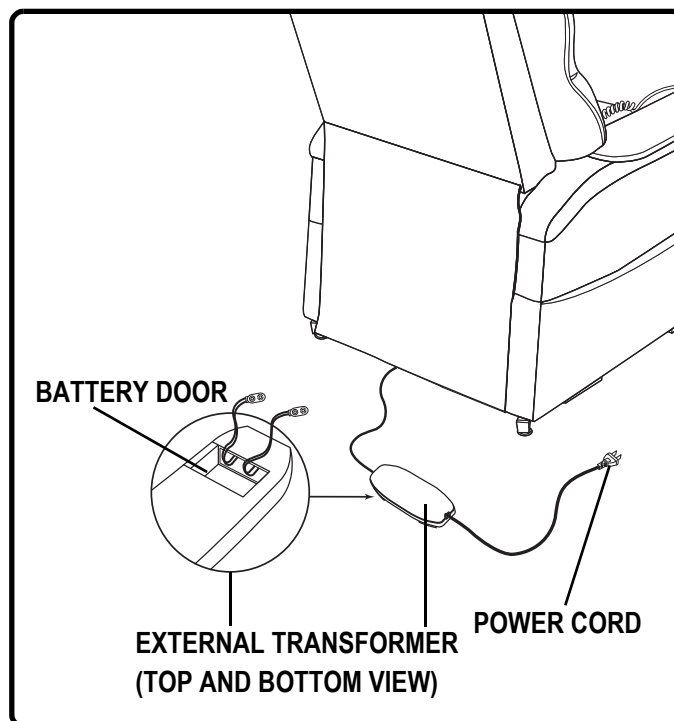


Figure 4.4 Lift Chair Battery Backup Location

# V. OPERATION

## OPERATION PRECAUTIONS

There are certain precautions that should be taken during the operation of your lift chair. Read and follow these precautions carefully in order to ensure safe lift chair operation and to prevent injury and/or product damage.

- Plug the power cord directly into the electrical outlet. **Do not use an extension cord!**
- Do not place anything (for example, a drinking glass) on top of or near the external transformer.
- If the external transformer box or hand control requires cleaning, unplug the power cord from the electrical outlet and use a clean, dry cloth or lightly dampened cloth. Allow ample drying time before plugging the power cord back into the electrical outlet.
- Periodically check the hand control and all power cords for visible damage.
- Keep the hand control away from all heated surfaces.
- Ensure the hand control is out of the way before sitting in the chair.
- Keep children and pets away from all moving parts while operating the lift chair.
- Do not allow children to play on or operate the lift chair. Only the intended user should operate the lift chair.
- Keep the hand control locked or utilize the quick-disconnect feature on the standard hand control when the lift chair is not in use to prevent unintended operation of the chair.
- Avoid pinch points, such as the lift and scissor mechanisms. Keep hands and feet clear of these areas.
- Always leave the lift chair in an upright and closed position when not in use.
- Do not sit or stand on the footrest.
- Do not “drop” into the lift chair when sitting if it is in a partially raised position.



**PROHIBITED! Do not place objects under the lift chair. Make sure area is clear of obstructions, including pets and small children, during operation.**

**WARNING! Prevent the risk of electrical shock, fire, falls, and/or being pinched. Follow all instructions and precautions provided.**



**WARNING! Prevent potential equipment damage! Do not place the external transformer under the lift chair.**

**WARNING! Do not cover the external transformer. Keep the transformer in an open, well-ventilated area free from foreign material/debris to ensure proper operation.**

## HAND CONTROL OPERATION

Your lift chair hand control is equipped with switches/buttons that control the movement of the chair and/or heat and massage options. Read the following instructions for basic hand control operation. Please refer to the *Hand Control Quick Reference Guide* for more detailed information on your specific hand control.

**WARNING! Do not lean on or apply downward force to the chair-back when the lift chair is in the fully reclined position. Doing so could cause the lift chair to tip, resulting in personal injury and/or product damage.**



**WARNING! Do not use the footrest as a seat, or for purposes outside its intended use. Doing so could cause instability in the lift chair and place undue stress on lift chair components, resulting in personal injury and/or product damage.**

**WARNING! Be sure to lock or disconnect the hand control when the lift chair is not in use.**

# V. OPERATION

## **Follow these steps to properly sit in your lift chair:**

1. Make sure that the lift chair is in the standing position.
2. Back into the lift chair and sit in the center of the seat.
3. Activate the DOWN button (switch) to lower the lift chair to a comfortable seated position.

## **Follow these basic steps to operate your lift chair from the seated position:**

1. Activate the UP button (switch) to raise your lift chair to the standing position.
2. Activate the DOWN button (switch) to lower the lift chair to a comfortable seated position.

## **Follow these steps to recline your lift chair from the seated position:**

1. Activate and hold the DOWN button (switch) until comfortably reclined.
2. Activate and hold the UP button (switch) to return to an upright, seated position. Release the button (switch) when the lift chair reaches a comfortable seated position.

## **Follow these steps to properly stand up from your lift chair:**

1. Activate and hold the UP button (switch) to raise your lift chair.
2. Release the button (switch) when the lift chair reaches a height where you can stand up comfortably.



**WARNING! Do not attempt to stand up until you can stand safely and are steady on your feet.**

## VI. BASIC TROUBLESHOOTING

Your lift chair may require occasional troubleshooting. The following troubleshooting tips and FAQs should summarize what you need to know about your lift chair. If at any time you do not feel comfortable performing the troubleshooting steps listed in this manual, contact your authorized retailer for service. Please have the model number, serial number, and nature of the problem when calling.

### FREQUENTLY ASKED QUESTIONS

#### What if my lift chair does not operate at all?

- Ensure the external transformer is plugged into a properly wired electrical outlet.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.
- Ensure the low voltage connection cable is plugged into the external transformer.
- Ensure that all cables are connected properly.

#### What if my lift chair operates in one direction only?

- Check the up and down buttons or toggle switch on the hand control to make sure they do not stick. If the buttons or switch are sticking in either position, the hand control may need to be replaced.
- Contact your authorized retailer for further assistance.

#### What if my lift chair stops during a lifting cycle?

- Your lift chair is equipped with an internal thermal shutoff switch located inside the external transformer that prevents the motor control box from overheating. If the thermal shutoff activates, allow the lift chair to remain in a stationary position for 10 minutes to allow the motor to cool, then resume normal operation. If you notice the motors overheating frequently, contact your authorized retailer.
- There may have been a power failure and/or there are no batteries in the external transformer or the batteries have no charge. Always make sure there are fresh 9V batteries in the external transformer if equipped with battery backup.
- Check the circuit breaker box connected to the electrical outlet to ensure the outlet is receiving power.

#### What if the heat and massage options on my lift chair do not function?

- Ensure the junction box is connected properly to the external transformer and that there is power to the transformer. A green LED will light on the transformer to indicate power.
- Ensure the heat and massage units are connected properly at the rear of the lift chair.
- Ensure the hand control is connected properly to the lift chair. If connected properly, any LEDs on the hand control will be lit.
- If any of the LEDs do not light, contact your authorized retailer for further assistance.

#### What if my lift chair is rocking from corner to corner after I position the chair?

The floor may be uneven or the carpet may be affecting chair position. Adjust the leg levelers in the area where the chair is rocking. See III. "Your Lift Chair" for instructions on leveling your chair.

#### Where can I place the external transformer box?

- On the floor away from heat sources in an open, well-ventilated area where it will not be an obstruction.
- On the wall away from heat sources utilizing the optional external transformer wall mount. Refer to the Wall Mount Diagram Product Insert provided with your lift chair.

#### Where do I find the serial number on my lift chair?

You can find the serial number in two locations—one is near the rear of the motor on the steel lift mechanism, the second is attached to the frame below the scissor mechanisms. The model number for your lift chair is printed below the serial number bar code.

#### Who do I call for service?

Contact your authorized retailer for service.



## VII. CARE AND MAINTENANCE

Your lift chair will require routine maintenance checks. You can perform some of these checks, but others may require assistance from an authorized retailer. By following the maintenance checks in this section as scheduled, you can help ensure your lift chair gives you years of trouble-free operation. If you have any questions regarding your lift chair's care, contact your authorized retailer.

### FABRIC CARE

- Inspect the fabric on a regular basis for any pulls, tears, or gaps.
- Choose the right methods to clean the fabric on your lift chair. Before cleaning your lift chair, consult your authorized retailer for cleaning codes.

**WARNING! Fabric should not be allowed to come in direct contact with any type of heat source (e.g., a space heater or lit tobacco products). Personal injury or fire damage may occur.**



**WARNING! Your retailer strongly recommends that you do not smoke lit tobacco products while seated in or using your lift chair, although the lift chair has passed the necessary testing requirements for smoking lit tobacco products. You must adhere to the following safety guidelines if you decide to smoke lit tobacco products while seated in or using your lift chair.**

- Do not leave lit tobacco products unattended.
- Keep ashtrays a safe distance from the lift chair.
- Always make sure lit tobacco products are completely extinguished before disposal.

**NOTE: Do not use solvent-type cleaners to spot clean. Do not saturate the fabric. Prevent damage to the fabric; do not expose the lift chair to direct sunlight.**

### ELECTRONICS CARE

- Inspect all wiring harnesses to make sure they are not damaged or frayed.
- If damage is present, unplug the lift chair and contact your authorized retailer for service.
- Keep all electronics free from moisture and temperature extremes. **Lift chairs are intended for indoor use only!**



**WARNING! Even though the lift chair has passed the necessary testing requirements for ingress of liquids, you should keep electrical connections away from sources of dampness, including direct exposure to water or bodily fluids and incontinence. Check electrical components frequently for signs of corrosion and replace as necessary.**

### DISPOSAL AND RECYCLING

Your lift chair must be disposed of according to applicable local and national statutory regulations. Contact your local waste disposal agency or authorized retailer for information on proper disposal of lift chair packaging, metal frame components, fabric, electronic components, and batteries.



**WARNING! Plastic bags are a suffocation hazard. Dispose of plastic bags properly and do not allow children to play with them.**



# NOTES

# NOTES



