

ii) Service or alteration by anyone other than an authorized dealer; or (iii) damages incurred through irresponsible, non-intended, or any other use other than Normal Use. You must retain your bill of sale or other proof of purchase to receive Limited Warranty service. No Limited Warranty extension nor extension of the Warranty Period will be granted for any replacement part(s) nor any new Product furnished to the purchaser in fulfillment of this Limited Warranty.

Please note that any warranty services or questions must be accompanied by the serial number, located on the chassis of the lift. *This number serves as your warranty number and must be retained.* The Company will offer no warranty service without this number.

All warranty claims must be reported to the dealer from whom the lift was purchased as they have responsibility for handling your warranty claim.

The dealer is to contact the Service Department of the Company and provide the serial number of the lift along with a description of the events leading to the warranty claim. Dealers may charge for labor, service, travel, or other associated costs to make repairs, and such charges are not covered by this Limited Warranty. All parts used to replace defective materials must be genuine Staying Home Corporation parts to be covered by this Limited Warranty. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.

the Warranty Period will be granted for any replacement part(s) nor any new Product furnished to the purchaser in fulfillment of this Limited Warranty.

Please note that any warranty services or questions must be accompanied by the serial number, located on the chassis of the lift. *This number serves as your warranty number and must be retained.* The Company will offer no warranty service without this number.

All warranty claims must be reported to the dealer from whom the lift was purchased as they have responsibility for handling your warranty claim.

The dealer is to contact the Service Department of the Company and provide the serial number of the lift along with a description of the events leading to the warranty claim. Dealers may charge for labor, service, travel, or other associated costs to make repairs, and such charges are not covered by this Limited Warranty. All parts used to replace defective materials must be genuine Staying Home Corporation parts to be covered by this Limited Warranty. This Limited Warranty gives you specific legal rights, and you may have other rights which vary from state to state.



Model EZ3, EZ4 and EZ5 Elevator Owner's Manual

December 15, 2020



Staying Home Corporation
2501 Anaconda Road
Harrisonville, MO 64701
887-378-4275
www.stayinghome.com

NOTE: Please read the Owner's Manual completely and familiarize yourself with the safe operation of the SHC Home Elevator. Failure to operate the Elevator according to the guidelines in the manual may void the warranty. Please call 877-378-4275 if you have any additional questions. We hope you enjoy the freedom now provided you by an elevator designed, built, and serviced in the United States of America.

Contents

About Your Elevator 4
Operating Instructions 6
Troubleshooting..... 8
Batteries..... 8
Diagnostic Indicator 9
Maintenance and Cleaning.....10
Troubleshooting..... 6
Limited Warranty Details.....11

Date Purchased _____

Dealer Name/Phone _____

Serial # _____

This serial number contains important information about your elevator. This number may be needed if replacement parts are needed.

Limited Warranty Details

This Limited Warranty is issued by **Staying Home Corporation** (the “**Company**”) in favor of the original purchaser of the Product. It commences upon the date of purchase, expires upon the seventh anniversary date thereof (the “**Warranty Period**”); and is otherwise conditioned as hereafter described and, in the paragraph captioned “Limited Warranty Conditions”. The Company warrants to the original purchaser of an elevator manufactured by the Company to be free from defects in material or workmanship during the Warranty Period defined as follows:
2 Years for batteries, 3 Years for all other component parts. This warranty is not transferrable.
- and will repair/replace defective parts with new or reconditioned parts; or replace with an entirely new product at the Company’s option, without charge to the original purchaser. Shipping Fees both to and from the Company for returns pursuant to this Limited Warranty must be paid by the purchaser. Original parts replaced by the Company or an authorized dealer, become the property of the Company. Any after-market additions or modifications will not be warranted. The purchaser is responsible for the payment, at current rates, for any service or repair outside the scope of this Limited Warranty. The Company makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this Product other than as set forth herein. The Company makes no warranty or representation, either express or implied, with respect to other manufacturer’s product or documentation, quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description. Except as provided below, the Company is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the Product. Under no circumstances shall the Company be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the Product. This Limited Warranty and remedies set forth herein are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this Limited Warranty. Labor costs are not covered by this Limited Warranty.

Limited Warranty Conditions

The above Limited Warranty is further subject to the following conditions: This Limited Warranty extends only to Products distributed and/or sold by the Company. It is effective only if the Products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.) This Limited Warranty covers **only** “normal use” of the Product (“**Normal Use**” as used herein, is defined as “the use by a single individual who meets the maximum capacity designated by the unit data tag and operates the unit as defined by the guidelines and instructions presented in this document”. The Company shall not be liable under this Limited Warranty for any damage or defect resulting from (i) misuse, abuse, neglect, improper shipping, storage, or operation;

Maintenance and Cleaning

Here are a few tips that will assist you in keeping your unit in good working order:

Keep the travel area free of obstructions – It is important to keep the area above and below the elevator free of obstructions.

Cleaning – Acrylic windows – DO NOT USE PAPER TOWELS OR WINDEX/GLASS CLEANERS. Use a mild detergent (like dish soap), warm water, and a clean cloth. This will prevent scratches from occurring during cleaning.

The track and metal portions of the elevator can be cleaned with any general household cleaner.

Lubrication – No regular lubrication is required with your elevator.

Congratulations!

We at Staying Home Corporation greatly appreciate your gracious willingness to trust us with your accessibility needs. Each of our associates takes a great deal of pride in designing and building products to assist people in staying in the homes they have grown to love.

Located just south of Kansas City, MO in the small town of Harrisonville, we understand what it means to work hard and how important it is to spend your money wisely. While we cannot promise you will never have a problem with your elevator, we give our word we will do everything we can to make sure your issues are addressed. If you cannot get in touch with your dealer, you may contact our office directly and we will attempt to contact them for you. Our toll-free number is 877-378-4275 and we are generally open Monday – Friday from 7:00 – 5:00 CST. If able, feel free to visit our website at www.stayinghome.com to see other products available to enable you to safely reside in your home.

About Your Elevator

Ask your installer to demonstrate the proper use of your new elevator. Time should be taken to show you and explain the following items:

Controls to operate the elevator – Whether on the wall or in the car, the control button must be held in during the entire duration of the ride. The elevator is designed to stop automatically at the proper location at the top and bottom of the track. ***Do not release the switch until the elevator stops itself or you may not be able to open the door.***

Door safety switch - The unit will not run until the door is completely closed and latches in the lock.

Grab Rails – There are two grab rails to assist you getting in and out of the car, and to provide added stability during the ride.

Obstruction sensors – The elevator is designed with safeties located both above and below the elevator car to prevent any obstruction or person from being harmed. Should an obstruction be struck causing the car to stop, return to the landing from where you originated. Exit the car and do not operate the elevator until someone has cleared the obstruction either above or below the elevator car.

Call Stations – These are controls mounted on the wall on both the lower and upper floors – outside the elevator. They allow you to call the elevator without being in it.

Reset /On-Off switch – Located on the back center panel of the car, the small red rocker switch performs multiple functions:

In the event the elevator fails to run, turn this switch off, wait 5 seconds, and turn it back on. Then press the up or down control to continue operating the elevator.

Diagnostic Indicator

The diagnostic indicator is located on the car operating panel.

A solid GREEN LED indicates all systems are normal and ready to run.

When the elevator system is outside the norm, it flashes a series of colors and patterns to indicate the issue:

- 1 YELLOW - Batteries are not being charged. Make sure the battery charged is connected to power.
- 2 YELLOW - Car door is open.
- 1 YELLOW 1 RED - Top floor hoistway door open.
- 2 RED - Conflicting switches.
- 3 RED - Final limit.
- 4 RED - Travel timeout.
- 5 RED - Slack cable device.
- Solid YELLOW - Overload (auto resets after 30 seconds).
- Solid RED - Key switch turned off while traveling.
- LED Off - Key switch turned off or PCB not powered.

Troubleshooting

DO NOT open up the unit and attempt to work on it yourself if you have not been directed to do so by a trained installer or factory representative.

UNIT BEEPS and/or LED ON CONTROL PANEL FLASHES – Turn to page 9 of the Owner’s Manual for a code that deciphers what the beeping and LED flashing means. If you are comfortable in addressing the issue yourself (such as moving an obstruction), feel free to do so. If you do not understand the code, call your sales company for assistance. Your sales company is noted on your sales contract.

Batteries

You have one of the most unique elevators in the world in that it operates off of two small 12 volt batteries.

Battery Specification - 12 volt, 10 amp hour – sealed lead acid battery with type F2 terminals (1/4"). Two batteries are required. Always change both at the same time for optimum performance. Brand name is not important.

- Average life of batteries - 2-3 years
- Tools to replace batteries - Philips screwdriver
- When to replace batteries - Every 2-3 years or when the lift begins to run slower in the up direction, or overload condition begins occurring regularly

IMPORTANT: THE BATTERY CHARGER MUST REMAIN PLUGGED IN AT ALL TIMES. THE BATTERIES REQUIRE CONSTANT MONITORING TO MAINTAIN OPTIMUM PERFORMANCE.

If you are leaving for a period of time, turn this switch to the off position. It will preserve the life of the batteries. Also do this when replacing the batteries..

Battery operation - If for any reason the power goes out in your home, the elevator can continue to be operated for a limited number of trips (usually 10 to 15). If the power outage is expected to be lengthy, turn off the Reset Switch in between trips to maximize battery life.

NOTE: It is normal to feel an occasional small bump due to the joint in the track or hear the cable winding up on the drums as they are located directly behind the car. These sounds will diminish during the first 30 days of use.

Operating Instructions

Our number one concern is for your safety. The list below provides details for making sure the elevator is operated as it was intended to be used. Following these safety tips will assure years of reliable, safe use.

The following must be observed at all times:

- Have the installation technician show you all the features and details of the elevator.
- Operate the elevator while the installer is present to assure your understanding of all that has been communicated to you.
- Do not exceed capacity of 400 lbs.
- Do not bypass any control sensors.
- Do not use elevator to transport freight.
- Do not operate elevator if it has been damaged.

CALL STATIONS: To call the elevator, press and hold the call button. The elevator stops automatically upon reaching a landing.

CAR CONTROLS: Upon entering the elevator, slide the car door closed. Press and hold a floor button on the car operating panel. The elevator will stop upon reaching a landing.

EMERGENCY STOP SWITCH: The emergency stop switch can be pressed at any time to stop the elevator's movement. All controls are disabled and an alarm sounds while the knob is depressed. Twist the knob clockwise to return to normal operating position.

KEY SWITCH: The key switch can be used to prevent unauthorized use. This switch only disables the controls, it does not turn the elevator off.

CIRCUIT BREAKER: The circuit breaker provides protection from overloading. If it trips, press and release the reset.

The circuit breaker is also the means of 'turning the elevator off'. The batteries will continue to charge when the elevator is turned off as long as the charger is connected to power.

If the household power is out for an extended period of time, we recommend turning the circuit breaker off while not in use to conserve battery charge.

SLIDING CAR DOOR: Manually operated door must be closed for the elevator to run from any control.

SLACK CABLE SAFETY DEVICE: If one of the drive cables becomes slack, the elevator will mechanically lock into the machine housing and electrically terminate power to the drive unit. The device can be reset by an authorized dealer.

Note: If the device sets, the cause must be determined and corrected before the lift is put back into service.