

# Safely Operating Your Dumbwaiter

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

**DO** have the installer show you all the features and details of the dumbwaiter.

**DO** operate the dumbwaiter while the installer is present to assure your understanding of all that has been communicated to you.

**NEVER allow anyone to ride in or on top of the dumbwaiter car. This can lead to serious injury or even death.**

**NEVER** overload the dumbwaiter or attempt to operate the dumbwaiter with more than the rated load listed on the capacity label inside the car.

**NEVER** attempt to bypass any of the safety switches on the dumbwaiter.

**DO** keep the area above and below the dumbwaiter clear of obstructions. If something drops in the hoist-way, contact your dealer to determine the proper action to be taken.

If the installer cannot be reached regarding a problem, call the factory. We will assist in trying to find someone to help you as quickly as possible. 877-378-4275



## Hide-A-Waiter<sup>®</sup> Dumbwaiter Owner's Manual

May 9, 2019

**Note:** Please read the Owner's Manual completely and familiarize yourself with the safe operation of the Hide-A-Waiter Dumbwaiter. Failure to operate the dumbwaiter according to the guidelines in the manual may void the warranty. Please call your dealer if you have any additional questions. We hope you enjoy your dumbwaiter – designed and built by a manufacturer in the United States of America.



Staying Home Corporation  
2501 Anaconda Road  
Harrisonville, MO 64701  
887-378-4275  
[www.stayinghome.com](http://www.stayinghome.com)

# Contents

Limited Warranty Details.....3-4  
About Your Dumbwaiter.....4-5  
Maintenance and Cleaning.....6  
Troubleshooting Tips.....6  
Diagnostic Codes .....7  
Safely Operating Your Dumbwaiter.....8

# Congratulations!

Thank you for your purchase of the Hide-A-Waiter® Dumbwaiter. We take a great deal of pride in designing and building products to assist people in staying in the homes they have grown to love.

The factory that built your dumbwaiter is located in Harrisonville, MO. The dumbwaiter was designed and built with your safety in mind. If you have any issues with operating the dumbwaiter please call your local dealer, or you can call the factory direct at 877-378-4275 for assistance.

Date Purchased \_\_\_\_\_

Dealer Name/Phone \_\_\_\_\_

Serial # \_\_\_\_\_

# Diagnostic Codes

There is a 3 color LED on the bottom of the controller that displays the status of the dumbwaiter. These codes assists a technician in determining the status.

- Solid Green - All systems are normal
- Slow flashing Amber - Battery charger not connected
- Fast flashing Amber - Battery voltage very low
- 2 Amber flashes - Car gate or hoistway door open
- Solid Amber and rapid beeps - Overload (automatically resets after 30 seconds)
- 2 Red flashes - Conflicting safety circuits activated
- 3 Red flashes - Dumbwaiter has overrun the normal limit
- 4 Red flashes - Travel time out
- 5 Red flashes - Overspeed

**Note:** Whenever there is a flashing red LED, the circuit board must be reset after the fault condition is corrected.

# Maintenance and Cleaning

Here are a few tips to 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 dumbwaiter free of obstructions. The hoistway should never be used as storage.

**Cleaning** – The track and metal portions of the dumbwaiter can be cleaned with any general household cleaner (such as 409).

**Lubrication** – If the dumbwaiter is used daily, it is recommended the rack be lubricated on an annual basis. Schedule a time for this maintenance with your local dealer.

# Troubleshooting Tips

**DO NOT** open the hoistway access door and attempt to work on the unit yourself unless you have been directed to do so by a trained installer or factory representative.

The dumbwaiter electrical controller is located on the bottom of the dumbwaiter and travels along with the car. The controller is equipped with a state of the art diagnostic program that allows your installer or technician to quickly determine any issues that might occur. See next page for diagnostic codes.

**Batteries** - The dumbwaiter is powered by two 12 volt - 5 amp hour SLA batteries with type F2 terminals. Average life of batteries is approximately 2-3 years. Batteries should be replaced in pairs.

# Limited Warranty Details

## Hide-A-Waiter® Dumbwaiter (the “Product”)

This Limited Warranty is issued by **Staying Home Corporation** (the “Company”), 2501 Anaconda Road, Harrisonville, MO 64701, the manufacturer of the Hide-A-Waiter® Dumbwaiter, in favor of the original purchaser of the Product. This Limited Warranty is not transferable. It commences upon the date of installation, expires upon the fifth anniversary date thereof (the “**Warranty Period**”); and is otherwise conditioned as hereafter described and, in the paragraph captioned “Warranty Conditions”.

The Company warrants this product against defects in materials or workmanship during the Warranty Period, and will repair or replace all 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.

All original parts replaced by the Company or an authorized service center, 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 any other manufacturer’s product or documentation, its 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.

### Limited Warranty Conditions

The above Limited Warranty is further subject to the following conditions: This Limited Warranty extends only to Products manufactured, 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.)

Specifically, the Company warrants to the original purchaser of a Hide-A-Waiter Dumbwaiter, manufactured by the Company, to be free from defects in material or workmanship during the Warranty Period defined as follows:

2 years for batteries

5 years for all other component parts

Labor reimbursement is not covered by this warranty

If defects were the result of improper installation, non-normal use, freight damage, or other terms failing to meet the conditions of this Limited Warranty as described herein, the defects would not be covered

This Limited Warranty covers **only** “normal use” of the Product (“**Normal Use**” as used herein, is defined as “the use as that of a residential / commercial dumbwaiter within the defined capacity not to exceed the rated load”). The Company shall not be liable under this Limited Warranty for any damage or defect resulting from (i) misuse, abuse, neglect, storage, improper shipping-handling beyond the original factory shipment; or improper operation (ii) service or alteration by anyone other than an authorized Company representative; or (iii) damages incurred through irresponsible, non-intended, or any other use other than Normal Use, vandalism, or acts of God such as floods, fires, earthquakes, etc.. 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 of the product. *The serial number serves as your warranty number and must be retained.* The serial number can be found behind the battery cover on the unit. The Company will offer no warranty service without this number.

In order to obtain warranty service, contact your local dealer

## About Your Dumbwaiter

Ask your installer to demonstrate the proper use of your new dumbwaiter. Time should be taken to point out and explain the following items:

**Controls to operate the dumbwaiter** – The hall stations allow the lift to be called or sent to any landing automatically by simply momentarily pressing the control button. If key-locks are included, the key must be in the on position for the control to work. The dumbwaiter is designed to stop automatically at the proper location at each landing.

**Car safety switch** - The unit will not run unless the car gate and all hoistway doors are completely closed.

**Hoistway door interlocks** – The hoistway doors cannot be opened unless the dumbwaiter is at the landing. This is done to prevent access to the open hoistway. The dumbwaiter will not run unless all doors are closed completely at all landings.

**Overspeed governor** – All Hide-A-Waiters are equipped with an overspeed device which will automatically locks the car in place should there be any failure of the gearbox, motor, or other major issue. Call your local dealer for assistance.

**Battery Powered** – You have what we believe to be the only fully automatic dumbwaiter in the market today that runs solely off battery power. The unit can be safely operated when the power to the home goes out. However, trips will be limited to generally 5-10 cycles until the batteries need to be recharged. This depends greatly on the length of travel and weight of the items being carried.

**Loading** – Always center all loads in the car. Do not put open containers of liquids, small items that can roll around, or other items that can move or access the areas around the base of the car during travel.

**Reset switch** – A circuit board reset switch is located on the circuit board inside the hoistway. This switch can be used to reset the dumbwaiter should there be a glitch in the electronics or when batteries are changed.

**Note:** It is normal to hear an occasional small bump due to the joints in the track or hear the gear running on the rack.