

# PINNACLE STAIR LIFT

SL300  
SL300FR



OWNER'S  
MANUAL



## **THANK YOU**

From all of us at Harmar, thank you for placing your trust in our products and allowing us to be a part of your journey.

For more than 20 years we have been committed to creating products that help you maintain independence. With a drive to empower people to live as they choose, Harmar Lifts Lives.

Beyond stair lifts, like the one you've purchased, Harmar designs and manufactures vehicle lifts, vertical platform lifts and more.

We strive to be the leading provider of lift assisting technology in your home and on the road.

Visit [harmar.com](http://harmar.com) or speak to your dealer about the other solutions available from Harmar.

# TABLE OF CONTENTS

- SAFETY ..... 4**
  - Safety Definitions ..... 4
  - Special Cautions ..... 4
  
- INTRODUCTION ..... 5**
  - Device Name: Pinnacle SL300 Series ..... 5
  - Read and Understand ..... 5
  - Purchasing Information ..... 5
  - Technical Specifications ..... 5
  - Code Statement ..... 5
  - Key Stair Lift Features ..... 6
  - Safety Features ..... 6
  - Controls ..... 6
  
- OPERATION ..... 7**
  - Stair Lift ..... 7
  - Folding Rail ..... 8
  
- MAINTENANCE AND CARE ..... 9**
  - Battery ..... 9
  - Care and Cleaning ..... 9
  - Maintenance/Service Record ..... 10
  
- TROUBLESHOOTING ..... 12**
  - Major Faults ..... 12
  - Minor Faults ..... 13
  - Manual Override Operation ..... 13
  
- WARRANTY ..... 14**

# SAFETY

## SECTION 1

# SAFETY

## SAFETY DEFINITIONS



This safety alert symbol appears with safety statements. It means attention, become alert, your safety and the safety of others are involved! Please read and abide by the message that follows the safety alert symbol.

### WARNING

Indicates a hazardous situation that, if not avoided, could result in death or serious injury.

### CAUTION

Indicates a hazardous situation that, if not avoided, could result in minor or moderate injury.

### NOTICE

Indicates a situation which can cause damage to the lift and/or the environment, or cause the lift to operate improperly.

*NOTE: Indicates a condition that should be followed in order for the lift to function in the manner intended.*

## SPECIAL CAUTIONS



Pay attention to the following Special Cautions while operating your stair lift.

- Do not exceed the maximum payload capacity of 300 lb.
- Make sure any obstructions are cleared from underneath the lift before use.
- Do not disable any safety equipment or switches supplied with this lift.
- Do not attempt to service the lift yourself. Contact your Harmar dealer for assistance.
- Do not allow children to operate or play around the lift.
- This product is designed only for lifting people within the specified load capacity. Do not use it for freight or any other purpose.
- Read all instructions in this manual before operating the lift.

## SECTION 2

**INTRODUCTION****DEVICE NAME:  
PINNACLE SL300 SERIES**

Indications of Use: The Harmar Pinnacle SL300 is to assist the transfer of patients or mobility impaired persons up and down levels of a residence.

**READ AND UNDERSTAND**

This manual provides instructions for proper use and maintenance of your SL300 stair lift. Please refer to this owner's manual for operating instructions. Any alterations to the equipment without written authorization by the manufacturer is prohibited and will void the warranty.

**PURCHASING  
INFORMATION**

If you have questions concerning the operation and maintenance of your SL300 stair lift, contact your dealer.

Please ensure that you fill out the separate warranty form and return it within ten (10) days of purchase to register your lift.

**TECHNICAL  
SPECIFICATIONS**

Visit [harmar.com](http://harmar.com) for specifications on your lift model.

**CODE STATEMENT**

Code requirements for SL300 may vary depending on location. It is the installer's responsibility to contact their state, city or local code enforcement office and determine all the regulations the lift and installation are subject to. This must be done before installing the SL300. Intertek (ETL) Certified to ASME A18.1-2017 section 7.

# INTRODUCTION

## KEY STAIR LIFT FEATURES

1. Armrests
2. Up/Down control
3. Seatbelt
4. Chassis obstruction sensors (*optional*)
5. Seat swivel release bars
6. Footrest with obstruction sensors



## SAFETY FEATURES

- There are sensors on the top and bottom of the chassis (*SL300FR only*), and on the footrest. If any of these edges touches an obstruction the lift will halt immediately.
- Seat swivel locks prevent the lift from being operated unless the seat is in its locked, forward facing, travel position.
- Remote controls are disabled for 15-seconds after the armrest control is used.
- A seat belt is provided and must be secured around the user to prevent an inadvertent fall.

## CONTROLS

- A red “On/Off” switch is located on top of the chassis. This switch is normally left in the “On” position. This switch can be turned “Off” if you do not expect to use the lift for an extended period of time.
- The main Up/Down control switch is located on the armrest. Use this controller for normal operation of the lift while in a seated secure position.
- There are “Up” and “Down” buttons on the remote call/send hand control units. These can be used when there are multiple users and the unit needs to be sent up or down (*unoccupied*).
- Optional key switch is located on the chassis.

## SECTION 3 **OPERATION**

### **STAIR LIFT**

1. To turn the stair lift on, press the red “On/Off” switch located on the top of the chassis to the “On” position and ensure that the key switch (optional) is “On”.

#### **⚠ CAUTION**

**Do not carry pets or children on your lap while riding the stair lift. The lift is designed for use by only one person at a time.**

2. To aid entry to the chair, the armrest on the entry side may be raised. When positioning yourself in the seat at the upper landing, ensure the seat is fully swiveled, facing away from the staircase, and locked in position for safety. The seat swivel is controlled by pressing the swivel release handle, located at the side of the seat bottom. The footrest may be lowered to assist with entry and to keep your feet properly positioned during transport.

#### **⚠ CAUTION**

**Never attempt to operate the lift while standing up. Always sit in the center of the seat with the seatbelt fastened around your waist.**

3. Ensure that you are securely seated with the seat belt fastened and armrest in the down position before operating the lift. To operate the lift, continuously press the hand control on the armrest in the direction in which you wish to travel.

#### **⚠ CAUTION**

**Keep your feet centered on the footrest while traveling up and down the stairs. Never dangle your feet off the footrest while riding the lift.**

4. If you release the control switch the lift will stop. Continue to press the switch or button all the way to the landing. The lift will gently stop at the appropriate, preset point.
5. At the upper landing, swivel the seat away from the staircase until the seat is fully swiveled and locked, and remove your seat belt before rising. To safely exit the lift, support yourself by the armrests, rise and step off the footrest. If you do not intend to use the lift again immediately, the seat, footrest, and armrest may be folded up to minimize obstruction to people walking on the stairs. *See Figure 3-1.*



Figure 3-1

#### **⚠ CAUTION**

**When transferring in or out of the seat use the armrest to assist. Ensure that the seat is securely latched before transferring in or out.**

## OPERATION

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6. To operate the lift remotely, continuously press the appropriate up or down button on the call/send hand control unit. Hand control units are typically located at the upper and lower landings of the staircase.

If you are operating the lift remotely on behalf of another person, please ensure that they are securely seated with the seat belt fastened.

*NOTE: A single beep indicates that the lift has touched an obstruction. Clear the obstruction before proceeding.*

*If the lift is parked at the charge station and it is beeping intermittently it could be because the power supply is not connected to the AC power.*

## FOLDING RAIL

**Automatic:** When ascending or descending the stairs, the chassis will automatically activate the folding rail while you are moving and nearing the hinge. Please ensure there are no people, pets, or obstructions around the lower landing. To stop, simply remove your hand from the control and the folding rail will stop as well.

**Between Uses:** To keep your landing clear, use the remote call/send to move the stair lift up into the stairwell until the folding rail leg is vertical. The lift will continue to charge in this position. The folding rail will automatically raise to keep the area clear. **See Figure 3-2.**



Figure 3-2

SECTION 4

## **MAINTENANCE AND CARE**

### **BATTERY**

The stair lift should be kept fully charged at all times. When the lift stops within three (3') feet at an upper or lower landing, it will charge automatically. The power supply should remain plugged in at all times and the lift may be left on charge indefinitely. A fully charged battery will show a solid green light, while a charging light will show a solid amber light.

If the light flashes orange and the lift beeps intermittently, the lift has either been stopped away from the top or bottom charging stations or the charger has been unplugged. Make sure that the charger is plugged in and move the lift to either end of the rail to ensure the batteries remain fully charged.

*Note: The stair lift must be turned on to enable battery charging. Batteries will not charge when lift is turned off.*

Batteries should be replaced, on average, every 1-2 years depending on the degree of usage. Contact your local dealer for proper battery replacement.

### **CARE AND CLEANING**

The lift should require no technical maintenance to continue to operate at full capacity. There are no grease or other lubricants used in the drive system, and no adjustments should be required. However, the lift should be inspected annually. The lift and rail should be kept clean. Dust can build up on surfaces, and soiling may occur. The seat, footrest, chassis and upholstery can be cleaned with a damp, soapy cloth followed by a clean, damp cloth. Do not use abrasive cleaners as these can damage the finish. If heavy soiling occurs, clean by scrubbing lightly with a soft brush.

 **WARNING**

**Non-compliant batteries may lead to product malfunction.**

**Annual inspection is critical to identify battery condition.**





# TROUBLESHOOTING

## SECTION 5

# TROUBLESHOOTING

- If the lift does not operate, diagnose the problem by listening to the beeps emitted.
- An intermittent beep for 30-seconds indicates that the lift has been stopped off the charge station. This repeats every 5 minutes until the lift is returned to the charge station. It is recommended that the lift be immediately moved to a charge strip station located at either end of the rail.
- If the beep codes are not able to be cleared and the lift is not working, please contact your local dealer.
- If no light shows on the charger, a problem with the AC power adapter may be present. Please contact your dealer.

## MAJOR FAULTS

	Number of Beeps
Runaway	1
No Power	2
*Conflicting switches FOOTREST UP and FOOTREST DOWN	3
*Conflicting switches OBSTRUCTION UP and OBSTRUCTION DOWN	4
*Conflicting switches FOOTREST DOWN and OBSTRUCTION UP	5
*Conflicting switches FOOTREST UP and OBSTRUCTION DOWN	6
Conflicting switches STOP UP and STOP DOWN switches both detected	7
Conflicting switches STOP UP and STOP DOWN switches both NOT detected	8

*\* If configured for your model.*

## MINOR FAULTS

Single long beep. Will reset once the fault is cleared.

- Seat swiveled out of position
- Edge safety detected (*SL300FR only*)
- Footrest
- Current overload condition
- A low battery voltage condition

## MANUAL OVERRIDE OPERATION

If your lift fails to operate and the operator is unable to exit the lift on the stairway, another person may use the optional manual override tool to lower or raise the lift to a landing. However, please follow the instructions on the bottom safety flap of the lift and turn the on/off switch to "Off". Insert the manual override tool into the hole in the lower safety flap until it engages the motor shaft, then turn in the direction desired.



### WARNING

**Do not operate the lift with the manual override tool engaged.**

# WARRANTY



## SECTION 6

# 2-YEAR LIMITED WARRANTY

**PRODUCTS COVERED: SL300, SL300FR, SL300COS SERIES MODELS**

Your lift came with a separate warranty page on page 15. You must return this page in within ten (10) days of installation to register your lift. This warranty policy page must remain in your Owner's Manual for your records. Do not tear out this page.

Dealer/Installer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

If you need service or warranty work, your dealer will require the information below to receive factory information or order parts for your stair lift.

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

Serial # of the Lift: \_\_\_\_\_

**THIS EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, INCLUDING ALL IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO WARRANTIES THAT EXTEND BEYOND THE DESCRIPTION OF THE LIMITED WARRANTY DESCRIBED HEREIN. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE.**

Harmar Mobility warrants to the original purchaser of a Pinnacle SL300 series manufactured by Harmar to be free of defects in material, mechanical and electrical component (parts), excluding labor costs, paint and covers, for a period of two (2) years from date of retail purchase, provided that the products have been installed, maintained and operated properly. Harmar's gear rack is warranted for ten (10) years and supplied batteries are limited to one (1) year from date of retail purchase. The Pinnacles SL300's installed outdoors are not covered-not approved for outdoor use. SL300's series installed in commercial buildings are not covered-not approved for commercial use

This warranty does not cover maintenance or adjustments. Harmar will not be charged for labor, consequential damage or repair expenses. Harmar will not, under any circumstances, be liable for the loss of the use of its products or loss of time. This warranty becomes null and void if the product has been lost, damaged by accident, over-stressed, misused and/or neglected, or if the product has been modified in any way. Defective parts must be returned, prepaid, to Harmar at the address listed above, for inspection prior to credit, repair or replacement, at Harmar's option. Harmar's sole obligation and the exclusive remedy under this warranty is limited to such credit, repair or replacement.

**PLEASE FILL OUT ALL FIELDS AND RETURN WITHIN TEN (10) DAYS OF PRODUCT INSTALLATION.**

Fax completed form to 1-866-234-5680 or mail to:  
Harmar, ATTN Warranty Department, 2075 47<sup>th</sup> Street, Sarasota Florida 34234.

**PRODUCT INFORMATION**

Model: \_\_\_\_\_  
Serial Number: \_\_\_\_\_  
Purchase Date: \_\_\_\_\_  
Installation Date: \_\_\_\_\_

**PURCHASER INFORMATION**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

**INSTALLER INFORMATION**

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_

**ADDITIONAL INFORMATION**

**How did you hear about Harmar?**

- Harmar Dealer
- Internet
- Magazine  
Which: \_\_\_\_\_
- Friend or Acquaintance
- Saw Harmar product somewhere
- Other: \_\_\_\_\_

**APPLICATION INFORMATION**

Scooter     Power Wheelchair  
 Wheelchair     N/A  
Year: \_\_\_\_\_  
Manufacturer: \_\_\_\_\_  
Model: \_\_\_\_\_

**I purchased my Harmar lift because of:**

- Style/Appearance
- Harmar Representative
- Previous Experience
- Ease of Use
- Recommendation
- Price/Value



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2075 47<sup>th</sup> Street | Sarasota, FL 34234  
800.833.0478  
[harmar.com](http://harmar.com)