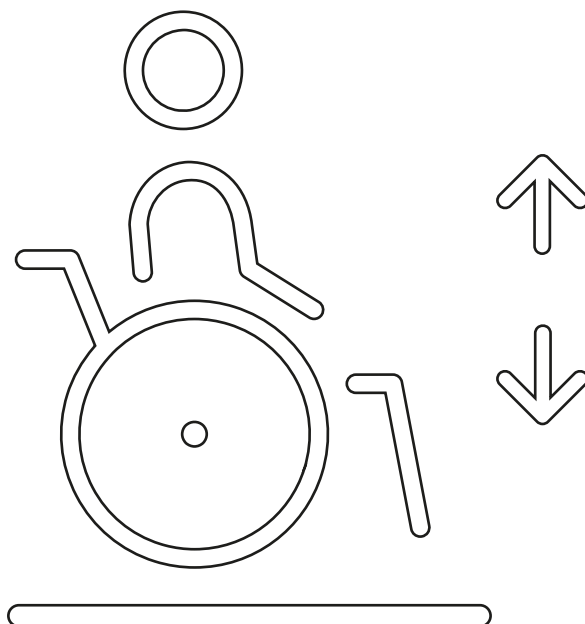


GB StepOne platform lift



User manual – vers. 1.00



StepOne platform lift

Item number:

565403, 565404, 565405, 565406, 565413, 565414, 565415, 565416

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1.00**Intended purpose and use**

1.01**Manufacturer**

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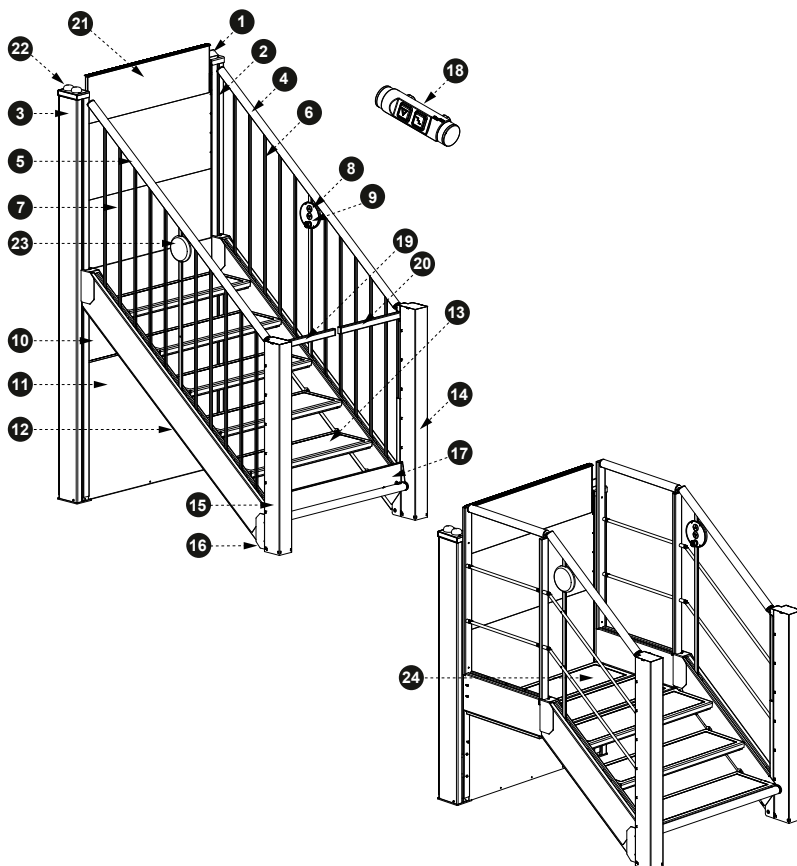
1.02**Purpose**

StepOne is a platform lift that can transform from stairs to platform to provide access between different levels for people with impaired mobility, e.g. walking-impaired, wheelchair users and persons with pushchairs. StepOne can overcome height differences in physical surroundings from 500 mm to 1250 mm.



1.03**StepOne overview**

- | | |
|------------------------------|--|
| 1. Upper level control panel | 13. Steps |
| 2. Fixed column (right) | 14. Front column (right) |
| 3. Fixed column (left) | 15. Front column (left) |
| 4. Handrail (right) | 16. Wheel |
| 5. Handrail (left) | 17. Ramp/roll-off guard |
| 6. Balustrade (right) | 18. Lower level control panel |
| 7. Balustrade (left) | 19. Optional: Lower safety arm (left) |
| 8. Platform control panel | 20. Optional: Lower safety arm (right) |
| 9. Emergency stop | 21. Upper safety gate |
| 10. Wall cover (upper) | 22. Optional: Key lock |
| 11. Wall cover (lower) | 23. Optional: Two-way communication |
| 12. Safety list | 24. Upper landing |



1.04

Use

StepOne is designed for permanent installation indoors. It is mounted to the wall for stability while the two front columns move back and forth on wheels to transform between stair mode and platform mode.

When StepOne is in motion, an upper safety gate and a roll-off guard rise automatically to prevent users from falling off. If the optional lower safety arms are installed, they also rise for increased safety. When StepOne arrives at the selected landing, these safety barriers lower automatically to allow free passage onto the landing.

StepOne comes in various configurations, including a variety of height and width of the stairs and the platform as well as a selection of colours and materials for handrails and flooring to best match the specific surroundings.

1.05**Area of use**

StepOne may be used in both public and private areas. Public areas are, e.g. institutions and public buildings, where StepOne is subject to a certain amount of supervision. In these environments, StepOne should be locked to protect it against unintentional use or misuse. In all situations, the user (or a person present and prepared to assist) has been instructed in the use of StepOne.

StepOne must not be operated by children under the age of 14.

1.06**Important/warnings**

Manual	Read this user manual carefully before using StepOne in platform mode.
Safe Work Load (SWL)	Do not exceed StepOne's maximum lifting capacity of 400 kg.
	When in stair mode, StepOne supports a maximum point load of 150 kg at the edge of a step. This load limit must not be exceeded.
Users	StepOne is designed exclusively for lifting people with impaired mobility. The stair function is intended for use by those capable of climbing stairs.
Conditions for use	Before activating StepOne, ensure that there are no obstacles and remain vigilant to the presence of people near or underneath StepOne.
	Do not stand directly adjacent to StepOne while it is in operation.
	Ensure that the brakes of the user's wheelchair (or a similar mobility device) are securely applied before initiating any motion of StepOne.
Transformation mode	Do not stand on the stairs or platform during transformation to or from stair mode.
After use	After use, ensure that StepOne is returned to stair mode and confirm that the upper safety gate, the lower safety arms and the roll-off guard are fully open and unobstructed before leaving the area.
Playing or tampering	Playing on or tampering with StepOne is strictly prohibited.
Emergency procedure	A simple and usable "Emergency procedure" must be described and agreed between the user and the helper. This must ensure that the user does not become trapped on the platform in the event of an electrical or a mechanical failure.

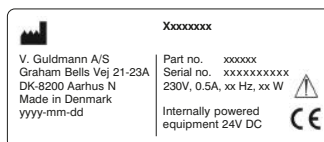
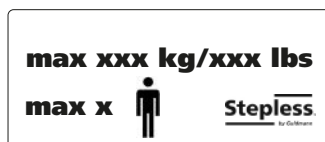
In the event of fire	StepOne must not be used as a platform lift in the event of a fire.
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1.07 Technical precautions and warnings




Installation, service and maintenance	StepOne must be installed by the Guldmann Service Team or a Guldmann approved technician. For installation details, please see the StepOne installation manual.
	StepOne must be assembled by the Guldmann Service Team or by a Guldmann approved technician.
	When working underneath StepOne, ensure that a suitable support is placed securely beneath it. The support must be capable of bearing StepOne's weight of 200 kg.
	Do not perform any service under StepOne while StepOne is powered.
Electronics	StepOne is controlled by a microprocessor print which can be damaged by static electricity if touched without the necessary precautions. The electronics must therefore be serviced by trained technicians only.

1.08 Labels

Two labels with the maximum load and the serial number respectively are placed on StepOne. Two extra labels are included which can be placed in an appropriate place on the upper/lower level.



StepOne can be operated by three different control panels:

Upper level control panel	Platform control panel	Lower level control panel
		
Up button	Up button	Down button
In platform mode: Raises the platform from lower level to upper level.	In platform mode: Raises the platform from lower level to upper level.	In platform mode: Lowers the platform from upper level to lower level.
In stair mode: Transforms from stair mode to platform mode and raises the platform to upper level.	In stair mode: Disabled.	In stair mode: Transforms from stair mode to platform mode and lowers the platform to lower level.
Stair button	Down button	Stair button
Transforms from platform mode to stair mode.	In platform mode: Lowers the platform from upper level to lower level.	Transforms from platform mode to stair mode.
	In stair mode: Disabled.	
	Emergency stop button	
	Stops all movement when pushed. Turn clockwise to release. For a detailed description, please see section 2.03.01 "Emergency stop".	

2.02

Front columns on wheels

Two mobile front columns on wheels move back and forth from the wall when StepOne transforms between stair mode and platform mode.

Important

Ensure that the area in front of the stairs is clear of any obstacles as illustrated below. For the specific area requirements in platform mode, please refer to the technical specifications section in the StepOne brochure.



A wheel under each front column supports the platform during transformation to/from stair mode.

Note

The wheels may leave marks on the floor. A floor protection plate is therefore available as an optional accessory. For details, please see section 3.04 "Floor protection".

Important

Individual and specific considerations must be given to the functionality of the emergency safety system. One or more responsible persons should be appointed to ensure the correct use of StepOne. These persons must always be contactable in case of an emergency. All users must be informed about who holds this responsibility and how to contact them if needed.

2.03.01**Emergency stop**

A red emergency stop button is located on the platform control panel. When pressed, it stops all movement of StepOne.

Important

The emergency stop button must be used in emergencies only.

To release the emergency stop, turn the emergency stop button clockwise until it pops out.



The Up and Down buttons on the platform control panel are surrounded by a ring of white light. When the emergency stop button is activated, these lights turn off.

If the user has activated the emergency stop due to abnormal behaviour of the platform, the supplier must be contacted before StepOne is used again.

Note

The emergency stop button does not power off StepOne.

2.03.02**Safety lists**

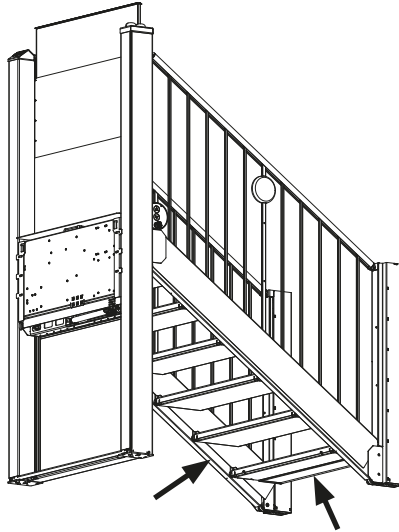
Safety lists are installed beneath each step and along the lower edges of the balustrades to prevent crushing of limbs.

Important

Ensure that there are no obstacles under StepOne before starting any movement of the platform.

The safety lists ensure that if something gets caught under the steps or edges during descent, the safety lists are activated and StepOne will automatically stop moving.

When a safety list has been activated, StepOne will automatically move upwards until the safety list is deactivated.



This safety function is reset as follows:

- Press the Up button until the safety list is no longer activated.
- Remove the obstacles which caused the safety list to be activated.
- Ensure that the safety list was not damaged during activation.
- Press the Down button and verify that StepOne can move downwards.
- StepOne is now ready for use again.

2.03.03

Upper safety gate

An upper safety gate prevents people from falling off the upper landing when StepOne is in motion.

The gate rises automatically when StepOne is used in platform mode and lowers automatically when StepOne reaches the upper landing (to allow free passage onto the landing).



Note

If StepOne is left in platform mode, the upper safety gate will rise automatically.

2.03.04

Ramp/roll-off guard

A roll-off guard prevents users from falling off when StepOne is in motion.

The guard rises automatically when StepOne is used in platform mode. When StepOne reaches the lower landing, the guard lowers automatically and transforms into a ramp (to allow free passage onto the landing).

Note

If StepOne is left in platform mode, the ramp/roll-off guard will rise automatically.



2.03.05

Overload protection

StepOne is protected against overloading. In case of overload, the lights around the Up and Down buttons on the platform control panel start blinking repeatedly (two blinks).

Important

StepOne cannot be used in the event of overload. Remove some of the load to use StepOne again.



3.00

Description of optional functions

3.01

Two-way communication (optional)

An optional two-way emergency communication system is available to call for assistance.

Individual and specific considerations must be given to how the two-way communication should work. One or more responsible persons must be appointed to help with the correct use of StepOne. It should always be possible to call these persons in any emergency situation. The users must be informed about who holds this responsibility.



To call for assistance:

- Press the yellow alarm bell button at the top.
- After 10 seconds, the automatic emergency calling device will dial the preset number to summon assistance.
 - The yellow pictogram will light up when calling.
 - The green pictogram will light up when the call is connected.

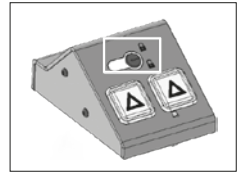
Note

If mains power is cut from StepOne, a backup battery ensures that you can still use the two-way communication for at least one hour.

3.02 Key lock (optional)

An optional key lock is available to protect StepOne against unintentional use or misuse.

When the key is inserted into the lock and turned to the locked position, all functions are completely disabled and secured. The key can then be removed to prevent unauthorized use.



To unlock StepOne and enable all functions, insert the key into the lock and turn it to the unlocked position.

3.03 Lower safety arms (optional)

Two optional lower safety arms are available for increased safety. The arms rise automatically when StepOne is used in platform mode and lower automatically when StepOne reaches the lower landing (to allow free passage onto the landing).

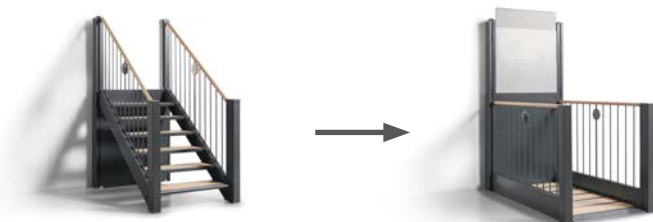


3.04 Floor protection plate (optional)

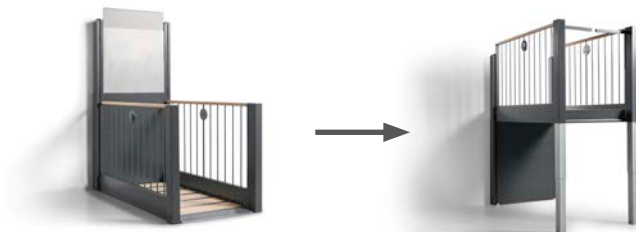
An optional floor protection plate is available to protect the floor when the front columns (on wheels) move back and forth transforming between stair mode and platform mode.

User on lower level:

1. Press and hold the Down button on the lower level control panel.
2. The upper safety gate, the roll-off guard and the optional lower safety arms rise automatically.
3. StepOne moves to the lower level and transforms into platform mode.
4. When StepOne arrives at the lower level, the roll-off guard and the optional lower safety arms lower automatically.

**User enters from lower level onto the platform:**

1. Press and hold the Up button on the platform control panel.
2. The roll-off guard and the optional lower safety arms rise automatically.
3. StepOne moves to the upper level.
4. When StepOne arrives at the upper level, the upper safety gate lowers automatically.



User exits from the platform onto the upper level:

1. Press and hold the Stair button on the upper level control panel.
2. The upper safety gate rises automatically.
3. StepOne transforms into stair mode.
4. The upper safety gate, the roll-off guard and the optional lower safety arms lower automatically.



StepOne is ready for the next user



4.02

Operating StepOne from upper level to lower level

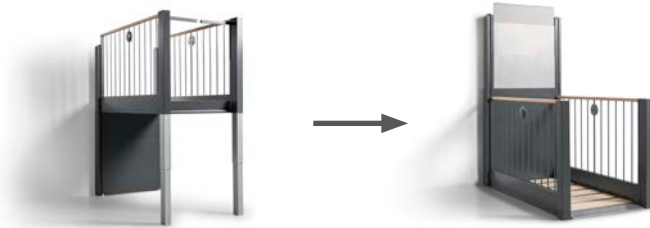
User on upper level:

1. Press and hold the Up button on the upper level control panel.
2. The upper safety gate, the roll-off guard and the optional lower safety arms rise automatically.
3. StepOne transforms into platform mode and moves to the upper level.
4. When StepOne arrives at the upper level, the upper safety gate lowers automatically.



User enters from upper level onto the platform:

1. Press and hold the Down button on the platform control panel.
2. The upper safety gate rises automatically.
3. StepOne moves to the lower level.
4. When StepOne arrives at the lower level, the roll-off guard and the optional lower safety arms lower automatically.



User exits from the platform onto the lower level:

1. Press and hold the Stair button on the lower level control panel.
2. The roll-off guard and the optional lower safety arms rise automatically.
3. StepOne transforms into stair mode.
4. The upper safety gate, the roll-off guard and the optional safety arms lower automatically.



StepOne is ready for the next user



4.03 Battery operation
StepOne has two 12 V, 9 Ah maintenance free batteries as backup to guarantee the platform can always be moved to the nearest landing, even if the mains supply disappear.

5.00 Dismantling and transport
For information about dismantling and transport of StepOne, please see the StepOne installation manual.

6.00 Maintenance and storage

6.01 Cleaning
StepOne can be swept, vacuumed and washed with a sponge/brush and soapy water and wiped dry.

Important

- *StepOne must not be rinsed under high pressure.*
- *Never use acids, bases or solvents for cleaning.*

6.02 Storage and keeping
No special requirements.

Note
StepOne contains electronics and batteries. For disposal details, please see section 7.04.01 "Disposal of electronics and batteries".

6.03 How to prevent/avoid corrosion
StepOne is for indoor installation only. It is made of corrosion-resistant materials and requires no further corrosion prevention.

6.04 What maintenance is required by the owner?
Normal cleaning of StepOne is required by the owner (as described in section 6.01 "Cleaning").

Keep the space around StepOne clean to avoid interruptions caused by obstacles.

7.01**Expected lifetime**

StepOne has an expected lifetime of 15 years. During this period, it may be necessary to replace wear parts, such as batteries, actuators, and motors. The lifetime is based on correct usage, cleaning, and maintenance, as well as annual inspection and maintenance by qualified personnel or the Guldmann Service Team.

At the end of its expected lifetime, StepOne must be evaluated by qualified personnel to determine its suitability for continued use.

Spare parts lists and technical drawings are available upon request from the supplier.

7.02**Battery and fuses**

StepOne contains batteries and fuses that must be replaced by a service technician or the Guldmann Service Team.

7.03**General inspection**

For information about general inspection, please refer to the StepOne service log.

Parts that are worn out or defective must be replaced by a service technician or the Guldmann Service Team.

7.04**End of life**

7.04.01**Disposal of electronics and batteries**

StepOne contains electronics and batteries that must be disposed of in compliance with applicable national regulations.

Troubleshooting

The table below provides help for resolving the most typical issues you may encounter when using StepOne.

Issue	Possible cause	Solution
None of the electrical functions work	The emergency stop button has been pressed/activated.	Turn the emergency stop button clockwise until it is released.
	The optional key lock has been turned to the locked position.	Turn the optional key lock to the unlocked position. For details, please see section 3.02 "Key lock (optional)".
	The mains power is turned off	Ensure that StepOne is powered.
StepOne does not move downwards (only upwards)	The safety lists have been activated by one or more obstacles below StepOne.	Reset the safety list function: <ul style="list-style-type: none"> • Press the Up button until the safety list is no longer activated. • Remove the obstacles which caused the safety list to be activated. • Ensure that the safety list was not damaged during activation. • Press the Down button and verify that StepOne can move downwards. • StepOne is now ready for use again. For details, please see section 2.03.02 "Safety lists".
The lights around the Up and Down buttons on the platform control panel are turned off	The emergency stop button has been pressed/activated.	Turn the emergency stop button clockwise until it is released. When the emergency stop is released, the lights around the Up and Down buttons on the platform control panel should turn on. If not, ensure StepOne is powered.
	The mains power is turned off	Ensure StepOne is powered.

The lights around the Up and Down buttons on the platform control panel are turned on, but StepOne does not transform or move	One of the safety functions, e.g. upper safety gate or roll-off guard, have been activated.	Open the safety circuit and contact the supplier.
The lights around the Up and Down buttons on the platform control panel are blinking repeatedly	1 blink 3-7 blinks	Contact the supplier.
	2 blinks: Overload activated.	Remove some of the load so that StepOne can be used again. For details, please see section 2.03.05 "Overload protection".

Note

If you did not find a solution to your issue in the table above, please contact the Guldmann Service Team or the supplier.

9.00

Technical specifications

For technical specifications, please refer to the technical specifications section in the StepOne brochure.

9.01

EU Declaration of conformity

The product is manufactured in compliance with the Council Directive 2006/42/EC of May 17th 2006 on machinery and amending Directive 95/16/EC.

10.00

Additional documentation

Please refer to the following documents for additional information about StepOne:

- Service log (hardcopy included with StepOne)
- Electrical schematics (hardcopy included with StepOne)
- Installation manual
- Product drawings
- Brochure (found on the Stepless website)

Copies are available upon request from the supplier.

Appendix A **Warranty and service conditions**

A. Warranty

Guldmann warrants its equipment is free from material defects under normal use, and will perform substantially in accordance with the specifications set forth in documentation provided with the equipment.

This express warranty shall be in effect for one year from the date of original purchase and installation (the "Warranty Period"). If a valid claim is made during the Warranty Period for malfunction or equipment defect, Guldmann will repair or replace the equipment at no additional cost to you. Guldmann retains sole discretion as to whether the equipment will be repaired or replaced.

The warranty does not cover any part of the equipment that has been subject to damage or abuse by the user or others. The warranty does not cover any part of the equipment that has been altered or changed in any way by the user or others. Guldmann does not warrant that the lifting device functions will meet your requirements, be uninterrupted or error free.

The warranty set forth is in lieu of all other express and implied warranties, whether oral, written or implied, and the remedies set forth above are your sole and exclusive remedies. Only an authorized officer of Guldmann may make modifications to this warranty, or additional warranties binding on Guldmann. Accordingly, additional statements such as advertising or presentations, whether oral or written, do not constitute warranties by Guldmann.

This warranty shall be null and void if the equipment is operated and maintained in any manner inconsistent with its intended use or the instructions provided with the product. Further, in order for the warranty to remain in effect for the full Warranty Period, all service to the equipment must be provided by a Guldmann certified technician. Any parts or components repaired or replaced by a Guldmann certified technician will be guaranteed for the remainder of the Warranty Period.

B. Service or Repair

Contact Guldmann Repair for an authorization to return any defective item during the Warranty Period. You will be provided with a return authorization number and address for returning the item for warranty service or replacement. Do not return items to Guldmann under warranty without receiving a Return Authorization Number.

If mailing the item, pack it carefully in a sturdy carton to prevent damage. Include your Return Authorization Number, a brief description of the problem and your return address and phone number. Guldmann does not assume the risk of loss or damage while in transit, so it is recommended you insure the package.



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