

# Xclusive | SALES GUIDE





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## 1 | Design

Our design team have put a lot of thought into the Xclusive. We have worked hard to deliver a stairlift that not only provides your customer with a great solution but is also good for our trade partners to stock, install and maintain. For example, making batteries easier to replace was a must.

We have not only considered ease of use but have paid attention to durability in high wear areas to deliver a robust, long lasting solution. Special attention was given to the controls and armrests; the design of our soft touch controls makes them easy to operate, and the contrasting colour means it is easier for the user to identify components required to operate the stairlift.

The rounded seat front improves comfort for the user whilst the option to add seat spacers allow for customisation of seat to footplate height to further tailor the Xclusive to the needs of your customer.

Aesthetics were also high on our list to ensure that our Xclusive partners are able to offer a product that stands out from the crowd. You can easily see this in the modern lines, gentle curves and muted tones that give the Xclusive an altogether softer look. We have made the lift compact where possible and this is evidenced by the Xclusive's slim waistline and diamond shaped backrest which it a distinct look of its own.

This guide is designed to provide you with an overview of the Xclusive Stairlift. If you have any questions please do not hesitate to contact a member of the Handicare team who will be more than happy to help.

Soft high wear areas shaped to suit hands

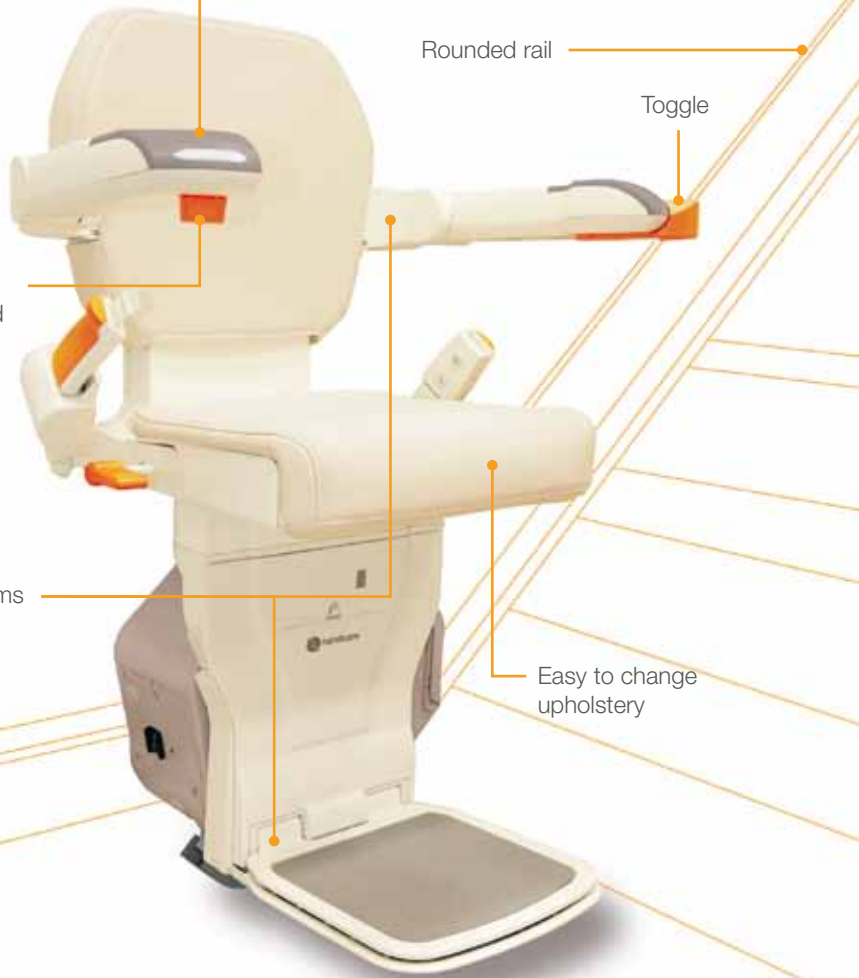
Rounded rail

Toggle

Visually contrasted controls

No visible mechanisms or screws

Easy to change upholstery





## 2 | General information

### Definition

A straight stairlift suitable for the transport of one person in an indoor situation only.

### Details

Power supply	90-240V~
Frequency	50/60Hz
Current	3.6 Amp
Power consumption	360 Watt
Maximum weight	130kg
Maximum angle of inclination	52°
Minimum angle of inclination	30°
Maximum speed	0.09-0.15 m/sec
Minimum stair width	698mm
Standard rail length	4760mm
Maximum rail length	6760mm
Rail colour	aluminium, self colour

### Standard features

- Retractable seat belt
- Fold up seat, armrests and footrest
- Key operated switch
- Emergency stop
- Automatic safety brake
- Soft start
- Automatic stop at the top and bottom of the stairs
- Footrest safety edges
- Full cover safety edges
- Wall-mounted hand held remote controls at the top and bottom of the stairs
- 2 rail sections, each 2.38m
- Charging station at the top and bottom of the stairs
- Power supply point at the top or bottom of the stairs

### Available options

- Extra spacer
- Longer rails up to 6.7m
- Powered swivel seat
- Powered footrest

## 3 | Seat

### **Design aspects**

We have given much thought to the smallest details in the Xclusive's design to make it a great solution for your customers.

- The armrests are slightly tapered, making the space between the armrest wide enough to ensure an easy entrance.
- The armrests are shaped to curve around the user and create a greater feeling of security.
- The arms are ergonomically curved to suit the hand.
- The non slip arm pads are comfortable to the touch and provide a stable base to support the user when getting in and out of the seat.
- The top of the armrest is left clear of buttons to prevent accidental activation by the user and provide a clear area to hold when getting in or out of the seat.
- The operating toggle's contrasting colour makes it easier to identify.
- The operating toggle is easy to activate and only needs minimal pressure to be held in place.
- The footplate switch moves in the same direction as the footplate; by 'folding' the switch up the footplate folds up automatically and vice versa so the switch mirrors the footplate action.
- Armrest and seat uses a 'friction' device to retain arm in the upright position.
- The seat can be adjusted from LH to RH and vice versa. This makes stock held more flexible if required.

## 4 | Upholstery

- The Xclusive's seat is supplied with cream leather effect upholstery as standard.
- The easy to clean upholstery has been designed to be simple to replace if required.
- The upholstery is standards compliant and is therefore flame retardant and safe for use in medical environments.





## 5 | Operating toggle

The Stairlift is activated by holding the toggle control in the direction of desired travel. The Xclusive is a 'hold to run' stairlift which means it will stop as soon as the operating toggle is released.

The toggle is supplied on the right armrest as standard. The Xclusive's modular design means it is easy to re-hand if required.

### Benefits

- Logical operation in the direction of movement makes the Xclusive easy to understand.
- The operating control is user friendly, it only requires minimal pressure to operate and its positioning makes it easy to operate from the hand or wrist.
- The operating control has priority over the remote control, so the user is always in control.



## 6 | Armrest switches

User safety is paramount in our mind: the Xclusive can only be operated from the toggle if the armrests are fully folded down.

User convenience is also a priority so the Xclusive can be operated, via the remote control, with the arms folded up. This means it can be folded up and sent between floors to park to maximise clear space in the hall and on the stairs.

## 7 | Key switch

The key operated switch is a standard fitting and is provided with two keys. Extra keys can be ordered from Handicare.

- Removal of the key will disable the entire system.
- Removal of the key prevents unauthorised use.

### **On position**

When the key-operated switch is in the 'On' position (12 o'clock/I) the stairlift can be operated using the control or the remote control.

The key cannot be removed when the switch is in this position which means it will not fall out and stop the stairlift moving during use.

### **Off position**

When the key operated switch is in the '0' position the stairlift cannot be operated from the toggle or the remote control.

The key can only be removed when the switch is in the 'Off' position.

The battery will also continue to charge when the key operated switch is in the 'Off' position (9 o'clock/0).

## 8 | Emergency stop

The Xclusive has an emergency stop adjacent to the seat. In case of emergency this button can be pushed; activation will enable manual override of the powered swivel and prevent the stairlift travelling along the track. When activated the stop button will illuminate.

The LED in the emergency stop lights up red. If you push the button again, the lift will be released. The emergency stop also stops any powered options that might be part of the configuration.

Once activated the emergency override can be de-activated by pushing the button again.



## 9 | On/Off switch

The on/off switch is found on the carriage and switches off the power on the lift.

When switched to the off position the lift will not operate from the toggle or remote controls.

When switched to the off position the lift will not charge.

## 10 | Seat swivel

- The manual swivel handle is operated by pushing down which means it requires less upper body strength to operate than a pull up handle.
- The seat swivels independently from the footrest, thereby enabling the user to push against the footrest to assist with turning the seat round towards the landing.
- The seat post is offset so the user comes further on the floor to get on and off the seat more safely.
- The stairlift cannot be operated again until the seat has been returned to the locked travel position before use.



## 11 | Powered swivel seat

The Xclusive can be upgraded to include a powered swivel which means that the seat can be swivelled by retaining pressure on the toggle when the unit reaches the top of the track.

The optional modular powered swivel mechanism has been designed to enable on site retrofitting.

The seat should be returned to the locked travel position to use the stairlift again, it will not swivel in the downward direction.

The swivel can also be operated at the top of the stairs from the remote control which means the stairlift can be sent between floors in multi user locations.

In case of emergency the swivelled seat can be released by pushing the emergency button on the side of the seat, whilst rotating the seat by hand.

The powered swivel mechanism is available as a module. The part number is XSP40001.

## 12 | Footplate to seat height

The height between the footrest and the seat can be adjusted in 50mm increments between 405mm and 505mm depending on the number of spacers used. The powered swivel can be used at all three settings.

The Xclusive is supplied with one 50mm spacer giving a seat to footplate height of 455mm.

Additional spacers are available to order on part number XHK40001.

### Footplate to seat height

<b>No spacer</b>	405mm
<b>1 spacer</b>	455mm
<b>2 spacers</b>	505mm

## 13 | Footrest

The Xclusive footrest has safety edges that will automatically stop the stairlift mid journey in the event that an object becomes jammed between the footrest and the stairs.

If the safety edge is activated the lift can only be moved away from the obstacle to facilitate its removal. The stairlift can continue the journey, once the obstacle has been removed.

- The footrest can be folded upwards when the stairlift is not in use to maximise the clear space in the hallway and on the stairs.
- The maximum fold up force is 0.5kg, minimising the risk of injury.
- The safety edges are free moving to avoid trapping solid objects.
- The wipe clean footplate is easy to clean.
- The footplate has an anti-slip surface to help provide a stable platform for users to push against when operating the manual swivel.



## 14 | Powered footrest



The footrest can be easily folded manually, however if the user is reluctant or unable to bend there is the option to add a powered footrest.

The powered footrest is operated by a switch located under the armrest. Like the operating toggle, the footplate switch operates in the direction of movement. Switching towards the unit will fold the footrest up, switching it away from the unit will lower the footrest.

Just like the powered swivel, the powered footrest is a module as well and can be retrofitted. The part number is XFP40001.



## 15 | Diagnostic display

The diagnostic display is located on the front of the stairlift unit. The numbers displayed will help the user easily identify the status of their stairlift. The diagnostic codes are listed in the user and installation manuals.

In the event that the lift is left off charge it will beep for 10 seconds to alert the user to the need to move the stairlift to a charge point.



## 16 | Seat belt

The Xclusive comes with an easy to use seat belt as standard. The belt is pulled across the lap of the user when seated and clips into the buckle. It is then easily released by pressing the front of the buckle, the belt will then retract into the belt housing in a controlled manner – much like the seat belt in a car.

The retractable seat belt means that the belt is kept untangled and out of sight when the stairlift is not in use.

As with a car seat belt, once the belt is clipped the housing will lock the belt in place thereby preventing over extension during use. The seat belt should be used to increase safety every time the stairlift is used.

### **Benefits of a retractable safety belt**

- The retractable nature of the seat belt means that it will fit snugly to a range of user size and shapes.
- The position of the buckle and the holder can be adjusted to best suit needs of each user.
- The buckle has been designed to hold the belt in place securely but to be easily released by the user.
- The seat belts brackets are width adjustable with three settings.



## 17 | The unit



The power pack is not handed so it can be used on either side of the staircase. This makes stock held more flexible and the system well suited for relocation.

The speed is controlled electronically: the soft start/stop design reduces the perception of acceleration or deceleration making the journey smooth for the user. This eliminates jolting for the user thereby lessening impact on the back and the chances of the user slipping forward during travel.

The quiet motor drive mechanisms operate on 24V and are enclosed by grey (RAL 9003) easy to clean safety covers.

These safety covers will automatically stop the stairlift mid journey in the event that an object becomes trapped between the unit and the stairs.

If the safety cover is activated the lift can only be moved away from the obstacle to facilitate its removal. The stairlift can continue the journey, once the obstacle has been removed.

- The automatic stop prevents the lift from overrunning at either end of the track.
- The safety edges on the footplate are continued on the frame parts and carriage, in order to prevent any risk of injuries.

## 18 | Batteries

The Xclusive runs on two 12V batteries. These dry batteries have no risk of leaking and are maintenance free.

The batteries are charged when the lift is parked on the charge point located at either end of the track.

The batteries provide back up in the event of a power failure and will support 15 two way trips when fully charged.

The expected lifetime of the batteries is three years, this will vary depending on usage and environment. If the lift is left off charge it will remain in standby mode for up to three months depending on the ambient temperature of the environment.



## 19 | Power supply/charging

The Xclusive does not require a dedicated power supply: power can be supplied via an existing wall socket no more than 4m from either end of the rail. This makes it quick to install and reduces the requirement for disruption to décor and no requirement for building work.

The battery charger's power supply should always be connected to the top end of the rail.

The installer should connect the mains power supply in accordance with local regulations.

The power consumption of the battery charger is less than 50 Watt which means the annual running cost is similar to that of a light bulb. Consequently the installation of a dedicated power supply is not required.

## 20 | Remote control

The Xclusive is supplied with two wall mounted, hand held remote controls as standard. The user can choose where to have the handset cradles mounted to ensure that a handset is always readily available at either end of the track.

Each has three tactile buttons, two of which control the stairlift's movement up and down the staircase.

- The slightly domed (convex) green button with the triangle that points upwards when in the wall mount will send the lift up the stairs when pressed.
- The slightly sunken (concave) red button with the triangle that points downwards when in the wall mount will send the lift down the stairs when pressed.
- Either button will need to be pressed down to maintain travel.
- The blue button will send the lift to park on a charge point.
- Releasing either button will cause the stairlift to stop.
- When a button is released it will return to its original raised position.

The remote control is an infrared control so it will need to be pointed at the lift during use. Both handsets will be linked to the stairlift so they will not operate any other equipment.



## 21 | Rail



The anodised aluminium rail is supplied self colour as standard. The rounded design minimises the risk of injury from rail edges.

This durable rail is easily maintained and can be cleaned with a mild detergent.

The rail is cut to length by the installer and is secured on the stair tread by specifically designed feet that hold the rail just above the stairs.

New rails can be ordered for re-locates; part numbers XTK40001 + XFK40001.

The lower rail ending is cut at 45° as standard and the top rail ending can be either cut at 45° or straight.

### **Rail extension set**

The standard rail is comprised of two 2.38m sections. In the event that a staircase is longer the extension set will add a further 2m to the track. The Extension set includes 2m metre rail, a coupling, two supports, and the required fixings.

The part numbers for an extension set are XTK40002 + XFK40002.

## 22 | Applications

Xclusive stairlifts are installed indoors, on stairs with rectangular steps. The rail rests about 1cm above the front nose of the steps.

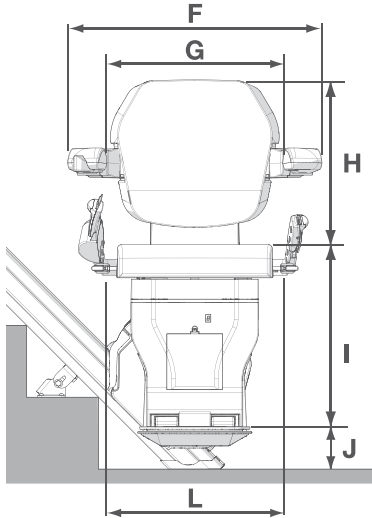
### **Left-hand or right-hand versions**

The side on which the rail is mounted when viewed from the bottom looking up the stairs determines whether the model is a left-hand or a right-hand version.

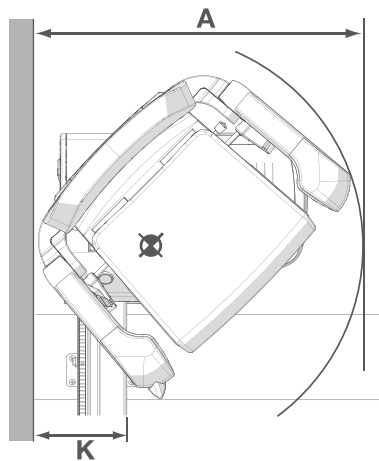
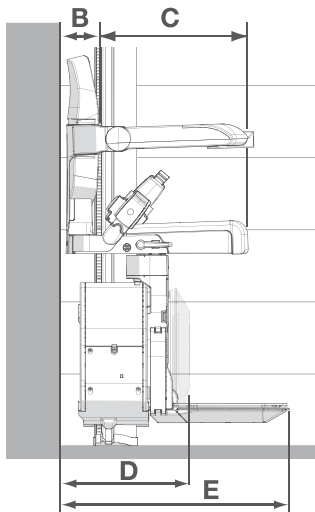




## 23 | Dimension sketch



<b>A</b>	Swivel radius	698mm
<b>B</b>	Minimum to seat back	81mm
<b>C</b>	Seat depth	380mm
<b>D</b>	Minimum folded width to footplate	326mm
<b>E</b>	Minimum open width to edge of footplate	569mm
<b>F</b>	Armrest width – external	638mm
<b>G</b>	Armrest width – internal	442mm
<b>H</b>	Seat back height	415mm
	Footplate to seat height	405mm
<b>I</b>	+ one spacer	455mm
	+ two spacers	505mm
<b>J</b>	Minimum footplate height	100mm
<b>K</b>	Front of track	187mm
		485mm
<b>L</b>	Distance between seat belt (adjustable to three settings)	530mm
		575mm



## 24 | Rail intrusion into the staircase

The standard distance between the wall and the front of the rail is 187mm. This distance is applicable to stair stringers with a maximum width of 70mm.

The additional width of broader stair stringers needs to be added to the distance between the rail and the wall.

### **Obstacles on the wall**

The distance between the rail and the wall will be larger in the event of obstacles at the height of the seat and the power unit. For example the stairlift may need to be moved away from the wall to avoid a clash with a window sill or a handrail that has been left in situ to assist other users of the stairs.

A survey is required of all obstacles on the wall. In standard situations the rail will need to be installed further from the wall if there are any obstacles less than 1800mm above the stairs.

## 25 | Rail intrusion at the bottom of the stairs

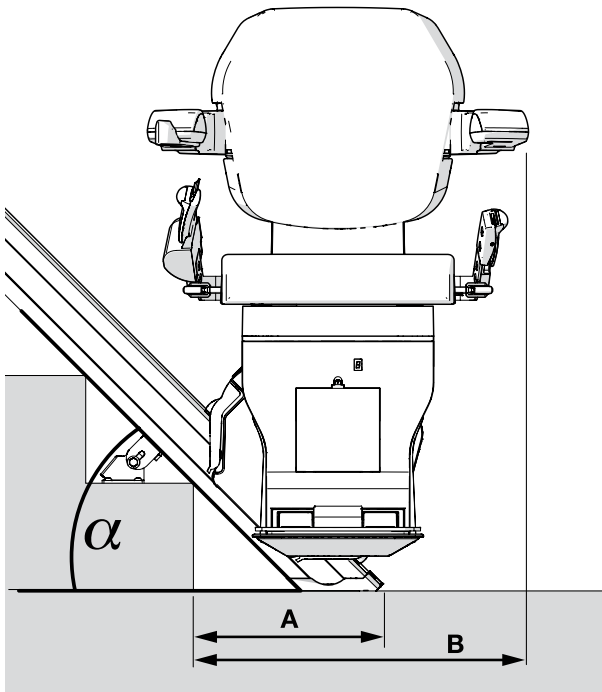


### **Hallway parking space**

The Stairlift will need room to park at the base of the track. The exact space will be determined by the angle of the stairs.

A minimum clearance of 100mm between the folded down armrest and any facing wall is required to prevent the risk of the hand becoming trapped between the armrest and the wall.

**25** | Rail intrusion at the bottom of the stairs (*continued*)

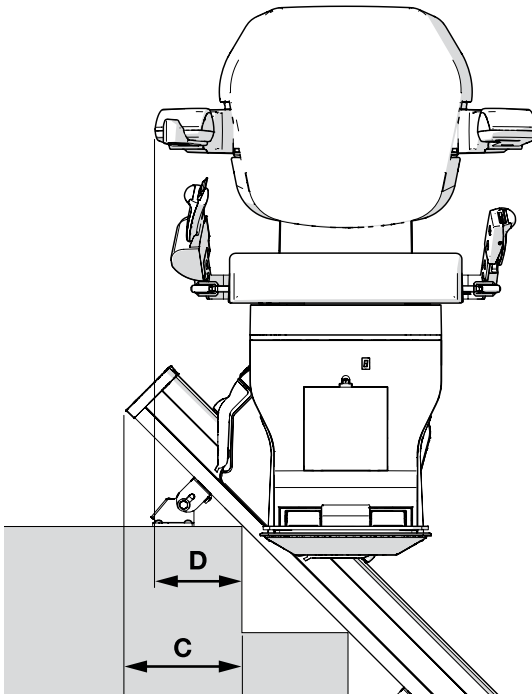


Angle ( $\alpha$ )	Run out (A)	Armrest (B)
30°	439mm	638mm
35°	388mm	606mm
40°	349mm	586mm
45°	317mm	572mm
50°	279mm	555mm
52°	266mm	549mm

Based on a 1<sup>st</sup> step height of 180mm

## 26 | Rail intrusion at the top of the stairs

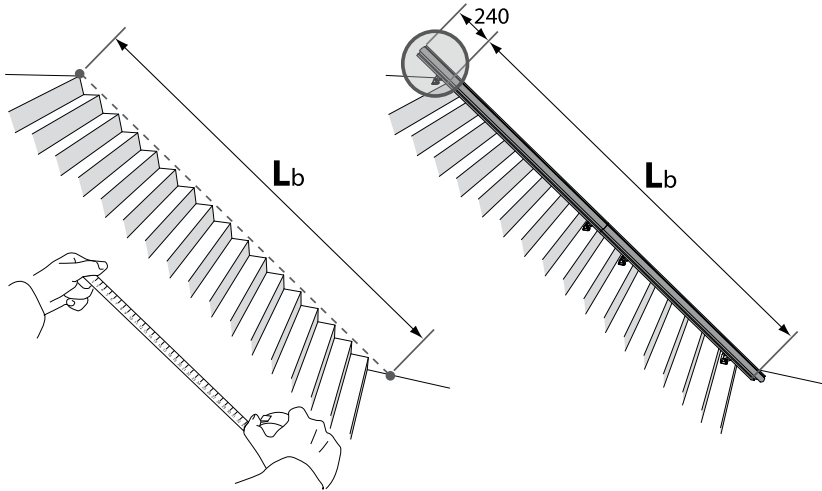
The standard rail length on the top of the stairs is 240mm. The rail can be cut at 45° or 90°. This dimension will mean that the footrest will be level with the landing when the stairlift reaches the end of the rail.



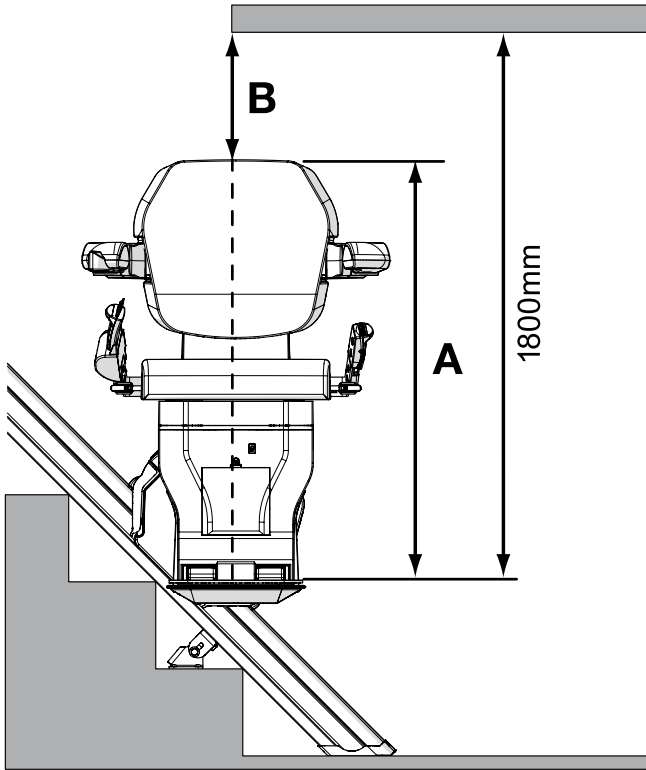
Angle	Run out (C)	Armrest (D)
30°	207mm	105mm
35°	196mm	117mm
40°	183mm	127mm
45°	169mm	135mm
50°	154mm	136mm
52°	147mm	137mm

## 27 | Measuring the stairs

To determine the length of rail, you measure the length of the stairs from the ground floor to the nose of the last step ( $L_b$ ) and add 240mm for the intrusion. This total will be your required rail length.



## 28 | Required overhead clearance



	<b>A</b>	<b>B</b>
Without seat height spacer	810mm	990mm
1 seat height spacer	860mm	940mm
2 seat height spacers	910mm	890mm

An overhead clearance of 1800mm as measured from the top of the stair stringer to the lowest part of the ceiling will offer sufficient space for the head of the user of this model of stairlift in case of a backrest length of 900mm.

## 29 | Modularity

In order to make the Xclusive configuration as flexible as possible a modular design has been chosen. The controls can be easily interchanged by using the snap to fit components.

These small control units can be taken out of the armrest and fitted to the other side and, with three modules, the powered footrest and swivel is configurable on site too. There are three pieces, one for the toggle, one for the powered footrest, and one with no controls.







## 30 | Standards compliance

A stairlift has several moving parts and so it is classified as a machine. The Xclusive stairlift complies with:

- The machine directive 2006/42/EEG
- The low voltage directive 89/336/EEG
- The EMC-directive 72/23/EEG

An approval on site is not necessary.

The Xclusive is compliant with machine directive: consequently changes that affect the safety, construction and/or the functionality of the stairlift are prohibited.

Handicare stairlifts should only be installed by a certified engineer in accordance with the information provided in the installation manual and with original parts.

Following installation the engineer must demonstrate the correct safe use of the Xclusive to the user who should then sign a declaration as evidence of the handover. This document should be retained by the supplier.





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