

# MAXILIFT

## USER HANDBOOK

### **IMPORTANT**

Before using your Maxilift, please ensure that you read and familiarise yourself with these instructions.

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**Note:**

Whilst every effort has been made to ensure the clarity and accuracy of this handbook, we cannot be held responsible for damage or injury resulting from negligence or misuse of the lift.

# INTRODUCTION

## **Important – please read**

### **Thank you and congratulations on purchasing a Maxilift passenger lift.**

Before using your lift, you should read this User Handbook to provide an understanding of correct and safe use of the lift.

Your passenger lift has been manufactured and installed in accordance with the European Lifts directive and supporting European technical standards.

Regulation 9 of the Lifting Operations and Lifting Equipment Regulation 1998 (LOLER) requires that a lift undergoes an inspection/thorough examination by a competent person at regular intervals.

Your lift will give you many years of trouble-free operation provided it is properly maintained and treated with respect. A Service Log Card supplied by the Service Office will be completed after each service visit. Failure to ensure servicing is carried out could lead to unreliable or unsafe operation.

Your local Service Branch is available to carry out the required examinations, to assist with the completion of the statutory reports and to provide any training required.

### **For your records:**



# INTRODUCTION

## LEGAL & SAFETY REQUIREMENTS FOR THE OWNER/OCCUPIER

### Legal Requirements

- Regulations require that lifts must be examined by a fully qualified lift engineer once every six months.
- Reports from each visit must be kept by the occupier of the building. If any repairs are necessary, a copy of the report must be sent to the local Factory Inspector or other appropriate Authority within 28 days.
- The Health & Safety at Work Act requires that certain parts are examined at specific intervals (Safety Assessment Federation Guidelines on the supplementary tests of in-service lifts: 2006).
- It is the responsibility of the owner/occupier to ensure at least two permanently based staff members receive training in the correct method of evacuating passengers from the lift in the event of failure.
- The building owner/occupier should maintain safe and unobstructed access to the lift and its control devices.

### Safety instructions

- Any breakdowns or failures should be reported to your local Service Branch.
- Lifts must not be overloaded. Where possible the load should be evenly distributed. The mass of any single piece of goods, should not be greater than one half of the rated car load.
- All emergency calls initiated by persons in the lift must be acted upon immediately.
- Worn parts and used lubricating products must be disposed of in compliance with statutory regulations with respect to protection of the environment.
- You should not attempt to dismantle or remove any parts of the lift. Such work should be entrusted only to competent personnel with relevant expert knowledge and training.

# LIFT CONTROLS

The following provides an overview of the basic controls on the landing entrance and within the lift car.

## CALL PUSH BUTTONS AND ACCEPTANCE INDICATORS

On acceptance of a call, the push button on the car or landing will illuminate until the call has been answered (white to red/blue).

**Note:** The destination floor '0' button in the car operating panel has white to green illumination.

Each time a push button is pressed a 'beep' will sound providing audible feedback to the user. The sound level can be adjusted by your Service Engineer.

## KEYPAD (OPTION)

The keypad option enables access to restricted floors (see separate instructions on page 12 for exact operation).

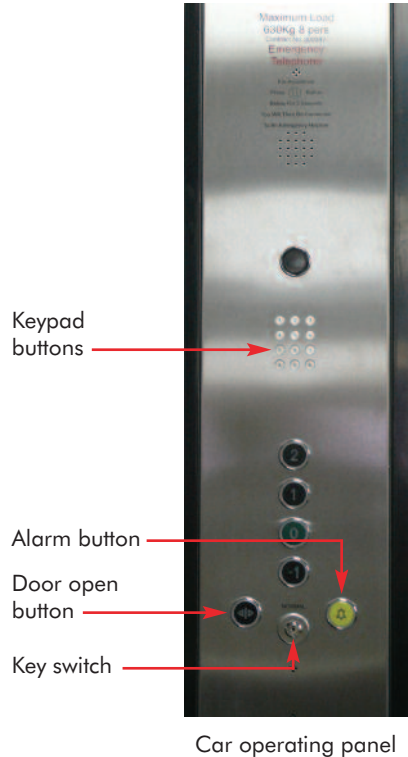
## DOOR OPEN BUTTON

Operation of the button will cause the doors to open fully and remain open for 10 seconds before closing. On a through car, only the door next to the landing entrance will open.

## DIGITAL LIFT CAR POSITION AND DIRECTION OF TRAVEL INDICATORS

A digital indicator is provided within the lift car and at certain landings, displaying the floor level that the lift car is at, and the direction in which it is travelling.

The car operating panel will make an audible announcement upon arrival at the designated floor. The sound level on the car operating panel can be adjusted by your Service Engineer.



Car operating panel



Digital display unit

# LIFT CONTROLS

## **CAR PREFERENCE CONTROL (KEYSWITCH IN CAR OPERATING PANEL)**

When activated, this keyswitch provides control from the lift car only, cancelling all previously stored lift car and landing calls. The car will park at the last floor served with the doors open and will not move until a further lift car call is registered. The lift will only answer one call at a time; it will not store calls or answer calls placed from the landing controls.

To operate, place the key and turn to the right. The digital display units will indicate that the lift is on 'car preference'. To reset the system turn the key to the left, remove the key and normal use will resume.

## **STUCK BUTTON DETECTION (CAR AND LANDING)**

Should a button become accidentally or deliberately stuck, the control panel will register this occurrence and will no longer respond to that particular floor until the fault has cleared.

To clear the fault you can try to release the button, however the issue may reoccur. We recommend you contact your local Service Branch.

## **ALARM BUTTON**

The lift car is provided with an emergency alarm button for trapped passengers to summon help. In the event of mains power failure, the emergency alarm is supplied by a backup battery. When pressed the alarm button activates 2 separate alarms:

1. An alarm siren (situated in the lift well pit) which will sound as long as the alarm button is pressed.
2. An intercom or telephone system (depending on your lift specification) will connect the lift to the rescue service. See pages 8-10 for further details.



Key switch

# LIFT FEATURES

## **DOORS PARKED CLOSED**

The car and landing doors are normally arranged to park closed. On each occasion the doors are opened, there is a delay before closing.

## **DOOR OPEN DELAY TIME**

The time for the doors to remain open can be adjusted to suit your application; this adjustment can be made by a Service engineer.

## **DOOR OPEN/CLOSE TRIP TIME**

The door mechanism is allowed to attempt to open or close the doors for a maximum of 10 seconds. If this time is exceeded, the mechanism will reverse direction.

## **DOORS PARKED OPEN (ADDITIONAL OPTION)**

If the doors parked option is fitted then, the doors will remain open when the lift car is parked.

## **DOOR SAFETY EDGE (MECHANICAL)**

Incorporated within the car door mechanism is a safety edge which automatically reverses the doors should the door come into contact with a person or object whilst closing. To prevent the doors continually cycling against the obstruction it must be removed to allow the doors to close.

## **DOOR SAFETY EDGE (FULL HEIGHT INFRA-RED)**

Incorporated on the lift car is a full door height infra-red electronic safety detection device, which automatically reverses the doors if it detects a person or an obstruction whilst closing. The doors will remain open until the obstruction or person is removed from the detection area.

## **DOOR ANTI-INTERFERENCE FEATURE**

If the doors are prevented from closing (e.g. by repeated operation of the safety edge or door open push button), or if the landing door lock or car door contacts fail to make contact, resulting in the door repeatedly attempting to close, then:

- After two minutes the lift will shut down by cancelling all the calls, disabling the door operator and opening the doors.
- The circuit will reset to normal on activation of a car call button or after four minutes.
- This sequence will be repeated if further interference is detected.

# LIFT FEATURES

## **CAR LIGHTING – TIMER**

The lift car lights are on a timer which switch the lights off if the lift is not used for a period of 20 minutes. They will immediately illuminate if the doors are opened or if the lift responds to a call. The time can be adjusted by your Service engineer.

## **EMERGENCY CAR LIGHTING**

In the event of power failure to the lift car main lighting, the emergency car lighting will provide 3 hours of emergency lighting.

## **LIFT OVERLOAD**

Should the lift be overloaded whilst at a floor level a voice annunciator will sound and the lift car will indicate an overload condition warning the users. The lift will not operate until the load has been reduced to an acceptable level. If the lift car is 85% fully loaded whilst in motion, the lift will by-pass any landing calls until the load has been reduced below 85%.

## **HOMING TO PRE-DETERMINED FLOOR**

If a car or landing call has not been registered for 15 minutes, the lift will 'home' to a pre-determined floor, usually the master or ground floor. Upon arrival at the 'master floor' the doors will not open (unless the 'doors parked open' option is fitted).

## **RE-LEVELLING/ ANTICREEP ON HYDRAULIC LIFTS**

If, after an extended period of inactivity, or due to changing loads in the lift car, the floor levels vary by more than 15mm, the re-levelling system will be activated, causing the lift to move back to the correct floor level. This will occur even if the doors are open, which may cause concern if the lift is seen to move before the doors have closed. This is not a fault; the lift has been safely designed to bring the lift back to floor level to prevent a tripping hazard.

## **SELF-CHECKING**

Each time a lift makes a journey, it continually checks that the normal control sequence occurs within given time limits and pre-set parameters. If the lift does not operate within this range it will automatically go 'out of service' after the next change in direction. If this occurs contact your local Service Branch immediately.



# TELEPHONE ALARM SYSTEM

## OPERATION OF THE AUTO-DIAL TELEPHONE ALARM SYSTEM

These instructions are for our standard autodial system. If you have a different communication system fitted please refer to manufacturers operating instructions.

### From the lift car:

1. Press and hold the alarm button on the lift car console for at least 3 seconds.
2. The auto-dial system will respond with a voice announcement "Reassurance Message" in the lift car:

*"Please remain calm; the alarm has been activated and lift services are about to be contacted."*

The ALARM button will illuminate permanently with a yellow indicator.

3. The dial and ring tone will be audible within the lift car whilst the auto-dial system dials the emergency phone numbers. Once the call is answered the auto-dial system will go quiet.
4. After the call has been answered the yellow indicator will turn off and the green on-line indicator in the car control panel will illuminate. Once the operator has followed the appropriate instructions the passenger will now be able to talk to the rescue service.

### Note:

If a phone number is unobtainable, or not answered after one minute, then the auto-dialler will dial the next sequential number. This process will continue through the pre-programmed numbers until the call is answered.

The auto-step visual and audible announcement procedures are for the benefit of the visually, audibly and physically impaired. The auto-dial system requires no further intervention from the trapped passenger once they have initiated the procedure by pressing the ALARM button for 3 seconds.

The green indicator will turn off after the operator has finished the call. The passengers are then able to re-activate the auto-dial system by pressing the ALARM button for 3 seconds should the need arise.

# TELEPHONE ALARM SYSTEM

## **From the rescue point telephone:**

1. Answer the telephone.
2. The lift auto-dial system will announce the following:  
*“Lift alarm. Please press 3 for location or # to speak to trapped passengers. Before you hang up please press star \* then hash #”*
3. Press the # or 3 key.

Once the # button is pressed, or after the site location message has been heard if the 3 button is pressed, the green indicator in the lift car will illuminate and the passenger will be in 2 way communication with the operator.

4. Now you can communicate with those inside the lift, reassure the occupants and explain the process that is about to occur. This should include an approximate timescale and what to expect during the evacuation of the trapped passengers.
5. After two minutes and thirty seconds of conversation a warning message will announce that the call will end in thirty seconds, please press # to continue talking or press \* then # to end call.
6. During conversation, you can replay the location message by pressing 3 on the rescue point telephone. The announcement will replay once.
7. Once the conversation has finished, terminate the call by pressing the \* then # buttons on the rescue point telephone, prior to placing the handset back down on the phone cradle.

## **Important!**

Ending the call by pressing \* then # will ensure the auto-dial system resets, and turns off correctly and returns to standby mode. Failure to follow this procedure will keep the telephone line open for up to three minutes in the lift car, which may be accompanied by unpleasantly loud off-hook tones being heard.

# TELEPHONE ALARM SYSTEM

## **To re-establish contact with the lift car:**

If the telephone number of the lift auto-dial system is known, then it is possible to re-establish contact with the lift car.

1. Dial the telephone number. After three ring tones, the auto-dial system will answer the call. You will hear the location message and three beeps (passengers will hear a tone).
2. Press the # key to enable 2 way communication and the green indicator light in the lift car will turn on.
3. All the procedures from the previous page can be reapplied.

# OPERATING THE KEYPAD

## Programming instructions for keypad:

**Note:** Any changes to the entry security number must be preceded by entering the master code number: 9090. This is a factory set number and can only be changed by an engineer.

### To change the entry security number:

1. **Enter: 9090** - A series of beeps will sound, please wait until beeps have finished before continuing.
2. **Enter: 01** - This is the special access code for the entry security number.
3. **Enter: (number)** - This sets the length of the entry code number; enter 3 for a three digit number; 4 for a four digit number; 5 for a five digit number, etc. The number can be between three and eight digits long.
4. **Enter: (desired entry code number)** - (i.e. 1234 for a four digit number).
5. **Enter: B or #** - Press the appropriate button to finish programming; a series of rapid beeps will be heard to confirm that programming has been accepted.
6. **Check that the new programmed security number will operate as required.**

Keypad buttons



### To change the second entry security number (if applicable):

1. **Enter: 9090** - A series of rapid beeps will sound, please wait until beeps have finished before continuing.
2. **Enter: 14** - This is the special access code for the second entry security number.
3. **Enter: (number)** - This sets the length of the entry code number; enter 3 for a three digit number; 4 for a four digit number; 5 for a five digit number, etc. The number can be between three and eight digits long.
4. **Enter: (desired entry code number)** - (i.e. 1234 for a four digit number).
5. **Enter: B or #** - Press the appropriate button to finish programming; a series of rapid beeps will be heard to confirm that programming has been accepted.
6. **Check that the new programmed security number will operate as required.**

# LIFT OPERATION IN EVENT OF A FIRE

## EN81-73 Lift shutdown in the event of a fire activated by an Automatic Fire Detection System

When a signal is received from the automatic fire detection and alarm system the lift will react as follows:

All landing and car controls including the door re-open button are rendered inoperative and all existing registered calls are cancelled.

The lift will then operate as follows:

- a) If the lift is parked at a landing, the doors will close and the lift will travel non stop to the designated landing.
- b) If the lift is travelling away from the designated landing, the lift will stop and reverse its direction at the next possible landing without opening the doors and return to the designated landing.
- c) If already travelling in the direction of the designated landing, the lift will continue its travel non stop to the designated landing.
- d) In the event of the lift, or its doors, becoming blocked due to operation of a safety device it will remain immobilised.

On arrival at the designated landing, the lift will park there with the car and landing doors open. The lift will have been removed from service and a 'No Entry' indicator will illuminate on the landing.

'Do not use lift in the event of fire' signs are fitted to the architraves at all floors.

**Note:** During this procedure, the full height infra-red door safety edge will be rendered inoperative. This is to prevent smoke created by a fire from inadvertently triggering the safety edge, therefore not allowing the lift to close its doors and return to the designated shut down floor.

The lift will be automatically reset to normal operation by:

- a) The resetting of the automatic fire detection system;
- b) Activation of the fire detection systems bypass device by an authorised person.

# EMERGENCY RELEASE PROCEDURE

## FOR USE BY AUTHORISED PERSONNEL ONLY

To be used only in an emergency by authorised persons who have had the relevant training. It is dangerous for any other person to attempt this procedure.

Before any emergency operation is attempted, a minimum of two authorised persons must attend, and establish effective communication with each other.

## LIFT LOWERING PROCEDURE

1. Contact your local Service Branch and inform them that this procedure is about to occur.
2. Switch OFF the power supply at the main switch depending on your lift type. To find your lift type, please refer to the information on page 3.

### Hydraulic lift MRLi/A and R or Traction lift

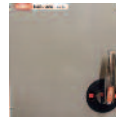


**ON**

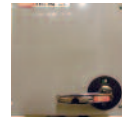


**OFF**

### Hydraulic lift – Machine room



**ON**



**OFF**

### Hydraulic lift – MRC



**ON**



**OFF**

### Hydraulic lift – MRLi – P

Unlock the access door (A) for the emergency controls housed in the landing architrave. Switch OFF the power supply at the main switch (B) in the emergency control panel.

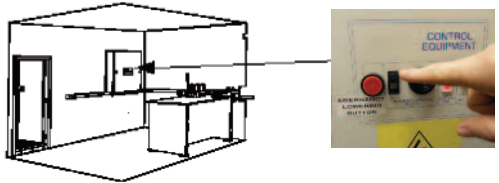


# EMERGENCY RELEASE PROCEDURE

- Warn any passengers in the lift that it is about to be moved; to stand clear of the doors and remain in the car until instructed to leave. This may have to be carried out by shouting to the trapped passengers if the normal communication device cannot be utilised.
- Ensure car doors are closed and that all landing doors are closed and positively locked.

## 4a. Hydraulic lift – machine room

Switch ON the audible floor level buzzer situated on the lift control cabinet in the lift machine room. The buzzer sounds when the lift is at floor level.



## 4a. Hydraulic lift – MRC

Switch ON the audible floor level buzzer situated next to the main switch at the top of the cabinet. The buzzer sounds when the lift is at floor level.



## 4a. Traction

Turn the emergency release switch to 'emergency release'.



# EMERGENCY RELEASE PROCEDURE

- Lower the lift to the nearest floor level by applying constant hand pressure to the red emergency lowering button (A). On MRLi lifts the LED indicator (B) will illuminate when the lift reaches a floor level. On machine room and MRC lifts the buzzer will sound when the lift reaches a floor level. Immediately release the button when the indicator illuminates, or the buzzer sounds, and the lift will cease moving. Lift movement under emergency control will always be in the down direction.

If the lift car does not move after 3 seconds of the button being pressed, cease all attempts at emergency operation, reassure trapped passengers and await the Lift Engineer's arrival.

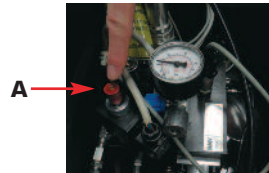
On traction lifts, lift movement will cease as soon as the lift detects a floor level. Lift movement under emergency control could be in either direction depending on the load in the lift car. Movement can be observed through the window provided.

## Hydraulic lift MRLi/A and R or Traction lift



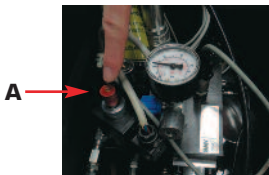
## Hydraulic lift – Machine room

Lowering button on the pump/tank unit in the lift machine room

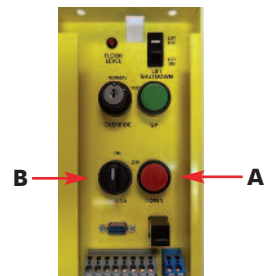


## Hydraulic lift – MRC

Lowering button on the pump/tank unit in the lift machine room



## Hydraulic lift – MRLi – P





# EMERGENCY RELEASE PROCEDURE

## Important!

Do not under any circumstances use the hand pump to move the lift. This is an emergency device for trained engineers only.

## For Hydraulic machine room, Hydraulic lift MRC lifts

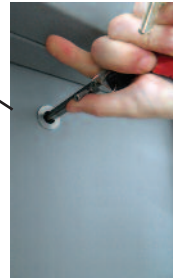
Reset the floor level buzzer switch to the OFF position to prevent continuous sounding of the buzzer.

## PASSENGER RELEASE PROCEDURE

### Important!

If these instructions are not fully understood, or have been forgotten, immediately contact the local Service Branch for further training.

6. Locate the floor level at which the lift has stopped and open the landing door by inserting the door lock release key in the socket positioned in the door. Push the key against the spring and rotate until the door can be opened by hand.



If the doors move sideways by more than 50mm then the lift car is not at that floor level and the doors must be allowed to shut. The floor level at which the lift is situated can be determined by the doors presenting resistance to opening.

7. The car and landing doors can be opened manually by overcoming the initial resistance then pulling the doors sideways. The passengers may now be released from the lift car.

Centre opening doors must have the left hand door moved first, then the right hand door to disengage their interlock. Both car and landing doors can then be pulled fully open.

8. Leave the lift switched off and ensure car doors and landing doors are closed and positively locked.
9. Access to the lift machine cabinet/room/panel should be closed and locked to prevent entry by unauthorised personnel.

# LIFT CARE

The following lift care procedures carried out regularly will help to keep your lift in good condition:

Lacquered brass, sprayed finishes, vinyl skin plate steel and laminate boards should be cleaned with a soft cloth using a furniture polish aerosol.

Mirrors should be cleaned with a soft cloth and any glass cleaning fluid.

Stainless steel components should be cleaned with a soft cloth, using baby oil or a propriety stainless steel cleaner and then wiped off with a dry, lint-free cloth.

To clean carpet use good carpet shampoo and do not saturate the carpet.

## **Coloured Stainless Steel**

- Any cleaning method should be tried on a small area in the direction of the grain. Clean either with a clear liquid window cleaner that does not contain bleach, or with soft soap and water using a soft cloth and minimum pressure. Rinse with clean water and polish with a soft cloth.
- Organic solvents can be used to remove oil/grease.

## **Aluminium Car and Landing Door Sills**

- Track grooves should be cleaned using wire wool and any obstructions within the track grooves should be removed. Prior to cleaning isolate the movement of the car and landing doors by using the car preference control key switch, or, if the doors need to be kept open for a prolonged period, the lift should be turned off at the isolator.

## **General Notes**

- Never use abrasives to clean any car or landing doors.
- Never operate cleaning appliances within the lift car that are connected to an external power source via a trailing cable unless the car has been isolated with the car preference keyswitch.
- Never leave objects propped against the doors, door frames or car finishes.
- Never wedge the doors open.
- Never attempt to open the doors except with the lock release key.
- Ensure the alarm siren is working on a regular basis and that it is recognized by the building occupants.

# TROUBLESHOOTING

<b>Problem</b>	<b>Solution</b>
Lift doors will not close	Check there are no obstructions. If there are no obstructions contact your local Service Branch
Lights do not work (either lift car ceiling lights or call buttons)	Call your local Service Branch
Lift is stationary	The lift has detected a fault, contact your local Service Branch.
Adjusting sound level of buttons	Call your local Service Branch
No service indicator	Check that the car preference key has not been left in the 'on' position or that the building fire alarm has not been activated. Call your local Service Branch if fault persists.

## **NOTE**

Whilst every effort has been used to ensure the clarity and accuracy of this Handbook, we cannot be held responsible for damage or injury resulting from negligence or misuse of this lift equipment.

We are continually developing and improving the Maxilift range and we therefore reserve the right to alter or amend the specification without prior notice.