



ORIGINAL OPERATING MANUAL



GTLE



ATTENTION

Read the operating manual carefully before using this stairlift. Every operator must have read and understood these instructions.

The contents of this documentation do not constitute a basis for rights of any kind.



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OPERATING MANUAL

GTLE
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Your Ganser Liftsysteme dealer:

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1. Preface

Dear Reader,

we would like to congratulate you on the purchase of this modern stairlift type Ganser GTLE and at the same time thank you for your confidence in our product. To operate this platform stairlift safely, simple knowledge is required, which is provided by these original operating instructions. The information is presented in a short, clear form. Please read these operating instructions carefully in order to become familiar with the product as quickly as possible.

Please observe the safety instructions outlined later in this manual during each operation to ensure safe transportation.

Our lift systems are constantly being further developed. Please understand that we must reserve the right to make changes in form, equipment and technology. For this reason, no claims to specific properties of the lift can be derived from the contents of these operating instructions.

2. Intended area of application

The GTLE from Ganser Liftsysteme may only be used in the sense of its intended use. Intended use also includes the maintenance instructions in **point 17**. These must be followed by the operator to the best of their ability.

Any other use or use that goes beyond this is considered improper use. The manufacturer is not liable for any damage resulting from this or for defective/faulty work results.

Ganser Liftsysteme stairlifts are manufactured in accordance with the applicable regulations and standards. However, these rules alone are not sufficient to ensure safe operation. The operating instructions describe the operation and handling of the machine and must be strictly followed by all users in order to avoid hazards to persons and the machine, as well as damage to property.

We refer in particular to the chapter “**Safety regulations**”

Qualified persons who come into contact with the operation, maintenance and installation of the machine must receive training. The operating manual must be accessible and should be kept by the operator or in the vicinity of the machine.

The duration of use of the stairlift is limited to 4,380 trips per year.

2.1. Ambient conditions:

Please note that the platform stairlift should only be operated in the ambient control designed for it. If the conditions are exceeded or not met, please contact the manufacturer immediately.

Indoor systems

Designed for indoor operation

Ambient temperature: +5 to +45°C

Humidity: 30 to 80 %

Outdoor systems

Designed for outdoor operation

Ambient temperatures -15¹⁾ to +45°C

The Platform Stairlift GTLE is not suitable for operation in potentially explosive atmospheres!

1) If temperature falls below the specified value, ice formation is possible!

2.2. Provisions for transport

The stairlift is intended for transporting persons with walking difficulties or wheelchair users. The stairlift travels between defined stopping points (entry or exit) on rails fixed to the wall or on mounting supports. Operation may only be carried out by instructed persons.

The following transport options are provided between the stopping points:

- One person in a wheelchair or stable goods that do not protrude over the edge of the platform
- One person sitting on the folding seat

Misuse such as the sole carriage of loads (equipment, liquids, etc), the transport of objects that protrude above the platform, and persons without restricted mobility (except accompanying persons) are not permitted.

The transport of persons with visual impairments and mental disabilities is only permitted if an accompanying person communicates the driving commands.

Loading the stairlift with more than the permissible load capacity also counts as misuse.

2.3. Exclusion of warranty and liability

The warranty does not cover damage caused by insufficient knowledge of the operating instructions or by improper use of the machine.

3. Operator qualifications

3.1. Fitter

Fitters must behave responsibly and ensure that the safety instructions and all health and safety regulations applicable to the country and workplace where the fitting is being carried out are observed. Persons installing this lift system must read all installation-related documents and understand the contents.

3.2. Operator

Users of the GTLE stairlift must have unrestricted mental and psychological abilities. The operator must have received instruction before commissioning and must have read and understood the operating instructions in detail.

3.3. Service technician

Maintenance or service work may only be carried out by service technicians from Ganser Liftsysteme or a partner who has been trained by Ganser Liftsysteme and is familiar with the lift.

4. General product description

Our products suitably combine the requirements of climbing stairs with excellent integration into the familiar environment.

On the one hand, the upper track tube can be used as a handrail, and on the other hand, the carriage and track can be powder-coated accordingly from the extensive RAL colour palette on request.

The track does not need to be lubricated, which eliminates the possibility of unwanted contamination.

The maximum load capacity is 300 kg, the maximum platform size is approx. 800 mm x 1,250 mm, the operating speed does not exceed 0.15 m/s and the system is driven by a gear drive. The continuous sound pressure level is below 70 dB (A).

The load-carrying device is connected to the track by 6 rollers and a drive gear. The running rollers are guided by two parallel stainless steel round profiles.

An electric motor drives the gear wheel positively via a self-locking worm gear, absorbing all horizontal and vertical forces that occur.

The track consists of a stainless steel round tube (V2A) and a stainless steel rack (V2A) with fastening lugs and is attached to an existing wall, supports or a steel structure.

A safety catch prevents uncontrolled movement of the platform stairlift along the track in the event of a defect in a drive element.




5. Safety regulations





Ganser Liftsysteme stairlifts are manufactured in accordance with the applicable regulations and standards. Nevertheless, in the event of incorrect operation or misuse, there is a risk to life and limb of the operator or third parties, the unit and other material assets of the operator.















ATTENTION:









Although your stairlift complies with the most up-to-date safety guidelines, be sure to observe the following safety instructions.

The symbols used in these operating instructions have the following meanings:

Symbol:	Meaning
	Indicates a point which, if not observed, leads to immediate danger which can result in personal injury or damage to property.
	Indicates a point which, if not observed, leads to a possible hazard, which could result in personal injury or damage to property.
	Indicates a point with notes or additional explanations.

	Do not operate the lift until you have read the operating instructions, and comply with the operating instructions.
	Never exceed the permissible load capacity.
	Preclude unsupervised use and use not in accordance with regulations (e.g. children playing).
	Do not use the lift in the event of fire.

	Never insert solid objects or spill liquids into slots or other openings.
	Do not bring loose-hanging garments into the area of the track and carriage when the lift is in motion.
	Do not place the arm on barriers or the rear of the carriage while driving.
	Never bring your hands near the track when the lift is moving.
	Do not remove, cut, deform or operate with undue force any part of the equipment or any operating element.
	Do not operate barriers by force, neither while driving nor when opening or closing them (except in the case of an emergency release).
	The direction of vision of the wheelchair user on the platform should always be in the direction of travel. Only set the lift in motion with the brake on the wheelchair applied.
	Stop travel command immediately if there are obstacles or objects in or on the track or carriage or travel area. Observe the track in the direction of travel while moving.
	When fetching or sending the lift from one of the external control stations, constantly observe the carriage and the track
	Do not make any unnecessary movements on the platform, such as rocking, bouncing or swinging.
	Do not allow any body or wheelchair parts and loads to protrude over the edge of the platform.
	Only the handlebar is to be used for holding on while driving.
	It is not permitted to leave, store or park materials in the path of travel.
	The carriage and track must be adequately illuminated by daylight or electric lighting. The electric lighting must not be dependent on timer circuits.

	Do not remove the signage associated with the system.
	Do not use the lift in an explosive atmosphere.
	Repairs should only be entrusted to specialists.
	Short-term or permanent flooding or cleaning with water jets is not permitted.
	Remove dirt from the lift with a standard household cleaner, stainless steel cleaner or damp cloth, not with a water jet.
	Stairlifts must be inspected by an expert as required, but at least once a year. The result shall be recorded in an inspection book. It is recommended to ask the manufacturer or a trained service partner to do this.
	When using the machine without an accompanying person or assistant, it is absolutely necessary to take additional measures in order to be able to call for help in the event of an unforeseen standstill of the machine (breakage of a drive element, power failure, malfunction).
	Technical safety devices and their associated proper use result in a relatively safe system. Nevertheless, the user is required to operate the system conscientiously.

6. Stairlift structure & operating options

6.1. Possible controls

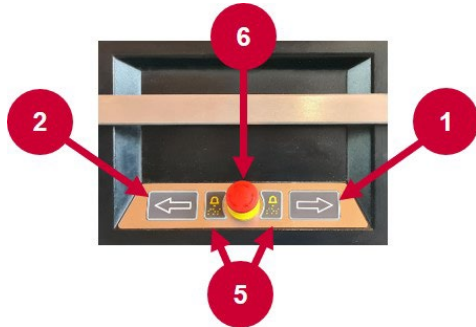


Figure 1: Control on the lift



Figure 2: Fixed mounted external remote control

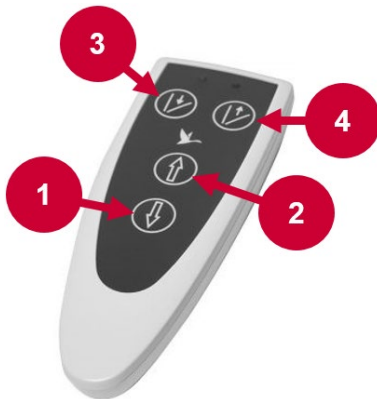


Figure 3: Remote control



Figure 4: Additional cable remote control for folding seat

1	Run command transmitter DOWN button	Depending on the direction of the arrow, the stairlift will go up or down.
2	Run command transmitter UP button	
3	Open platform	Depending on the direction of the arrow, the platform is folded down or up.
4	Close platform	
5	Emergency signal	Activates an emergency signal tone on the unit
6	Emergency stop button	After actuation, the stairlift stops. To unlock, the button must be turned.
7	Key switch	The system can only be put into operation with the key

Table 1: List of controls

6.2. Platform stairlift structure

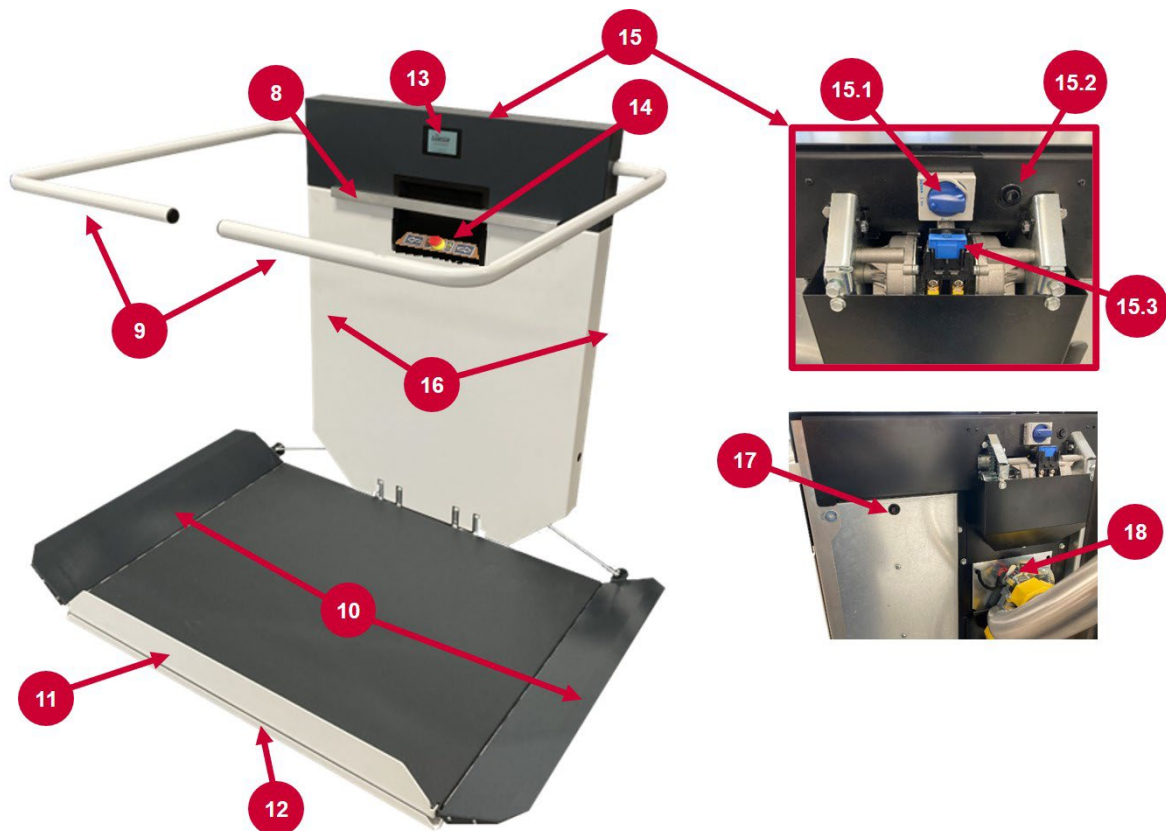


Figure 5: Stairlift structure

8	Handle
9	Safety barrier
10	Access ramp
11	Roll-off plate, front drive-on ramp (optional)
12	Contact base
13	Intelligent display
14	Control on the lift
15	Service access (rear)
15.1	Main switch
15.2	Platform emergency opening
15.3	Main battery fuse
16	Side switch-off
17	Reset button
18	Safety catch

Table 2: Platform stairlift structure

6.3. Service access

The GTLE is exclusively battery-powered. The main switch is located directly on the load-carrying device under a cover on the back of the lift unit. The power supply can be interrupted by turning the main switch to -0-. In this position, the main switch can be shut off.

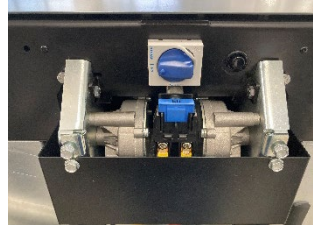


Figure 6: Service cover on the rear of the lift unit

7. Platform stairlift operating options

Stairlifts are required to operate on the “dead man’s control” principle. This means that the stairlift only moves as long as the keys on the control unit or remote control are pressed. This gives the user a feeling of safety and avoids anxiety.

7.1. Operation by means of external control

External controls (cf. Figure 2) are permanently mounted at the respective stopping points and are equipped with a key switch as standard. The lift system can only be operated with suitable keys.

The following controls are located on external controls:

1	Run command transmitter UP button	Depending on the direction of the arrow, the stairlift will go up or down.
2	Run command transmitter DOWN button	
3	Open platform	Depending on the direction of the arrow, the platform is folded down or up.
4	Close platform	
7	Key switch	The system can only be put into operation with the key

Table 3: External control operating options

7.2. Operation by means of remote control

Depending on the version, remote controls (cf. Figure 3) may be included in the scope of delivery. Remote controls are designed in a practical size and can be carried on the body. With the help of these remote controls, operators no longer have to rely on fixed external controls. Please always keep the remote controls in a safe place or activate the key lock.

The following controls are located on the remote controls:

1	Run command transmitter UP button	Depending on the direction of the arrow, the stairlift will go up or down.
2	Run command transmitter DOWN button	
3	Open platform	Depending on the direction of the arrow, the platform is folded down or up.
4	Close platform	

Table 4: External control operating options

7.2.1. Activating/deactivating key lock

In order to avoid accidental pressing of an operating button, a button lock can be activated on the remote controls or, if desired, deactivated at any time.

The remote control works with 2 different setting options:

- 1 - Key lock activated
- 2 - Key lock deactivated

To find out which mode is currently active, proceed as follows:

Press "Open platform" (Figure 3, Pos. 3) and "Close platform" (Figure 3, Pos. 4) simultaneously. After about 1 second, either a red or a green LED lights up:

- If the green LED lights up, it means that your remote control is NOT password-protected.
- If, on the other hand, the red LED lights up, your remote control is protected by a password.

Activating or deactivating the key lock

To change the mode from "with password" to "without password", or vice versa, press "Open platform" (Figure 3, Pos. 3) and "Close platform" (Figure 3, Pos. 4) simultaneously for at least 10 seconds.

Operation with the key lock deactivated: In this mode, it is sufficient to press the desired key. To move the lift upwards, simply press "Arrow up" (Figure 3, Pos. 3) and the transport begins.

Operation with the key lock activated: When in this mode, these steps must be followed to give commands to the stairlift:

- Press any button → the green LED lights up
- Press the "Arrow up" button → the red LED lights up
- Press the "Arrow down" button → the red LED switches off
- Press the "Arrow down" button → the red LED lights up again
- Press the "Arrow down" button → the red LED switches off again

If the password has been entered correctly, the green LED flashes and the user now has 20 seconds to operate the lift. If you do not press any button for 20 seconds, the remote control will lock again.

If the password has been entered incorrectly, please press the fourth key of the password combination, i.e. the “Arrow down” key (Figure 3, Pos. 2). All LED lights switch off and it is possible to start the password entry again.

7.3. Operation on the platform stairlift

Every GTLE platform stairlift is equipped with a user interface as standard (cf. Figure 1). Controls located directly on the stairlift are given priority over wireless controls. The following elements are located on the user interface:

1	Right arrow travel command transmitter	Depending on the direction of the arrow, the stairlift moves in the respective direction
2	Left arrow travel command transmitter	
5	Emergency signal	Activates an acoustic signal or a self-dialling emergency call device (optionally available)
6	Emergency stop button	After actuation, the stairlift stops. To unlock, the button must be turned.

Table 5: Operating options on the lift

7.3.1. Operation with cable remote control

Optionally, the platform stairlift can be equipped with a cable remote control, which promises ergonomic operation when using a folding seat. The following operating options are located on the cable remote control:

1	Run command transmitter UP button	Depending on the direction of the arrow, the stairlift will go up or down.
2	Run command transmitter DOWN button	

Table 6: Cable remote control operating options

8. Using the stairlift

8.1. Calling and sending the carriage

From any stopping point, the stairlift can be brought in or sent to another stopping point. When using an external control, turn the key switch on the corresponding external control to the -ON- position.

Calling / sending the carriage from the upper to the lower stopping point:



Press the (DOWN) key (cf. Figure 2, Pos. 1) continuously.

After a delay time of max. 2 seconds, the carriage starts moving in the direction of the lower stopping point.

Calling / sending the trolley from the lower to the upper stopping point:



Press the (UP) key (cf. Figure 2, Pos. 2) continuously.

After a delay time of max. 2 seconds, the carriage starts moving in the direction of the upper stopping point.

8.2. Driving onto the platform

On the stairlift system, the platform is opened electromechanically.
Operation is as follows:



Press the Open platform button (Figure 2, Pos.3) continuously:

1. The platform opens
2. The two barriers move to the respective set positions.

After completed movements, turn key switch to OFF position, remove key and drive or walk onto the platform.

8.3. Travelling on the stairlift

Right arrow key (cf. Figure 1, Pos. 1)



Left stopping point: By pressing the button continuously, the safety barriers are closed and the lift moves in the direction of the arrow.

Right stopping point: By pressing the button continuously, the respective barriers set for opening are opened.

Middle stopping point: When reaching a middle stopping point, the lift is briefly stopped, if the button is released and pressed again, the respective barriers are opened. Pressing the button again closes the barriers and the lift ride starts again.

Left arrow key (cf. Figure 1, Pos. 2)



Right stopping point: By pressing the button continuously, the safety barriers are closed and the lift moves in the direction of the arrow.

Left stopping point: By pressing the button continuously, the respective barriers set for opening are opened.

Middle stopping point: When reaching a middle stopping point, the lift is briefly stopped, if the button is released and pressed again, the respective barriers are opened. Pressing the button again closes the barriers and the lift ride starts again. However, if the button is never released, the lift will automatically move on again without opening the barriers.

When the movement is complete, release the button and leave the platform.



Hold on tightly to the handle at all times while driving to avoid falling off the platform.

8.4. Moving the platform into the parking position

After leaving the platform, the following must be done at the respective external control point
Turn the key switch to the ON position.



Press the Close platform button (Figure 2, Pos.4) continuously:

1. Fold up the platform until the limit switch has been left to check whether there is still someone on it.
2. Swinging down the safety barriers
3. Folding up the platform.

After the movement has been completed, turn the key switch to the OFF position and remove the key.



In order to achieve the highest possible passage width for the stairs and to make the upper track tube, which can also be used as a handrail, accessible, the lower stopping point is used as a parking stopping point in most cases.

9. Functionality of the display

The GTLE is equipped with an intelligent control system as standard, which includes a display. The capacitive display (Figure 5, Pos. 13) is a great help for service purposes and problem solving. For the end user, it provides permanently relevant information.

When the lift is in the idle position, the screen saver is shown on the display. By pressing the display, it is deactivated and the most important points are visible in the main overview (number of journeys, current stopping point, active charge or battery status). If no more operations are performed, it automatically switches back to screen saver mode.

If a fault occurs, it is displayed either as a pictogram or in plain text. Possible error messages can be found under point 14.

10. Procedure after an unplanned shutdown



Should the stairlift come to a standstill due to an unforeseen event, please remain calm. Please do not panic, otherwise you will endanger your safety. The stairlift is equipped with sufficient safety precautions so that nothing can happen to you.

The platform lift is equipped with an emergency signal button (cf. Figure 1, Pos.6) that allows a person to call for help. When this button is pressed, a loud emergency signal sounds.

It is also advisable to carry a cordless or mobile phone to call for help.

Optionally, the stairlift can also be equipped with fixed emergency call systems, which are listed under accessories.

10.1. Use of emergency crank

Operation with an emergency crank is only necessary in the event of a technical defect or response of the interception system and should only be used then.

The stairlift can be moved manually using the emergency crank. The emergency crank insertion opening is fitted with a limit switch which interrupts the automatic movements, i.e. the stairlift cannot be moved electrically with the emergency crank inserted. When the limit switch is actuated, a corresponding message appears.

Handling the emergency crank:

1. Press the emergency stop button on the carriage.
2. The opening for the emergency crank is always on the downhill side, on the side of the carriage.
3. Insert the supplied emergency crank into the opening provided on the carriage and turn in the corresponding direction.

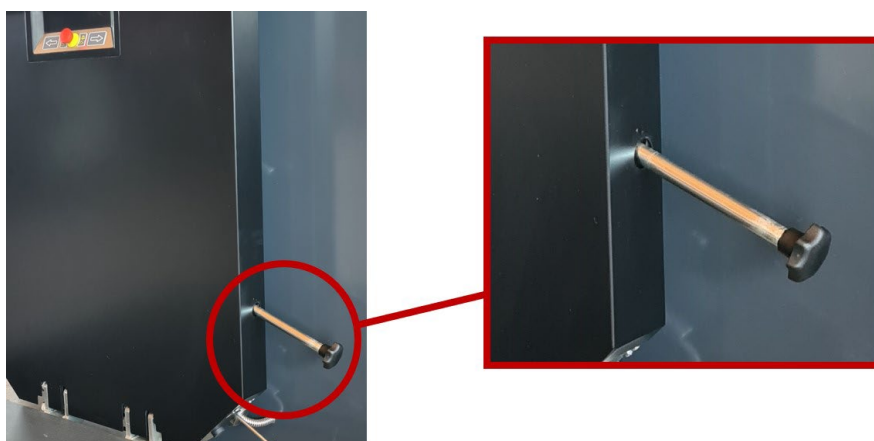


Figure 7: Emergency crank threaded in



The lower stopping point should always be approached, as the effort required downhill is significantly lower.

The respective direction of rotation is indicated on the undercarriage. This activity requires a lot of time and effort from the user.

10.2. Evacuating a person from the stairlift

To help the user out of the lift, proceed as follows:

- I. Open the barrier on the uphill side by hand with increased force (slipping clutch)



Attention: Danger of falling!

When the lower barrier is opened, the ramp also opens and there is a risk of falling if the stairlift is not at the lower stopping point.

- II. Now the operator can be helped out towards the uphill side.
- III. Optional - Clear the escape route
This can be done by manually lifting the platform.



Attention

However, the platform does not remain in the upper position. This must be secured by means of a tensioning strap or similar.



If the safety catch has responded, the stairlift must be inspected by an authorised specialist company. The safety catch may only be unlocked by an authorised specialist company.

11. Information about charging

The GTLE platform stairlift is powered exclusively by the batteries in the carriage. The batteries are automatically charged after the stairlift is parked at a stopping point. DC voltage must always be present at the charging points to ensure that the batteries are charged. The batteries used are maintenance-free and overcharging is not possible.

11.1. Disconnecting the stairlift from the mains supply

To ensure long term operation of the stairlift, it is recommended that the main switch is switched off if the power or charge is interrupted for a long period (more than 24 hours) and the lift is disconnected from the charge.



However, the general recommendation is to always leave the lift connected to the charger, as this ensures optimal charging and a long battery life.

11.2. Automatic switch-off

The GTLE platform stairlift is equipped with charge monitoring as standard. If the control unit does not detect a charge for 24 hours, the platform stairlift switches off automatically. This is indicated by a message on the display and a signal tone. Automatic shutdown of the system is required to avoid deep discharge of the batteries. Causes for a lack of charging current can be the following:

- a. Stairlift is not in the charging station
- b. Prolonged interruption of the power supply to the charger
- c. Faulty charging circuit



To reactivate the stairlift, press the reset button, located on the rear right hand side of the lift.

If there is a charge, the lift will also start up automatically.

Figure 8: Reset button



Check that the stairlift is charging by looking at the LED light on the charger to avoid the stairlift switching off automatically again.

11.3. Battery charger

This platform stairlift includes a charger as standard, which has a charging voltage of 24 volts and a charging current of 2A.

The input voltage can be in a wide range starting from 90V up to 264V. A frequency of 47 Hz to 63 Hz is supported. These wide ranges mean that the charger can be used in almost any country.



Figure 9: Charger

11.3.1. Operating states of the charger

- **LED orange (cf. Figure 9, Pos. 1):**
The batteries are charged constantly with 2A until the batteries have reached the charging voltage.
- **LED green (cf. Figure 9, Pos. 1):**
The charger keeps the battery voltage at 27.6 V and slowly reduces the charging current. The charger can now remain connected indefinitely without damaging the batteries. If the voltage drops below 27.6 V, the charging process starts again and the LED changes colour to orange.



If the charger does not detect a battery, the LED also lights up green.

12. Safety devices

12.1. Safety barriers and access ramp

Safety barriers and access ramps (cf. Figure 5, Pos. 9 and 10) prevent persons on the stairlift from falling off.

12.2. Side switch-off

To prevent the risk of crushing, our platform stairlifts are equipped with a side switch-off (see Figure 5, Pos.16) on each side, which reacts in the direction of travel.

12.3. Safety catch

The safety catch (cf. Figure 5, Pos.18) prevents the platform stairlift from sliding down the track if a drive element is destroyed.

12.4. Contact base

The contact base (see Figure 5, Pos.12) ensures that the lift system stops if there is an obstacle under the platform on the way down.

12.5. Contact switch on the access ramps

Switches mounted on the platform prevent a strong collision between an obstacle and the access ramps (cf. Figure 5, Pos.10). As soon as a switch reacts, the stairlift stops immediately.

12.6. Emergency stop button

If the emergency stop button (cf. Figure 1, Pos. 6) is pressed during travel, the lift stops immediately and a signal tone sounds. To release the emergency stop, turn the knob anti-clockwise.

12.7. Emergency call via acoustic signal on the lift

An acoustic signal can be generated via the buttons marked in yellow (cf. Figure 1, Pos. 5), which are provided with Braille lettering.

13. Accessories

Ganser stairlifts can still be equipped with optional accessories in order to be able to respond to customer wishes in the best possible way.

13.1. Emergency telephone

The stairlift can be equipped with an optional GSM telephone, so that there is always a telephone on the lift. We recommend that every user of this stairlift system, especially in the private sector, carries a mobile telephone whilst operating the system.



13.2. Wireless wall-switch

Wireless wall-switch (cf. Figure 2) can be activated or deactivated with a key. This key prevents unauthorised persons from operating the stairlift. Wireless wall-switches are mounted on to the wall at each stop.



13.3. Hand-held remote control

This device allows the operator as much freedom as possible when operating the stairlift. They are no longer dependent on the stationary travel command transmitters at the stops or on the carriage, but controls the lift with a small remote control (cf. Figure 3) that can always be carried with them. The receiver section is located inside the carriage and transmits the radio commands to the control unit.

Due to the omission of the external controls, the system is largely protected against vandalism and wilful damage.



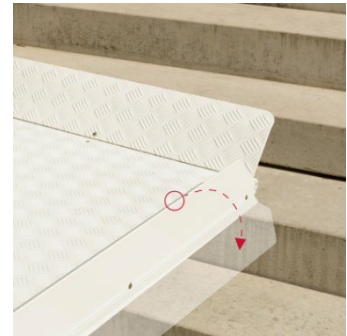
13.4. Cable remote control

Optionally, the platform stairlift can additionally be equipped with a cable remote control (cf. Figure 4), which promises ergonomic operation when using a folding seat.



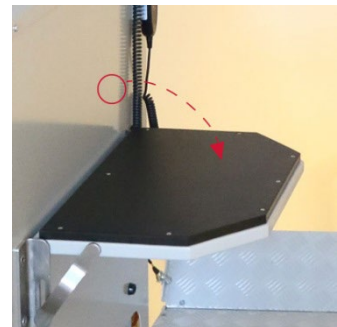
13.5. Front access ramp

In some cases, it is not possible to drive onto the platform via the two standard access ramps due to the lack of space in front of the first step. In these cases, an additional access ramp must be mounted on the long side of the platform and, if necessary, a roll-off bar on the downhill side.



13.6. Folding seat

The folding seat allows the operator to travel while seated. It is finished with a pleasant plastic surface. If the folding seat is not needed, it can be folded up to save space.



14. Possible faults

Message-number	Sensor-/actuator number	Message text	Reason	Action
1	S9	Emergency stop pressed (S9)	The emergency stop button (red-yellow button) was pressed on the control unit, which is mounted on the lift system.	Turn the mushroom button counter clockwise to disable the emergency stop.
2	S5	Safety catcher triggered (S5)	Safety catcher has tripped or the lift is vibrating heavily.	The stair lift is now blocked by the safety device and must be released again by a service technician.
3	S6	Emergency-crank plugged-in (S6)	The emergency crank is in the emergency crank holder on the lift.	Remove the emergency crank from the bracket.
4	S7	Emergency-end right side (S7)	The stair lift has gone over the landing sensor (loading point) on the right-hand side.	<ol style="list-style-type: none"> Using the emergency crank, crank the stairlift approx. 10 cm to the left. Check whether the landing sensor S16 switches. "Stop right" appears on the display Approach the stop again. If this error occurs again, please contact a service technician immediately.
5	S8	Emergency-end left side (S8)	The stair lift has gone over the landing sensor (loading point) on the left-hand side.	<ol style="list-style-type: none"> Using the emergency crank, crank the stairlift approx. 10 cm to the right. Check whether the landing sensor S15 switches. "Left stop" appears on the display Approach the stop again. If this error occurs again, please contact a service technician immediately.

Message-number	Sensor-/actuator number	Message text	Reason	Action
6	-	no charging	The stair lift is not at the stop. The charging cycle was interrupted. The load fuse has fallen.	Take the stairlift to the charging station. Check the charger to see if the LED light is green or orange. If the LED does not light up and the error message does not go away, the charging cycle is interrupted. Contact your service technician.
7	-	no charging, battery empty	Batteries are close to deep discharge. Shortly after this message appears, the lift automatically switches to standby and operation is no longer possible.	Wake up the lift from standby by pressing the S1 button. Drive the stairlift into the charging station and charge the batteries. If this does not help, the batteries are damaged and must be replaced.
8	S27	Overload (S27)	There is too much load on the platform.	Reduce the load on the platform. The lift will not start.
9	K0	Contactor error K0	Feedback from contactor K0 does not match the control.	Error on the power board. Switch the lift off and on again. If the error persists, contact your service technician
10	K1	Contactor error K1	Feedback from contactor K1 does not match the control.	Error on the power board. Switch the lift off and on again. If the error persists, contact your service technician
11	S30/K30	Sensor S30 always activated	Sensor S30 has also switched outside the stop or the relay K30 is defective.	Check the sensor distance to see whether it still strikes outside the stop
12	S31/K31	Sensor S31 always activated	Sensor S31 has also switched outside the stop or the relay K31 is defective.	Check the sensor distance to see whether it still strikes outside the stop
13	-	two stops activated	Two stops are operated at the same time.	Checking whether a stop sensor is stuck or a sensor constantly detects something.
14	A2	error at motor controller (A2)	There is a fault in the motor controller.	Check the connections at the motor controller to see if a plug is loose there.

Message-number	Sensor-/actuator number	Message text	Reason	Action
15	F2	fuse F2 blown, short cut/fault at inputs	Kurschluss bei den Eingängen liegt vor	Check the sensors for a short circuit somewhere and fix it. After eliminating the error, the fuse is automatically reset.
16	F3	fuse F3 blown, short cut/fault at charging	Short circuit during charging has occurred	Check whether the charging contact has caused a short circuit somewhere and fix it. After eliminating the error, the backup is automatically reset.
17	F4	fuse F4 blown, short cut/fault at outputs	Short-circuit at outputs has occurred.	Check whether there is a short circuit in an actuator and replace the glass tube fuse on the control.
18	S15	Plausibility check error (S15)	Switch position NC and NO contacts do not match.	Checking the wiring at switch S15
19	S16	Plausibility check error (S16)	Switch position NC and NO contacts do not match.	Checking the wiring at switch S16
20	-	Two activations at one time	Two commands are received from the controller. Two commands simultaneously from local control or two commands from radio control	Check whether a second key has been pressed. Otherwise check the cabling of the buttons.
21	-	Lift move over remote locked	The lift ride is parameterised in the menu so that driving with an open or closed platform is not permitted.	Contact service technician why it is blocked.
22	ZS1	Counter sensor error (ZS1), does not deliver any pulses	The counting sensor ZS1 no longer detects any pulses.	Check the sensor to see if it still switches.
23	-	Folding in this landing locked	Platform movement is blocked at this stop	Contact service technician why it is blocked.
24	K9	Relay error K9	Feedback from contactor K9 does not match the control.	Error on the motherboard. Switch the lift off and on again. If the error persists, contact your service technician.

Message-number	Sensor-/actuator number	Message text	Reason	Action
25	-	Counting sensor cannot be calibrated, outside the tolerance window. Manual calibration necessary.	Counter sensor position does not match the limit switch position.	Check whether the landing sensor has not triggered by mistake. Take the lift to the bottom stop and reset the counting sensor in the function menu.
26	-	Run time monitoring automatic drive has triggered	The lift ride has exceeded the maximum time for the automatic ride.	Check the time for the maximum time for automatic driving. Parameters → lift ride → runtime monitoring
27	M7	Overload vertical up	The current value during vertical travel exceeds the set maximum value.	Check whether the drive can be moved easily, if this is the case, check the set limit value.
28	M7	Overload vertical down	The current value during vertical travel exceeds the set maximum value.	Check if the actuator can be moved easily, if this is the case check the set limit value.
29	-	Vertical input config fault	The configuration for vertical travel is incorrect.	Check whether the inputs for vertical travel (limit switches) are configured.
30	-	Vertical drive contact floor pressed (S14)	An obstacle was detected when lowering.	Remove the obstacle and acknowledge the error by driving in the opposite direction for two seconds
31	-	Vertical drive both limit switch active	Both vertical travel limit switches are actuated at the same time.	Check if a limit switch is stuck.
32	M7	Overload motor ramp up	The current value when the motor ramp is moving exceeds the set maximum value.	Check whether the drive can be moved easily, if this is the case, check the set limit value
33	M7	Overload motor ramp down	Der Stromwert bei der Fahrt der Motorklappe übersteigt den eingestellten Maximalwert.	Check whether the drive can be moved easily, if this is the case, check the set limit value
34	-	Motor ramp input config fault	The configuration for motor ramp travel is incorrect.	Check whether the inputs for the motor ramp (limit switch, release input) are configured.
35	-	Motor ramp both limit switches active	The two limit switches of the ramp motor are actuated at the same time.	Check if a limit switch is stuck.

Message-number	Sensor-/actuator number	Message text	Reason	Action
36	M4	Platform overload up	The current value when the motor ramp is moving exceeds the set maximum value	Check whether the drive can be moved easily, if this is the case, check the set limit value.
37	M4	Platform overload down	The current value when the motor ramp is moving exceeds the set maximum value.	Check whether the drive can be moved easily, if this is the case, check the set limit value.
38	-	Barrier noticed during platform lowering (S14)	An obstacle was detected when lowering.	Remove the obstacle and acknowledge the error by driving in the opposite direction for two seconds.
39	S25/S26	Platform drive both limit switch active	The two limit switches from the platform motor are actuated at the same time (S25/S26).	Check if a limit switch is stuck.
40	M4	Platform runtime error	Limit switch cannot be reached within the set time	Check platform motor limit switches or monitor run time settings
41	S14	Barrier noticed during lift move left (S14)	An obstacle was detected when driving to the left.	Remove the obstacle and acknowledge the error by driving in the opposite direction for two seconds.
42	S14	Barrier noticed during lift move right (S14)	An obstacle was detected when driving to the right.	Remove the obstacle and acknowledge the error by driving in the opposite direction for two seconds
43	S10	Obstacle right (S10)	Side shutdown on the right side has triggered (S10)	Check whether the side switch is pressed and remove the obstacle
44	S10.1	Obstacle right (S10.1)	Side shutdown on the right side has triggered (S10.1)	Check whether the side switch is pressed and remove the obstacle
45	S11	Obstacle left (S11)	Side shutdown on the left has triggered (S11)	Check whether the side switch is pressed and remove the obstacle
46	S11.1	Obstacle left (S11.1)	Side shut-off on the left has triggered (S11.1)	Check whether the side switch is pressed and remove the obstacle
47	S14.1	Top cover pressed (S14.1)	Contact switch S14.1 on the upper side of the lift has triggered	Check if the contact switch is pressed and remove the obstacle
48	S14.1	Top cover pressed (S14.1)	Contact switch S14.1 on the upper side of the lift has triggered	Check if the contact switch is pressed and remove the obstacle.

Message-number	Sensor-/actuator number	Message text	Reason	Action
49	S12	Ramp left side pressed (S13)	The switching mechanism of the left ramp detects an obstacle.	Check if the mechanism is pressed and remove the obstacle
50	S12	Ramp right side pressed (S12)	The switching mechanism of the right ramp detects an obstacle.	Check if the mechanism is pressed and remove the obstacle
51	S16	Left limit switch pressed permanently (S16)	The switch stays pressed	Check whether the switch can move freely and remove any obstructions
52	S15	Right limit switch pressed permanently (S15)	The switch stays pressed	Check whether the switch can move freely and remove any obstructions
53	S15	limit switch pressed to drive direction (S15)	The contact for the switch does not switch through	Check whether all contacts of the switch switch.
54	S16	limit switch pressed to drive direction (S16)	The contact for the switch does not switch through	Check whether all contacts of the switch switch.
55		Maintenance due soon	The maintenance interval is due shortly	Contact your service technician for maintenance.
56		Maintenance due	Maintenance is overdue	Contact your service technician for maintenance.
57		Buffer battery empty	The battery on the main circuit board (CR2032) is dead	Replace the battery on the main controller
58		Radio transmitter battery weak!	The hand-held remote control reports a weak battery	Replace the batteries in the respective remote control (wireless wall-switch).
59		Safety catch sensor deliver no pulses	Catch sensor does not provide any pulses	Check whether the sensor still switches and adjust it if necessary
60		Undefined Platform position, platform open or close	No limit switch from the platform actuated with a drive command	Bring the lift into a defined position by opening or closing the platform.
10000		Power ON	Restart the controller	No action necessary
10001		Load Factory settings	Factory settings have been loaded	No action necessary
10002		EEPROM Fehler Parameter	An internal error has occurred in the circuit board	Contact your service technician
10003		EEPROM Fehler Zähler	An internal error has occurred in the circuit board	Contact your service technician
10004		Initialized Error Buffer	An internal error has occurred in the circuit board	Contact your service technician

15. Disassembly and disposal

Disassembly and disposal of the stairlift after its period of use must also be carried out by a specialist company. Any national regulations must be observed when disposing of the product.

16. Installation and commissioning

Installation may only be carried out by instructed and authorised Ganser Liftsysteme personnel or by authorised partner companies.

The sufficient static load capacity of the masonry or the substrate must be ensured. Ganser Liftsysteme accepts no liability whatsoever in this matter.

During installation, the wall structure of the load-bearing wall must be taken into account and the installation material (dowels, anchors, etc.) must be selected according to the forces that occur (pull-out forces), see installation documents.

For a precise indication of how to proceed during installation, please refer to the installation instructions.

Should unforeseen problems occur during installation, please contact Ganser Liftsysteme's customer service immediately in order to avoid serious damage.

17. Maintenance instructions



Please note that maintenance work may only be carried out with the main switch switched off and secured against being switched on again.

The following maintenance work can be carried out by yourself or by an assistant:

- If track tubes are dirty (e.g. due to flattened dust), they can be cleaned with a household cleaner or stainless steel cleaner to get them free of black spots.
- After some time, squeaking noises may occur at the pivot points of the access ramp and the platform due to friction. These can be eliminated by using commercially available lubricants.
- In case of heavy soiling, the platform can be wiped clean with a damp cloth. Please wipe the platform dry again afterwards.



We strongly recommend wearing gloves during these maintenance operations to minimise the risk of injury.

Please check the following safety functions regularly:

<u>Safety equipment</u>	<u>Interval</u>	<u>Impact</u>
Emergency stop button (cf. Figure 1, Pos.6)	Monthly	Lift stops
Emergency call signal button (cf. Figure 1,	Monthly	Signal sounds
Contact base (cf. Figure 5, Pos.12)	Half-yearly	Lift stops on the way down
Switch on the access ramps (cf. Figure 5,Pos.10)	Half-yearly	Lift stops on the way up or down

Non-compliance with the maintenance instructions can lead to loss of warranty claims under certain circumstances.

The average life of the batteries is between 3-5 years. However, we recommend changing the batteries every 3 years at the latest to ensure continuous operation. It is essential that the batteries are changed by a specialist.



To ensure the safety and reliability of this product, repairs and other maintenance or adjustments should only be carried out by Ganser authorised dealers using only genuine Ganser spare parts.

18. Maintenance manual

Platform - stairlift GTL_____

Serial-Nr.: _____

W2 For difficult use indoors or outdoors with corrosive ambient media.
Maintenance interval 2x per year, every 6 months

W1 For normal use indoors or outdoors without corrosive ambient media.
Maintenance interval 1x per year

Lfd. Nr.	Work to be carried out (Only by qualified technician)	Equipment / Materials	W1	W2	Comments
1.	Columns, fastening construction				If present
1.1	Checking for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	
1.2	Checking for corrosion, chipping and deformation		<input type="checkbox"/>	<input type="checkbox"/>	
1.3	Treatment of the visible parts in the interior with preservative	K1 / K2		<input type="checkbox"/>	
2.	Rail				
2.1	General inspection of the roadway		<input type="checkbox"/>	<input type="checkbox"/>	
2.1.1	Check the roadway for corrosion and clean the surfaces	R1 / P1	<input type="checkbox"/>	<input type="checkbox"/>	
2.2	Fastening				
2.2.1	Check for tightness		<input type="checkbox"/>	<input type="checkbox"/>	
2.2.2	Look for break-outs and deformations		<input type="checkbox"/>	<input type="checkbox"/>	
2.3	Track profile fasteners				
2.3.1	Check for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	
2.3.2	Search for break-outs and deformations		<input type="checkbox"/>	<input type="checkbox"/>	
2.4	Rail tube end caps and screw covers				If present
2.4.1	Check for completeness, replace covers if necessary		<input type="checkbox"/>	<input type="checkbox"/>	
2.4.2	Check for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	

Lfd. Nr.	Work to be carried out (Only by qualified technician)	Equipment / Materials	W1	W2	Comments
2.5	Spiral cable Guide rod				If present
2.5.1	Check for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	
2.5.2	Check the insulation of the cable, look for chafing points and kinks in the cable.		<input type="checkbox"/>	<input type="checkbox"/>	
2.6	Limit switches and charging points				
2.6.1	Check for corrosion and clean the contact surfaces.	K3	<input type="checkbox"/>	<input type="checkbox"/>	
2.6.2	Check function and tight fit of switches and screw connections.		<input type="checkbox"/>	<input type="checkbox"/>	
2.7	Equipotential bonding conductor connection				
2.7.1	Check for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	
2.8	Charging cable				
2.8.1	Check the insulation of the cable and check for tight fit, look for chafing and kinks in the cable.	K3 / K4	<input type="checkbox"/>	<input type="checkbox"/>	
2.9	Rail profiles				
2.9.1	Look for chipping, deformation and wear		<input type="checkbox"/>	<input type="checkbox"/>	
2.9.2	Remove dirt	R1 / P1	<input type="checkbox"/>	<input type="checkbox"/>	

3.	Lift unit				
3.1	Guide rollers				
3.1.1	Search for corrosion, chipping and deformation		<input type="checkbox"/>	<input type="checkbox"/>	
3.1.2	Check for tight fit		<input type="checkbox"/>	<input type="checkbox"/>	
3.1.3	Check function and adjustment		<input type="checkbox"/>	<input type="checkbox"/>	
3.1.4	Check for noise and wear, lubricate bearings	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.1.5	Remove contamination	R1	<input type="checkbox"/>	<input type="checkbox"/>	
3.1.6	Check the preservation of the bearings and moving parts, if necessary spray the areas with preservative.	K2		<input type="checkbox"/>	

Lfd. Nr.	Work to be carried out (Only by qualified technician)	Equipment / Materials	W1	W2	Comments
3.1.6	Check the preservation of the bearings and moving parts, if necessary spray the areas with preservative.	K2		<input type="checkbox"/>	
3.2	Drive unit				
3.2.1	Check for corrosion, chipping, noise, wear and deformation.		<input type="checkbox"/>	<input type="checkbox"/>	
3.2.2	Check adjustment, function and tight fit and lubricate bearings.	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.2.3	Check for leaks in worm gears		<input type="checkbox"/>	<input type="checkbox"/>	
3.2.4	Check preservation of bearings and moving parts, spray areas with preservative if necessary.	K2		<input type="checkbox"/>	
3.3	Safety gear				
3.3.1	Check for corrosion, chipping, noise, wear and deformation.		<input type="checkbox"/>	<input type="checkbox"/>	
3.3.2	Check adjustment, tight fit and ease of movement of moving parts.		<input type="checkbox"/>	<input type="checkbox"/>	
3.4	Safety barriers				
3.4.1	Check position, function, play and lubricate bearing points	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.4.2	Check for corrosion, noise and contamination	R1	<input type="checkbox"/>	<input type="checkbox"/>	
3.4.3	Check function and tight fit of barrier motor		<input type="checkbox"/>	<input type="checkbox"/>	
3.4.4	Check function of slipping clutch		<input type="checkbox"/>	<input type="checkbox"/>	
3.4.5	Check function and tight fit of cable for drive-up ramps		<input type="checkbox"/>	<input type="checkbox"/>	
3.4.6	Check for sluggishness, corrosion and deformation of cable and			<input type="checkbox"/>	
3.4.7	Check the preservation of the bearings and moving parts, if necessary spray the areas with preservative.	K2		<input type="checkbox"/>	
3.5	Platform				
3.5.1	Check for corrosion, chipping, noise, wear and deformation.		<input type="checkbox"/>	<input type="checkbox"/>	
3.5.2	Check position, function, fastening, tight fit and lubricate bearing	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.5.3	Check function and tight fit of platform motor		<input type="checkbox"/>	<input type="checkbox"/>	
3.5.4	Check the preservation of bearings and moving parts, if necessary spray the areas with preservative.	K2		<input type="checkbox"/>	
3.6	Drive-up ramps				
3.6.1	Check for corrosion, noises and deformations.		<input type="checkbox"/>	<input type="checkbox"/>	

Lfd. Nr.	Work to be carried out (Only by qualified technician)	Equipment / Materials	W1	W2	Comments
3.6.2	Check function, fastening, adjustment (folded up and down), lubricate bearings.	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.6.3	Check the preservation of bearings and moving parts, spray the areas with preservative if necessary.	K2		<input type="checkbox"/>	
3.7	Electrical, electronic components and wiring				
3.7.1	Check for tight fit and clean off dirt	K4	<input type="checkbox"/>	<input type="checkbox"/>	
3.7.2	Check connectors for corrosion, conserve if necessary.	K3 / K4		<input type="checkbox"/>	
3.8	Cable drum				If present
3.8.1	Check for corrosion, noise, wear and deformation.		<input type="checkbox"/>	<input type="checkbox"/>	
3.8.2	Check function, tight fit, guidance and lubrication	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.9	Operating limit switch, emergency limit switch, safety switch, main				
3.9.1	Look for break-outs, wear and dirt		<input type="checkbox"/>	<input type="checkbox"/>	
3.9.2	Check function, adjustment and fastening		<input type="checkbox"/>	<input type="checkbox"/>	
3.10	Internal control				
3.10.1	Check function and fastening		<input type="checkbox"/>	<input type="checkbox"/>	
3.10.2	Search for break-outs and missing labelling		<input type="checkbox"/>	<input type="checkbox"/>	
3.11	Folding seat / seat belt				If present
3.11.1	Check for chipping, cracks and deformation		<input type="checkbox"/>	<input type="checkbox"/>	
3.11.2	Check function and fastening and lubricate bearing points	S1 / S2 / S3	<input type="checkbox"/>	<input type="checkbox"/>	
3.11.3	Check the preservation of bearings and moving parts, spray the areas with preservative if necessary.	K2		<input type="checkbox"/>	
3.12	Casing and frame parts				
3.12.1	Check the internal housing parts, frame parts and frame parts screw connections for tight fit and corrosion.		<input type="checkbox"/>	<input type="checkbox"/>	
3.12.2	Check the preservation of the internal housing parts, frame parts and frame part screw connections, if necessary spray the areas with	K1 / K2		<input type="checkbox"/>	
3.13	Emergency crank				

Lfd. Nr.	Work to be carried out (Only by qualified technician)	Equipment / Materials	W1	W2	Comments
3.13.1	Check the fastening of the mechanics and function		<input type="checkbox"/>	<input type="checkbox"/>	
3.14	Emergency call device				If present
3.14.1	Check function		<input type="checkbox"/>	<input type="checkbox"/>	

4.	Others				
4.1	Outside control				
4.1.1	Check function and fastening		<input type="checkbox"/>	<input type="checkbox"/>	
4.1.2	Search for break-outs and missing labelling		<input type="checkbox"/>	<input type="checkbox"/>	
4.2	Cable ducts: Check fastening		<input type="checkbox"/>	<input type="checkbox"/>	
4.3	Mains connection housing: Check fastening		<input type="checkbox"/>	<input type="checkbox"/>	If present
4.4	Test drive: Check all important functions and driving behaviour		<input type="checkbox"/>	<input type="checkbox"/>	
4.5	Radio receiver: Check function		<input type="checkbox"/>	<input type="checkbox"/>	If present

conducted on _____
 Client's signature _____

Recommended care, preservatives and lubricants		
P1	ARECAL Inox Care stainless steel care, or equivalent	
R1	Commercial cleaning agent	e.g. brake cleaner
S1	PRF BAJOL/520 PRF Vaseline Spray, or equivalent	
S2	Interflow Montagepaste 1200, or equivalent	
S3	ARECAL Ultra Multifunktionsspray / WD40, or equivalent	
K1	Innotec HI-TEMP WAX PRO, or equivalent	Caution: May liquefy at high temperatures and cause dripping at the bottom. should not be used on visible surfaces
K2	Innotec HI-TEMP WAX DRY SPRAY, or equivalent	Caution: should not be used on visible surfaces
K3	Commercial pole grease	
K4	Commercial contact spray	



Original parts and accessories are specially designed for this stairlifts. We expressly draw your attention to the fact that original parts and accessories not supplied by us have also not been tested and approved by us. The installation and/or use of such products can therefore, under certain circumstances, negatively change the design properties of the lift and thereby impair the active and/or passive driving safety. The manufacturer accepts no liability for damage caused by the use of non-original parts and accessories.