

# PINNACLE STAIRLIFT

SL300



OWNER'S  
MANUAL



## **THANK YOU**

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

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

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

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

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

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# SAFETY

## SECTION 1

# SAFETY

## SAFETY DEFINITIONS



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

### **WARNING**

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

### **CAUTION**

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

### **NOTICE**

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

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

## SPECIAL CAUTIONS



Pay attention to the following Special Cautions while operating your stairlift.

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

## SECTION 2

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

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

**READ AND UNDERSTAND**

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

**PURCHASING  
INFORMATION**

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

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

**TECHNICAL  
SPECIFICATIONS**

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

**CODE STATEMENT**

Code requirements for SL300 may vary depending on location. It is the installer's responsibility to contact their state, city or local code enforcement office and determine all the regulations the lift and installation are subject to. This must be done before installing the SL300. Intertek (ETL) Certified to Safety standard ASME A18.1-2020 section 7, CSA B44.1/ASME A17.5-2019.

# INTRODUCTION

## KEY STAIRLIFT FEATURES

1. Armrests
2. Up/Down hand control
3. Seatbelt
4. Chassis obstruction sensors (*optional*)
5. Seat swivel release bars (*not used on power swivel*)
6. Footrest with obstruction sensors
7. Power footrest switch (*optional*)



## SAFETY FEATURES

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

## CONTROLS

- A red “On/Off” switch is located on top of the chassis. This switch is normally left in the “On” position. This switch can be turned “Off” if you do not expect to use the lift for an extended period of time. **See Figure 2-1.**



Figure 2-1

- The main “Up/Down” control switch is conveniently positioned on the armrest, allowing flexibility for user preference, either on the right or left armrest. Employ this controller for the routine operation of the lift while securely seated in a comfortable position. **See Figure 2-2.**



Figure 2-2

- The remote call/send hand control units are equipped with “Up” and “Down” buttons. These buttons serve the purpose of sending the unit up or down (unoccupied), particularly useful in scenarios with multiple users. **See Figure 2-3.**

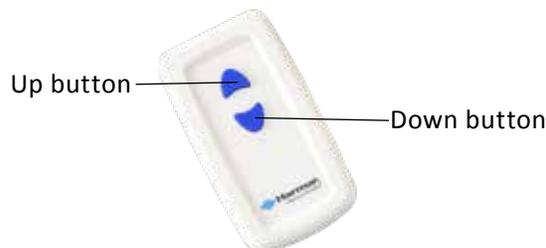


Figure 2-3

- For units equipped with the optional Power Footrest, the control switch is conveniently situated under the main UP/Down control switch armrest. This placement provides easy access for users to operate the Power Footrest feature. **See Figure 2-4.**



Figure 2-4

- For units not equipped with the optional Power Swivel, the standard manual swivel levers are positioned on either side under the seat. These levers facilitate the manual swiveling of the seat for convenient entry and exit from the lift. **See Figure 2-5.**



Figure 2-5

# OPERATION

## SECTION 3

# OPERATION

## STAIRLIFT

**POWER ON:** To turn the stairlift on, press the red “On/Off” switch located on the top of the chassis to the “On” position. Ensure that the optional key switch is also set to “ON”. *See Figure 3-1.*



Figure 3-1

 <b>CAUTION</b>
<p>Do not carry pets or children on your lap while riding the stairlift. The lift is designed for use by only one person at a time.</p>

**ENTRY ASSISTANCE:** Raise the armrest on the entry side to facilitate entry into the chair. When positioning yourself in the seat at the upper landing, ensure the seat is fully swiveled away from the staircase and securely locked for safety. Lower the footrest to assist with entry and ensure feet are resting on the footrest during transport. *See Figure 3-2.*



 <b>CAUTION</b>
<p>Never attempt to operate the lift while standing up. Always sit in the center of the seat with the seatbelt fastened around your waist. Do not lean to the side while the lift is in motion.</p>

**SEATING PREPARATION:** Before operating the lift, ensure you are securely seated with the armrests in the down position. Identify the seatbelt, typically positioned across the seat. Ensure the seatbelt is free of any twists or knots. Insert the metal buckle in the corresponding receptacle until you hear a click. Adjust the length of the seatbelt to achieve a snug and comfortable fit. Confirm that the seatbelt is securely fastened by giving it a gentle tug. *See Figure 3-3.*



Figure 3-3

 <b>CAUTION</b>
<p>Always be careful when sitting down. Use the armrests to gently guide yourself into the seat. DO NOT “drop” yourself into the seat.</p>

 <b>CAUTION</b>
<p>Exercise caution to avoid unintentionally triggering the UP/DOWN control when sitting down or standing up, or fastening the seat belt.</p>

**LIFT OPERATION:** To operate the lift, continuously press the hand control on the armrest in the desired travel direction. Release the hand control switch to stop the lift. Press the hand control until you reach the intended landing. The lift will gently stop at the preset point. *See Figure 3-4.*



Figure 3-4

**FOLD FOR CONVENIENCE:** If you do not intend to use the lift for a while, fold up the seat, footrest, and armrests to minimize obstruction of the stairs. *See Figure 3-6.*



Figure 3-6

**⚠ WARNING**

Keep your feet centered on the footrest while traveling up and down the stairs. Never dangle your feet off the footrest while riding the lift. **DO NOT** operate the lift without your feet on the footrest.

**⚠ CAUTION**

Be careful while walking close to the lift. Take care not to trip over a lowered footrest.

**UPPER LANDING:** At the upper landing, swivel the seat away from the staircase until the seat is fully swiveled and locked. Remove the seat belt before standing. *See Figure 3-5.*



Figure 3-5

**SAFE EXIT:** Position yourself so that your feet are not directly over the footrest. Utilize the armrests for support as you prepare to exit. Gradually rise off the seat while maintaining a firm grip on the armrests.

# OPERATION

## REMOTE OPERATION

These steps are designed to facilitate the remote operation of the lift for user convenience, with an emphasis on safety, especially when assisting others in using the lift remotely.

### **USING THE CALL/SEND HAND CONTROL UNIT**

To operate the lift remotely, press and continuously hold the appropriate up or down button on the call/send hand control unit. These units are commonly positioned at both the upper and lower landings of the staircase. *See Figure 3-7.*

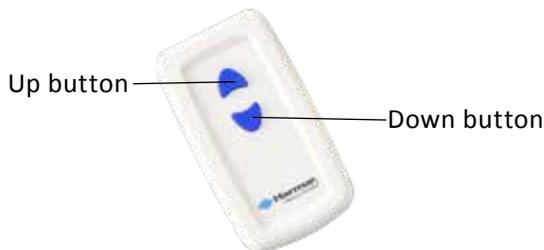


Figure 3-7

### **REMOTE OPERATION FOR ANOTHER PERSON**

If you are operating the lift on behalf of another person, ensure they are securely seated with the seat belt fastened before initiating the remote operation.

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

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

## MANUAL SEAT SWIVEL (STANDARD UNITS)

The Pinnacle Stairlift is equipped with a swiveling seat designed to rotate up to 85 degrees at the top landing, allowing occupants to exit away from the steps. The footrest at the top landing is positioned at least level with the landing or slightly higher.

### **MANUAL SEAT SWIVEL CONTROL**

For standard units, occupants can manually control the seat swivel by pressing downward on the seat swivel levers/bars to release the locking latch. Once released, occupants can use their feet and/or body inertia to rotate the seat toward the landing. An intermediate latch at 45 degrees rotation is available, and the maximum rotation is at 85 degrees. The latch must be re-engaged in both positions to prevent unintended rotation during dismount. *See Figure 3-8.*



Figure 3-8

### NOTICE

*Once the seat is rotated away from the travel position (facing forward), the stairlift is locked and cannot move up or down the rail.*

### **RETURNING THE SEAT TO TRAVEL POSITION**

After dismount, users can either return the seat to the regular position for someone else to use or keep it rotated for easier re-entry. To bring the seat back to its travel position, press the swivel lever closest to the wall, release the latch, and gently push the seat to rotate it. *See Figure 3-9.*



Figure 3-9

*NOTE: If the seat is not completely locked in the travel position, the seat swivel interlock alarm will sound. Users may need to ensure the swivel levers are fully engaged in the locked position by wiggling in the seat or re-depressing the levers and ensuring the latch is engaged.*

## **POWER SWIVEL (OPTIONAL)**

For units equipped with optional Power Swivel, this function is integrated into the primary armrest control.

### **ROTATION AT TOP OF STAIRCASE**

When the unit reaches the top of the staircase and the final stop, it will hesitate, and then start to rotate as long as the hand control is activated by the user. *See Figure 3-10.*



Figure 3-10

1. Lift your feet slightly as the footrest does not rotate.
2. The seat swivel alarm will sound during rotation.
3. Once the unit comes to a complete stop, or at any intermediate position, users can remove their hand from the primary control to stop. Best practice is to continue rotation until the final rotation stop is reached.

### **NOTICE**

*In the event that the user continues to control the unit after it has come to a stop for more than 5 seconds, the resettable fuse will trip to safeguard the rotation motor. To ensure proper functioning, users must wait for approximately 1 minute for the fuse to reset before attempting to re-rotate the seat.*

## OPERATION

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### **RETURNING THE SEAT TO TRAVEL POSITION**

After dismount, users can return the seat to the travel position to send the chair downward for storage or for another occupant, or leave it rotated for easier re-use.

1. To return the seat to the travel position, use the armrest control switch to rotate the unit back.
2. Once in the travel position, the unit will not continue downward unless the control is released and re-engaged.

### **DESCENDING WITH POWER SWIVEL**

1. Ensure the seat is initially rotated away from the stairs facing the upper landing.
2. Carefully lower yourself onto the seat, utilizing the armrests for support.
3. Securely fasten the seatbelt.
4. Elevate your feet slightly, ensuring they do not make contact with the floor.
5. Rotate the seat by holding the armrest control switch downward. The seat will automatically halt once it reaches the designated home position.
6. Release the armrest control switch, then re-activate the armrest control switch, directing it downward to resume descent.

### **MANUAL FOLDING FOOTREST (STANDARD UNITS)**

The Pinnacle Stairlift is designed with a foldable footrest to conserve space when the unit is not in use. Standard Pinnacle Stairlifts are equipped with a manual folding footrest that can be easily raised or lowered by gripping the front end of the footrest and moving it upward or downward.

## POWER FOLDING FOOTREST (OPTIONAL)

For units featuring the optional Power Footrest, a footrest control switch is conveniently located beneath the right armrest (or left if repositioned by the installer).

### RAISE OR LOWER THE FOOTREST

1. Press and hold the rocker switch.
2. Continue to hold the rocker switch until the footrest stops moving. *See Figure 3-11.*



Figure 3-11

### **⚠ CAUTION**

Always hold the rocker switch until the footrest stops moving on its own. If you release the switch early, re-engage it, so the footrest is fully raised or lowered. **DO NOT** move the footrest manually or by stepping on it. This may lead to damage and void the warranty. If your footrest will not deploy fully, contact your dealer for assistance.

*NOTE: Ensure that the footrest is not blocked by an object. If the power footrest hits an obstruction a self-resetting fuse will be triggered. The power footrest will require 30 seconds to reset.*

## FOLDING RAIL OPERATION

### AUTOMATIC ACTIVATION

- The chassis will automatically activate the folding rail as you ascend or descend the stairs.
- This activation occurs when the stairlift is in motion and nearing the hinge point.
- Ensure that there are no people, pets, or obstructions around the lower landing during this process.
- To stop, release the hand control, and the folding rail will cease operation automatically.

### BETWEEN USES

- To maintain a clear landing area, utilize the remote call/send function to move the stairlift up into the stairwell.
- Continue until the folding rail leg is in a vertical position.
- The lift will enter a charging mode in this position. *See Figure 3-12.*



Figure 3-12

SECTION 4

# MAINTENANCE AND CARE

The lift requires inspection by a dealer every 1-2 years.

## BATTERY MAINTENANCE

- Ensure the stairlift is kept fully charged at all times for optimal performance.
- Automatic charging occurs when the lift stops within three (3') feet at an upper or lower landing.
- Keep the power supply plugged in continuously, and the lift can be left on charge indefinitely.
- A fully charged battery displays a solid green light, while a charging battery shows a solid amber light on the chassis.

*Note: The stairlift must be turned "ON" for battery charging to occur; batteries do not charge when the lift is turned "Off".*

## BATTERY REPLACEMENT

- On average, replace batteries every 1-2 years based on usage.
- Contact your local dealer for proper battery replacement.

### **WARNING**

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

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

## TECHNICAL MAINTENANCE

- The lift requires minimal technical maintenance for consistent full capacity operation.
- The drive system does not use grease or lubricants, and no adjustments should be necessary.
- An annual inspection is recommended.

## POWER SWIVEL (FOR UNITS EQUIPPED WITH OPTION)

- During the annual inspection, inspect and tighten the limit bolt if necessary.

## POWER FOOTREST (FOR UNITS EQUIPPED WITH OPTION)

- Regularly inspect the footrest for any signs of looseness or failure to fully raise to the top position. If you notice any issues, contact your dealer for necessary adjustments.

## CLEANING

- Keep the lift and rail clean to prevent dust buildup and soiling.
- Use a damp, soapy cloth followed by a clean, damp cloth for the seat, footrest, chassis, and upholstery.
- Avoid abrasive cleaners to prevent damage to the finish.
- For heavy soiling, clean by scrubbing lightly with a soft brush.



# TROUBLESHOOTING

## SECTION 5

# TROUBLESHOOTING

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

## MAJOR FAULTS

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

\* If configured for your model.

## MINOR FAULTS

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

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

## POWER SWIVEL FAULTS

**Problem:** Lift stops while not at a landing. DO NOT STAND UP. The power swivel is equipped with a recovery mode in the event the seat comes out of the home position.

**Solution:** Release the controls. Press the down button on the Up/Down Control in the armrest. The seat will rotate back into the home position and the lift will start to move in the down direction.

**Problem:** The seat starts and stops during rotation.

**Solution:** The electronics are protected by a self-resetting fuse that will trigger if the seat is run against a stop for more than 5-seconds. If triggered the fuse needs to rest for 2-minutes to ensure proper operation.

## POWER FOOTREST FAULTS

**Problem:** Footrest will not operate.

**Solution:** Confirm that the footrest control cable (4-pin) is plugged into the chassis. Contact your dealer for assistance. DO NOT use the lift if the footrest is not fully lowering.

## MANUAL OVERRIDE OPERATION

In the event of a lift failure where the operator is unable to exit the lift on the stairway, either a ¼" socket and wrench or a 7mm socket and wrench, depending on your model, can be employed to lower or raise the lift to a landing. Follow these steps for manual operation:

1. Confirm that the operator cannot exit the lift on the stairway and follow the instructions on the bottom safety flap of the lift.
2. Turn the lift's On/Off switch to the "Off" position.
3. Insert the socket into the hole in the lower safety flap until it engages the motor shaft.
4. Turn the socket in the desired direction (either to lower or raise the lift) as per your requirements.

Following these guidelines ensures a safe and effective manual override operation in case of lift malfunction. Always prioritize safety and adhere to the provided instructions for a secure manual operation experience.

# WARRANTY



## SECTION 6

# 2-YEAR LIMITED WARRANTY

**PRODUCTS COVERED: SL300 SERIES MODELS**

Your lift came with a separate warranty page on page 19. Please return this page within ten (10) days of installation to register your lift. Ensure that the warranty policy page remains in your Owner's Manual for your records. Do not remove this page.

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

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

\_\_\_\_\_

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

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

For service or warranty work, your dealer will require the following information:

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

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

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

### WARRANTY COVERAGE:

- Harmar Mobility warrants the Pinnacle SL300 series to be free of defects in material, mechanical, and electrical components (parts) for two (2) years from the date of retail purchase.
- Harmar's gear rack is warranted for ten (10) years.
- Supplied batteries are limited to one (1) year from the date of retail purchase.

### EXCLUSIONS

- Pinnacle SL300's installed outdoors are not covered and are not approved for outdoor use.
- SL300's installed in commercial buildings are not covered and are not approved for commercial use.
- This warranty does not cover maintenance or adjustments.
- Harmar will not be charged for labor, consequential damage, or repair expenses.
- Harmar will not be liable for the loss of the use of its products or loss of time.
- This warranty becomes null and void if the product has been lost, damaged by accident, over-stressed, misused and/or neglected, or if the product has been modified in any way.

### RETURN PROCEDURE

- Defective parts must be returned, prepaid, to Harmar for inspection before credit, repair, or replacement, at Harmar's discretion.

Harmar's sole obligation and the exclusive remedy under this warranty are limited to credit, repair, or replacement as deemed appropriate by Harmar.

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

Fax completed form to 1-866-234-5680 or mail to:  
Harmar, ATTN Warranty Department, 1500 Independence Blvd., Ste 220, Sarasota Florida 34234.

**PRODUCT INFORMATION**

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

**PURCHASER INFORMATION**

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

**INSTALLER INFORMATION**

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

**ADDITIONAL INFORMATION**

**How did you hear about Harmar?**

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

**APPLICATION INFORMATION**

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

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

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



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