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Stannah 600 fault codes

If you have a problem with your stairlift, it may feel impossible to tell what is wrong with it. However, a lot of stairlifts now come with diagnostic codes to help find the cause of the fault. The Stannah 600 straight stairlift features a User Display Panel located on the side of the stairlift carriage, which allows you to see the status of the stairlift, and shows fault codes. This is especially useful when you are trying to explain over the phone exactly what has happened or gone wrong with the lift. Using these codes enables the stairlift engineer to quickly diagnose the exact cause of the fault or issue, and in many cases can be used to resolve the problem over the phone. This can save you money by not having to pay for a callout. Fault CodeCode DescriptionCode Meaning -Charge voltage too lowCheck that the wall switch is on. Check that there has not been a power cut. If problem persists, call your stairlift supplier. 1Battery voltage too lowCheck that the wall switch is on. Check that there has not been a power cut. If problem persists, call your stairlift supplier. 2Ready for operationCall your stairlift supplier if your stairlift does not work, as 2 indicates the stairlift is ready for use. 3Safety pad obstructedCheck whether there is anything obstructing the safety edges. If there is, the stairlift is still on and can be moved in the opposite direction to allow you to remove the obstruction. You can then continue to go up or down the stairs. 4Chair-arm rocker switch or key switch is offCheck power key is in correctly and on/off switch is in the 'on' position. 5Downside chair arm not lowered or seat not loadedEnsure downside arm is fully lowered. 6Isolator seatbelt not worn (if fitted)If you have an immobiliser seatbelt fitted then ensure that it is clicked into place. 7Seat not centredSwivel seat back to its travelling position. 8Carriage cover not fitted/ not fitted correctlyThe cover to the carriage of the stairlift may have come loose. Call your stairlift supplier. 9Fault present. Refer to fault codes.Call your stairlift supplier. FSoftware fault. Replace main ECU.Call your stairlift supplier. If you would like any further information on the fault codes, please do not hesitate to contact us. Hi, has anyone got the fault code diagnosis meanings for the stannah 600? Cheers Telf. Nearly two weeks and no one has stannah 600 fault code meanings! I'm gonna have to keep my eyes peeled for a stannah engineer whilst on my travels and bribe him with costa coffee and 5 bob note. – = not charging 1= low batteries 2 = normal 3 = safe edge 4 = keyswitch off 5 = chair arm up 6= seatbelt not clipped in (optional extra) 8 = emergency lower/raise switch detached 9= fault there are further diagnostics on the main ecu accessed by pressing buttons and reading led codes and referring to a manual to match the code to a fault. It is very specific and will point you directly to anything in the fault 9 group. The system is not analogue and runs on a kind of canbus type logic on an a and b circuit using pulses so be careful with multi meters as this can damage the ecu. Cheers ian, only just seen this post, 8Y' Your stairlift was built to last. We tested it rigorously and made sure that it could carry you up and down your stairs safely for years to come. Chances are it's a quick fix. Have a look at our troubleshooting tips below, but if you don't feel comfortable following the tips, give us a call. We might be able to give you a solution over the phone, but if we can't, we'll have a technician come and help you. Our technicians are spread all around the country, so they're never far away. They'll come and have a look at your stairlift, and before you know it, it'll be back up and running again. Troubleshooting In the unlikely event that you're having a problem with your stairlift, these troubleshooting tips may help you resolve the issue straight away. Before you try to troubleshoot any of the problems listed below, make sure you are doing so from a safe position, and if necessary, ask for assistance. My stairlift will not move If the power light is off: Check the on/off switch is on (it's usually on the arm of your chair). Check that the master power switch is on (it's usually under the seat, either on the front or side of the carriage). Check that the key is inserted and in the correct position (it's usually under the seat, either on the front or side of the carriage). If the power light is on: If you have a hinged rail make sure the rail is fully lowered and locked in position. Check that the chair is fully swivelled back to its travelling position and that the swivel levers are in the correct position. Check whether there is anything in the way of the safety edges – if there is, move the stairlift in the opposite direction of the obstruction, remove the obstruction and then you can continue your journey. If your stairlift still does not move: Remove and reinsert the key to the correct position. Move and hold the control in the direction of travel for a few seconds after which the stairlift should start. If the stairlift still doesn't work at this point, call us or your local dealer. My stairlift is beeping: Your stairlift will beep if the batteries are not being charged. Check the wall switch is on. Check that there's power to the outlet (plug in a lamp or small appliance to check for power). Check the stairlift is parked correctly at the top or bottom of the stairs. If you have checked these things and your stairlift continues to beep, switch your stairlift off and call us or your local dealer. My remote control doesn't work: Check and replace the batteries if necessary. My automatic swivel doesn't work: Call us or your local dealer. Use the manual swivel levers under the seat in the meantime. My hinge or retractable rail doesn't work: Call us or your local dealer. If the rail is causing an obstruction you can raise the rail manually by grasping the underside of the rail. Top tips If you are home alone, we always recommend that you carry a mobile phone with you so you can alert others if you need help. Keep ours or your local dealer's number handy or saved in your phone for emergencies. It's always a good idea to ask someone else to be around to help you troubleshoot. If your stairlift stops on the stairs, it's best to stay in the chair and see if you can restart it or call for some help. If you do have to get out, make sure you can do so safely, take it slowly and ideally have someone to help you. Firstly, check the on/off switch, (usually located on the arm) is on. Then check that the master power switch is on (usually located under the seat on the carriage, either at the front or back). Finally, check that the key is inserted and turned to the on position (usually located under the seat on the carriage at the front or side). 23rd May 2018 At Ideas In Action, we supply and install the entire range of stairlifts offered by Handicare, a company with family values and innovation at its heart. Thankfully, stairlifts rarely go wrong but if they do, the digital screen on the stairlift will display a fault code. This is a code that you, or an engineer, can use to work out the problem and resolve it. Whether you own or rent a Handicare 950, 950+, 1000 or 2000 model, the fault codes are uniform across the range. The codes below can be particularly useful when describing a problem to an engineer over the phone, so they can bring any necessary parts or tools to fix the problem. It can also save you time if the code indicates the stairlift requires a very simple fix that you can do yourself. So, to get diagnosing any stairlift fault, take a look at our table below. If you need our help or advice, please call our team on 0121 371 0780. Stairlift Fault Codes for Handicare Models Fault Code What to do Code: None (No display) Press the toggle switch and see if the display comes on. Check that the main power switch on the lift is turned on. If this does not clear the fault, contact us Code: – (Charging) If lift does not drive, check the arms are down. If this does not clear the fault, contact us Code: 0 (Final limit activated or cable short circuit) Check (1) the red emergency stop button is not activated. (2) the key switch is 'ON'. (3) the seat is fully swivelled to the drive position. If the fault continues, contact us Code:1 (Requires charge) The stairlift batteries require charging. Drive the lift to the charge contacts – if the 'Okay' code does not show, contact us Code: 2 (Off charge) The stairlift is not parked on a charging position or is not charging. Drive the lift to the charge contacts – if the 'Okay' code does not show or the lift is already on the charge contacts, check the power supply is on. If this does not work, contact us Code: 3 (End limits activated) Contact us Code: 4 (Safety edge activated, up/down direction) Contact us Code: 5 (Ends limit activated, up/down direction) Contact us Code: 6 (Safety edge activated) Contact us Code: 7 (Batteries approaching critical level) The stairlift batteries require charging. Drive the lift to the charge contacts – if the 'Okay' code does not show, contact us Code: 8 (Shows when the toggle switch is activated in the up direction) No action required Code: 9 (Shows when the toggle switch is activated in the down direction) No action required Code: A (Hinge is open) No action required Code: B (A switch is active at power on, ie: toggle up/down, IR up/down) Contact us Code: C (The IR address, remote control dip switch, does not match the power pack) Contact us Code: D (The main power relay is welded closed) Contact us Code: E (The main power relay did not close) Contact us Code: F (Brake semiconductor failed) Contact us Code: G (Brake not connected) Contact us Code: H (The main power relay has closed early) Contact us Code: J (Hinge interlock switch error) Push the up direction on the toggle or remote until the lift stops at the top of the stairs. If this does not clear the fault, contact us Code: L (Current limit exceeded) Contact us Code: N (Half speed) If permanently showing, contact us Code: O (The main control board has a memory problem) Contact us Code: P (Powered Swivel did not respond) Contact us Code: R (No charge current) Make sure that power supply is switched on from mains. If it is, contact us Code: U (Faulty power supply) Ensure the mains power supply is switched on. If the fault continues, contact us Code: Y (The main control board has a software fault) Contact us Code 11 (Over current) Contact us Download the Handicare Stairlift Fault Codes If you have checked your stairlift fault codes, followed the advice and the code is still showing on the display, do not hesitate to contact us. We're here to offer a comprehensive service and will do all we can to ensure your stairlift is in top working order every day. Simply call to talk to a qualified engineer. Ideas in Action are a family-run company that supply a range of powered wheelchairs, mobility scooters, stairlifts and more to customers in Birmingham and the surrounding West Midlands areas. We're passionate about helping the more vulnerable members of our community. We always provide friendly customer support and advice, plus warranty and insurance on all our products. Come see our range of products at our showroom!

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