

Wessex Home Elevator

VE RANGE



User Manual

©Copyright 2021

Wessex Lift Co Ltd

All Rights Reserved

Except as expressly provided below, no part of this manual (**which are the original instructions**) may be reproduced, copied, transmitted, disseminated, downloaded or stored in any storage medium for any purpose without the express prior written consent of Wessex. Wessex hereby grants permission to download a single copy of this manual and of any revision to this manual onto a hard drive or other electronic storage medium to be reviewed and to print one copy of this manual or of any revision hereto, provided that such electronic or printed copy of this manual or revision must contain the complete text of this copyright notice and provided further that any unauthorised commercial distribution of this manual or any revision hereto is strictly prohibited.

Information in this document is subject to change without notice. Wessex reserves the right to change or improve its products and to make changes in the content without obligation to notify any person or organisation of such changes or improvements.

Manufacturer:-
Wessex Lift Co Ltd
Budds Lane
Romsey
SO51 0HA
United Kingdom

United Kingdom Contact Details

Tel: 01794 830303
Web Address: www.wessexlifts.co.uk
Email: info@wessexlifts.co.uk

United States & Canada Contact Details

Tel: (877) 888 9146
Web Address: www.wessexlifts.com/us
Email: info@wessexlifts.com

Record of Revisions

Revision	Revision Date	Description	ECO
A	12/11/2018	Production Issue	1645
B	19/01/2021	Updated CE Certificate	1732
c	09/02/2021	Smoke Alarm Options Updated	1675
D	21/04/2021	SWL changed to 300kg on certain models	1733

CONTENTS

	Page
1. INTRODUCTION	5
2. SAFETY NOTE	6
2.1 Safe Working Load	6
2.2. Sketch of typical Installation Arrangement.....	7
3. LIMITED WARRANTY & EMERGENCY BREAKDOWN SERVICE	8
4. ELEVATOR FEATURES	9
4.1 Audible Alarm	9
4.2 Vision Panels	9
4.3 Safety Devices	9
4.3.1 Aperture Board	9
4.3.2 Car Roof Safety Edges	9
4.3.3 Under Elevator Platform Sensitive Surface	9
4.3.4 Telephone.....	9
4.3.5 Emergency Stop.....	9
4.4 Finishes	9
4.5 Door	10
4.6 Electrical Features	10
4.7 Emergency Features	10
4.7.1 Battery Back-up Features	10
4.7.2 Emergency In-Car Lowering by Elevator User	10
4.7.3 Emergency Lowering at Pump Unit	10
4.7.4 Hydraulic Pipe Failure	10
4.7.5 Smoke and Heat Alarms	10
4.8 Fire Sealing	12
4.9 Design Features	12
4.9.1 Handrails	12
4.9.2 In-car Lighting	12
4.9.3 In-car Seating	12
4.9.4 Lap Strap	12
4.9.5 Wireless Controls	12
4.9.6 Control Circuit.....	12
4.9.7 Auto-homing	12
4.9.8 Auto-door Closing.....	12
4.9.9 Smoke Alarms	12
4.9.10 In-car key-switch.....	12
4.10 Illuminated In-car Controls.....	13
4.11 Wall Mounted Call Stations.....	13
4.11.1 Call Stations (Wireless)	13
4.11.2 Wireless Call Station Battery Replacement.....	14
4.11.3 Adding a new Wireless Handset to the System.....	14
4.11.4 Call Stations (Hard wired)	15

5. OPERATING INSTRUCTIONS	16
5.1 In-Car Control Buttons	16
5.2 Calling and entering the Elevator	17
5.3 Travelling to the desired floor.....	18
5.4 Changing direction of travel.....	18
5.5 Vacating the Elevator.....	18
5.6 After Use.....	19
5.7 Use of Alarm.....	19
5.8 Courtesy Lights.....	19
5.9 Emergency Stop.....	19
6. TROUBLE SHOOTING	20
6.1 Electrical Power Failure.....	20
6.2 Emergency Door Opening.....	21
6.3 Emergency Lowering (Using in-car controls).....	22
6.4 Emergency Manual Lowering (At pump unit).....	22
7. SERVICING & INSPECTION	23
8. ROUTINE CARE AND MAINTENANCE	24
9. CHANGE OF USE	25
10.1 Dismantling.....	25
10.2 End of Product Life.....	25
10. SAFETY INSTRUCTIONS FOR MAINTENANCE PERSONNEL	26
11.1 Mechanical Safety.....	27
11.2 Electrical Safety.....	27
11.3 Hydraulic Safety	27
11. TECHNICAL INFORMATION	28
12.1 Anchorage and Forces.....	28
12.1.1 Mid-Floor.....	28
12.1.2 Lower Level.....	28
12.1.3 Upper Level.....	28
12.2 Electrical Connection.....	28
12.3 Noise Emission.....	28
12. APPENDICES & QUICK START GUIDE	29
APPENDIX A – Calling the Elevator (step by step guide).....	30
APPENDIX B – Calling the Elevator (step by step guide).....	31
APPENDIX C – Changing Direction of Travel (step by step guide).....	32
APPENDIX D – Service and Inspection Record.....	33
APPENDIX E – EC Declaration of Conformity.....	34

1. INTRODUCTION

Thank you for purchasing this through floor elevator. This elevator combines the latest technology and design making it easy to use and less obtrusive in your home, whilst offering long service and reliability.

The Wessex Home Elevator is a direct acting hydraulic elevator designed for use internally in a domestic dwelling. When travelling in the elevator car, the person can be either seated or standing. There are eight elevator types available:

Variant	Description	Platform Size WxL (mm)	Platform Size WxL (Inches)	Max Travel (m)	Max Travel (Inches)
VE15	Small Enclosed Elevator up to 3m Travel	775 x 575	$30\frac{1}{2} \times 22\frac{5}{8}$	3.0	$118\frac{1}{8}$
VE31	Standard Enclosed Elevator up to 3m Travel	725 x 1145	$28\frac{9}{16} \times 45\frac{1}{16}$	3.0	$118\frac{1}{8}$
VE36	Large Enclosed Elevator up to 3m Travel	775 x 1195	$30\frac{1}{2} \times 47\frac{1}{16}$	3.0	$118\frac{1}{8}$
VE38	Largest Enclosed Elevator up to 3m Travel	885 x 1365	$34\frac{3}{16} \times 53\frac{3}{4}$	3.0	$118\frac{1}{8}$
VE25	Small Enclosed Elevator up to 3.5m Travel	775 x 575	$30\frac{1}{2} \times 22\frac{5}{8}$	3.5	$137\frac{1}{4}$
VE51	Standard Enclosed Elevator up to 3.5m Travel	725 x 1145	$28\frac{9}{16} \times 45\frac{1}{16}$	3.5	$137\frac{1}{4}$
VE56	Large Enclosed Elevator up to 3.5m Travel	775 x 1195	$30\frac{1}{2} \times 47\frac{1}{16}$	3.5	$137\frac{1}{4}$
VE58	Largest Enclosed Elevator up to 3.5m Travel	885 x 1365	$34\frac{3}{16} \times 53\frac{3}{4}$	3.5	$137\frac{1}{4}$

Wessex Lift Company Ltd has extensive experience in providing products that aid mobility and is the pioneer of the majority of today's domestic elevators. With this background and many years' experience in the manufacture and installation of elevators, we are the most experienced company in the market place today. Our in-depth knowledge of associated building and electrical work and management expertise ensures that installations are completed with the minimum of inconvenience.

This instruction manual will help you become accustomed with your elevator.

- We ask that you study this manual and become familiar with the step by step instructions.
- Ensure that a nominated person is also familiar with the instructions, especially the operating procedures in the unlikely event of a breakdown.
- Keep the manual in a safe place for future reference together with the electrical wiring diagram.
- One door release key should always be kept inside the elevator car and the other in a safe place.
- The pump unit key should be kept in a safe place.
- The call station keys (Optional) should be kept in a safe place.

2. SAFETY NOTES



- **WARNING!** Keep all parts of your body inside the elevator at all times, and do not lean out of the elevator.
- **WARNING!** Do not use the elevator during a fire.
- Please always remain seated whilst travelling in the elevator.
- Children must not be allowed to tamper or play with the elevator or tracks.
- Joyriding is dangerous. It is strongly recommended the key-switch option is fitted when young children are in the dwelling or likely to visit. The elevator controls can then be turned off via the wall mounted control stations. The key can then be removed to prevent unauthorised use.
- Children must be supervised at all times when the elevator is in use.
- During travel do not impede the car or aperture board.
- Ensure that all persons, especially children and pets, are kept clear of the elevator prior and during travel.
- Obstacles must not be placed on the aperture board or beneath the car.
- The Fireseal is only effective when the elevator is parked at either the upper or lower level.

2.1 SAFE WORKING LOAD

The **MAXIMUM** safe working load of the elevator is:

- **VE15/25/38/58 Models 250kg (551 lbs).** Never exceed this capacity.
- **VE31/51/36/56 Models 300kg (661 lbs).** Never exceed this capacity.

The elevator must never be used for anything other than the intended use. It must never be used for transporting furniture or any other type of goods.

The **MAXIMUM** safe working load of the aperture trap board is:

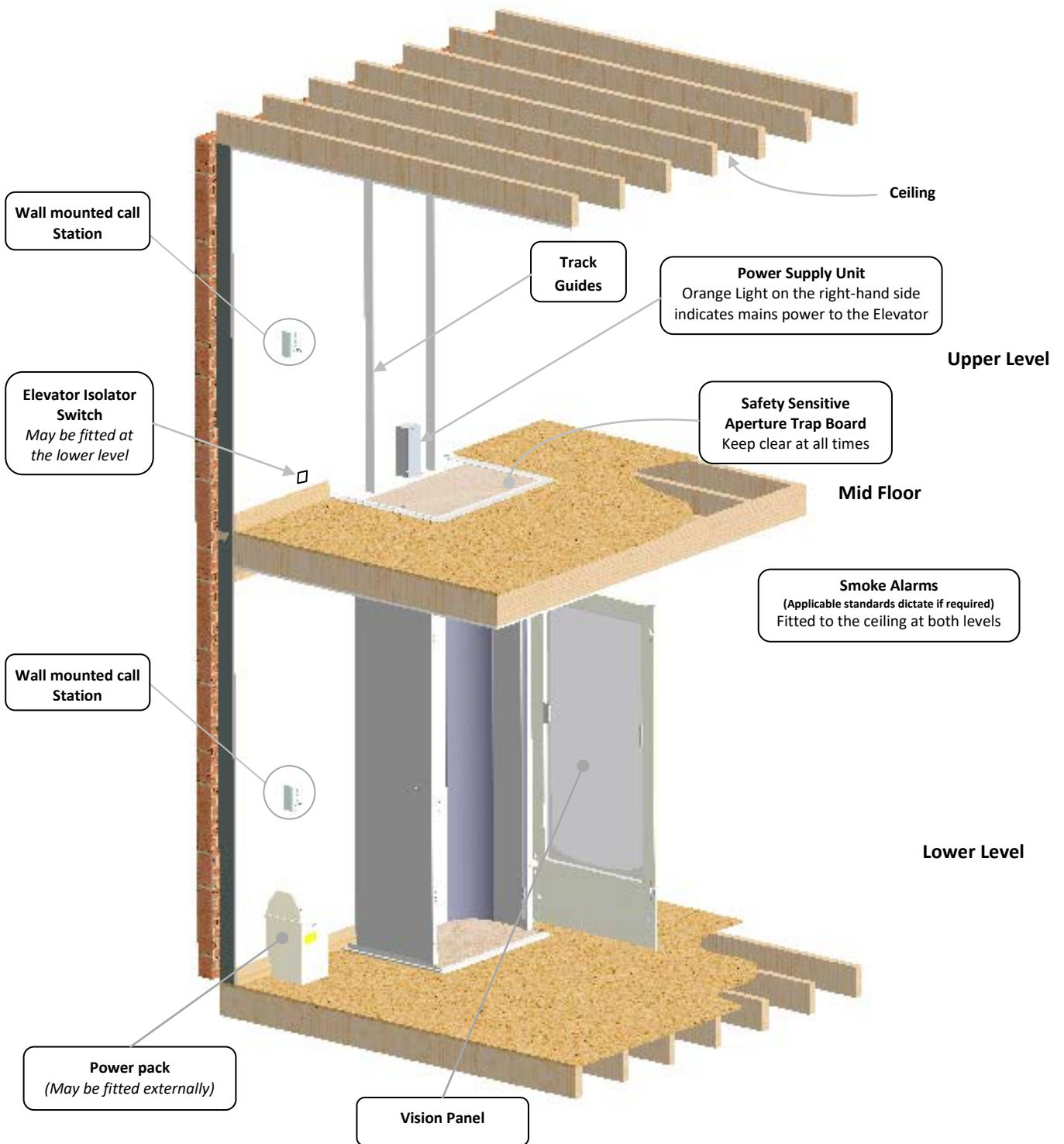
- **VE15/25/38/58 Models 250kg (551 lbs), uniformly distributed.** Never exceed this capacity.
- **VE31/51/36/56 Models 300kg (661 lbs), uniformly distributed.** Never exceed this capacity.

Never place furniture, ladders or any permanent loads on top of the trap board. It must be kept clear at all times.

It is important that the aperture trap-board is *not made wet* in any way as this may change the strength characteristics of the board and cause a potential hazard. A weakened trap board will need to be replaced.

The seat (optional) has a safe working load of **150kg (331 lbs)**.

2.2 TYPICAL INSTALLATION ARRANGEMENT



Note: VE15 Model is shown above. This arrangement is subject to change without notice.

VE31 Model is shown on the front cover.

3. WESSEX LIMITED WARRANTY

This covers the repair or replacement of any parts found to be defective due to manufacturing errors for one year, from the initial date of installation or dispatch.

Extended warranties are available.

This warranty does not cover failure attributed to abuse, misuse, accidental damage or unauthorised alterations/repairs.

To obtain a warranty repair contact your current service provider.

Breakdown Service

Should you require an engineer to attend site please contact your current service provider.

Wessex Breakdown Service

If Wessex is your current service provider please refer to the details below.

Wessex Lifts Customer Care Department opening hours:

- Monday to Thursday 08:30 – 17:15
- Friday 08:30 – 15:30
- Closed on public holidays

Wessex engineers will aim to visit site within 24 hours (*Monday to Friday*) to attend a break down call. (*Providing we are your current service provider*)

Calls for assistance outside normal office hours will be handled by our emergency cover service. Every effort will be made to attend such calls within 24 hours. However, there is no guarantee an engineer will be available during these hours. Wessex can be contacted by telephone out of hours, and a member of staff will initiate the necessary actions to resolve the problem.

For further information on breakdown cover or servicing please contact Wessex Lifts, or your current service provider.

In the event of a problem the unit should be isolated to prevent further use.

United Kingdom Contact Details:

Wessex Lift Co. Ltd.
Budds Lane,
Romsey,
United Kingdom,
SO51 0HA

Telephone: (+44) 01794 830303

Email: repairs@wessexlifts.co.uk

United States & Canada Contact Details:

Wessex Lift Co. Ltd.
Budds Lane,
Romsey,
United Kingdom,
SO51 0HA

Telephone: (877) 888 9146

Email: repairs@wessexlifts.co.uk

4. ELEVATOR FEATURES

The Home Elevator range can be personalised to include a variety of options to suit your home environment or personal requirements. The following section details the features available for this product and gives a brief overview of their function and operation. *Please note some of the options indicated may not be installed on your elevator.*

4.1 Audible Alarm – Included on all Home Elevators as standard, this feature provides a means of raising attention in the unlikely event of a breakdown or when the user is trapped inside the elevator car. The alarm push-button is mounted in the elevator car on the control console. (See section 5 for more details)

4.2 Vision Panel – The elevator car has vision panels as **standard** in the door. The side panels may also have vision panels depending on the model type purchased. This gives the elevator car an airy feel and reduces the amount of light loss when using the elevator.

4.3 Safety Devices – There are several integral safety features that are provided with your elevator as **standard**. These are as follows: -

4.3.1 Aperture Board Sensitive Surface – If during raising or lowering of the elevator, the aperture board is impeded in any way the elevator will **STOP**. This is achieved by built in safety systems which are integral to the design of the elevator.

4.3.2 Roof Safety Sensitive Surface – The roof of the elevator car is protected by a sensitive device that will **STOP** the elevator if any obstruction is detected whilst the elevator is travelling upwards.

4.3.3 Under Elevator Platform Sensitive Surface – The underside of the elevator has a pressure sensitive surface which is designed to **STOP** the elevator if an obstruction is detected. This feature has been incorporated to protect small children and pets if they walk into the elevator area whilst the elevator is descending. This platform will also stop the elevator when it is travelling upwards if the platform is pulled down.

4.3.4 Telephone – All Home Elevator Models are fitted with an in-car telephone. This will be linked to the house landline.

4.3.5 Emergency Stop – To stop the elevator in the unlikely event of an emergency, press the Emergency Stop Button until it clicks. This will prevent the elevator being operated by all control push buttons until the Emergency Stop has been released.

All of the above safety devices are integral to the elevator and make the Home Elevator intrinsically safe in any given application.

4.4 Finishes – The interior and exterior metalwork of your Home Elevator is coated in a hard-wearing powder coat finish.

The floor is coated with an anti-slip finish which will aid traction for wheel chairs and provide a hard-wearing surface. It can be cleaned with a stiff brush if required.

4.5 Door – The door can be either powered (**Optional**) or manual (**Standard**) depending upon the options and model you have selected. The elevator will only function if the door is properly closed and interlocked. It cannot be opened between floors. A powered door will open or close automatically when the blue door button is pressed, and stop in the open or closed position. A manual door has to be physically pushed open or closed after pressing the blue door button.

4.6 Electrical Features – The elevator operates on one of the following supplies, depending on the country and option selected: -

- A dedicated 230Vac 50Hz supply
- A dedicated 230Vac 60Hz Supply
- A dedicated 120Vac 60Hz Supply

The supply must be protected by an RCD. The supply voltage is transformed down to provide all control buttons with a low voltage 24V DC supply.

4.7 Emergency Features – The Home Elevator contains several facilities for dealing with emergency situations which may be caused by external influences, such as power failure etc. These are as follows: -

4.7.1 Battery Back-up Features – In the event of an electricity supply failure/power cut, the following elevator functions will continue to be operational:-

- Emergency Lowering Button
- All Safety Devices
- Powered Door (optional)
- Stop Buttons
- The Alarm
- Door Lock
- Integral Lighting



4.7.2 Emergency In-Car Lowering by the Elevator User – Should the elevator stop due to a power failure, an emergency in-car lowering button will illuminate. This will allow the user to lower the elevator to the ground level by simply pressing this button.

4.7.3 Emergency Lowering at Pump Unit – In extreme cases it may not be possible to lower the elevator using the emergency lowering button as mentioned above. Therefore, means to do this is provided in the power pack unit itself. (See troubleshooting **section 6.4**)

4.7.4 Hydraulic Pipe failure – In the unlikely event of an oil pressure pipe failure, a safety valve will immediately stop the elevator.

4.7.5. Smoke/Heat Alarms – The applicable standards dictate if they are required.

If required mains powered (*battery backed*) smoke alarms are supplied and fitted. These are connected to the elevator. If smoke is detected the alarms will emit an audible warning and render the elevator inoperative, to prevent its use.

If smoke is detected whilst you are travelling in the elevator, it will continue its journey in the direction of travel and stop at the intended level. You can change direction mid-travel if you wish by pressing the stop button (*one touch controls*) or releasing the relevant button (*hold to run controls*), followed by the desired green button. Once the elevator reaches the intended level you will be able

to open the door and exit the elevator as normal. The elevator will then become inoperative to prevent its use.

If the elevator is parked at the upper level or the lower level and smoke is detected, the elevator will remain stationary and become inoperative.



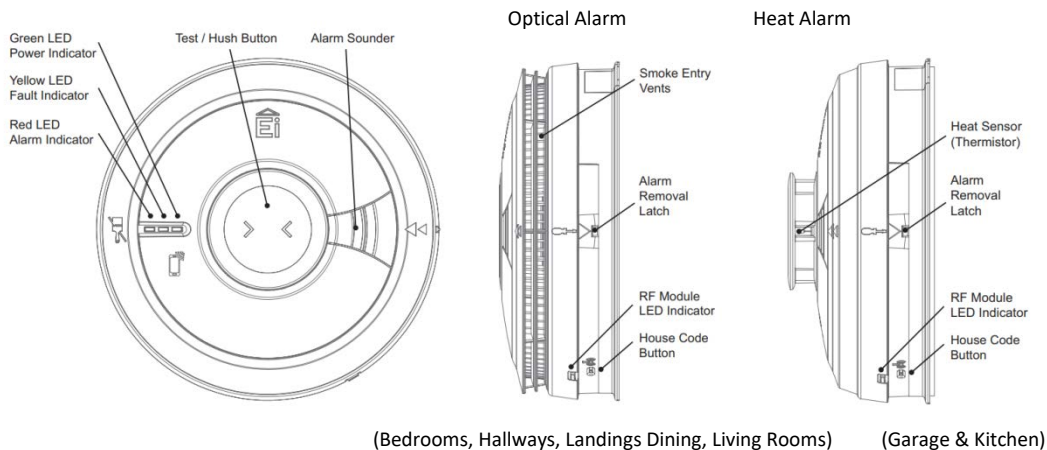
Please refer to the smoke alarm manufacturer’s instructions regarding their operation, testing and service requirements.

WARNING! Do not use the elevator during a fire.

Testing and maintaining your Alarms

A minimum of two alarms are fitted. The alarm type varies depending on the room served.

IMPORTANT: Please read the Alarm manufactures instructions for full details on testing and care of your alarms.



Frequent testing of all your Alarms is a requirement to ensure they function correctly. Guidelines and best practices for testing are as follows:

1. After the system is installed.
2. Once monthly thereafter.
3. After prolonged absence from the dwelling. (e.g. after a holiday period)
4. After repair or servicing of any of the systems elements or household electrical works.

Inspecting and Testing Procedure

- Check the green LED Power Indicator is continuously on.
- Check there are no faults i.e. NO Green, Red or Yellow LED flashing. (If this is the case refer to the Alarm manufacturer’s instructions for full details)
- Test the first Alarm by Pressing the Test/Hush button for 10 seconds. The other connected Alarm(s) should sound within 10 seconds of the first Alarm sounding. After releasing the Test/Hush button, the local Alarm will stop sounding immediately and the other interconnected Alarm(s) will be heard sounding in the distance for a further 3-4 seconds. Check the other Alarm(s) in the same way.

IMPORTANT: Refer to the Alarm manufactures instructions for full details.

4.8 Fire Sealing – All models incorporate a fire seal which is effective when the elevator is parked at the first floor level or the ground floor level. Wessex Lift Co Ltd recommends that the elevator is parked at either the first floor level or ground floor level when not in use.

4.9 Design Features – There are several design features available to help the user operate the elevator, these include the following. Please note that not all are applicable and are dependent on the model and options selected at the point of sale.

4.9.1 Handrails – Side mounted positions are available. (Optional)

4.9.2 In-car LED Lighting – Internal illumination of the elevator car is provided which automatically switches off when the elevator is not in use. In the event of a power failure the in-car lights will operate as normal. This back-up lighting feature is powered by rechargeable batteries and fitted as standard.

4.9.3 In-car Seating – An in-car seat option is available. Maximum rated load of the seat is 150kg (331 lbs). The seat can fold neatly away by simply lifting the front edge of the seat up until it is in the vertical position.

4.9.4 Lap Strap – Where in-car seating is selected a lap strap with quick release buckle can be offered to suit.

4.9.5 Wireless Control – Additional wireless controls are available to control some functions of the elevator.

4.9.6 Control Circuit – Please note there are two options for the control circuit. ‘One touch’ and ‘hold to run’. This function only applies to the up and down pushbuttons. The hold to run option requires the relevant green arrow push button to be held constantly whilst the elevator is travelling.

The applicable standards dictate which option is selected.

4.9.7 Auto-homing – An auto-homing option is available. This will automatically send the elevator to the upper level after a set period of time when the door is in the closed position. (*‘Homed’ position*).

4.9.8 Auto-Door Closing – An auto-door closing option is available. This will automatically close the elevator door after a set period of time. (Powered door option only)

4.9.9 Smoke Alarms – Mains powered (*battery backed*) smoke alarms are available. These can be linked to the elevator, and will disable the operation of the elevator in the event of a fire.

4.9.10 In-car Key-switch – An in-car key-switch option is available. This will disable the up, down and stop button on the in-car control panel.

4.10 Illuminated In-car Controls – For ease of use, only the active available pushbuttons within the car will illuminate. If for example you are at the upper level, the green up arrow will not be illuminated. This is because that function is not available as the elevator is already at the upper level.

The reverse applies if you are at the ground level.

A more detailed explanation of operation is given in section 5.

Please note on the VE15/VE25 elevator models the In-car control panel is mounted vertically.

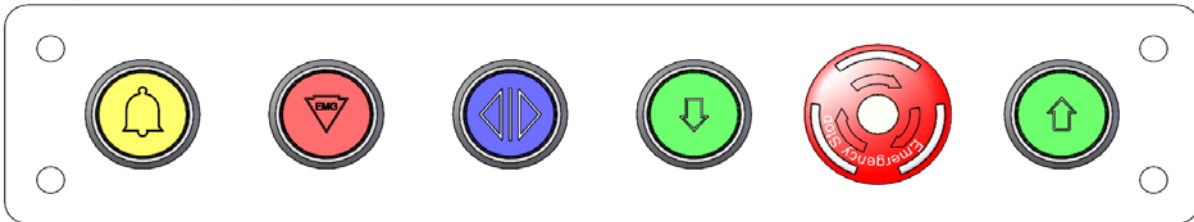


Fig 4.10 - In Car Control Console

4.11 Wall Mounted Call Stations – Wall mounted call stations are positioned at the upper and lower levels. They are used to call the elevator, or send it to a parked position. The call station can also release the door lock. If a powered door option is fitted it can be used to open and close the door.

There are two main types of call station:

1. Wireless Call Station (As Standard)
2. Hard-wired call stations (Option)

Please make yourself familiar with the type of call station you have. Further detail is provided on the following pages.

4.11.1 Wireless Call Stations

Wireless call stations clip to a bracket attached to the wall.



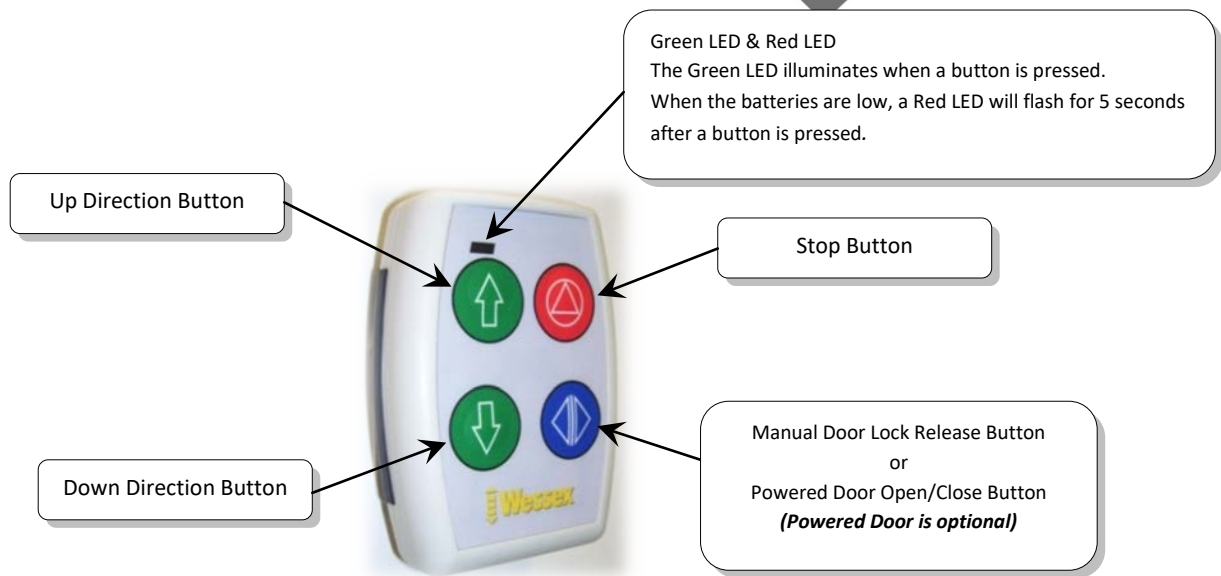
Front of Wireless Handset



Rear of handset showing clip

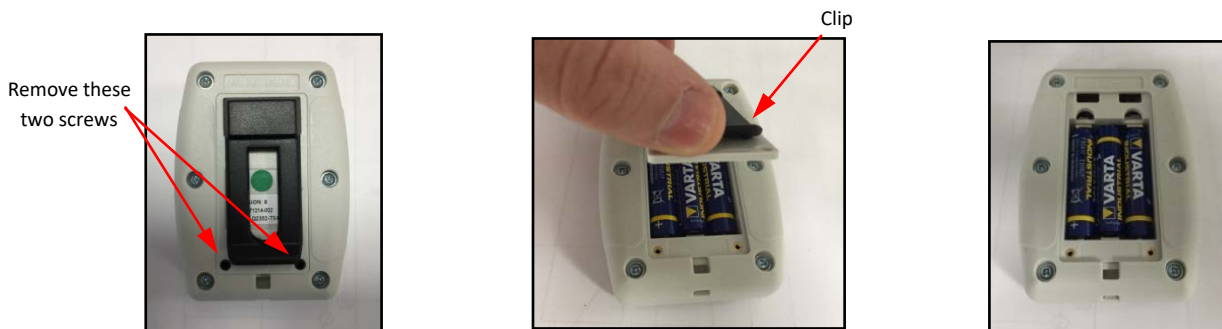


Handset Wall Bracket



4.11.2 Wireless Call Station Battery Replacement

Each wireless call station handset requires three AAA batteries. We recommend the batteries are replaced annually by the service provider, or another competent person. To replace the batteries, remove two screws on the rear of the handset. Pull the clip to aid the removal the battery cover and gain access to the battery compartment. Please see below.



4.11.3 Adding a New Wireless Handset

1. Using a functioning paired handset, press and hold the **Red Stop** and **Blue Door button** simultaneously for 5 seconds.
2. You will hear a short bleep. The bleep indicates the start of a ten second period in which a handset can be added.
3. Press and hold the **Red Stop** and **Blue Door button** simultaneously for 5 seconds on the handset to be added.
4. At the end of the ten second period you will hear two long bleeps. This indicates the system has returned to its normal operating condition.
5. Test all handset buttons function correctly.

4.11.4 Hard Wired Call Stations (Option)

Hard-wired call stations attach to the wall. They are wired directly to the elevator. A two-way personal key-switching facility can be provided on hard-wired call stations, if required. This will prevent the up and down push-buttons from operating the elevator (see *Figure 4.11.3* below). Please note there is no specific on or off position for the key.

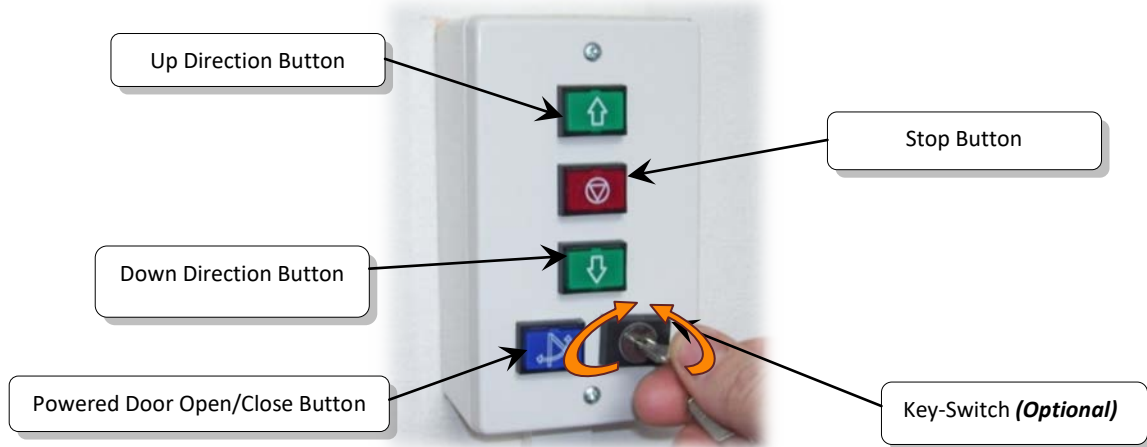


Fig 4.11.3

5. OPERATING INSTRUCTIONS

5.1 In-Car Control Buttons – The diagrams below are typical arrangements for the layout of the in car controls and wall mounted call station for your Home Elevator. It is recommended that you study the diagrams to make yourself familiar with each of the controls. The design of your Home Elevator is intended to be straightforward in terms of its operation.

Please note there are two options for the control circuit. ‘One touch’ and ‘hold to run’. This function only applies to the up and down pushbuttons. The hold to run option requires the ‘0’, ‘1’ or relevant green arrow push button on the call stations to be held constantly whilst the elevator is travelling.

The applicable standards dictate which option is selected.

Please note on the VE15/VE25 elevator models the In-car control panel is mounted vertically.

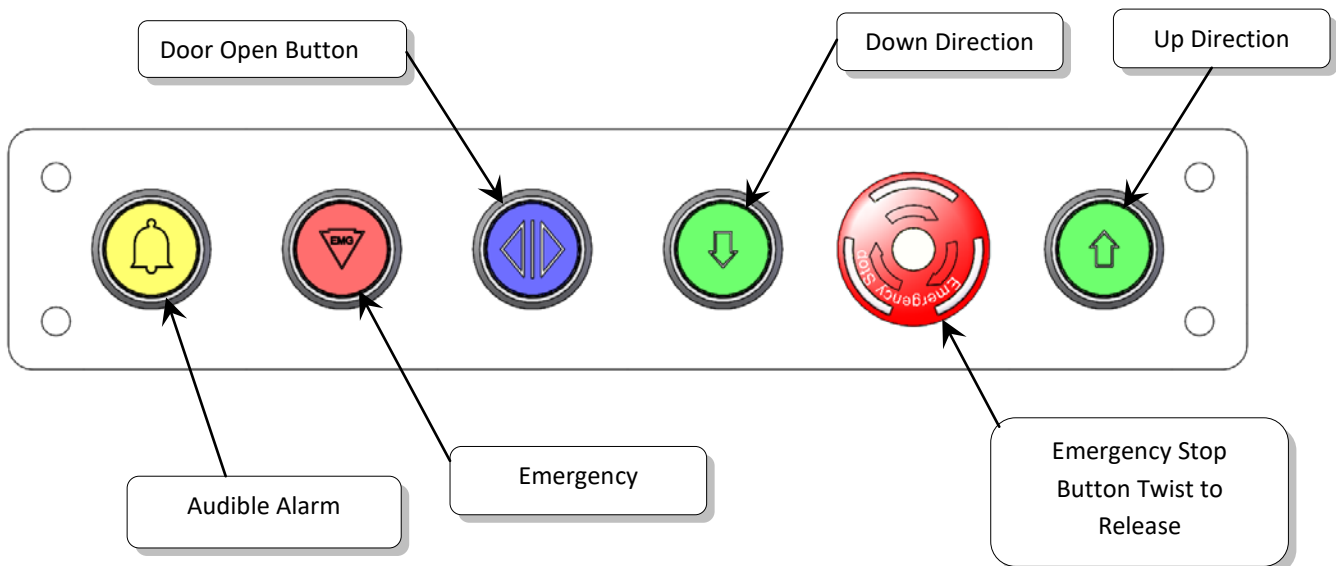


Fig 5.1 - Layout In-Car Control Buttons

5.2 Calling and entering the Elevator – the following sequence

assumes the elevator is parked at the upper level, and the user is utilising the wireless call stations.

Note: The elevator up & down controls will be either 'hold to run' - You have to press and hold the buttons to travel or 'one touch' – Press and release the buttons. The setting is dependent on the applicable standard.

Call the Elevator - by pressing the **Green** 'down' direction arrow as indicated (circled red).

- The elevator will descend to the lower floor level and automatically stop.

Opening the Door

- For manually operated doors. Press and release the door open push button fitted on the outside of the elevator side panel, and gently pull the door open. At this point all the lights in the car will illuminate.

- For powered doors press and release the **Blue** door button on the wall mounted call station. At this point all the lights in the car will illuminate.



Door Open Push Button

Notes: A powered door can be opened manually by following the manually operated door instructions. It will require a small amount of force to disengage the driving mechanism. This must be manually re-engaged before the power door will operate again.

IMPORTANT! Do not press the door open push button without opening the door. Otherwise the elevator will not operate. You need to reset the door by opening and closing the door if this happens.

Entering the Elevator (with Seat)

- Enter the car and use the seat provided. Use the lap strap if fitted. (Option)

Entering the Elevator (Wheelchair Model)

- It is recommended that you reverse the wheelchair into the car wherever possible.

Closing the Door – Manually

- Pull the door closed until it latches shut. The door must be fully closed and latched before operating the elevator. Otherwise the elevator will not function. This is part of the inbuilt safety mechanism.

Closing the Door – Powered Option

- Press and release the **Blue** door button and the door will close and lock automatically.



5.3 Travelling to the desired floor level

The door must be closed and locked before the elevator will travel. The stop button will illuminate to confirm the door is closed and locked. There may be a small time delay after closing the door for this to occur.

- Press the direction **(Green arrow)** button to travel, the elevator will start to move.



Note: The stop button can be used at any point during travel if required.

5.4 Changing Direction of Travel (One Touch Controls)

If you wish to return to the floor that you have just departed from, mid journey, you can simply stop the elevator by (one touch controls): -

- Press the stop button until it clicks and twist to release the **Stop** Button.
- After a 3 second delay, the Up and Down **(Green Arrow)** buttons will illuminate
- Press and release the appropriate button, the elevator will travel to the selected level and automatically stop.



5.4 Changing Direction of Travel (Hold to Run Controls)

If you wish to return to the floor that you have just departed from, mid journey, you can simply stop the elevator by (hold to run controls): -

- Releasing the button you are holding. The elevator will stop.
- After a 3 second delay, the Up and Down **(Green Arrow)** buttons will illuminate.
- Press and hold the appropriate button, the elevator will travel to the selected level and automatically stop.



5.5 Vacating the Elevator

Once the elevator has arrived at the desired level the door can be opened by using the in-car controls or the wall mounted call stations.

Opening the Door – Manually

- The door can be opened manually by pressing and releasing the **Blue** door button and gently pushing the door open.



Opening the Door – Powered Option

- Press and release the **Blue** door button and the door will open automatically.

Move forward and exit the elevator.

Closing the Door – Manually

- Gently push or pull the door closed until it is locked in position.



Closing the Door – Powered Option

- Press and release the *Blue* door button and the door will close automatically.

Note - For operation of the elevator using hard-wired wall-mounted call stations with the key-switched option, refer to Appendices A and B.

5.6 After Use

If the elevator is not to be used for a long period of time (user on vacation), the manufacturer recommends the elevator is parked at the lower level. Do not leave the elevator between floors. The Fireseal is only active when the elevator is at either the upper or lower level.

5.7 Use of the alarm



In the event of an emergency and if assistance is required, press and hold the alarm button.

Please note this will only alert someone within hearing distance of the elevator.

5.8 Courtesy Lights



The elevator car is fitted with courtesy lights which will illuminate in the following situations: -

- By pressing and releasing the In-Car door button.
- By pressing and twist to release the STOP button.
- By pressing the door open button on the side of the elevator.



After calling the elevator, the lights will automatically go out after approximately 5 minutes. They will illuminate again when the door is operated.

5.9. Emergency Stop



To stop the elevator in the unlikely event of an emergency, press the Emergency Stop Button until it clicks. This will prevent the elevator being operated by all control push buttons until the Emergency Stop has been released.

Before releasing the Emergency Stop Button ensure it is safe to do so. If in doubt call your local service provider.

To release the Emergency Stop Button, twist and release the button. It should spring up allowing the elevator to be used.

6. TROUBLESHOOTING

Check the following if the elevator will not operate:-

- Open and close the door. Ensure it is fully closed and locked.
- There are no obstructions under the elevator.
- There are no obstructions on top of the aperture trap board.
- Turn the key-switch if fitted. *(Please note there is no specific on or off position)*
- The orange light on the power supply unit is illuminated. *(Refer to Section 6.1.)*

6.1 Electrical Power Failure

The orange light on the right-hand side of the power supply unit is illuminated when there is mains power to the elevator. *(Reference page 7)* If the orange light is not illuminated check the following:-

- The elevator isolator switch is on and the fuse is ok. *(This should be located near the elevator)*
- The main distribution elevator circuit breaker and RCD are both switched on.

In the event of a power failure the elevator has a battery back-up feature that enables the following features to operate: -

- Elevator lights
- Elevator alarm
- Door operation
- Descent using the in-car emergency lowering button
- Elevator safety devices.

Please note the self-levelling device will not function *(refer to note below)* in the event of mains power failure. A 'Shoot Bolt' safety device restricts the distance the elevator can creep down when the elevator is at the first floor position. If the elevator is left for a long period of time with no mains power, it will stop on the shoot bolt and can NOT be lowered by either the battery backed emergency lowering, or the manual emergency lowering. The elevator can only be re-used when the mains power returns.

The elevator is fitted with a self-levelling device. When the elevator is left at the upper level it will gradually creep down a maximum of 25mm (1"), the elevator will then automatically re-level to the upper level. If the elevator creeps up when at the upper level, it will automatically re-level down to the upper level.

6.2 Emergency Door Opening

The door can be manually opened from either inside or outside of the elevator by using one of the emergency door release keys supplied with the elevator. See **Figure 6.2**.



WARNING! The key should only be used in the event of an emergency. The key will override the safety features. Ensure the elevator is at the lower or upper level before attempting to manually override the door.

To open the door, use the following procedure: -

- Ensure the elevator is either positioned at the ground floor or at the upper landing level.
- There are two slots towards the top of the door, use the lock side slot. This is the opposite side to where the door hinges. Refer to Fig 6.21
- Place the key in the bottom of the slot in the door panel and gently push and lift up as shown in Fig 6.21



Fig 6.2 Door Release

Safety Note:

In the interests of Health & Safety, please ensure that the Door Release Key is never left in the lock access hole. To guard against this, the key is fitted with an integral spring.

Two keys are supplied. One has a magnet fitted under the black handle grip. This key must be located in a convenient place inside the elevator.

The second key should be kept in a convenient place in the residence. Please inform all relevant people of both key locations.



Fig 6.21 Door Release

6.3 Emergency Lowering (Using In-Car Controls)

If the elevator has been rendered inoperable due to a power failure, it can be lowered using the emergency lowering button inside the car. This is achieved by following the procedure below: -
(Please note VE15/25 control panel is vertical)



Fig 6.3 - Emergency Lower Button

- With the floor area clear, press and release the emergency lowering button. (**Figure 6.3**) The elevator will descend to the ground level and automatically stop. You can now vacate the elevator car.
Note: All safety devices are still operational.

6.4. Emergency Manual Lowering at the Pump Unit



WARNING! Safety features will not work when the manual emergency lowering procedure detailed below is used.

WARNING! Ensure the area beneath the elevator is clear of any obstructions and remains clear, before starting any of the below procedures.

This procedure must only be carried out by a trained and competent person, and only used if the procedure given in 6.3 fails to work.

Please note there are two options for the pump unit:

- 'Single solenoid valve' - One red coloured knob on the solenoid valve.
- 'Twin solenoid valve' - One red coloured knob and one black coloured knob on the solenoid valves.

The applicable standards dictate which option is selected.

Note: This procedure will only work if the Elevator is at least 50mm (2") below the upper level.

- Ensure both the lower level area underneath the elevator and upper floor level around the elevator is kept clear from any children, pets or other obstructions.
- The elevator must be under constant surveillance whilst this procedure is performed.
- Ensure the electrical supply to the elevator is switched off.
- Open the lid of the Hydraulic pump using the key provided with the elevator. (**See Fig 6.4**)
- Pull the red knob and push the black button (if fitted) as shown (**See Fig 6.41**) and the elevator will begin to lower, releasing any one of the buttons will stop the elevator.
- When the elevator has reached the lower level the door can be opened and the user can vacate the



Fig 6.4



Fig 6.41 - Lowering Valves

6. SERVICING & INSPECTION

When installed your elevator would have been commissioned and inspected to ensure safety and reliability. The Home Elevator should give you many years of service as long as regular maintenance is correctly carried out. Failure to do this could lead to unreliable or unsafe operation.



The Home Elevator is guaranteed for 12 months, unless you have purchased an extended warranty at the same time as purchasing your Home Elevator. Alternatively, you may wish to establish a maintenance agreement that will provide for routine servicing for a period of time thereafter.

The manufacturer recommends the Home Elevator is checked and serviced every 6 months.

The elevator must be serviced to the BS 5900 schedule, in addition to this there are routine check lists and lubrication schedules which includes checks on the following: -

- Suspension member checks.
- Safety-interlock checks.
- Electrical integrity checks.
- Hydraulic safety valve checks.
- Hydraulic leakage checks – (e.g. hoses and fittings etc.).
- Lubrication.
- Screws and Nuts (as applicable).

For all enquiries regarding service please contact your current service provider.

7. ROUTINE CARE AND MAINTENANCE

To ensure that your Home Elevator continues to offer reliable service and continues to keep its appearance it is recommended that routine cleaning of the unit is carried out as required.

Before carrying out any cleaning work it is important that the mains supply is switched off to the elevator. This is located adjacent to the elevator.

- A variety of household cleaners can be used to clean your Home Elevator, but please ensure you **do not use abrasive cleaners** of any form, and that the cloth used is damp and **not soaking wet**. Please read the cleaning product label before applying it to the Home Elevator.
- It is important that the aperture 'in fill' or trap-board is **never exposed to liquids** as this may change the strength characteristics of the board and cause a potential hazard. A weakened trap board will need to be replaced.
- Transparent panels can be cleaned with a household glass cleaning product. **Do not use abrasive cleaners** and again, please read the product label before applying to the Home Elevator.

Important safety note

Do not under any circumstance paint the elevator or the guide tracks as this could seriously impede the sliding mechanism and therefore the running of the elevator. Additionally, any such action will render the warranty void.

8. CHANGE OF USE

During the useable life of the Home Elevator circumstances may change and hence the function of the elevator may not be suitable to this new situation. Examples of this are: -

- A change in the user's ability.
- A change in user.
- The need to remove the elevator and install it at another site.
- A change in duty cycle (number of journeys per hour).

Any such changes to the use of the elevator must be discussed with the Manufacturer who will be best able to advise whether any alterations to the installation will be required.

10.1 Dismantling

If dismantling of the elevator is required, it must be completed by a competent person who has been fully trained in its installation and is qualified to provide safe disconnection from the electrical terminal.

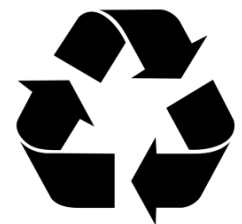
Personnel dismantling the elevator must wear appropriate personal protective equipment and have a spill kit to hand as a precaution. Waste items and fluids must be disposed of in an environmentally safe manner.

10.2 End of Product Life

The Manufacturer encourages its agents/suppliers to properly dispose/recycle batteries and other electronic components in accordance to Federal State and local regulations.

The elevator unit is manufactured from various materials (*Plastics, Steel, Aluminium etc...*) that can be readily recycled. However the materials should not be disposed of at your local waste point.

Once your product has finished its useful life we recommend contacting your re-seller to arrange disposal.



11. SAFETY INSTRUCTIONS FOR MAINTENANCE PERSONNEL

The Home Elevator is a combination of electrical, mechanical and hydraulic systems. All maintenance activities, including the adjustment and resetting of safety-related components, must be carried out by a trained and competent person.

Trapping and shearing hazards will be created if the elevator is operated with the rear panel removed and/or any safety device inoperative. Before commencing any maintenance you must adhere to the following instructions:

1. Refer to the installation manual for health and safety guidelines.
2. Switch off the elevators power supply.
3. Close the hydraulic shut-off valve located in the pump unit (see Fig. 11.1). This is essential to prevent inadvertent movement of the elevator.
4. Ensure the pump unit lid is secured and locked.
5. Switch on the elevator power supply to fault find as necessary.

It is safety critical that any parts replaced are correct. Use of incorrect parts may affect the safety of the elevator. Spare parts must be sourced directly from the manufacturer. Waste items and fluids must be disposed of in an environmentally safe manner in accordance to local legislation.

Be aware that other people could inadvertently operate the elevator during maintenance. Before starting any maintenance activity, make others in the building aware. Where there is a risk to yourself or the public, isolate the elevator area using safety barriers.

Make use of the relevant personal protective equipment for the task, e.g. safety footwear, safety glasses, protective gloves, ear protection. Observe safe practise when manual handling or working at height.

Plan your work. Make yourself aware of the potential risks before proceeding with any maintenance activity. Take suitable precautions to avoid or minimise the risks.



11.1 Mechanical Safety

WARNING! Trapping and shearing hazards will be created if the elevator is operated with the rear panel removed and/or any safety device inoperative. Before commencing any maintenance you must adhere to the following instructions:

1. Refer to the installation manual for health and safety guidelines.
2. Switch off the elevator power supply.
3. Close the hydraulic shut-off valve located in the pump unit (see Fig. 11.1). This is essential to prevent inadvertent movement of the elevator.
4. Ensure the pump unit lid is secured and locked.
5. Switch on the elevator power supply to fault find as necessary.

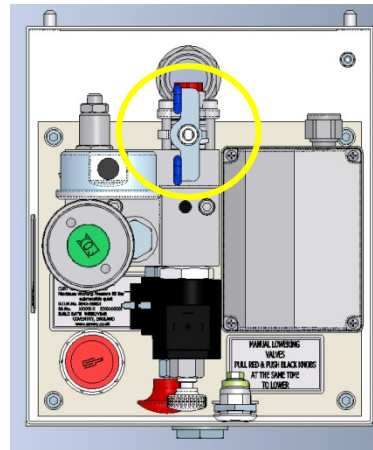


Fig 11.1 – Shut-off valve shown in ‘Closed’ position (circled)

11.2 Electrical Safety



The elevator operates on one of the voltages systems stated in **section 4.6** on a dedicated supply with a 24Vdc control circuit. An electrical isolator switch is fitted adjacent to the elevator. The pump unit and the power supply unit (reference page 7) both contain one of the voltages stated in **section 4.6**. Warning labels are fitted to both. Isolate the elevator, and disconnect the batteries, where appropriate, when carrying out maintenance to avoid the risk of electrocution or unintentional movement.

11.3 Hydraulic Safety



The hydraulic system on the Home Elevator operates under high pressure. The hydraulic oil is mineral-based.

Fluid released from a pressurised hydraulic system can penetrate skin and lead to injury. **Before examining or working on the hydraulic system, ensure there is no pressure in the system.**

Wear appropriate personal protective equipment (PPE) and have a spill kit to hand as a precaution.

12. TECHNICAL INFORMATION

12.1 Anchorage and Forces

12.1.1 Mid-Floor - The main force applied to the building structure by the elevator is a shear force through a steel structural beam onto two mid-floor joists either side of the elevator. The maximum force applied to each of the two joists is 4057N (912lbf). The structural beam is anchored to the two joists by eight M8 x 60 (2 ³/₈") coach screws.

12.1.2 Lower Level - A maximum horizontal force of 1833N (412lbf) is applied to the lower floor level of the building via the floor track plate. The floor track plate is anchored to the building using No.12 x 1½" screws.

12.1.3 Upper Level - A maximum horizontal force of 1833N (412lbf) is applied to the building via the fixings at the top of the tracks.

Where a **ceiling patch** is used, this is anchored to the ceiling joists using No.12 x 3 ½" screws. The load is spread across a minimum of three joists. The track fixing plate is anchored to the ceiling patch using No.12 x 1½" screws. Where a **wall bracket** is used, this is anchored to the wall using M8 or M10 fixings depending on the wall material.

12.2 Electrical Connection

The elevator operates on one of the following supplies, depending on the country and option selected: -

- A dedicated 230Vac 50Hz supply protected by a double pole control switch rated at 20A and fused at 13A. The supply is wired back to the main distribution board where protection of 16A RCBO is provided.
- A dedicated 230Vac 60Hz Supply protected by a double pole control switch rated at 20A and fused at 13A. The supply is wired back to the main distribution board where protection of 16A RCBO is provided.
- A dedicated 120Vac 60Hz Supply protected by a double pole control switch rated at 20A and fused at 15A. The supply is wired back to the main distribution board where protection of 16A RCBO is provided.

12.3 Noise emission

The emission sound pressure level at the user's position is not expected to exceed 70 db(A).

APPENDICES & QUICK START GUIDE

Note:

The following appendices are designed to be a step by step guide and can be removed from this manual if required. The pages can be laminated and placed at the upper and lower locations for reference purposes.

(Note the following procedures have been written for wall mounted call points. If you have a wireless call station option, substitute the instructions as appropriate).

Appendix A – ‘Calling the Elevator’ & travelling up (elevator at upper level and user at lower level) step by step guide. Hard wired wall mounted call stations.

1. If the controls are not working check the key-switch is on (if fitted). *See Figure 1.*

Note: The ON position will change, as both upper and lower call stations can be turned on & off.

2. Press the **Green** down direction arrow button.



3. Allow the elevator to descend and stop at the lower level.

4. Press & release the **Blue** door button.
(Pull open if a manual door)



5. Enter the elevator.

6. Press & release the **Blue** door button to close the door.
(Pull closed if a manual door)



7. Press the **Green** direction arrow button on the control console. **Figure 4**



8. The elevator will now travel to the upper level and stop.

9. When the elevator has stopped, press and release the **Blue** door button.
(Push open if a manual door)



10. Exit the elevator and close the door, by pressing the **Blue** door button.
(Push closed if a manual door)



Figure 1 – Wall Mounted Call Station

Please note there are two options for the control circuit. ‘One touch’ and ‘hold to run’. This function only applies to the up and down pushbuttons. The hold to run option requires the relevant green arrow pushbutton to be held constantly whilst the elevator is travelling. The applicable standards dictate which option is selected.

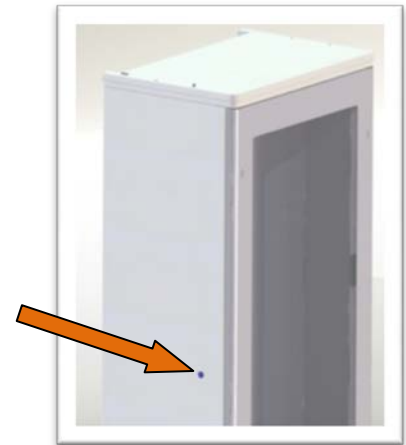


Figure 2 – Manually Open the Door



Figure 4 – In-car Control Console

Appendix B – ‘Calling the Elevator’ & travelling down (elevator at lower level and user at upper level) step by step guide. Hard wired wall mounted call stations.

1. If the controls are not working check the key-switch is on (if fitted). *See Figure 1.*

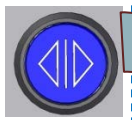
Note: The ON position will change, as both upper and lower call stations can be turned on & off.

2. Press the **Green** Up direction arrow button.



3. Wait for the elevator to rise to the Upper level and stop.

4. Press & release the **Blue** door button.
(Pull open if a manual door)



5. Enter the elevator.

6. Press & release the **Blue** door button to close the door.
(Pull closed if a manual door)



7. Press the **Green** down direction arrow button.

Figure 4



8. The elevator will now travel to the lower level and stop.

9. When the elevator has stopped, press and release the **Blue** door button.
(Push open if a manual door)



10. Exit the elevator and close the door, by pressing the **Blue** door button.
(Push closed if a manual door)



Figure 1 – Wall Mounted Call Station

Please note there are two options for the control circuit. ‘One touch’ and ‘hold to run’. This function only applies to the up and down pushbuttons. The hold to run option requires the relevant green arrow pushbutton to be held constantly whilst the elevator is travelling.

The applicable standards dictate which option is selected.



Figure 2 – Manually Open the Door



Figure 4 – In-car Control Console

Appendix C – Changing direction during travel - step by step guide.



In-car Control Console

DURING TRAVEL IN ANY DIRECTION

1. 'Hold to Run' Controls: Release the relevant button on the control console.
'One Touch' Controls: Press the stop button until it clicks and twist to release the **Stop** Button on the control console.

2. Wait for 3 seconds.

3. Press either **Green direction arrow button**

Note:

You can reverse your direction of travel or carry on with the original direction of travel. This is indicated by the fact that both **Green** arrow buttons are illuminated on the control console.

SERVICE & INSPECTION RECORD

Service Period (Months)	Engineer's Name	Company	Signature	Date
6				
12 (1 Year)				
18				
24 (2 Years)				
30				
36 (3 Years)				
42				
48 (4 Years)				
54				
60 (5 Years)				
66				
72 (6 Years)				
78				
84 (7 Years)				
90				
96 (8 Years)				
102				
108 (9 Years)				
114				
120 (10 Years)				



EC Declaration of Conformity (Original)

The manufacturer of the products covered by this declaration is: -

**'Wessex Lift Co Ltd', Budds Lane, Romsey, Hampshire,
SO51 0HA, United Kingdom**

Declare that under sole responsibility that the products

'Wessex Home Elevator'

Known as Models: **VE15, VE31, VE36, VE38, VE25, VE51, VE56, VE58**

Serial No(s) _____

are in conformity with the provisions of the following EC directives(s) when installed in accordance with the installation instructions.

Directive(s):

Machinery Directive: **2006/42/EC**

Low Voltage Directive: **2014/35/EU**

Electromagnetic Compatibility Directive: **2014/30/EU**

Conformity Assessment Procedure:

As defined in Regulation 13 of Supply of Machinery (Safety) Regulations 2008.

The technical documentation required to demonstrate that the product meets the requirements of the above directives has been compiled by the signatory below and is available for inspection (at the manufacturers premises) by the relevant enforcement authorities.

The CE mark was first applied at the manufacturers' premises in 2015.

The products described above comply with the essential requirements of the directives specified.

Signed:

Authority: Managing Director

Date: 10/02/2020

