

Bruno Stairlift Service & Repair 101

In cases where your Bruno SRE-2010/CRE-2110 Stairlift is not operating correctly, before calling HME, refer to the solutions listed below.

These easy troubleshooting solutions is a fast way to get your stairlift up and running and avoid an unnecessary service call:

- **Seat swivel:** Is the seat locked in the riding position? If not, the unit will not work (has to be in the locked in position with your feet and body positioned towards wall or railing), for most machine will remain beeping until its back in its operating position.
- **Footrest:** Is there an obstruction on the stairway contacting the footrest? If there is, remove the obstruction.
- **Carriage safety panels:** Is there an obstruction on the stairway that the carriage safety panels are contacting? If there is, remove the obstruction.
- **Battery charger:** A discharged battery will cause the carriage to move more slowly until the voltage drops to the point where the controller will shut off. If this should occur, pause for a moment, then run the carriage down. **Partially charged batteries** will run the carriage down, **but not up**. Confirm that the battery charger is plugged into a live outlet and wait for the batteries to charge.
 - Battery charger not charging unit: In the event the battery charger is not charging the unit, do the following:
 - Check to see if the battery charger plugged into a functional outlet? Do not use outlets which are controlled by a wall switch.
 - Is the power light on? Check your panel, the switch may need to be checked. When charging the indicator should show solid Yellow light.

Charging & Battery Charger LED's

Keep the batteries charged to ensure optimal operation of your Bruno SRE-2010 and CRE-2110. The batteries are charging whenever the carriage is parked at its designated charging station. Failure to keep the batteries charged, or allowing them to fully discharge, will significantly shorten the life of the batteries. Occasionally check the battery charger LED to make sure the stairlift is being charged correctly.

Batteries not cared for properly will need replacement. The warranty on batteries is 3 months.

Charger Diagnostic LED's

LED COLOR/ FUNCTION	STATUS/PROBLEM	REMEDY
red	AC power on	normal condition when connected to a live outlet
red (flashing)	defective batteries in unit	Contact your authorized Bruno dealer for service.
yellow	charging	status OK
green	battery fully charged/float mode charging	status OK

Stairlift Care & Maintenance

Over time the Bruno Stairlifts will run nosier, and squeak. This is a sign that maintenance needs to be performed. This service call can be done by our factory trained technicians, or you may perform the following steps:

For best service life:

- Keep the rail clean and free of debris.
- Keep the battery charger plugged into a live outlet at all times.
- At least **once a year**, have the stairlift examined, cleaned and lubricated by an **authorized Bruno service technician**.

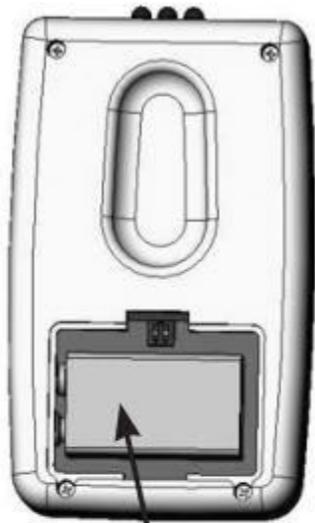
Seat Upholstery Cleaning

- All seating and operator contact areas are fabricated of common materials without a history of causing operator reactions or irritations. The SRE-2010/CRE-2110 has been designed assuming that the operator will be wearing clothing covering the torso and footwear.
- If the user has special sensitivities, normal clothing precautions are suggested.
- For day-to-day cleaning, use a **mild** soap and water solution and a soft, **lint-free** cloth. **Do not** use vinyl conditioners or protectants. If maintained often a damp towel without soap will do the job, lint-free cloth.

Transmitter Battery Replacement

To replace the battery in the call/send transmitters, remove the access panel on the back of the transmitter.

One 9V battery required. Change batteries annually.



9V battery
(access panel
removed)

VACATION AND LONG-TERM STORAGE

If the Bruno Elite SRE-2010/CRE-2110 will remain unused for an extended period of time, turn off the circuit breaker (ON/OFF switch) on the carriage, and also turn of the charger (ON/OFF switch) on the charger.

NOTE: The batteries may require recharging before normal use if the stairlift remained unused for an extended period of time.

To recharge, simply turn on the circuit breaker plus the charger and wait until the battery charger LED indicates that the batteries are fully recharged.

