

ONE-TOUCH

Trouble Shooting Guide

January 2020

GUIDANCE FOR USING THE STAIRWAY

- The Stairway is not a lift: **nobody should use the Stairway to ride it up or down**
- Ascending the Stairway or descending it **should only be performed when the Stairways shoes are resting on the floor**
 - This implies that during installation of the Stairway in the Rough Opening of the attic, once the Stairway has been fully extended by the installer, wood beams have to be put underneath the stairway last sliding section before anyone ascends or descends the stairway and until the stairway shoes are properly installed. **Failure to do so will brake components of the Stairway.**

OPERATION OF THE STAIRWAY

- The Stairway can be operated with the toggle switch (on the stairway frame in the attic), the optional toggle switch in the room below or the remote.
- When holding the toggle switch Down, or pressing and holding the B button of the remote, the Stairway transits Down. At any time during the descent transit, releasing the toggle returns it to its neutral position, or releasing the B button STOPS the Stairway, the motor stops and the brake engages: the Stairway remains in place. When the Stairway is fully extended (its shoes on the floor), releasing the toggle or the B button STOPS the stairway, the motor stops and the brake engages. Even if the operator keeps on holding the toggle Down or the B Button when the Stairways shoes are resting on the floor, the Stairway cables will not unwind.

OPERATION OF THE STAIRWAY (Cont'd)

- When holding the toggle switch UP, or pressing and holding the A button of the remote, the Stairway transits UP. At any time during the UP transit, releasing the toggle returns it to its neutral position, or releasing the A button STOPS the Stairway, the motor stops and the brake engages: the Stairway remains in place. When the Stairway is fully retracted, its panel approaching flushness with the ceiling, the UP limit switch fitted on the panel meets with its target on the Stairway frame. This cuts the UP power to the Stairway: The motor stops, the motor brake engages and the panel is flush with the ceiling. Even if the operator keeps on holding the toggle UP or the A Button the Stairway panel cannot go further up. **If it did, this means that the UP switch has not cut power to the motor, (likely caused by the up switch target that has been accidentally moved, which then will need to be re-adjusted); It is then recommended to watch the panel as it closes, and release the Toggle or the remote button when the panel has reached its flushness position with the ceiling: This will Stop the motor and engage the brake. IN CASE OF MOVED ADJUSTMENT OF THE LIMIT SWITCH TARGET, FAILURE TO RELEASE THE TOGGLE SWITCH OR THE REMOTE BUTTON WILL POSSIBLY BRAKE SOME OF THE MECHANICAL COMPONENTS OF THE STAIRWAY WITH THE RISK OF OPENING UP ABRUPTLY.**

The Stairway drops down when the panel reaches its fully up position

- Probable cause
 - The motor brake is not engaged
 - Check the position of the lever that engages or disengages the motor brake
 - The motor brake is located on the right hand side of the motor when standing on the Stairway (opposite the motor shaft)
 - The motor brake lever is a stainless steel lever that is hinged on the motor brake casing
 - Motor brake engaged: when standing on the Stairway, the operator needs to fully pull the brake lever towards him (away from the Stairway panel)
 - Motor brake disengaged: when standing on the Stairway, the operator needs to fully push the brake lever towards the panel

INSTRUCTIONS FOR OPERATING THE STAIRWAY WITH THE REMOTE

- The remote has 4 push buttons: A, B, C & D. Only the A & B buttons are programmed.
 - Pressing and Holding A will transit the Stairway UP. Pressing and Holding B will transit the Stairway Down.

WARNING

**WHEN RELEASING ONE THE REMOTE BUTTON A OR B WAIT UNTIL THE MOTOR HAS STOPPED BEFORE PRESSING AND HOLDING THE OTHER BUTTON
(Failure to do so will fail the relays and affect the proper operation of the Stairway)**

The Stairway is slow in its ascending or descending transit

- **Probable cause**
 - One of the relays (there are 2, one for the Up transit and 1 for the Down transit) has its contacts stuck in a closed position
 - The 2 relays are located behind the motor
 - With the Stairway either fully extended, Stand on the stairway, locate the 2 relays and pull both of them out of their socket. If only the Stairway panel is opened, position a step ladder by the Stairway and remove both relays out of their socket.
 - Each of the relay has on its top a green tab. Do the following on each of the relay:
 - Flip open then close the green tab several times (3 to 5 should be sufficient). This action should remove the stuck contact(s) of the relay.
 - Do not re-plug the 2 relays in their socket at this stage. If the Stairway is fully extended, its shoes on the floor, climb on the Stairway and when standing on the attic floor, operate the Stairway (up and down) with the toggle switch that is on the Stairway frame (Left hand side of the Stairway): the Stairway should operate normally in both directions.
 - With the Stairway fully extended, shoes on the floor, go down the Stairway and Re-insert each of the relays in their socket. The 2 relays being identical, it does not matter which socket they go in.
 - Operate the Stairway with the remote in each direction of transit: pressing and holding A of the remote, then releasing A and WAITING UNTIL MOTOR HAS STOPPED before pressing and holding B of the remote: the Stairway should operate normally in both directions. If it is still slow in one direction, that means that one of the relay has still its contact(s) stuck closed.
 - To identify the faulty relay, remove one relay only and operate the stairway with the remote: The stairway will work only in one direction since one relay has been removed. Identify which of the remote button A or B has operated the Stairway. If the stairway operates normally in that direction, then the relay is good otherwise it is faulty. Re-insert the 2nd relay in its socket and press and hold the other button of the remote: if the Stairway operates normally in that direction, the relay is good otherwise it is faulty
 - With the faulty relay in hands (removed from its socket) flip, again, open-close several times its green tab. Re-insert the relay in its socket and check the Stairway operation. If the Stairway is still slow in one direction, the faulty relay will need to be removed and replaced by a new one, contact eLAIR ENTERPRISES.