



GENESIS

Battery Powered Stair Chair

Instruction Manual



Phone

(212) 366-5483



Contact

Info@ClimbingSteps.com

www.MobileStairlift.com



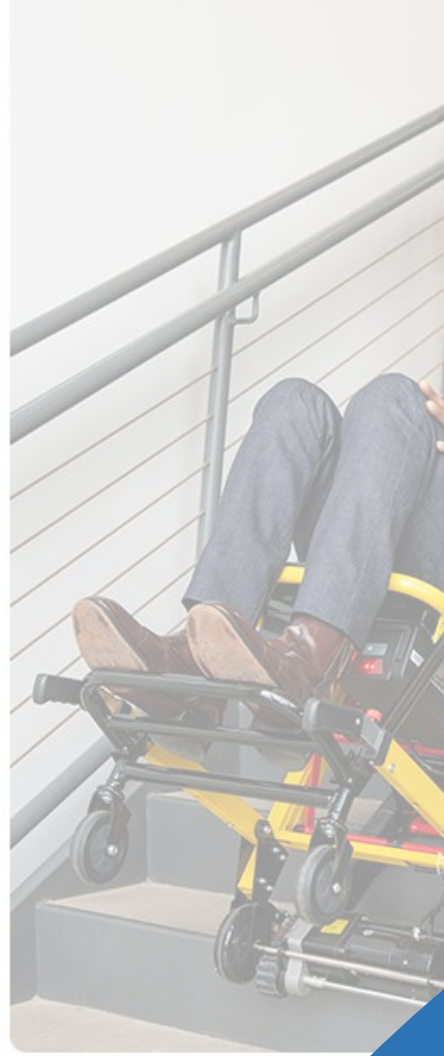
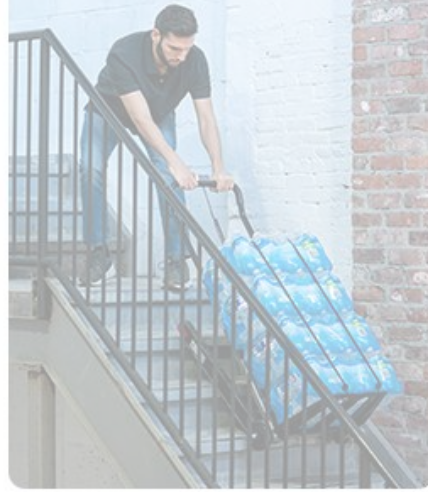
Address

6601 Lyons Rd, Suite C10,
Coconut Creek, FL 33073



Scan QR Code for
instructions!







From your team at
CLIMBING ST_{EPS}

**A heartfelt welcome to the
Mobile Stairlift community!**

Your choice in the Genesis is not just a selection; it's a commitment to comfort, freedom, and a renewed sense of independence.

As you embark on this exciting journey with us, we want you to know that you're not just a customer; you're a valued member of our community.

Your satisfaction and well-being are our top priorities, and we are here to support you every step of the way.

This manual is your handy companion, providing clear guidance to ensure you get the most from your Genesis experience.

Remember, if you ever have any questions or concerns, don't hesitate to reach out to us. Our dedicated support team is always ready to assist you and ensure that your experience with the Genesis is nothing short of exceptional.

Thank you once again for choosing Mobile Stairlift. We're honored to be a part of your journey towards greater mobility and independence.

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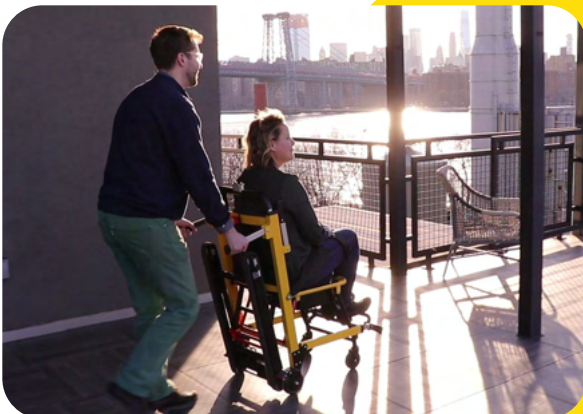
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7.0

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1.0 Symbols and Definitions



Consult instructions for use.



Serial Number of the device



Date of Manufacture



Product should not be disposed of with your other household waste.



Check sign explains the items that you should comply with upon operation, repair and maintenance of this device.



Do not lubricate the belts or tracks of this device.



Mechanical moving parts.

1.1 Warning / Caution

These words carry special meanings and should be carefully reviewed.



WARNING

This symbol alerts the reader about a situation which, if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.



This symbol alerts the reader of a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage the product or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to a device that may occur as a result of use or misuse.

1.2 Indications for Use

The Mobile Stairlift Genesis serves as a manual transport device, facilitating the movement of seated riders up or down a flight of stairs in an upright position. This stairlift accommodates adult or adolescent occupants (12 years and up) who can remain securely seated with the provided safety belt. Additionally, the stairlift's four wheels enable smooth transportation on flat surfaces when the tracks are upright and locked. While a second person isn't necessary for the stairlift to function, we always recommend having someone spot from below for an additional layer of safety.

Primarily designed for residential use with appropriate training, the Genesis can also find regular application in hospital settings and serve as a valuable tool for various medical personnel. The target patient population are disabled seated persons i.e. with ambulatory impairments, including people with spinal cord injury, spina bifida, cerebral palsy, multiple sclerosis, muscular dystrophy, polio, rheumatism, etc.

The operator must read this manual and be properly trained on this product before use, please visit MobileStairlift.com for videos and additional resources. It is recommended for the operator to practice with the stairlift without a rider before using it to transport a user. The manual should remain with the Mobile Stairlift at all times.



WARNING

Improper usage of this device can cause injury to the rider or operator. The Stairlift must only be operated as described in this manual. Do not modify the Stairlift or any of its components unless you are a Certified Mobile Stairlift Technician, as modifications can result in unpredictable performance and result in injury to the rider or operator.

DO NOT use this stair chair lift to transport occupants who may have cervical, spinal, or fracture injuries.

1.3 Disclaimer

This user manual contains general instructions and guidelines for the use, operation and care of this product. These instructions are not all-inclusive. The safe and proper use of this product is solely at the discretion of the user. Safety information is included as a service to the user. All other safety measures taken by the user should be within and under consideration of applicable regulations.

It is recommended that complete training on the proper use of this product be provided before using this product in an actual situation.

1.4 Safety Precautions



Basic Usage and Safety Guidelines

- Read the user manual thoroughly before using the Mobile Stairlift.
- Always ensure the chair is securely locked in the unfolded position to prevent potential injuries during use.
- Do not use the chair with suspected cervical, spinal, or fracture injuries.
- Never leave an occupant unattended; hold the product when an occupant is present.
- Use all restraint straps to secure the occupant, preventing falls.
- Avoid pushing the chair with the upper control handle fully extended to prevent tipping.
- Lock the chair in position before transporting an occupant.
- In motion, ensure the occupant keeps hands inside the chair.
- Lock the lift handlebar before using the extended handlebar to tip the chair.

Maintenance and Performance

- Do not attempt to open the motor; contact Mobile Stairlift for service.
- Prevent dirt from entering the tracks, and do not attach additional items to the chair.
- Note that the Stairlift's performance may vary based on stair surfaces and environmental conditions.
- Never lubricate the belts or tracks, as this could lead to injury.
- Avoid attempting to transport loads beyond your safe lifting capacity.
- Maintain and operate the Stairlift as per the manual; contact Mobile Stairlift for service, maintenance, and any questions.

2.0 Features of the Genesis Mobile Stairlift



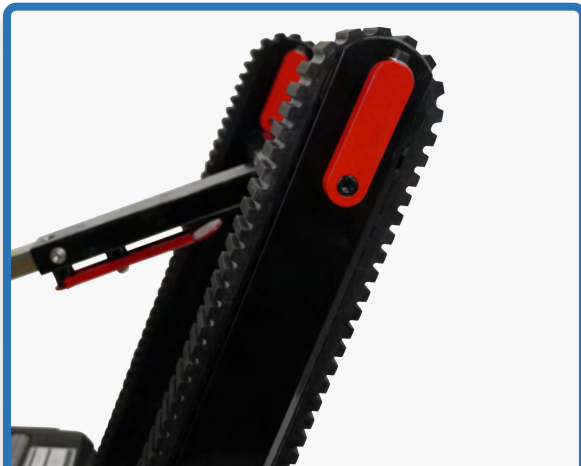
Extendable Handles

Lower handles for additional support going up or down the stairs, allowing a second person to assist effectively.



Switch Panel

Precision control over your device movement, ensuring a smooth and safe stair-climbing experience.



Motorized Tracks

Innovative tracks grip the stairs securely, facilitating effortless gliding up and down for user convenience.



Adjustable Handles

Handles with multiple heights ensure user comfortability while navigating up and down the stairs.

2.1 Safety Features



Auto-Brake Tracks

When battery turns off, or when the operator stops on the stairs, tracks will brake automatically to prevent any sliding.



Note: May not apply to steep stairs. Keep hands on device at all times.



Chair Brakes

Footbrakes are located behind the two back wheels. When stopped, engage the brakes to prevent movement.



Note: Be sure to lock the wheels before deploying the tracks.



Free Wheel Mode

Turn on Free Wheel mode by flipping the red lever. This will allow the chair to be manually used on the stairs without a motor.



Note: Designed for descent in emergencies when without battery power.

2.2 Control Panel and Knob of the Stairlift



The **RED** switch turns on and off (the motor power button must be flipped on).

The **GREEN** buttons move the Stairlift up or down the stairs.

The **BLUE** button controls the light on the screen and under the Control Panel.

NOTE:

If you are not pressing either red or green buttons the Stairlift will be locked in brake mode.



The screen on the front of the panel shows the battery status.



The **RED** knob on the back of the seat can be rotated to release the lock in order to extend or retract the handlebar.



2.3 Diagram of the Genesis Mobile Stairlift

| **Max Weight:** 400 lbs. | **Product Weight:** 62 lbs. | **SKU:** MS-P02-GEN

| **Climbing Distance:** Up and down 120 flights on a single charge.



- | | | | |
|-----------------------------|-------------------------------|--------------------------|-----------------------|
| 1 Telescopic Handles | 3 Switch Panel | 5 Armrest/Handles | 7 Foot Rest |
| 2 Motorized Tracks | 4 Adjustable Handlebar | 6 Safety Belt | 8 Seat Cushion |

| **Platform/Landing Requirement:** Platform should be 42" x 32" to make a 90° turn.

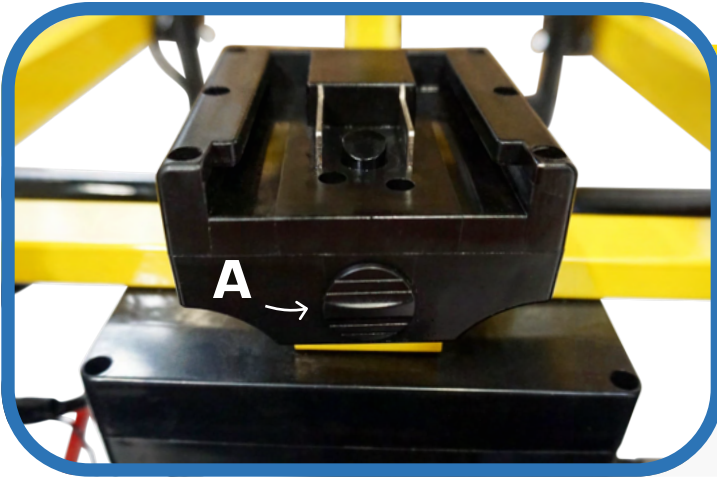
2.4 Technical Specifications

- A** Overall Height: 64"
- B** Chair Width: 20"
- C** Seat Depth: 18"
- D** Seat Length: 20"
- E** Chair Height: 42"
- F** Ext. Lower Handle Positions: 23", 27", and 31"
- G** Ext. Handle Positions: 42", 47", 54", and 61"



- H** Track Length: 29"
- I** Front Handle Length: 10"
- J** Back Handle Length: 10"
- K** Footrest Width: 15"
- L** Footrest Depth: 8"
- M** Back Wheel Height: 5"
- N** Front Wheel Height: 4"

3.0 Battery Instructions



Inserting & Removal:

To insert the battery, locate and line up the connection on the battery with the battery hold on the unit. Slide in until you hear a click.

To remove the battery, simply press the button ("A") and slide the battery out.

Powering On:

Locate the power button beneath the battery; and simply flip it on.

Once turned on, you'll notice the top of the battery illuminated with a red light, indicating that the Genesis is now powered and ready for use.



Charging:

To charge the battery, simply connect the charger to the port underneath. When empty, battery may take 4-6 hours to reach full charge.

There's no need to detach the battery for charging, though in either case, please unplug the battery no later than 30 min after a full charge has been reached.



3.1 Battery Storage

- When not in use, remove the battery and store separately.
- If storing longer than 3-months, even if not used, the battery must be fully charged every three months to ensure long term battery life.
- Store the battery at temperatures between 0-30°C (30°F-90°F)

NOTE: The battery self-discharges during storage. If the lithium battery is not used and does not have normal maintenance a new battery will be required.

3.2 Battery Status Indicator

The four diamonds shown below are the battery power level lights. When the voltage button is pressed, the lights will display the amount of battery power remaining.



Always check the battery power before use by pressing the voltage button on the battery or checking the screen under the control panel. Make sure to charge the battery again when only one light is left to ensure that the battery does not run out while in use.



NOTE:

In the event that the battery does run out in the middle of a flight of stairs, the Stairlift automatically goes into brake mode and will not slip down the steps.

Extendable handles are built in next to the footrest to allow a second operator to help lift the chair in case there is no battery.

3.3 Battery Information

| | | | |
|-------------------------|-------------|------------------|-------------------------|
| Battery system: | Lithium-Ion | Motor: | 200 Watt |
| Nominal Voltage: | 3.6V | Output: | 20-29.4 Volts |
| Rated Capacity: | 2.05Ah | Lifetime: | 3-5 Years 800 charges |
| Wh Rating: | 7.38Wh | | |

01

Unboxing

02

Unfolding

03

Folding

04

Ascending

05

Descending



4.0 Unboxing the Genesis Mobile Stairlift

Unpack your brand new Genesis, carefully removing all shipping and packing materials, and check all items for proper operation. If anything is missing, not correct, or any type of damage is present due to shipping, please contact Mobile Stairlift.

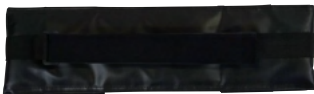
Included Items:



(1) Dust Cover



(1) Transfer Board



(1) Safety Head Restrain



(1) Genesis Stair Chair



(1) Charging Cord



(1) Battery (Below Seat)



(1) User Manual

4.1 Unfolding the Genesis Mobile Stairlift

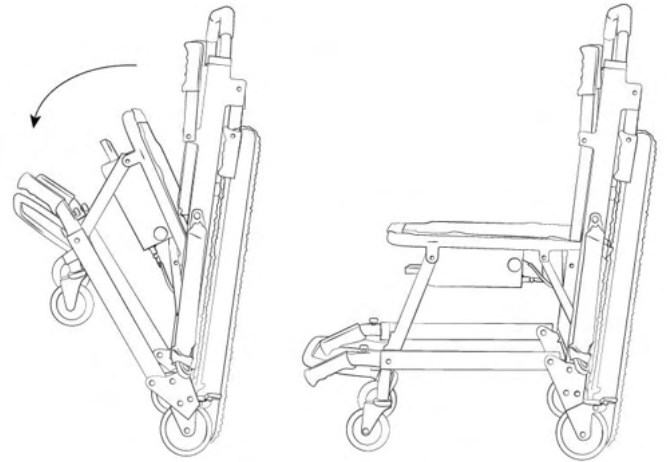
Step 1

Push the red button to unbuckle the safety belt, which will be fastened around the seat for transportation.



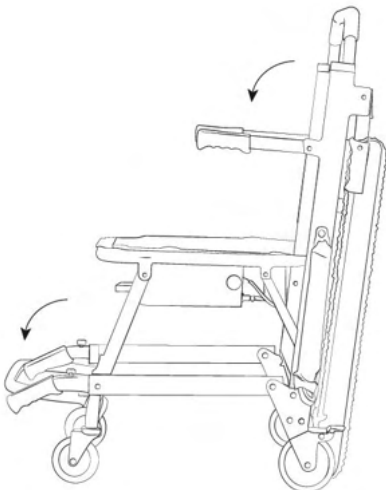
Step 2

Pull down on the footrest to open the Stairlift.



Step 3

Ensure footrest is completely folded down, and lower armrests.



Step 4

Lift back handles & unlock wheels to move about on flat ground. Proceed to step 5 to use on stairs.



Unfolding continued.

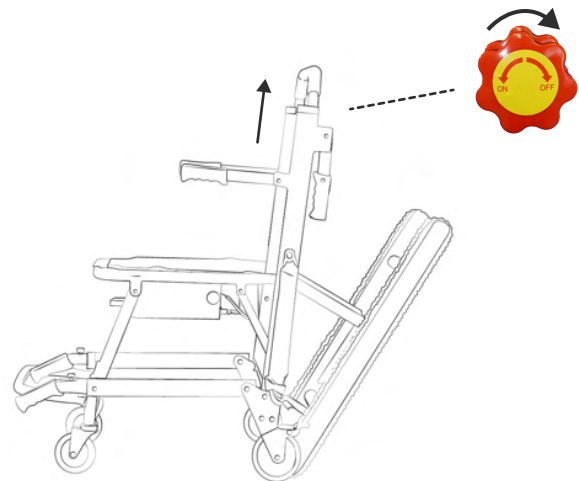
Step 5

When ready to ascend, fold down rear handles, and press red lever to deploy tracks.



Step 6

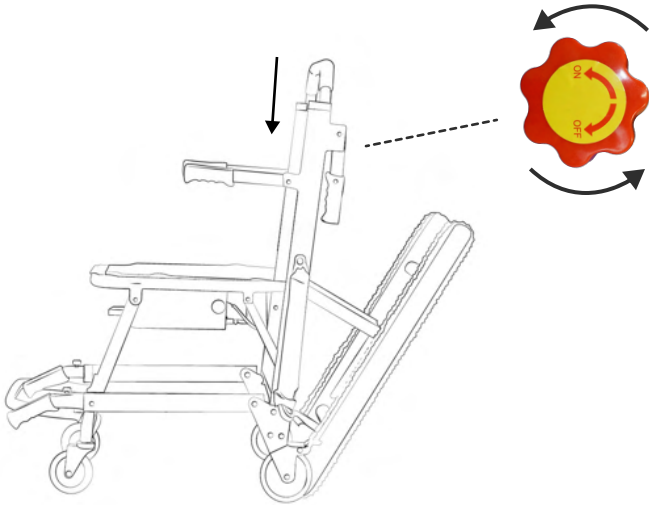
Rotate the red knob and pull the handlebar up until it locks into place.



4.2 Folding the Genesis Mobile Stairlift

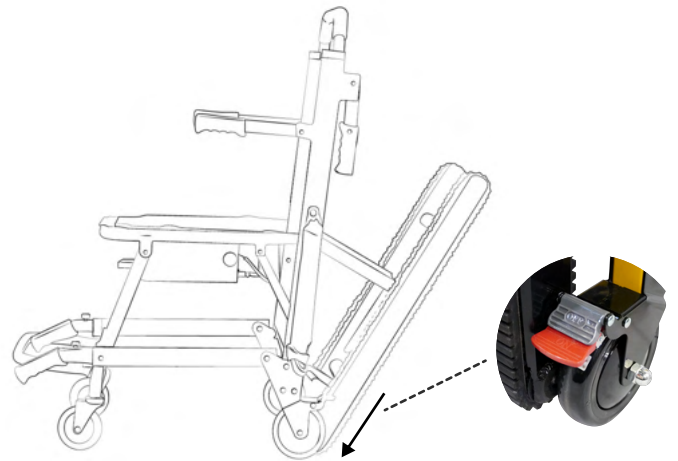
Step 1

Rotate the red knob and lower the handlebar.



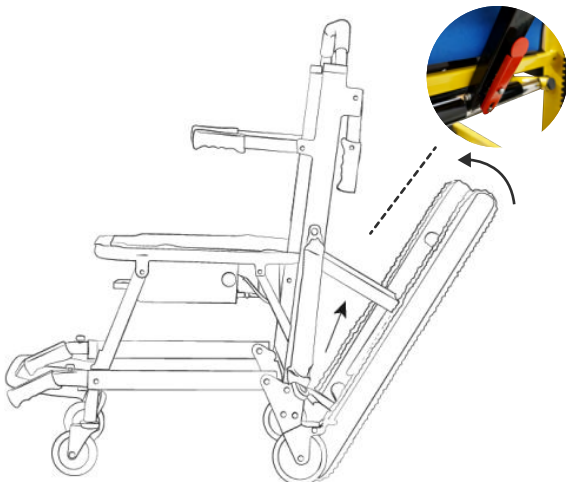
Step 2

Lock the wheels to ensure there is no unwanted movement.



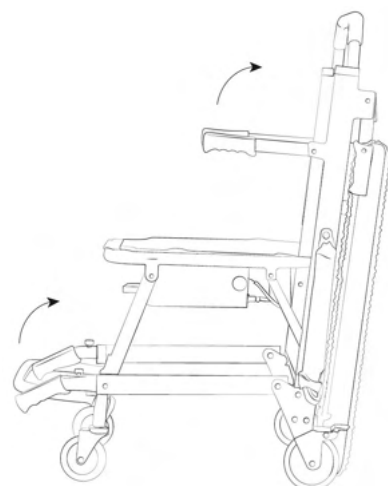
Step 3

Fold in the tracks by pressing the red lever and pushing the tracks in.



Step 4

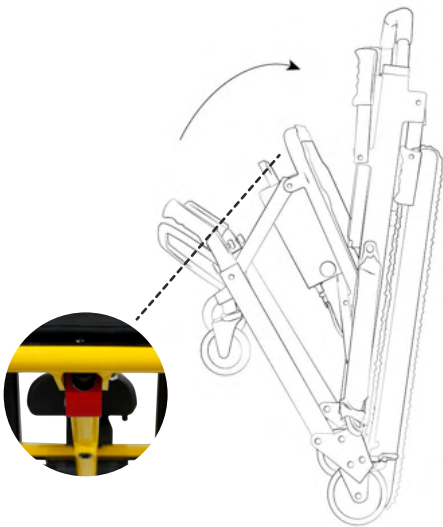
Fold up the armrests and footrest.



Folding continued.

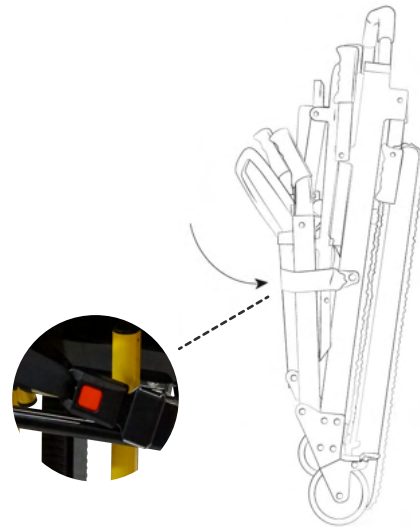
Step 5

Press the red lever on under the seat and lift the seat towards the handlebar.



Step 6

Fasten the seatbelt around the folded-in seat, and tighten to hold everything in place.



4.3 Ascending a Staircase With The Stairlift

1

To get the ascending process started, switch the motor on by activating the battery using the power button beneath it. Secure the rider in the Stairlift seat using the safety belt.



Fig. 1

2

Stand behind the chair, use the rear handles to back the Stairlift up until the treads are approximately 10 inches from the bottom stair (Fig. 1). Press the red “POWER” button on the switch panel.



Fig. 2

3

Lock the rear wheels, fold down the back handles, and extend the tracks. Rotate the red knob and pull the handlebar up until it locks into place; extend it as high as comfortably possible. (Fig. 2)

4

Lean the handlebar backward toward you until the treads rest on the staircase. Start ascending by pressing the green “UP” button. (Fig. 3)



Fig. 3

Ascending continued.

5 While ascending, be sure to press the tracks down, perpendicular to the stairs to maintain traction while the tracks do the heavy lifting. (Fig. 4)



Fig. 4

6 Upon reaching the top landing, move the Stairlift onto the platform, keeping the chair tilted until the front wheels clear the edge of the top step. (Fig. 5)

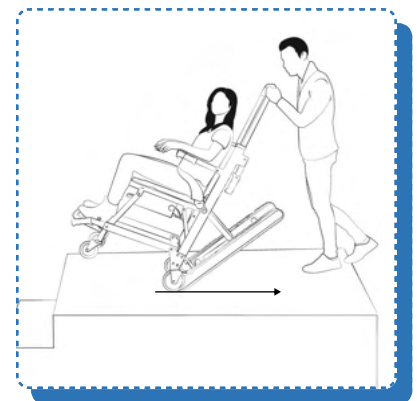


Fig. 5

7 Once the front wheels clear the edge, tilt the Stairlift upright, fold the tracks, and use the rear handles to roll the rider to the desired location. (Fig. 6)



Fig. 6



Do NOT tip the Stairlift forward until the front wheels are past the edge of the landing.

Scan this QR code for a step-by-step video on the Ascending Process



4.4 Descending a Staircase With The Stairlift

1

To get the descending process started, switch the motor on by activating the battery using the power button beneath it. Secure the rider in the Stairlift seat using the safety belt.



Fig. 1

2

Roll the Stairlift towards the stairs feet-first, making sure to stop well before the front wheels reach the stair. Lock the Rear Wheels. Press the red "POWER" button on the switch panel. (Fig. 1)



Fig. 2

3

Fold down the back handles, and extend the tracks. Rotate the red knob and pull the handlebar up to extend it until it locks into place. We recommend extending the handlebar as high as comfortably possible. (Fig. 2)



Do NOT tip the Stairlift forward until the front wheels are past the edge of the landing.

4

Tilt the Stairlift back to rest on the bottoms of the tracks. Lean the chair until the tracks are at the approximate angle of the stairs you are planning to descend. (Fig. 3)



Fig. 3

Descending continued.

5

Grip the handlebar firmly and use the green “DOWN” button to move the chair down the stairs. Hold the chair balanced in a slanted/angled position until you have descended 2-3 stairs, at which point the treads will make contact flush against the slant of the stairs. (Fig. 4)



While descending, be sure to press the tracks down, perpendicular to the stairs to maintain traction while the tracks do the heavy lifting.

6

When the back wheels reach the bottom landing, release the green button and lean the Stairlift forward into the upright position. (Fig. 5)

7

Unlock the wheels and roll the Stairlift to the desired location. (Fig. 6)



Fig. 4



Fig. 5

Scan this QR code for a step-by-step video on the Descending Process



Fig. 6

5.0 Adjusting the Tracks

If you notice any slipping or irregular turning of the tracks during operation, it's essential to address the issue promptly. Adjusting the tension using the track adjusters can help resolve such issues.

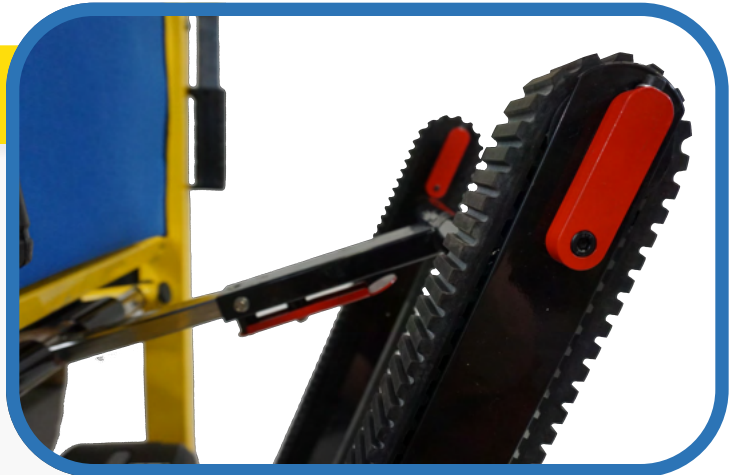


Exercise caution and perform adjustments only as needed to ensure optimal performance. If you encounter difficulties or have questions, please refer to our customer support or a qualified technician for assistance.

Identifying the Adjusters

The track adjusters are easily identifiable by their distinctive red oblong shape.

These key components play a crucial role in maintaining the proper tension of the tracks, ensuring a smooth and controlled operation of your Stairlift.



Adjusting the Tracks

To tighten the tracks, use an Allen wrench to turn the adjusters clockwise. This will increase the tension on the tracks, reducing slipping and irregular turning.

Conversely, if you need to loosen the tracks for any reason, turn the adjusters counter-clockwise.



5.1 Care and Cleaning Instructions

- To clean the chair, use a cloth or soft brush with warm clean water.
- Do not use products that have bleach or phenolic cleaners.
- Avoid over saturation or leaving the chair wet for any amount of time.
- To clean the track casing, use SD-20 All Purpose Cleaner and a cloth to remove any grease or other substance.
- Thoroughly dry before use.
- In a medical setting, we recommend you disinfect the chair between riders with basic disinfectant for patient and operator safety.



5.2 Maintenance

Please utilize only components designed explicitly for this Stairlift; reach out to Mobile Stairlift for any necessary replacement parts.

For parts and servicing inquiries, please refer to the contact information provided by Mobile Stairlift at the front of this manual.

5.3 Troubleshooting

If you have any questions about the Stairlift, please call **(212) 366-5483** for customer service assistance.

You will be asked for the serial number of your Stairlift, which can be found on the motor. The device label will also show the serial number and the date manufactured.

5.4 Proper Disposal

This device contains a battery and must be disposed of properly.

Please contact your dealer or supplier for further information about product disposal at the end of the product's lifetime.



6.0 FAQs

Q**How much space do I need on the landings?**

When going from one flight of stairs to another flight of stairs, we recommend a landing of minimum 44" x 44" to adequate room to land and make the turn.

When going up or down a single flight of stairs we recommend 40" for the top landing, and 38" for the bottom landing.

A**Q****Can the Stairlift be used outdoors?**

Absolutely! Your stairlift conveniently folds up to fit in most car trunks, enabling you to take it wherever you go. The versatility of your stairlift ensures that you can navigate outdoor spaces, such as porches or garden steps, with the same ease and safety as indoor environments.

Note: Please be aware that the stairlift should not be used on icy/wet surfaces to avoid accidents.

A**Q****Will this work on carpeted stairs? How about Wood, Cement etc.? What about curved staircases?**

Yes, your stairlift is made to work on all stair surfaces. On carpeted stairs, the carpet must be fully attached to the stairs to ensure safe traction.

The Genesis does not work on round staircases. However, the Mobile Stairlift Helix is designed to work specifically on curved/round staircases. Please call us or visit our website www.MobileStairlift.com for more information.

A

FAQs Continued

Q

How do I secure the Stairlift when not in use?

The Stairlift can be easily folded and locked when not in use. Refer to the “Folding” section of this manual for step-by-step instructions on securing the Stairlift to maximize safety and space.

A**Q**

Can I purchase additional parts or accessories for my Stairlift?

Yes, we offer a range of parts and accessories—such as extra batteries or seat cushions—to enhance the functionality and comfort of most of our stairlifts. Visit our website or contact our customer support for information on available accessories.

A**Q**

How do I operate the Stairlift during a power outage?

The Stairlift is equipped with a robust battery that can last for numerous flights of stairs, both ascending and descending. However, in the rare event of a completely drained battery during an emergency, you have a solution.

Refer to the "Safety Features" section in the manual for guidance on switching your Stairlift to manual mode. This manual operation allows you to use the stairlift without relying on the motor, ensuring your mobility even when power is unavailable.

A

7.0 Device Label



**MOBILE STAIRLIFT
GENESIS**

The Mobile Stairlift Genesis serves as a manual transport device, facilitating the movement of seated riders up or down a flight of stairs in an upright position. This stairlift accommodates adult or adolescent occupants (12 years and up) who can remain securely seated with the provided safety belt. Additionally, the stairlift's four wheels enable smooth transportation on flat surfaces when the tracks are upright and locked. While a second person isn't necessary for the stairlift to function, we always recommend having someone spot from below for an additional layer of safety. Primarily designed for residential use with appropriate training, the Genesis can also find regular application in hospital settings. The target patient population are disabled seated persons i.e. with ambulatory impairments, including people with spinal cord injury, spina bifida, cerebral palsy, multiple sclerosis, muscular dystrophy, polio, rheumatism, etc.



Manufactured by: **Mobile Stairlift** 6601 Lyons Rd, Suite C10, Coconut Creek, FL 33073 Please See Manual for Device Symbol Definitions

Distributed by:

Mobile Stairlift
6601 Lyons Rd, Suite C10,
Coconut Creek, FL 33073
+1 (212) 366-5483

Manual Published Date

10/21/24

7.1 Limited Warranty

Thank you for your interest in the products and services of Climbing Steps, Inc. Your safety, comfort, and satisfaction are at the heart of everything we do. For the Mobile Stairlift Genesis, Climbing Steps, Inc. extends the following warranty coverage, reflecting our commitment to quality and your satisfaction:

| | |
|--|---|
| <p>What does this Limited Warranty cover?</p> | <p>This Limited Warranty covers any defects in material or workmanship under normal use the Warranty Period.</p> <p>During the Warranty Period, Climbing Steps, Inc will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.</p> |
| <p>What will we do to correct problems?</p> | <p>In the event of a defect, Climbing Steps, Inc. will repair or replace the affected product or part with either new or refurbished items, at no cost to you. Our aim is to ensure your complete satisfaction and to keep your equipment running flawlessly.</p> |
| <p>How long does the coverage last?</p> | <p>The Warranty Period offers a 180-day warranty on all products or parts from the date of purchase. Should a product or part be repaired or replaced, the new item will carry the remainder of the original product's warranty or 180 days from the date of repair or replacement, whichever is longer.</p> |
| <p>What does this Limited Warranty not cover?</p> | <p>This Warranty does not cover issues resulting from abnormal conditions, misuse, accidents, alterations, unauthorized repairs, or other damage not caused by defects in material or workmanship.</p> |
| <p>What do you have to do?</p> | <p>If you require warranty service, please reach out to us for an evaluation of the issue and guidance on the best resolution. Our dedicated team is here to ensure your experience with our products is outstanding.</p> |

For any questions or to initiate a warranty claim, please contact us:

Email: (212) 366-5483

Phone: Info@ClimbingSteps.com

Have more questions? Contact us!



Phone

+1 (212) 366-5483



Email

Info@ClimbingSteps.com



Mail

**6601 Lyons Rd, Suite C10,
Coconut Creek, FL 33073**



Web

www.MobileStairlift.com

Scan with your
smartphone camera
to view more
information about
the Mobile Stairlift
Genesis!



or visit:

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