

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 is welded closed)	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