



**HUMAN CARE**  
Your Life. Your Way.



# Alzaro

Part no. 11000490

User Manual



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## Safety Instructions

### **Important!**



You must read the user manual for your device prior to usage. Keep this booklet and information handy for future use.

## Symbols



**WARNING** symbol indicates a potentially hazardous situation which, if not avoided, could result in serious injury to the user or damage to property and/or the device itself.



**INFORMATION** symbol indicates recommendations and information for proper, trouble-free usage.



**WEIGHT CAPACITY** symbol indicates maximum user weight for the product. Do not exceed this weight in any circumstance.



**CE MARKING** symbol indicates product meets requirements of EC directives.



**RECYCLE** packaging according to local regulations.



**READ INSTRUCTIONS** and ensure you fully understand them before using this product.

## Intended Use



### **Alzaro**

The Alzaro is an electric floor lift intended to provide a passive transfer that features a curved boom for a greater lifting height without the user getting too close to the lift.

The Alzaro can be used for transfer from the following:

- To/from a wheelchair
- To/from a toilet
- To/from a bed/stretcher
- To/from the floor

Human Care's products are continuously being developed and updated and we reserve the right to make design changes without prior notice.

## Product Benefits



### **For the caregiver/facility**

- Curved boom for greater lift height
- Single frame design for stability
- Helps prevent caregiver injury



### **For the patient**

- Safe, comfortable lift
- Highly stable and reliable
- Optional scale and spreader bar that can be used in combination with mobile lifts that are approved by Human Care

## Warnings



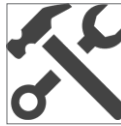
The decision to use this equipment must be made by a trained professional. In all cases, this product can only be articulate when the patient is attended.



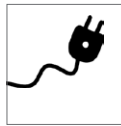
If you are unable to understand the warnings, cautions and/or instructions, contact a healthcare professional, dealer or technical personnel (if applicable) before attempting to use this equipment. Using this equipment without fully understanding it may result in injury or damage.



Always check that there is sufficient space above and around the Alzaro. During a transfer, the arm should be in a half-height position.



Product modification is not permitted and will void the warranty. Service and maintenance must only be done by qualified personnel.



Use only the supplied power supply. Use only replacement parts supplied by Human Care.



Do not use the lift motor to move the lift or as a handle for the patient.

## Warnings

**DO NOT USE the product if,**



**Weight capacity is exceeded.**



**Product is damaged in any way.**



**The sling is not securely and adequately fastened.**



**You have not read and understood all warnings and instructions.**



**Do not** touch any parts which may have leakage current and the patient simultaneously.



**Maximum user weight 160kg / 352.7lb.**

## General Care and Use



**Check the Alzaro prior to each use to ensure it is not damaged in any way. Do not use if there are any signs of wear and damage on any part of the device.**



Only qualified persons should use this equipment.



The Alzaro should only be utilized on a hard, even and clean floor clear of any obstacles. It should never be used on an incline or decline.



Under some circumstances, more than one caregiver may be needed to assist with the patient.



Assess the patient's ability prior to using this product. Only use this product for its intended purpose.



The Alzaro is designed to be used only with one patient at a time. Never use this product to lift a patient along with other furniture.



The Alzaro may only be used with Human Care products.



This product is intended for indoor ambient environments. It is not intended for use in high moisture areas (i.e. showers, pool therapy), extreme temperature, humidity or pressure environments.



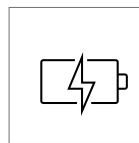
Facility administrator and/or risk management department should approve all patient handling protocols associated with this mobile lift prior to use.



Prior to using on a patient, it is strongly recommended that training or practice with other caregivers is done until the user is comfortable with using the product.

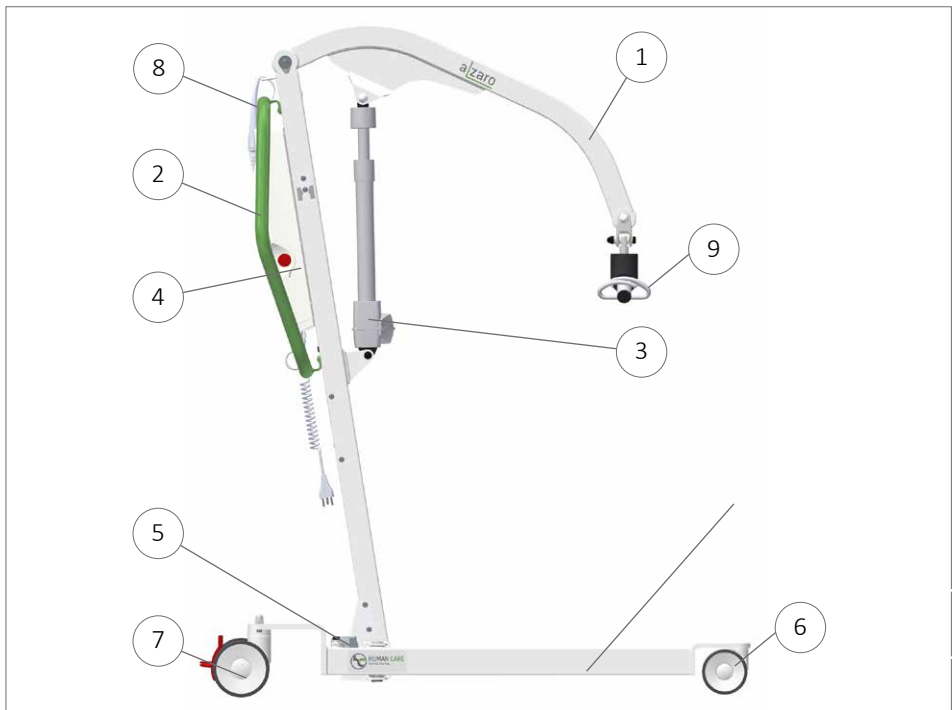


The right type, size, material and design of accessories have been selected by a professional with respect to the client's safety and needs.



Charging of batteries should always be done in a well ventilated space. Inspect the charger regularly.

## Components



1. Lift Arm
2. Push Handle
3. Actuator
4. Battery/Control Box Unit
5. Leg Adjustment
6. Front Wheel
7. Rear Wheel (with brake)
8. Hand Control
9. Spreader Bar

## Technical Specifications

Description	
Part no.	11000490
Width	68.7cm / 27"
Length	118.3cm / 46.6"
Height	Arm Lowered: 86.3cm / 34" Arm Raised <sup>1</sup> : 195.3cm / 76.9"
Height (from floor)	11.3cm / 4.4"
Adjustable Leg <sup>2</sup> (Min- Max)	67.9cm- 119.6cm / 26.7" - 47.1"
Sound Level	48dB (loaded) while lifting 52dB (loaded) while spreading legs
IP Rating	IPX4
Turning Radius	148cm / 58.3"
Wheels	Front: 10cm / 4" Rear: 12.5cm / 5", with brake
Battery	24V DC, 2 x 12V/2.9Ah Li-Ion accu, 24V DC/2.9Ah
Motor	Lifting: 24V DC, 8.4A max, 8kN, 10% switch on time Spreading: 24Vdc, 2. 3A max, 10% switch on time
Control Box	24Vdc, 10A max, 10% duty cycle
Charger	Primary: 100-240VAC50 / 60Hz, 400mA Secondary: 28.5VDC 37-53W
Approvals	EN60601-1, EN60601-2, ISO10535
Weight	45kg / 99.2lb
Weight Capacity	160kg / 352.7lb

<sup>1</sup> Measurement based on arm mast at highest setting <sup>2</sup> Outside measurement

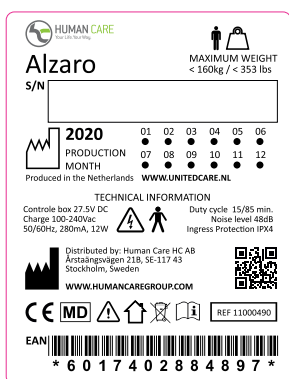
## Expected Life

The expected lifespan of the Alzaro, in normal use and under normal circumstances, apart from slings, spreader bars and batteries, is 10 years or 10,000 transfers when serviced according to the instructions.

## Product Label

The product label contains information about the device and is located on the right side, close to the mast.

This product has been tested by an accredited test institute and complies with the necessary requirements in accordance with medical requirements as follows: EN 10535, EN 60601-1 (Electrical Safety) and EN 60601-1-2 (EMC). This product is CE marked.



## Product Symbols

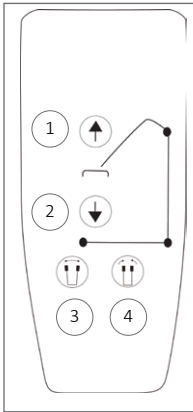
Symbols on the unit and product label:

	CE Marking
	Date of manufacture
	Manufactured for Human Care
	Maximum load
	Instructions: Read the instructions and make sure you understand them before use
	Part number/reference number
	Serial number
	Warning
	The device contains electronics and it must be recycled appropriately
	Applied part type B: approved for physical contact with patients (IEC 60601-1)
	Medical device (requirement of MDR)

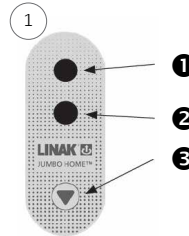


## Understanding the Components

### Understanding the Hand Control

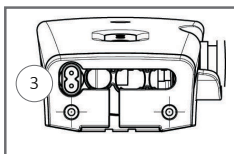
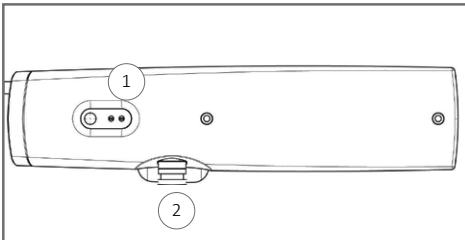


1. Arm up
2. Arm down
3. Open legs
4. Close legs



- ❶ LED indication of charging (yellow) always lit when charging with an external charger. When charging with an internal charger, the LED will blink during charging and change to a constant yellow light when fully charged.
- ❷ LED indication of handset activation (green) is also lit when connected to the mains.
- ❸ Button for electrical emergency lowering. Battery must be charged, in order to operate via this button.

### Understanding the Control Box



1. Control/charging functions
2. Emergency Stop
3. Mains socket

### Buzzer Indications

**Battery:** If the battery is low, the buzzer will sound constantly when the hand control is activated.

**Overload<sup>1</sup>:** Will beep twice if the actuator is overloaded (over the current limit).

**Overheated<sup>1</sup>:** Will beep twice if overheated- current will be cut-off and the actuator will stop. The actuator can be started again when the temperature has returned to normal.

<sup>1</sup>Not for external charger versions produced before February 2010.

## Emergency Stop



**Use the emergency stop to turn off the lift when not in use to reduce the battery discharge.**



Press the emergency stop button located on the side of the control box to stop the lift.



Turn the button clockwise to release the emergency stop.

## Battery



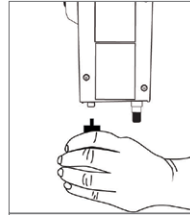
**Always ensure that battery is sufficiently charged before using this lift. The battery will not charge if the emergency stop is engaged.**



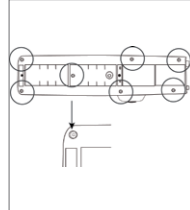
The battery in this device is located in the module along with the control box.

These batteries have a tamper proof seal that is located on the battery to make it easier to see if the battery has been tampered/replaced by a non-authorized person. This seal should be replaced after battery replacement.

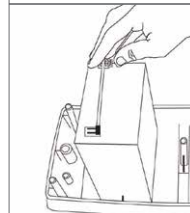
## Changing the Battery



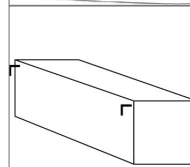
Remove all external cables from the control box. Remove from frame.



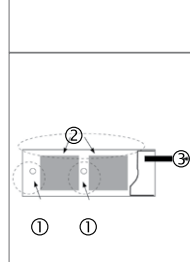
On the back side of the module, unscrew and remove the 7 torx screws on the rear of the control box/battery module to open.



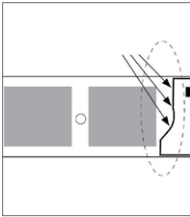
Disconnect the battery connectors and remove the old batteries.



Insert the new batteries in the same direction as the old batteries, with the connectors at the top and connect (Note: += red, -= black). Be careful not to bend the connectors.



① Do not cover the holes.  
② Ensure that none of the wires are squeezed or caught when reinstalling the cover.  
③ Ensure the mains is not connected.



Ensure that the silicone string is in place and properly fitted before reinstalling the cover. Replace seal if necessary.

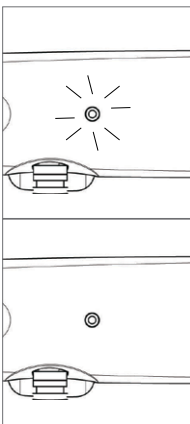


The silicone string separates the battery from the electronics and must not be damaged or modified as it will allow penetration of battery gas into the electronics components with risk of explosion. Do not use if this seal is damaged in any way.

### Charging the Battery



The battery should be charged minimum 8 hours before it is used for the first time. To guarantee the longest possible service life of the batteries, it is important to regularly fully charge the batteries.



Connect the plug of the battery charger. Battery charging will start automatically (LED light blinks yellow while charging).

When the battery is fully charged, the LED indicator will turn to constant yellow. Take into account a charge time of 8 hours.



It is recommended that the batteries are charged at minimum once per week (depending on use). Regular charging prevents problems and extends the life of the battery. Approximate charging time 8 hours.

Note: The battery will not charge when the emergency button is pressed.

### Battery Lifespan

The number of lifting movements that can be made with a fully charged battery depends on the duration of the operation, the frequency of use, the patient weight and the age and condition of the battery.

A battery that has not been used for a long period of time will slowly drain. It is recommended that the battery is replaced every four years. These batteries have an anticipated lifespan of 2 to 4 years depending on usage.

## Lifting Motor

The Alzaro is equipped with a very fast, low-noise and robust motor that is designed with a ball circulation spindle, limit switches and automatic electric shut off in the event that the patient has come in contact with the arm or is sinking.

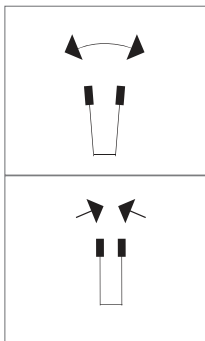
The motor is connected to the control box and allows the raising and lowering operation of the arm and the opening and closing operation of the legs. The lifting operations are performed with either the hand control (which is also connected to the control box) or from the control box itself.

The Alzaro is equipped with emergency lowering as a safety feature.

## Adjusting the legs



Always ensure there is sufficient space to spread the legs. If the legs get stuck, this can cause damage to the lift or the surroundings.



To increase leg width, press on the open button on the hand control until desired spread is achieved.

To decrease leg width, press on the close button on the hand control until desired spread is achieved.

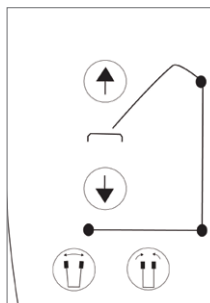


The Alzaro can be used with the legs in the wide or narrow position. The choice between which position to use depends on the necessity and available space.

## Adjusting the arms



Take care when lowering or raising the arm not to hit the patient.

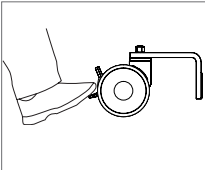


To raise the arm, press on the up arrow button. To lower, press on the down arrow button. Release to stop.

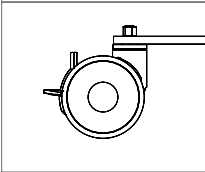
## Wheels



The Alzaro wheels have a very low resistance to rolling due the integrated ball bearings at the turning point.



To brake, press down on the red brake lever. To release, kick up the brake lever.

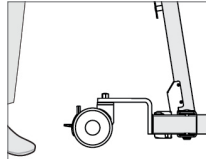


In order to ensure smooth movement, ensure the brake is in the unlocked position line up the wheels with the chassis and the direction of travel.

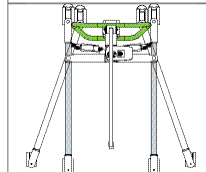
## Manoeuvring the Alzaro



Do not lift the Alzaro arm higher than is necessary to move it. If you want to move the Alzaro, ensure the arm is in half high position.



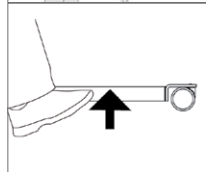
Moving the Alzaro is easiest when the wheels are pointing in the direction of travel. Walk along the Alzaro while moving.



During movement, the legs can be in either the wide or narrow position, however, it is preferable (and safer) in the narrow position.



Use the hexagonal push handle to pull or push the Alzaro.



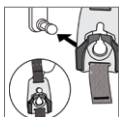
Start the rotation by pushing one foot against the lower frame. Continue with push handle.

# Usage Warnings

## Slings



This device may be used with loop slings or with clip slings if the self-balancing cradle is selected.



⚠ If using clip slings, affix the sling clips securely to the arms. Always test the clips before use.



⚠ If using loop slings, ensure all straps are even and securely in the loop hooks.



⚠ This product is intended to lift one patient at a time. Never attempt to lift more than one person at a time.



⚠ Use only slings authorized by Human Care with this lift. Ensure the sling has been inspected for damage prior to use.



⚠ Do not exceed the maximum weight capacity of the sling.



⚠ Explain the lifting process to the patient prior to lifting. Ensure they have both the mental capability to understand and cooperate and enough muscle strength to perform the lift.

## Floor Lift



Check prior to each use to ensure the Alzaro is not damaged in any way. Do not use if there are any signs of wear and damage on any part of the device.



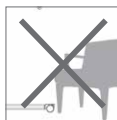
⚠ Use product only on a level surface. Do not use the lift on stairs, escalators or an incline/decline such as up or down a hill.



⚠ Use only the caregiver handles to move this lift. Using any other handles may pose a risk to both the caregiver and patient.



⚠ Great caution has to be taken when driving through tight areas such as door frames.



⚠ Ensure the transfer route is clear and free before commencing the lift. Move furniture and other items that may impede the transfer in any way.



If there is any concern about the condition or the proper functioning of the Alzaro, always contact the technical service department or your authorized distributor.

# Usage Guidelines

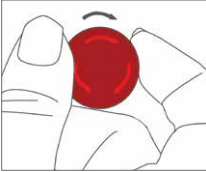
## Initial Set Up



The Alzaro is delivered ready to use and requires only minimal assembly. Check that all required components are included.



Check that the battery is sufficiently charged.



De-activate the emergency button before use (turn clockwise).

## Attaching the Spreader Bar

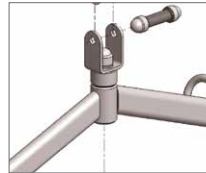


The Alzaro is delivered with a two-point spreader bar that can be used with loop slings. An optional self-balancing cradle is available.

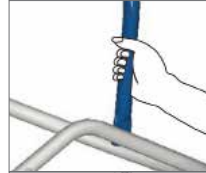
*Clip/Loop Attachment:*



Connect to lift arm with the coupling (cardan shaft).



Tighten with bolt and nut to secure. The spreader bar should rotate and tilt freely when attached.



Test the security of the spreader bar before using. Note: Please only use combinations approved by Human Care.

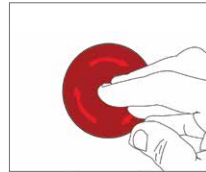


The self-balancing cradle can be installed on the floor lift in the same manner, however, sling attachment is done with clips.

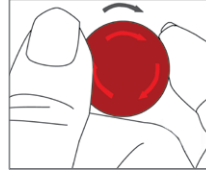
## Emergency Lowering



After emergency lowering is used, the lift must be serviced by an authorized technician.



The emergency button located on the control box will interrupt and stop the lifting process. To activate press the red button.

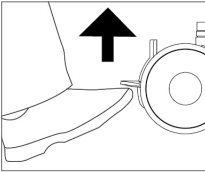


De-activate the emergency stop by turning clockwise.

## Moving the Patient



Ensure that the patient is securely held in position during the entire move. Do not move patient on an incline/decline.

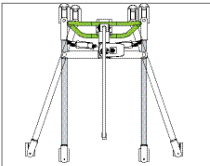


Unlock the rear casters and using the caregiver handles, move the patient as required.

## Raising and Lowering the Patient



At the beginning of the lifting process, keep a hand on the sling to ensure it remains in the correct position. Lift only from a safe, seated or supine position.



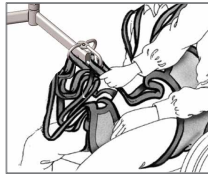
Bring the Alzaro up to the patient, spreading the base as required. Lock the rear casters.



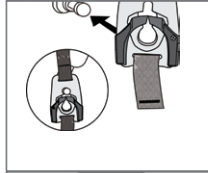
Make sure the user is facing the spreader bar. Apply the sling in the positioning required for user's needs.



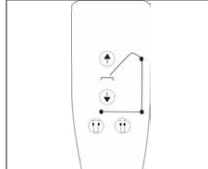
With the two point spreader bar, stand as close to the user as possible and lift up the patient approximately 2.5cm/1" so there is tension in the straps.



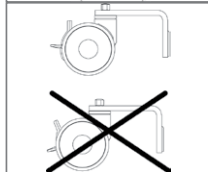
Check all attachment points to ensure straps are secure. Continue with lift. If necessary, advise patient that lift is commencing.



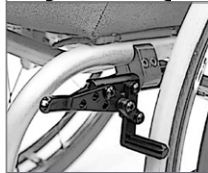
If using the self-balancing cradle, attach sling clips to Alzaro lift arm clips. Ensure all straps are straight and clips secure.



Using the up/down button raise or lower the patient approximately 2.5cm/1" to ensure the straps are secure. Continue with lift.



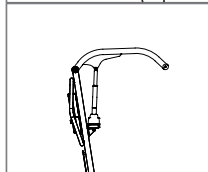
Ensure the lift brake is not engaged when seating a patient.



Ensure that if lowering patient into a product (ex. wheelchair), the brake is engaged or the seat secure.



Remove the sling only after the patient is fully seated on a firm surface.



Always transfer the patient with the arm at half height.



## Product Care

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### Lift Care



Use a clean, dry cloth or a cloth moistened with clean water and mild detergent to clean. Do not autoclave or pressure clean.



All sliding parts and moveable fittings must be lightly greased at least once per year using only an acid-free and resin-free grease.



Gloves and protective clothing should always be worn when carrying out cleaning procedures in accordance with facility guidelines.



This product can be disinfected with a 1:10 dilution of household bleach (5.25% sodium hypochlorite) as recommended by the CDC.<sup>1</sup> Weaker dilutions (example 1:100) may be used, but may not be in accordance with CDC recommendations.



When equipment has been used by a patient known or suspected of having an infection, this equipment must be disinfected before subsequent usage.

<sup>1</sup> US Department of Health and Human Services (February 1989)

### Sling Care



Follow instructions on the sling label for care, or reference corresponding user manual for sling.

## Troubleshooting

Problem	Solution
The lift will not work.	Check the status of the battery to ensure it is fully charged. Check that the plugs have correctly been inserted into the mains and the control box.
The lift arm will not raise up or down.	Check that the control box is properly connected. Check the function on both the control box and the hand control (if the control box works and the hand control does not, then the hand control needs to be replaced).
The legs will not open or close.	Check that the control box is properly connected. Check the function on both the control box and the hand control (if the control box works and the hand control does not, then the hand control needs to be replaced).
The control box functions will not work.	Check that the plugs have correctly been inserted into the mains and the control box. If correctly installed, then replace the control box.
The lift makes a creaking sound.	The bearings need to be greased.
The battery depletes quickly after charging.	Replace the battery.
The lift has intermittent power.	Check the status of the battery to ensure it is fully charged.
The lift has little power even with a fully charged battery.	Replace the control box.
The wheels will not move freely.	Check that no dirt or hair has been caught in the wheels. Clean or replace as needed.

## Maintenance

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The Alzaro is constructed in such a way that maintenance can be kept to a minimum. It is recommended that the following maintenance scheduled is maintained.

### Checklist Prior to Each Use

- ✓ Battery is fully charged
- ✓ Sling shows no signs of wear
- ✓ Plastic components i.e. clips are not cracked, damaged or worn
- ✓ Electrical lift and handset functions checked and working
- ✓ Brakes hold position when locked

### Checklist After Each Use

- ✓ Clean according to cleaning instructions.

### Weekly Maintenance

- ✓ Check the operation of the lift and the operation of the emergency stop.
- ✓ Check that all parts move easily and without any noise.
- ✓ Charge the batteries.

### Semi-Annual Maintenance

- ✓ Complete the service checklist. If the lift does not meet one or more of the checklist points, it should be temporarily deactivated from use until such time that it meets the maintenance criteria.

### Annual Maintenance

- ✓ Once a year, according to ISO 10535, the lift must be inspected. This inspection must be done only by qualified and authorized personnel. Each lift shall have a service control sticker affixed indicating the date of inspection.

Please note that there needs to be a log book with every lift.

## Service Checklist: Alzaro

Inspection Checklist				
Semi-Annual Check	Annual Check	Serial Number		Date
<input type="checkbox"/>	<input type="checkbox"/>			
Visual Check	Good	Unacceptable	Additional Comments	
The serial number sticker is present and legible.				
The manual or quick reference guide is available for reference.				
The annual service sticker is present and legible.				
The lift and its accessories do not have any visible damage or wear.				
All components are present eg. battery.				
There is no wear on the cables / wires.				
There is no damage to the chassis.				
Operation				
The emergency stop is functioning.				
The control box is functioning.				
The hand control is functioning.				
The lift operates smoothly and without excess noise.				
The wheels roll smoothly.				
The wheel brake functions properly.				
The battery is fully loaded and there is no damage to the charger.				

Checked by:

Next service date:

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Note: This service checklist may be copied for future checks.

## Service Checklist: Alzaro

Inspection Checklist				
Semi-Annual Check	Annual Check	Serial Number		Date
Visual Check		Good	Unacceptable	Additional Comments
The serial number sticker is present and legible.				
The manual or quick reference guide is available for reference.				
The annual service sticker is present and legible.				
The lift and its accessories do not have any visible damage or wear.				
All components are present eg. battery.				
There is no wear on the cables / wires.				
There is no damage to the chassis.				
Operation				
The emergency stop is functioning.				
The control box is functioning.				
The hand control is functioning.				
The lift operates smoothly and without excess noise.				
The wheels roll smoothly.				
The wheel brake functions properly.				
The battery is fully loaded and there is no damage to the charger.				

Checked by:

Next service date:

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Note: This service checklist may be copied for future checks.





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