

Frequently Asked Questions

- **Should my Solo toilet lift be fixed to the floor?**

If one or both armrests are to be fitted to your toilet lift and you are very unsteady on your feet with a tendency to lean more to one side than the other, we recommend fixing the toilet lift to the floor. Foot cups can be drilled or silicone sealed to the floor and the toilet lift then slotted into them.

- **Do I have to lower the Solo toilet lift seat to its lowest point?**

You may not wish to lower the toilet seat fully onto the toilet bowl, as it may be uncomfortable/painful to extend your lower back. The seat can be stopped in any position for use. However, it is **essential** that the seat be raised to its **full** height and **lowered fully** after use to ensure the motors on both sides of the toilet lift travel the full extent of their lifting range and thereby remain synchronised. If the motors become unsynchronised, this can cause mechanical failure and physical damage to the seat.

- **Can I use the Solo toilet lift in a wet room?**

The Mountway Solo Toilet Lift is rated IP44, which means that it is sealed to the international standard against the effects of splashing water. It cannot be immersed in water or be used under a shower. If it is to be used in a wet room, it must be located away from the shower, as it can only sustain water splashes not a continuous spray of water.

- **Does my Solo toilet lift need regular servicing?**

It is recommended that the toilet lift be inspected annually by a Mountway authorised dealer or engineer, who will check that there are no loose fittings or any other evidence of mechanical damage. Also, the base area or floor should be inspected to ensure that it is perfectly safe to use your toilet lift.

- **How many lifts can I get out of a fully charged battery?**

This depends on many variables including the age of the battery, the weight of the user, the state of charge of the battery and the number of times the battery has been charged over its lifetime.

Tests undertaken on a new, fully charged battery pack using a load of 130kg/20.5 stones provided approximately 80 lifts (up and down) before the red light appeared to indicate recharging was required.

This figure is only indicative, however, and you are referred to the variables stated in the first paragraph of this section. The battery is warranted to

perform 1 full cycle when used by a person weighing 160kg (25 stones). A cycle constitutes 1 lift to its highest position without the user's weight, 1 lift taking the user down onto the toilet, 1 lift bringing the user back to the highest position for standing, then one final lift down onto the toilet for storage (without the user's weight).

- **How long does it take to charge my battery?**

A flat battery can take approximately 5 hours to fully charge (using the smart charger). The red charge light will turn to green on the battery charger to indicate when charging is complete. It can remain in this state on trickle charge until you are ready to use it, without the risk of overcharging. A Mountway Solo Toilet Lift comes with 2 x battery packs, which means one battery can always be on charge whilst the other is being used.

- **How do I clean my Solo toilet lift?**

Access for cleaning the toilet and the toilet lift is best achieved by raising the toilet seat to its maximum height or by pulling the toilet lift away from the toilet.

The toilet lift should be cleaned using mild, non-abrasive bathroom cleaners in accordance with their manufacturers' guidelines. When using the toilet lift communally e.g. in a care home, we recommend disinfecting the seat after each use. SOLVENT-based cleaners, such as white spirit, should NOT be used, as this will damage the seat and other surfaces.

To disinfect the toilet lift, use a soft cloth and wipe down with a sterilising solution or antibacterial cleaning agent. Use the same concentration as you would for other domestic surfaces, such as washbasins and baths. Wipe over with a clean, damp cloth, and then dry with a clean, dry cloth.

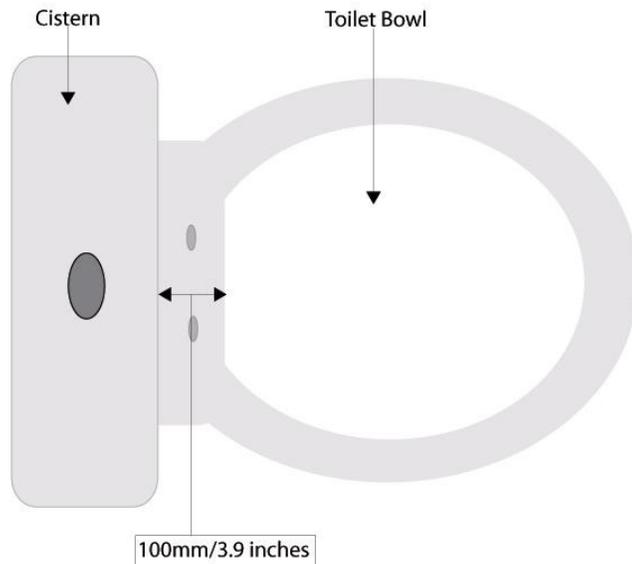
The toilet lift is NOT WATERPROOF and CANNOT be cleaned in an automated washing machine e.g. autoclave or Turbex. It should be cleaned by hand only.

- **Will the Solo toilet lift interfere with my heart pacemaker?**

The toilet lift is tested in accordance with EN55011-1:1998 +A1:1999 +A2:2002 and EN60601-1-2:2001 Group 1 Class B relating to Electromagnetic Compatibility and will not therefore interfere with your pacemaker.

- **Will the Mountway Solo Toilet Lift fit over a close-coupled toilet?**

It depends on the space available between the toilet bowl and cistern. There should be at least 100mm/3.9 inches distance between the back edge of the toilet bowl and the cistern. A home demonstration/assessment is recommended to establish compatibility with your toilet.



- **Can I use my Mountway Solo Toilet Lift with a wash & dry toilet system, e.g. Closomat or Geberit?**

The Mountway Solo Toilet Lift is not compatible for use with the Geberit AquaClean range, Closomat Palma Vita shower toilet or any type of 'bolt-on' shower toilet seats.

The Mountway Solo Toilet Lift is compatible with the Closomat Samoa Shower Toilet (model preceding the current Palma Vita), however an engineer from Closomat must first visit to make technical modifications to the Samoa system. The Samoa Shower Toilet has not been manufactured for several years, so you will only be able to use the Mountway Solo Toilet Lift if you already have this model installed in your home.

- **Is the Mountway Solo Toilet Lift suitable for users with Muscular Dystrophy (MD)?**

As a general rule, if you have MD, specifically Limb Girdle MD, you need to be able to lock your knees and hips before being able to stand up from a chair/seat. As the Mountway Solo Toilet Lift rises, the seat tilts forward. This motion would generally prevent you from locking your knees and hips sufficiently to stand up, thus making the Mountway Solo Toilet Lift unsuitable. Some users with MD have nevertheless used the toilet lift successfully in the past. A home demonstration/trial is recommended prior to purchase to establish suitability.

- **Why is there no light appearing on the charger or on the hand control/operating arm when my battery pack is connected?**

It is most likely that the battery fuse has blown. This has probably occurred because you have connected your charger to the battery whilst the mains power is still switched on and this has caused the internal fuse to blow. The

mains power should always be switched off before connecting the charger to the battery pack.