

MODEL | APL350E

**OWNER'S MANUAL**  
AND INSTRUCTION GUIDE



**PRODUCT  
FEATURES**

**ASSEMBLY**

**OPERATING  
INSTRUCTIONS**

**WARRANTY**

**BEFORE USE:**



Ensure the product has been assembled according to the instructions in this manual.

All operators should have received or read and understood the instructions for safe and proper operation of the patient lift.



# Thank you for choosing Bestcare!

To better serve you, please record  
the following information:

Supplier Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Serial #: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## INSPECT YOUR MERCHANDISE

Upon receipt of your Bestcare Aluminum Lift, verify that all merchandise is complete and free from any shipping damage. Refuse delivery if the packaging appears to be badly damaged. If the merchandise is received damaged or is missing components, contact the shipping company immediately and file a claim.

For further assistance, contact your local dealer or Bestcare LLC at the following:

Bestcare LLC  
2920 Pacific Drive  
Norcross, GA 30071  
678-679-6690 / 1-877-822-9033  
[www.bestcarellc.com](http://www.bestcarellc.com)  
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# SAFETY INSTRUCTIONS



The BestLift APL350E full body patient lift reflect innovative state of the art design to for user mobility. The APL350E will provide years of service if it is properly maintained as required. Please pay careful attention to the following important information regarding the care, maintenance, and operation of the patient lift. Carefully read these instructions before assembling the lifter, or attempting to lift a use

## ***PLEASE NOTE THE FOLLOWING:***

- Special care must be taken with patients who cannot provide physical assistance while being lifted. (i.e. patients who are comatose, spastic, agitated, or severely handicapped.)
- The patient lift shall be used solely for transferring a patient from one surface (beds, chairs, toilets, etc.) to another. The patient lift should not be used for transporting or moving any patient longer distances from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest open position.
- The base of the lift should be closed before moving the lift.
- Do not roll casters over floor obstacles or objects while the patient is in the sling.
- Do not lock casters during lifting.
- While being lifted in a sling, always keep the patient centered between the base legs and facing the caregiver or operator of the lift.
- Never leave the patient unattended during lifting.

The APL350E allows a person to be lifted and transferred safely, with minimum physical effort provided by the caregiver. Before attempting to lift anyone, please practice operating the lift. Prior to actual lifting, explain the lifting procedure to the patient.

## DEFINITIONS & SYMBOLS

In this manual the user refers to the patient or resident and may be used interchangeably at different times. Caregiver refers to the operator or person who is assisting with the transfer.

Symbols used in this manual and their meanings:



Warning! Failure to heed this warning may result in damage to the product or serious injury to the operator and/or user.



Important instructions follow. Read and understand the instructions in the manual before using the product.



Note! Important information concerning the product and/or its correct and proper usage follows.

# PRODUCT FEATURES

## PRODUCT FEATURES

### DESCRIPTION

#### & APPLICATIONS

The intended use of the lifting device is to transfer an individual from one resting surface to another (such as a bed to a wheelchair). Moving a person in a sling over ANY distance is not recommended.

Each lift is fully assembled, load tested and certified before being packed/shipped.

The packing consists of a strong, purpose built carton and is used to ship to both export and domestic markets to ensure the safe arrival of the lift.

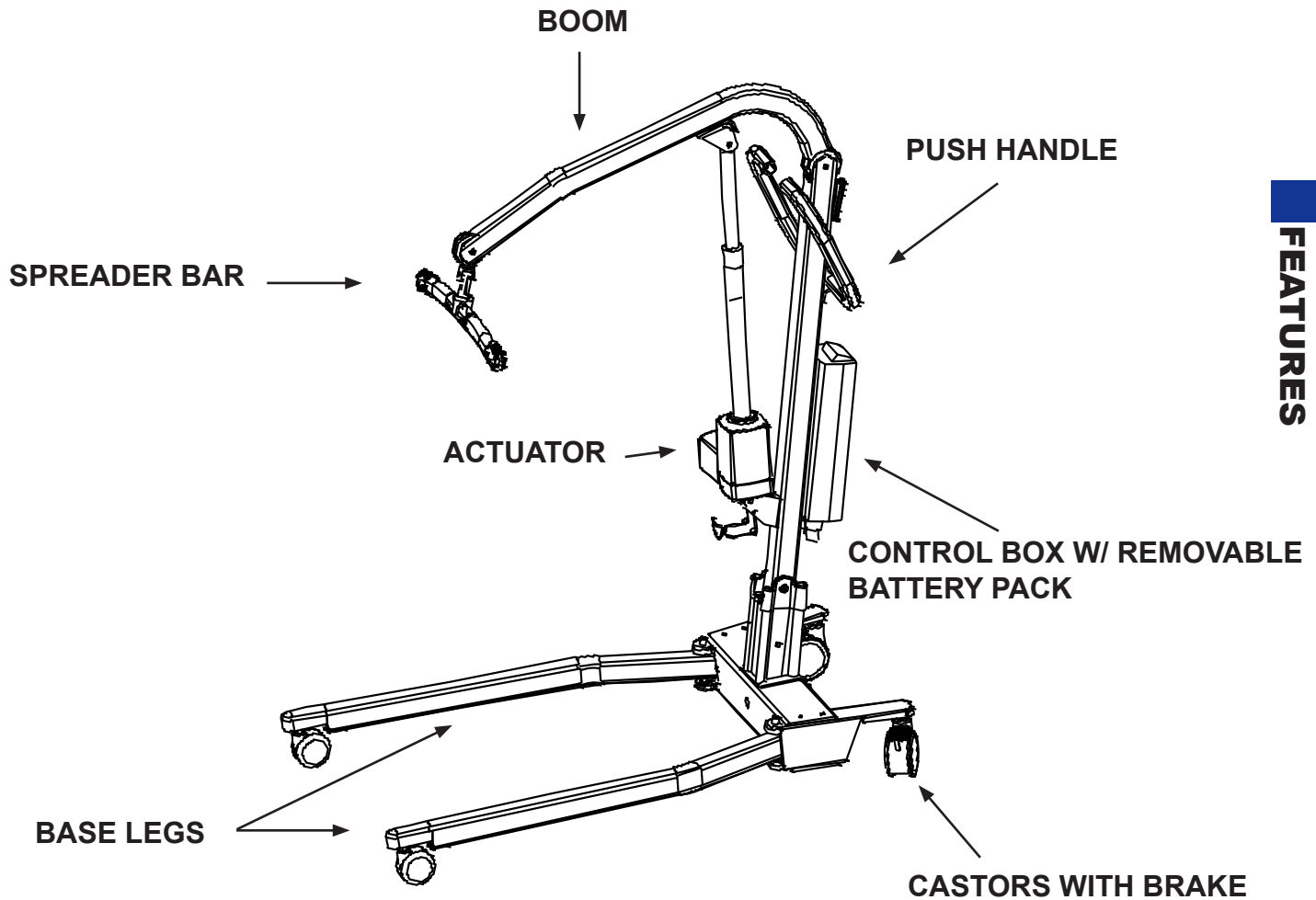
An owner manual is supplied with the lift and should be kept in a along side the lift for future reference.

This lift is suitable for patients in the SITTING, SITTING/RECURMBENT and RECUMBENT positions.

#### Features:

- 2 point spreader bar
- 350 Lb MAXIMUM LOAD
- Extra wide base opening
- Light weight aluminum and steel construction
- Easy Foldable and Transportable
- Available in Electric or Hydraulic (optional)
- Optional airline approved wheeled carrying bag

# PARTS DIAGRAM



## CARTON CONTENTS

Place the carton in a clear working area and open carefully. The carton contains:

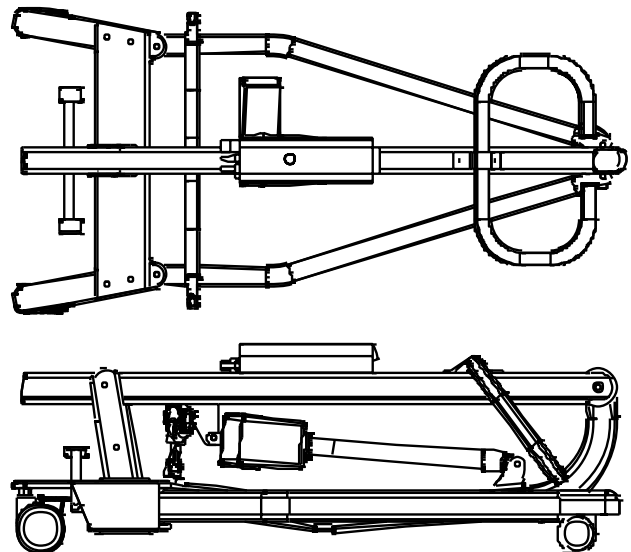
Documents package

Handset (electric only)

Battery (electric only)

Battery charger (electric only)

**SAFETY NOTE**—the lift is heavy and will need to be lifted with care. You may need assistance to lift the lift from the carton.



# SPECIFICATIONS & OPTIONS

## CONTROL BOX

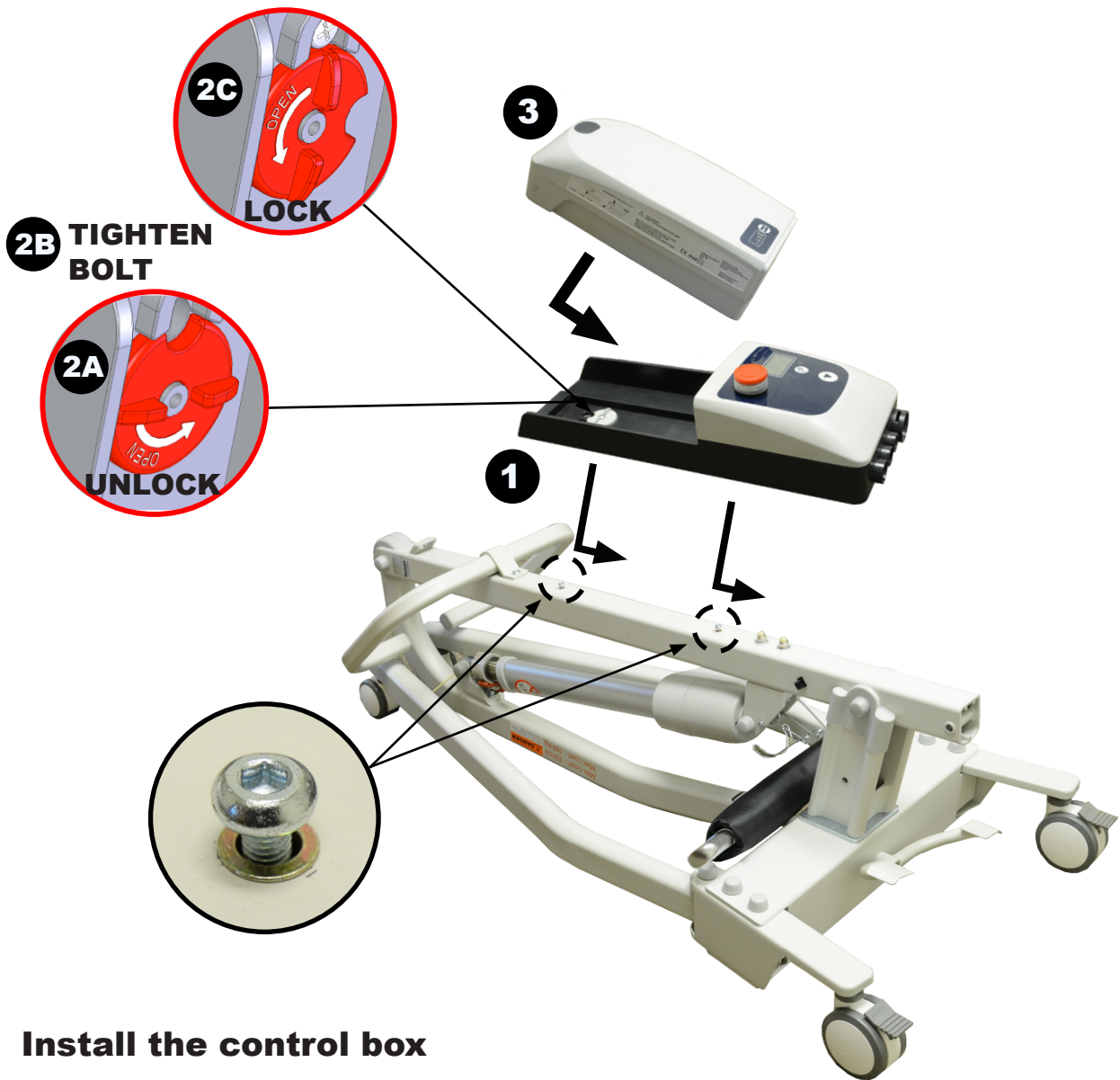
## E Series

Input Voltage	220-240VAC 50Hz / 110-120VAC 60Hz
Output Voltage	24 VDC
Battery Pack	24 VDC 5AH
Control	Panel and Handset
Protection Class	IP54
Over-duty alarm	by LCD
Battery Status	by LCD

APL350E	ELECTRIC	HYDRAULIC
Maximum Safe Load Capacity	350 Lb.	350 Lb.
Overall length	50.3"	50.3"
Maximum height	74.8"	68.5"
Minimum height	55.5"	55.5"
Base height clearance	5.2"	5.2"
Minimum lifting height	18.5"	22"
Maximum lifting height	66"	61"
Distance from actuator (lowest)	7"	7"
Distance from actuator (middle)	22.8"	22.8"
Distance from actuator (highest)	15.3"	15.3"

*\*Bestcare is committed to continuous improvements of our products therefore the specs, dimensions, and features listed above are for guidance only and subject to change without prior notice.*

# CONTROL BOX INSTALL



ASSEMBLY

## Install the control box

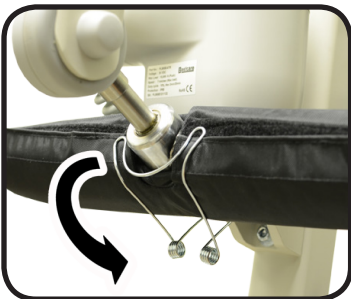
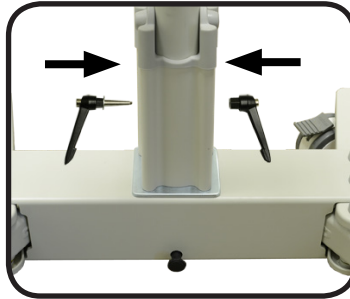
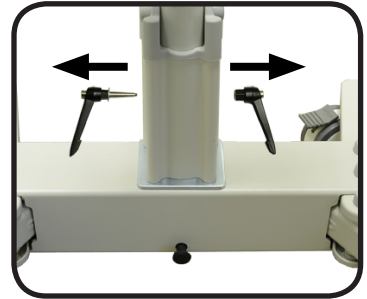
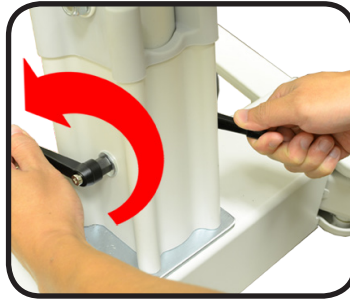
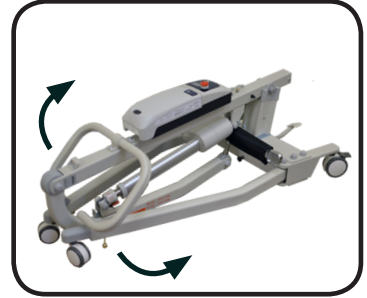
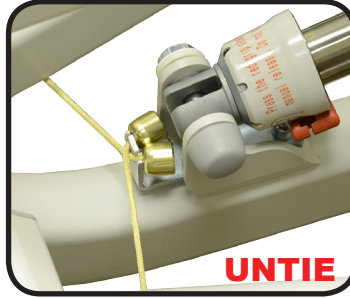
- 1 Slide mounting slot (located at bottom end of control box) into the bottom bolt (towards bottom end of mast). Line up the control box hole with the top bolt (located at top end of mast). Push the control box against the mast until the bolt head passes through. Slide the control box towards the bottom end to secure it.

**Note!** You may have to adjust the top bolt in or out to allow the bolt head to pass through.

- 2 Lock the control box in place with the lock mechanism.
- 3 Insert the battery pack into control box. While pressing the release/latch button, slide the battery pack down into control box and ensure battery pack latch hooks onto the top of the control box.

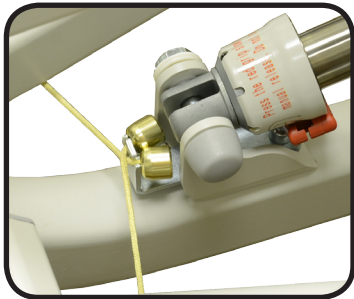
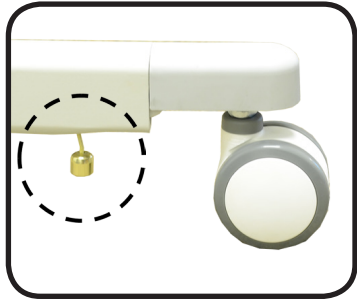
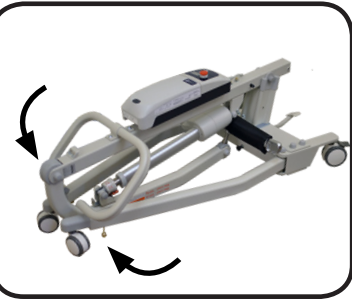
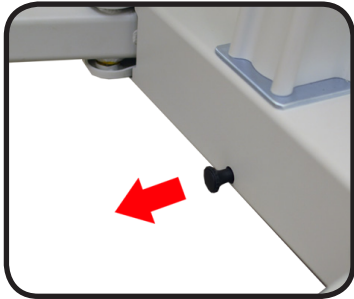
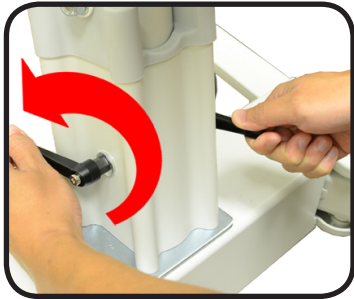
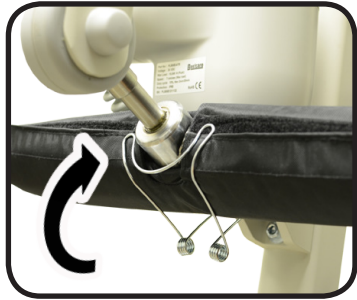
# ASSEMBLY

## ASSEMBLY



# FOLD FOR TRANSPORT

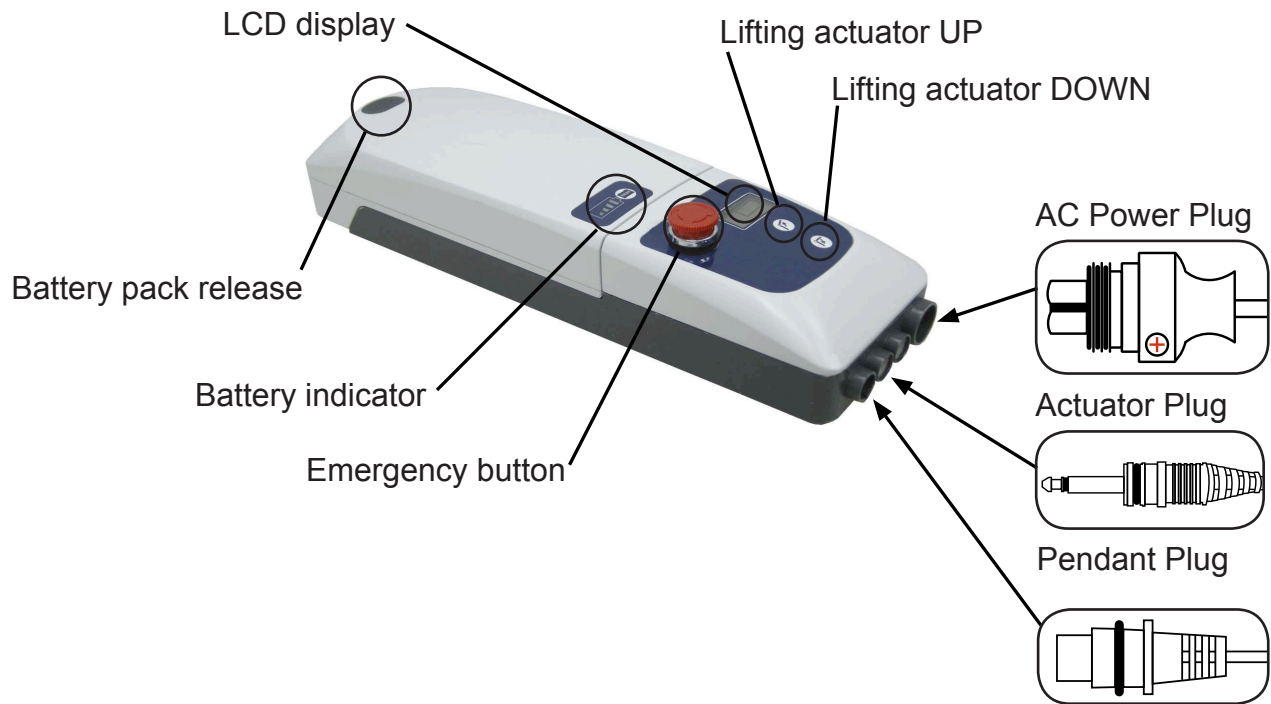
ASSEMBLY



# CONTROL BOX & BATTERY

## CONTROL BOX INSTRUCTIONS / PLUG-INS





ASSEMBLY









### FEATURES:

- Smart charging function for longer battery life
- Battery capacity indicator on battery pack
- Soft start and stop for lifting actuator
- Soft and Hardware over-current protection
- Actuator's Over-duty protection with sign on LCD
- Emergency stop button interrupts the power supply to the actuator and makes the actuator stop immediately in case of sudden danger
- Internal charger
- LCD-display showing battery capacity and indication when the battery needs recharging.
- Audible alarm for low battery capacity
- Standard protection class: IP 66
- Pulling-proof design to lock the AC plug

# LCD INDICATORS

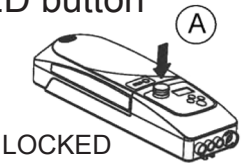
			
	Overload		
	Battery Volume		
	Overused		
low battery	Battery Low (Blink)		

	Capacity	Function
	90%	Battery is charged to around 90%
	70%	Battery is charged to around 70
	50%	50% Battery Capacity Remaining Charge batteries immediately.
	25%	25% Battery Capacity Remaining Charge batteries immediately.
	10%	Battery is charged to around 10% Buzzer beeps / Only lowering possible
	0%	Power off

## EMERGENCY STOP FOR PERFORMANCE ELECTRONICS ONLY

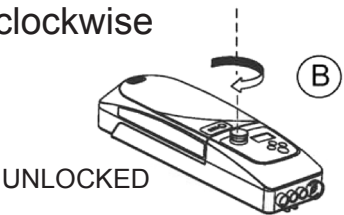
Emergency stop button interrupts the power supply to the actuators and makes the actuators stop immediately in case of sudden danger.

press RED button



LOCKED

turn RED button clockwise



UNLOCKED

**\*IT'S STRONGLY RECOMMENDED THAT THE BUTTON IS PRESSED DOWN WHEN THE LIFT WILL NOT BE USED FOR OVER 3 DAYS TO MAINTAIN OPTIMAL BATTERY LIFE AND PERFORMANCE.**

## FEATURES OF POWER PLUG:

### C-CLAMP :

- when the battery is being charged, insert this C-clamp to secure the power plug

### WATERPROOF COVER:

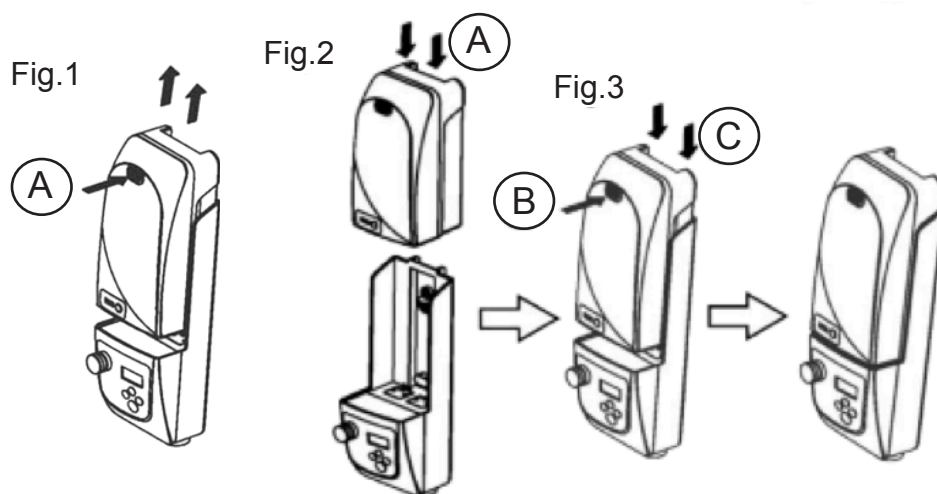
- when control is not being used, the cover should be closed to prevent water ingress.



## REMOVE AND INSERT BATTERY PACK:

REMOVE : press button A and pull out in the up direction (Fig.1)

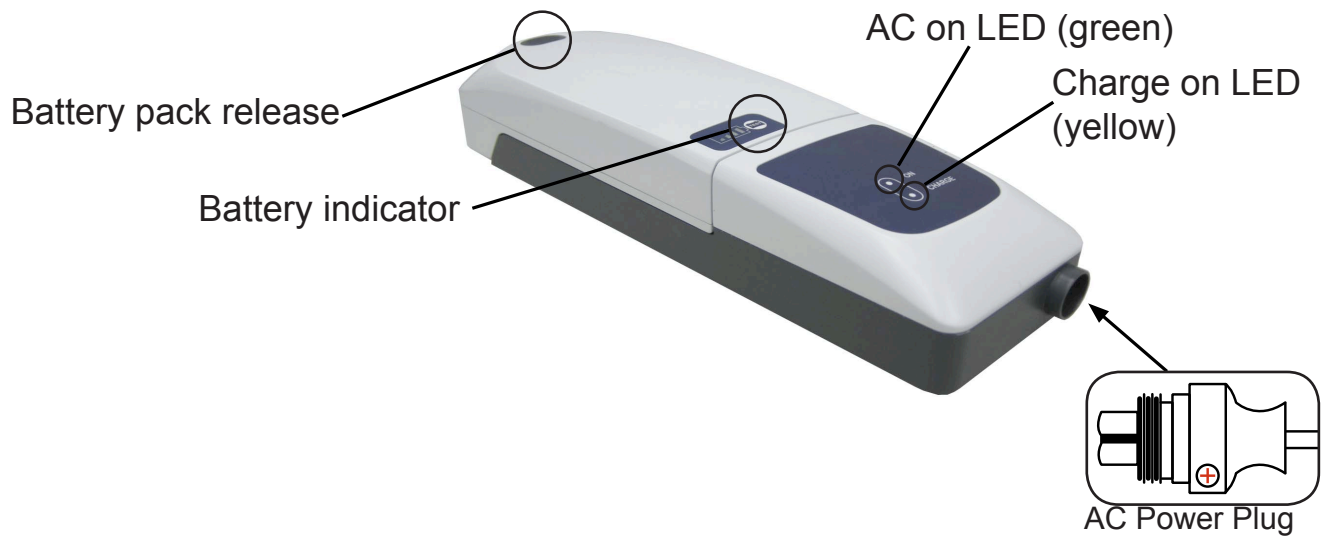
- INSERT:
- Insert the battery pack into control box as show in Fig. 2 & 3.
  - While pressing the release/latch button A, slide the battery pack into control box in the downward direction and ensure battery pack latch hooks onto the top of the control box.
  - Once the battery pack is hooked onto the control box, release button A.



**PATIENT LIFT WILL NOT OPERATE WHILE CHARGING**

# FOR PERFORMANCE E-D series

(extra wall-mount charger and battery pack)



Step 1: Install two mounting bolts (M5 or gauge 10 having at least 8mm head) onto the mounting surface that are 12.4 in. / 31.6cm apart as shown in **Fig. A**.

Step 2: Turn the lock mechanism to the unlocked position **Fig.B**.

Step 3A: Hook the charging unit onto the mounting surface by first sliding the bottom slot over the bottom screw.

Step 3B: Align and fasten the top hole to the top screw.  
\*you may have to adjust the bolts for a tight and flush fit with the mounting surface.

Step 4: Lock the charging unit securely in place as shown in **Fig. C**.

TO REMOVE AND INSERT BATTERY PACK PLEASE SEE PAGE 13. FOLLOW INSTRUCTIONS TO REMOVE AND INSERT BATTERY PACK FROM CONTROL BOX.

Fig. A:

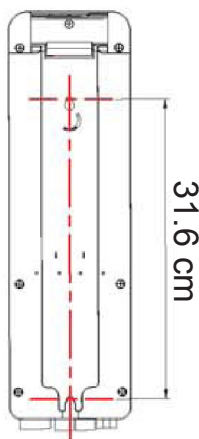


Fig. B:

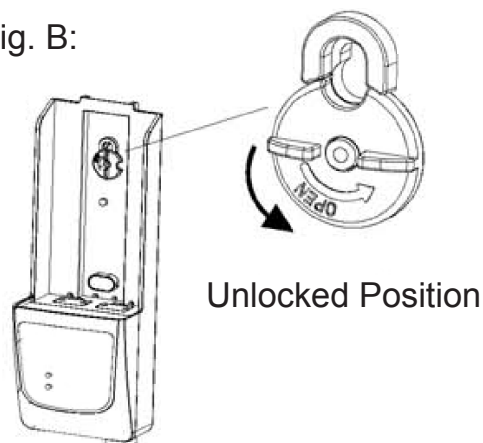
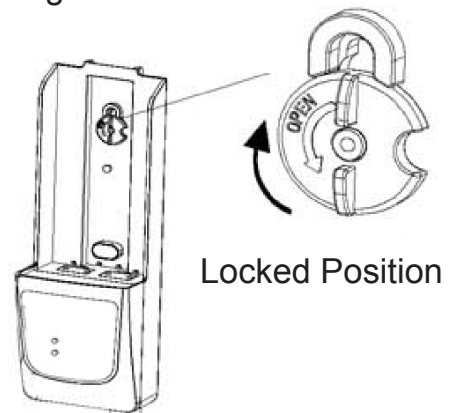


Fig. C:

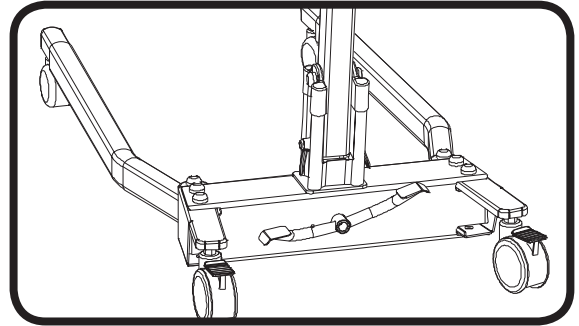


# BASIC OPERATION

## 1. Leg adjustment

The legs on this lift are adjustable for width. The legs can be opened to enable access around armchairs or wheelchairs. For transferring and negotiating narrow doorways and passages the lift legs should be in the closed position.

To achieve the adjustment, the leg adjuster pedal, located at the rear of the base, is pressed down on the right side to open the legs outwards and pressed down on the left side to close the legs. The adjustment can be carried out with the patient in the lift, but whether loaded or unloaded the adjustment should NOT be made when the lift is moving.



## 2. Castors and braking

The lift has two braked castors, which can be applied for parking. When lifting, the castors should not be locked so that the lift will be able to move to the centre of gravity of the lift. DO NOT apply the brakes because if the brakes are applied the patient might swing to the center of gravity and this may prove disconcerting and uncomfortable.

## 3. Raising and lowering the boom:

The movement of the boom is achieved by a powerful electric actuator, which is controlled by a simple handset. The handset has two buttons with directional allows UP and DOWN. The actuator stops automatically at the limit of travel in both directions. The handset plugs into a socket at the base of the control box. There is a hook on the rear of the handset, which allows it to be hung on the mast or boom when not in use.

## 4. Emergency Stop:

The Red Emergency Stop Button is located on the control box and is activated by pressing down on it. This will cut all power to the lift and only be reset by turning the button counter-clockwise and releasing.

## 5. Emergency Lowering Device

In the case of a complete electrical failure the electric actuator is fitted with mechanical lowering device

At the top end collar a red lever is installed. Pinch or pull the red plastic lever in the direction indicated by the arrows to lower the patient. The boom must be under load in order to lower.

## 6. Batteries

The batteries are protected from deep discharge by a LOW VOLTAGE ALARM. Low voltage alarm will only sound when attempting to use the handset and batteries need to be recharged.

# OPERATING INSTRUCTIONS



***Double check all assemblies for tightness and read operating instructions carefully prior to use.***



## PREPARATION BEFORE LIFTING

- Turn on the power by twisting the RED RESET BUTTON clockwise.
- Press the UP or DOWN button on the hand control once. Check if LCD indicates battery charge.
- Position the base of the lift around or under the object.
- Widen the base and engage the caster brakes.



Do not attempt to transfer a patient without prior approval of the person's nurse. Also, do not transfer without having studied the instructions and performed several practices in operating the lift. Together (with the patient's doctor, nurse, or medical attendant) select a sling that is both practical and comfortable. The sling selected should be one that serves the needs of the patient, while providing the patient with optimal safety. Never interfere with the lift, unless instructed by the attendant. Have a doctor, nurse, or medical attendant (experienced in the use of the lift) present during the first few times the lift is used to transfer a new user.



***Turn the lift “ON” by turning the red STOP button clockwise. Turn the lift “OFF” by pressing down the STOP button.***

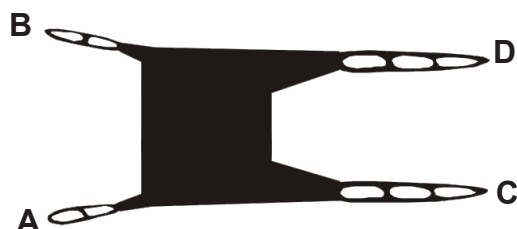
## TRANSFER FROM BED

- Patient should be in the center of the bed.
- Position patient onto his/her side by rolling them towards you.
- Roll the sling in half, approximately. The handle on the back section should face outward when the sling is fitted.
- Position the sling under the patient so the commode aperture aligns with the base of the spine and top of the sling close to the neck.
- Roll user onto the opposite side and position him/her on the flat section of the sling. This will allow you to unroll the remainder of the sling from the other side of the user.
- Once the sling has been positioned centrally, feed the leg sections under the thighs and draw them up between the thighs.
- Raise the head of the bed if this function is available.
- Move the lift slowly towards the user and position the spreader bar over the user's/ patient's chest.

## OPERATING INSTRUCTIONS

### SLING ATTACHMENT INSTRUCTIONS FOR THE 2-POINT SPREADER BAR

Attach Loop A and D of the sling to Hook A on Spreader Bar; attach Loop B and C to Hook B.



- Lift the user above the bed by using the hand control.
- Pull lift away from bed. Position user over the wheelchair or chair then lower the patient onto the surface.

Note: Reverse the above procedures when returning the user/patient to bed.

# MAINTENANCE & INSPECTION



- The operator of the lift shall inspect the BestLift before each use. Check all bolts for tightness. Make sure the base can be easily widened, and that all lift parts are in place. Make sure that casters can turn freely, and that caster brakes can be engaged. Make certain all necessary items (i.e. slings, and wheelchairs, etc.) are ready for use.
- At least once a month, the lift should be thoroughly inspected by a person qualified to recognize any signs of wear and tear, and looseness of bolts or parts. Replace any worn parts immediately.
- To lubricate, put a drop of oil on the following points when the lift is placed into service and every month thereafter: top of mast, spreader hinge, and caster axles.

	FIRST RECEIVED	MONTHLY	EVERY 3 MONTHS
<b>BOOM &amp; SPREADER BAR</b>			
Check connections between Boom and Spreader Bar for improper connection, looseness, or wear	●	●	
Check connections between Boom and Mast for improper connection, looseness, or wear.	●	●	
Check the Boom for bending and deflection.		●	
<b>MAST</b>			
Check the Mast for bending or deflection.	●	●	
<b>BASE &amp; FOOT PEDAL</b>			
Check bolts and nuts for looseness.	●	●	
Check casters and axle bolts for tightness.	●	●	
Check parts on the casters for deflection	●		●

	FIRST RECEIVED	MONTHLY	EVERY 3 MONTHS
<b>BASE &amp; FOOT PEDAL</b>			
Apply grease to caster bearings if needed.			●
Check welding joints for rust and crack.		●	●
<b>CLEANING</b>			
AS NEEDED			
<b>ACTUATOR &amp; CONTROL BOX</b>			
Make sure the control box is firmly affixed to the mast.	●	●	
Make sure the actuator is secured to the boom and mast with pins and key rings	●	●	
Make sure actuator plug connection to control box is not loose.	●	●	
<b>SLINGS &amp; SLING HARDWARE</b>			
Check sling for wear.	●	●	
Check sling hardware every time before use.			

# TROUBLESHOOTING GUIDE

The following list of encountered problems and solutions will assist you in determining what may be causing your patient lift not to function as designed. If you have a problem occurring which is not listed below please contact your dealer or technical support for help. Do not attempt to repair or replace components or parts on your lift as this may void your warranty or cause further problems that may result in patient injury. Stop using your lift immediately if it is not functioning correctly or any warning beeps are heard.

***I need to re-charge my batteries often or they fail to hold a charge when I charge them.***

- Replace the batteries or battery pack as they are at the end of their life cycle
- Batteries should be changed every 18-24 months depending on usage

***The actuator will either go up or down but not both***

- Replace your hand control as it is at the end of its life cycle
- Your control box may be malfunctioning

***There is a grinding sound inside the actuator when lifting***

- Replace your actuator as the internal gears are stripped

***The actuator stops and starts while lifting or lowering***

- Replace the batteries or battery pack as they are at the end of their life cycle

***My lift will not operate even though it shows the batteries are charged***

- Unplug the AC power cord from the control box as the lift will not work when the control box/charger is connected to AC Power.
- Check to make sure the hand control is properly inserted all the way into the control box port.
- Check to make sure the actuator plug is properly connected and inserted all the way into the control box
- Your hand control needs to be replaced as it is at the end of its life cycle

***If there is problem you could not correct, please contact your dealer for assistance.***

# EMERGENCY LOWERING MECHANISM

In case there is a failure with the actuator or electronics and the user is left suspended in mid-air, please follow the procedures below to safely lower the user to a safer position.

Contact your dealer immediately if standard troubleshooting techniques do not correct the failure. Do not attempt to lift until all failure and safety issues have been resolved.

The Quick Release mechanism is activated by the RED lever mounted at the top end of the actuator. Activate the Quick Release by pulling the RED lever with the arrow symbol in the direction indicated by the arrow. This will de-clutch the actuator and safely lower the user down.

*NOTE! When the Quick Release is activated, the boom will not lower itself unless there is sufficient weight or force applied in the downward direction.*

## APL350E



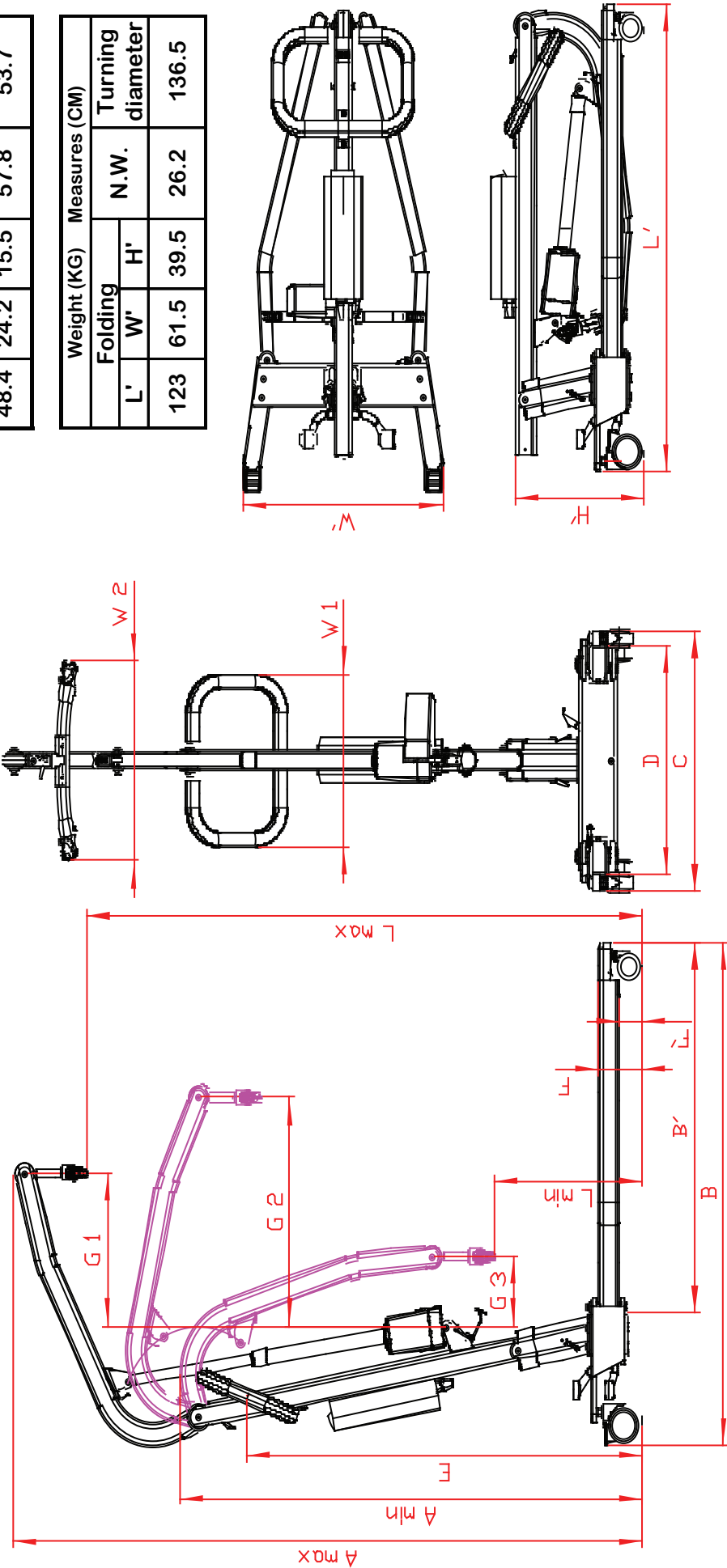
Pinch red tabs together

OPERATING  
INSTRUCTIONS

### NOTE:

**THE EMERGENCY LOWERING DEVICE IS INTENDED FOR USE DURING LIFT FAILURE. THIS DEVICE WILL ALLOW LOWERING OF PATIENTS ONLY. PLEASE CONTACT YOUR DEALER IMMEDIATELY IN CASE OF FAILURE.**

# APL350E ALUMINUM PATIENT LIFT 350LB / 150KG SWL



Weight (LB)		Measures (IN)	
Folding		N.W.	
L'	W'	H'	Turning diameter
48.4	24.2	15.5	53.7

Weight (KG)		Measures (CM)	
Folding		N.W.	
L'	W'	H'	Turning diameter
123	61.5	39.5	136.5

Measures in Inches (Unmarked tolerance: +/- 1/2 inch)									
A		B	B'	C	D	F	F'	E	G
Max.	Min.								G1
74.8	55.5	50.4	37	26~41 (+/- 1/2")	22.8~37.4 (+/- 1/2")	5.2	2.8	47.2	15.3 (+/- 1")
									G2
									22.8 (+/- 1")
									G3
									7 (+/- 1/2")
									L
									max
									66 (+/- 1/2")
									min
									18.5 (+/- 1/2")
									W1
									17.2
									W2
									21.6

Measures in CM (Unmarked tolerance: +/-1cm)									
A		B	B'	C	D	F	F'	E	G
Max.	Min.								G1
190	141	128	94	66~104 (+/- 2 cm)	58~95 (+/- 2cm)	13.3	7.2	120	38.8 (+/- 3cm)
									G2
									57.9 (+/- 3cm)
									G3
									17.8 (+/- 3cm)
									L
									max
									168 (+/- 2cm)
									min
									47 (+/- 2cm)
									W1
									43.8
									W2
									55

# NOTES

# NOTES

# WARRANTY AND RETURN GOODS POLICY

## WARRANTY POLICY:

Bestcare LLC offers a limited warranty on all patient lifts, slings and accessories to be free of defects in workmanship and product performance. This warranty is extended only to the original purchaser/user and is therefore non transferrable. Any warranty claims must be submitted through an authorized dealer or distributor that sold the original product with proper proof of sale and serial number supplied. Prior authorization from Bestcare LLC is required for any warranty replacement and we reserve the right to replace parts and or accessories in lieu of sending complete new patient lifts. Dealers and distributors will be billed for any advance warranty replacement items shipped and credited at 100% only when the defective items have been returned to Bestcare LLC and proven defective. Product returned without a Bestcare LLC return authorization will be refused. Returns received 30 days after the issuance of a return authorization will also be refused as the authorization will have expired. The final disposition of warranty claims will be subject to our inspection of the returned items. Bestcare LLC has the right to determine valid claims based on the individual circumstances of each claim. Warranty claims will be denied should evidence of the following be determined:

- Misuse of product , modification of product or failure to maintain as per the owner's manual
- Serial number removed or defaced
- Normal wear and tear

Bestcare LLC warrants the following products and components for the time period specified:

- Lift frames and spreader bar: 3 years
- Actuator: 2 years
- Parts including casters, control box, PCB, pendant, charger: 2 years
- Batteries: 1 year
- Weigh Scale: 2 years
- Spryte Stand Aid all components: 2 years
- Hydraulic pumps: 1 year
- Reusable slings: 6 months

Bestcare LLC Single Patient Slings are designed for limited use with one patient and may not be washed. Bestcare will replace any disposable slings found to have a manufacturing defect. Normal wear and tear will not be covered under warranty.

## RETURN GOODS POLICY:

Bestcare LLC will allow goods to be returned only with prior authorization and a valid RA number issued by the RA co-coordinator. RA's will only be provided for items invoiced within 30 days of the initial RA request. All returns must be received at Bestcare LLC within 30 days or the RA will expire. The returning package must be clearly marked with the RA number or the shipment will not be received or any credit issued. When a part is returned to Bestcare LLC for warranty inspection a \$50 service charge will apply if the part is not defective. Returns are subject to a minimum re-stocking fee of 15% or more depending on the condition of the returned items. Where an item was ordered incorrectly according to your purchase order or the customer no longer wants the item(s) returning freight is the responsibility of the dealer/customer not Bestcare LLC.

Patient lifts may not be returned unless the following has occurred:

- The wrong lift was shipped in error by Bestcare LLC
- The lift is heavily damaged or defective out of the box

Please note that lifts being returned must be in the original carton and all parts and components included with the return. Failure to comply with this requirement will incur higher re-stocking fees or a rejection of the return. Slings, parts and accessories may only be returned if they have not been used. There are no exceptions to this provision. Bestcare LLC reserves the right to issue credit amounts based on strict adherence to this policy.





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