

MODELS | BestLift 400 series
BestLift 500 series
BestLift 600 series

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 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
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SAFETY INSTRUCTIONS



The BestLift Series of full body patient lifts reflect innovative state of the art design to increase user mobility. A BestLift will provide years of service if it is properly maintained as any electric and/or mechanical equipment requires. 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 user with the device.

PLEASE NOTE THE FOLLOWING:

- Special care must be taken with users/patients who cannot themselves provide assistance while being lifted. (i.e. patients who are comatose, spastic, agitated, or otherwise severely handicapped.)
- The patient lift should be used solely for transferring a user/patient from one utility (beds, chairs, toilets, etc.) to another. The patient lift should not be used for transporting or moving any patient from one location to another location.
- During lifting or lowering, whenever possible, always keep the base of the lift in the widest position.
- The base of the lift should be closed before moving the lift.
- Do not roll casters over any object while the user/patient is in the sling.
- Do not lock casters during lifting.
- While being lifted in a sling, always keep the user/patient centered over the base and facing the caregiver operating the lifter.
- Never leave the user/patient unattended during lifting.

The BestLift 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. Also prior to actual lifting, explain the lifting procedure to the user/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

Designed to provide the perfect combination of patient safety, weight capacity and maneuverability. This lift is manufactured to meet the needs of the general patient population in hospitals and nursing homes. Caregivers appreciate the ease of operation and patients are reassured by the stability and overall comfort provided.

- 400, 500, and 600 Lb. safe working loads
- Heavy duty multi tilt spreader bar
- Low base
- Digital scale accessory
- Emergency lowering device

SPECIFICATIONS

& OPTIONS

CONTROL BOX

EL SERIES

E SERIES

Input Voltage	220-240VAC 50Hz / 110-120VAC 60Hz	220-240VAC 50Hz / 110-120VAC 60Hz
Output Voltage	24 VDC	24 VDC
Battery Pack	24 VDC 5AH	24 VDC 5AH
Control	Handset	Panel and Handset
Protection Class	IPxx	IP66
Over-duty alarm	by buzzer	by LCD
Battery Status	by LED color indicator	by LCD

	PL400 series	PL500 series	PL600 series
Maximum Safe Load Capacity	400 Lb.	500 Lb.	600 Lb.
Max. height of spreader bar	68"	75.4"	81"
Min. height of spreader bar	28"	22.4"	27"
Base closed external width	26"	26"	27.6"
Base open external width	37"	41"	38"
Base height clearance	4.7"	4.7"	4.7"
Mast height	48"	49.8"	50.1"
Overall length	40"	47"	49.6"
Dual front casters	No	Yes	Yes
2 Point Spreader Bar	Optional	Yes	Optional
6 Point Spreader Bar	Yes	Optional	Yes
Emergency Release	Yes	Yes	Yes
Weigh Scale	Optional	Optional	Optional

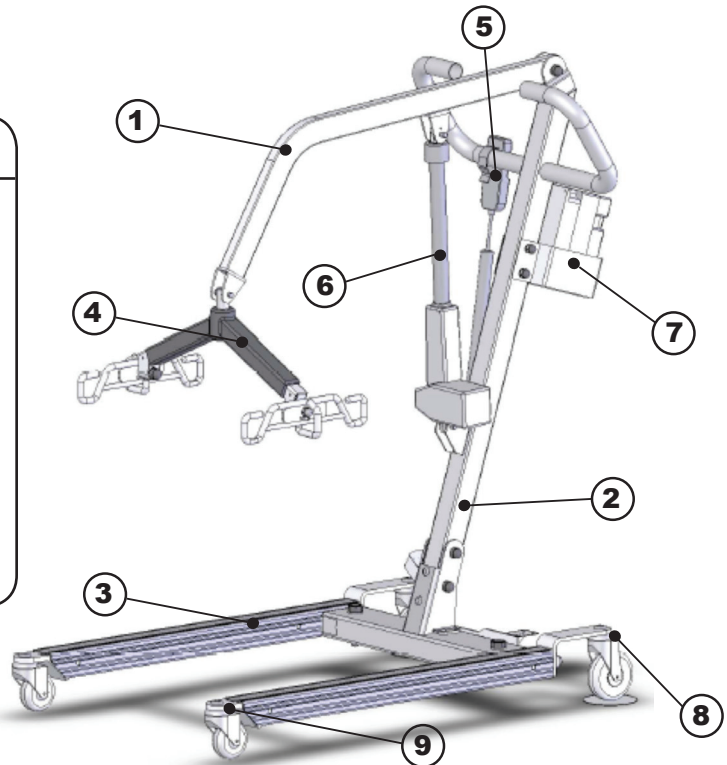
**Bestcare is committed to continuous improvements of our products therefore the specs, dimensions, and features listed above are for guidance only and subject to change without prior notice.*

ASSEMBLY

- i** Prior to assembly, unpack all parts from the shipping carton and check for any missing parts. Contact your dealer immediately if a part is missing.

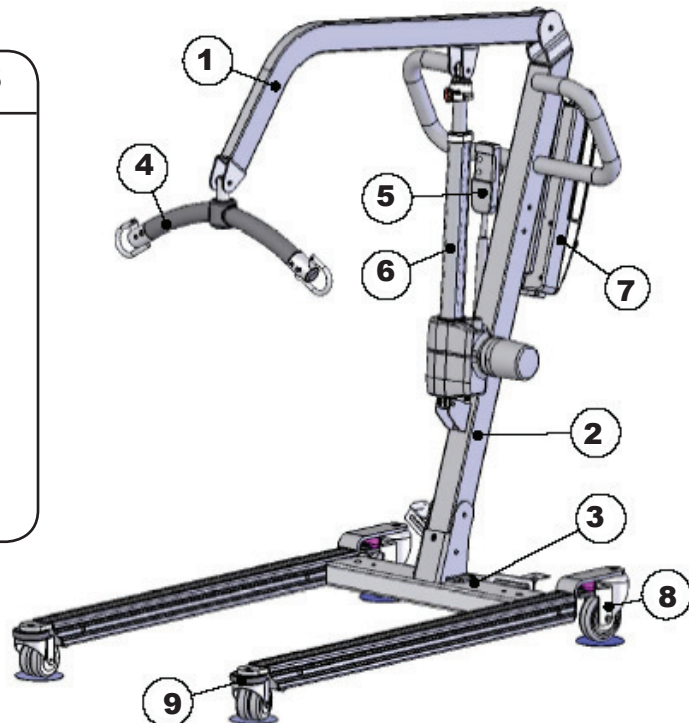
Parts List for PL400 SERIES

1. Boom
2. Mast
3. Base
4. Spreader bar w/ Sling hooks
5. Pendant / Hand Control
6. Actuator
7. Control box and Battery Pack
8. Rear Caster w/ Brake
9. Front caster



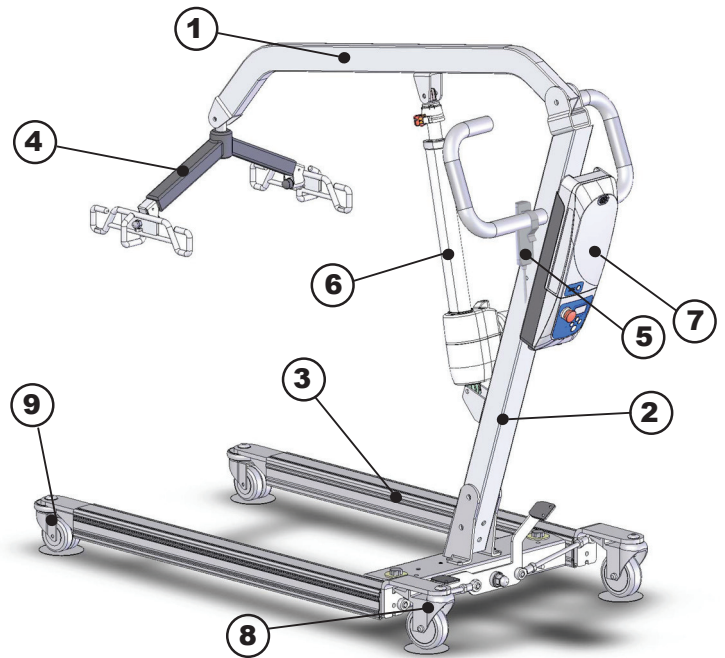
Parts List for PL500 SERIES

1. Boom
2. Mast
3. Base
4. Spreader bar w/ Sling hooks
5. Pendant / Hand Control
6. Actuator
7. Control box and Battery Pack
8. Rear Caster w/ Brake
9. Front dual casters



Parts List for PL600 SERIES

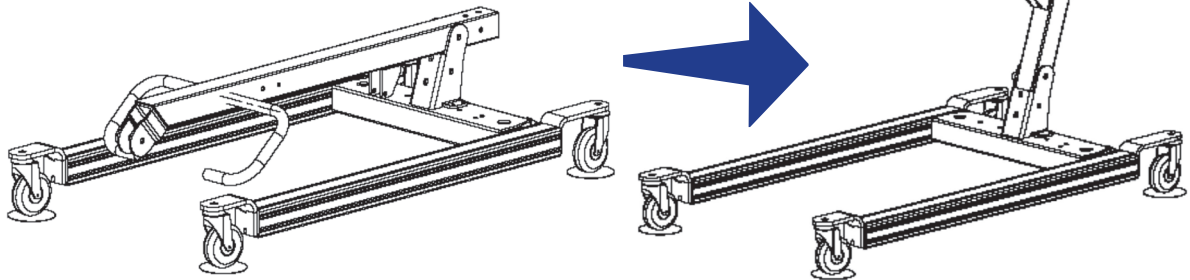
1. Boom
2. Mast
3. Base
4. Spreader bar w/ Sling hooks
5. Pendant / Hand Control
6. Actuator
7. Control box and Battery Pack
8. Rear Caster w/ Brake
9. Front dual casters



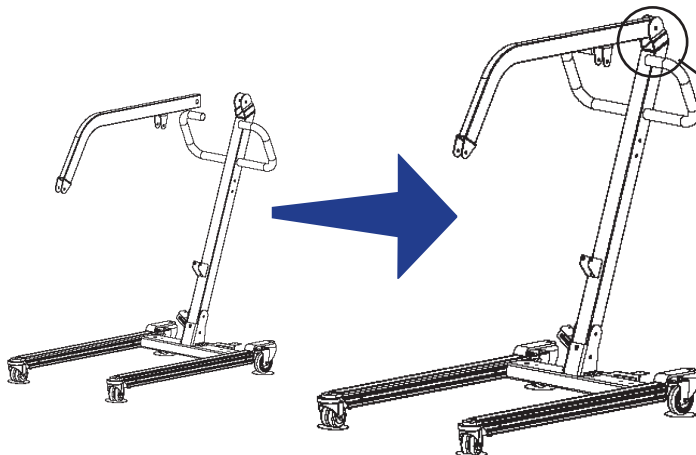
STEP BY STEP ASSEMBLY

1

Engage the brakes. Remove the bolts from the bottom of the mast and base. Pull the Mast to an upright position. Re-insert the bolts into the holes at bottom of the mast and tighten the nuts.



2



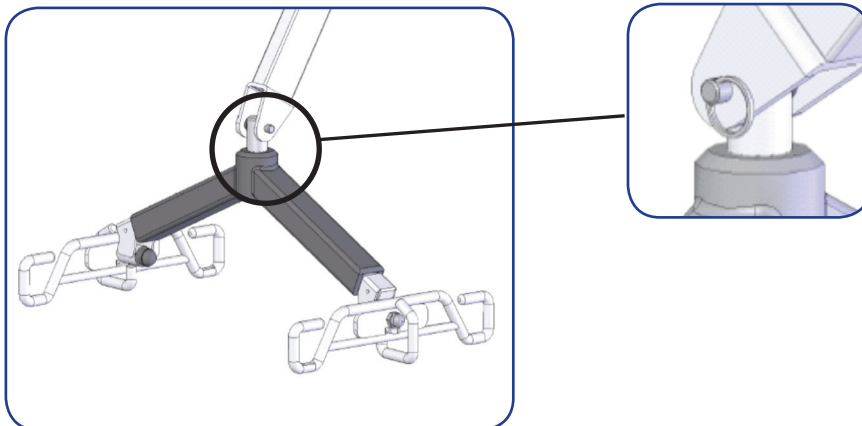
Attach boom to top of mast. Re-insert the bolts into the holes and tighten the nuts.

ASSEMBLY

3

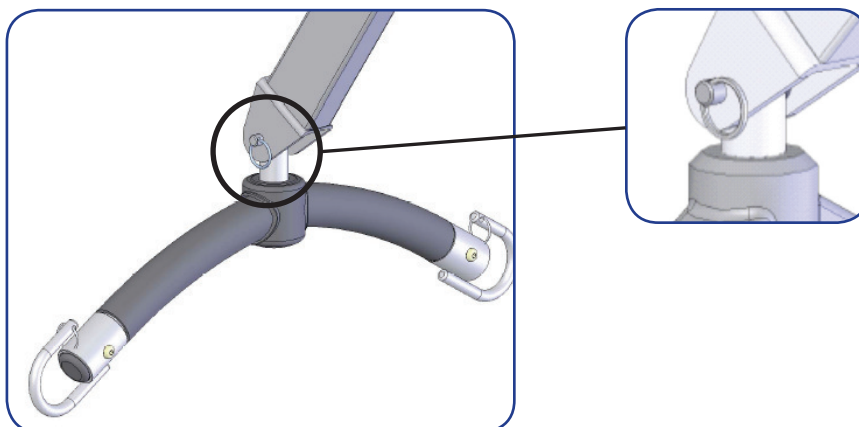
SPREADER BAR ASSEMBLY FOR PL400 & PL600 SERIES

Attach the spreader bar to the boom and insert pin. Insert keeper ring to secure spreader bar to boom.



SPREADER BAR ASSEMBLY FOR PL500 SERIES

Attach the spreader bar to the boom and insert pin. Insert keeper ring to secure spreader bar to the boom.

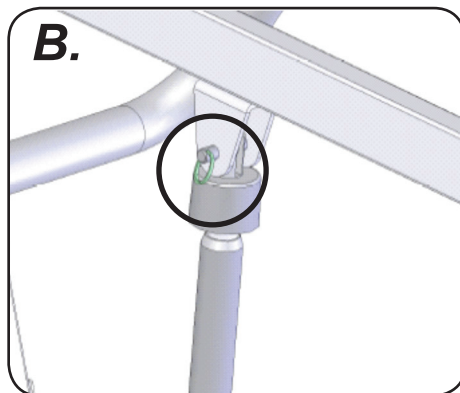
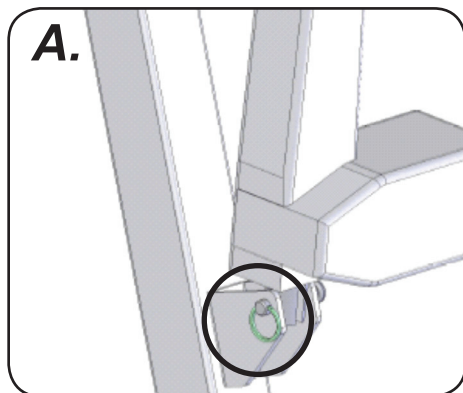


4

ACTUATOR ASSEMBLY FOR PL400E

A. Attach the bottom of actuator to the bracket on the mast and insert pin. Insert keeper ring through hole in pin to secure base of actuator

B. Attach the top of the actuator to the bracket on the boom and insert pin. Insert keeper ring through hole in pin to secure actuator to upper bracket.

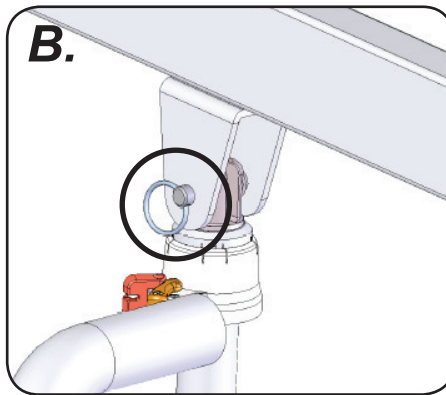
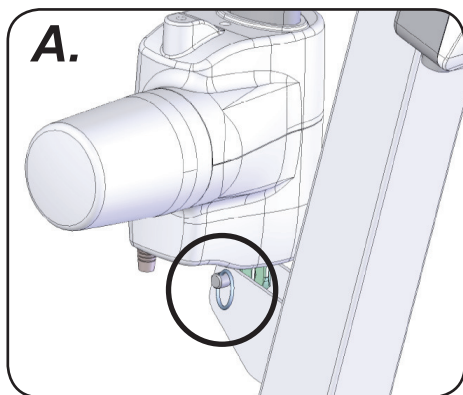


ASSEMBLY

ACTUATOR ASSEMBLY FOR PL500E & PL600E

A. Attach the bottom of actuator to the bracket on the mast and insert pin. Insert keeper ring through hole in pin to secure base of actuator.

B. Attach the top of the actuator to the bracket on the boom and insert pin. Insert keeper ring through hole in pin to secure actuator to upper bracket.

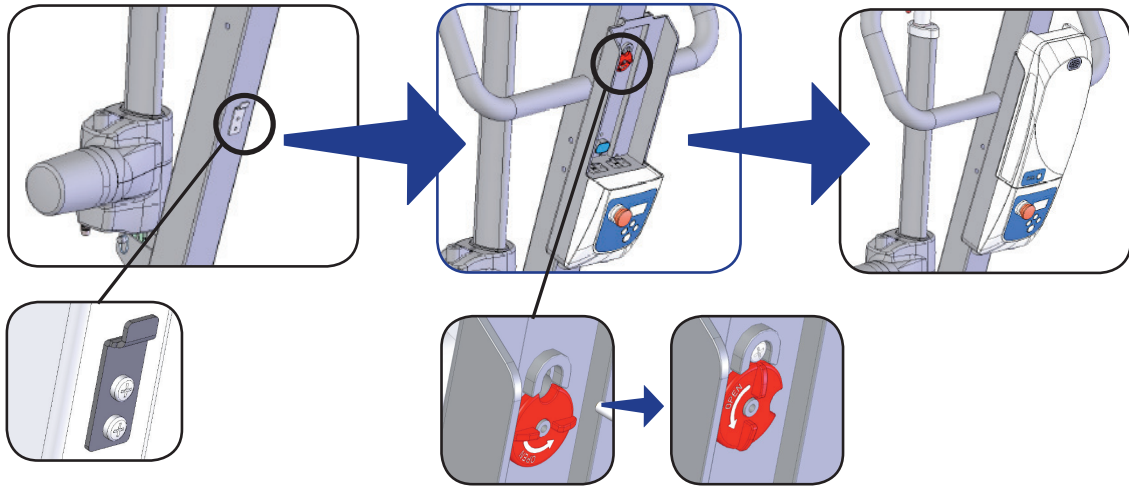


BATTERY INSTALLATION

FOR PERFORMANCE SERIES

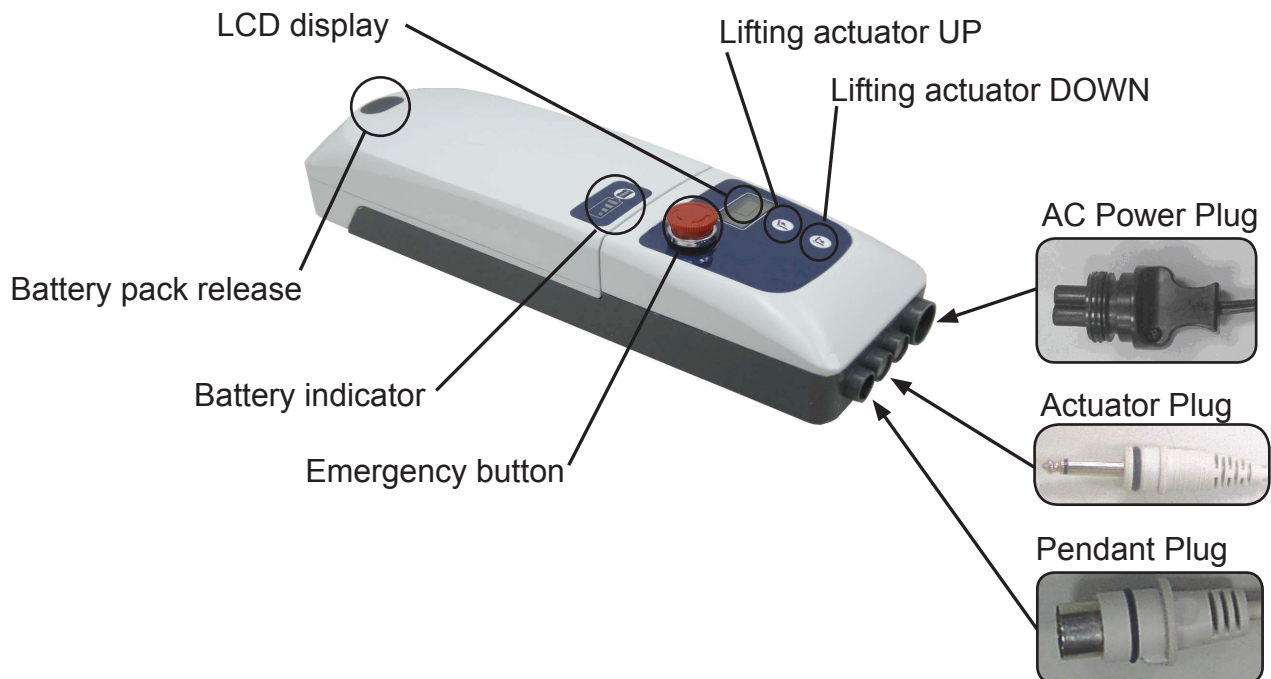
(for LEGACY electronics assembly see page 16)

Install the control box. Slide the control box over and onto the metal tab mounted at the bottom of the Mast. Line up the control box with the hole at the top of the mast and insert the screw to hold the control box in place. Secure the control box by turning the lock mechanism into the lock position.



ASSEMBLY

CONTROL BOX INSTRUCTIONS / PLUG-INS



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

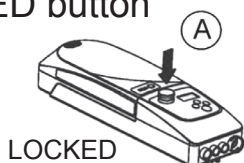
	
	Overload
	Battery Volume
	Overused
low battery	Battery Low (Blink)

	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

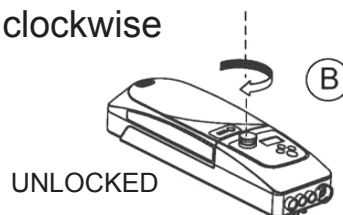
EMERGENCY STOP FOR PERFORMANCE ELECTRONICS ONLY

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

press RED button



turn RED button clockwise



***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.**

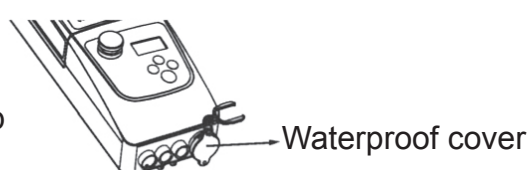
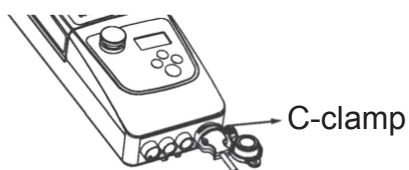
FEATURES OF POWER PLUG:

C-CLAMP :

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

WATERPROOF COVER:

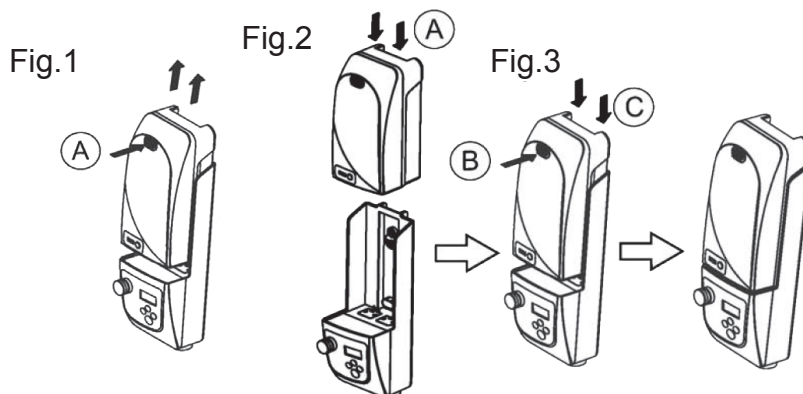
- when control is not being used, the cover should be closed to prevent water ingress.



REMOVE AND INSERT BATTERY PACK:

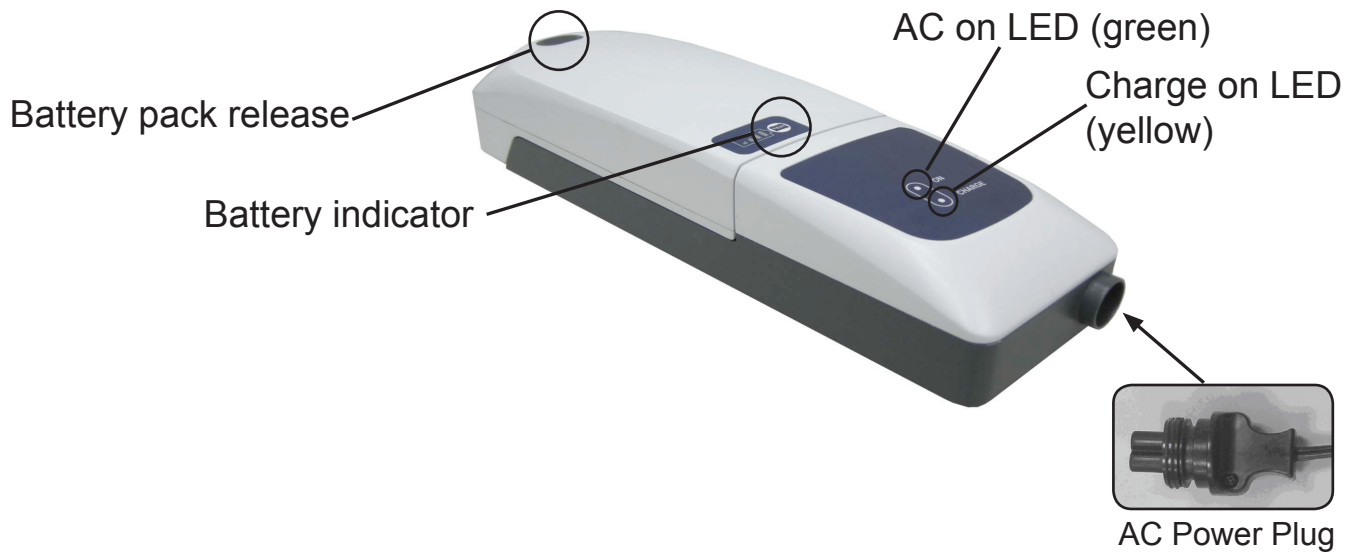
REMOVE : press button A and pull out in the up direction (Fig.1)

- 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.



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**.

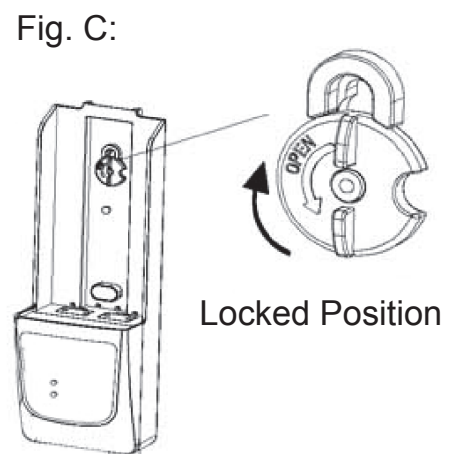
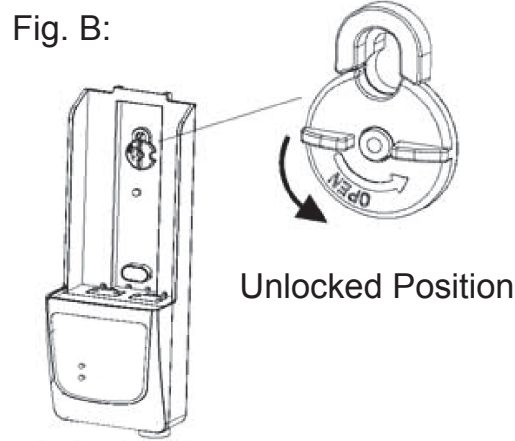
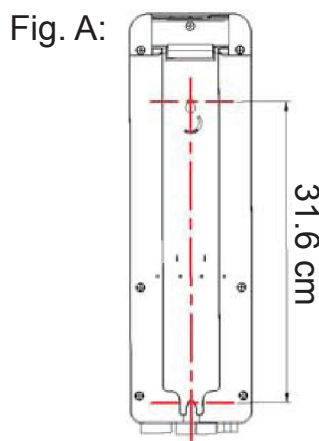
Step 3A: Hook the charging unit onto the mounting surface by first sliding the bottom slot over the bottom screw.

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 14. FOLLOW INSTRUCTIONS TO REMOVE AND INSERT BATTERY PACK FROM CONTROL BOX.

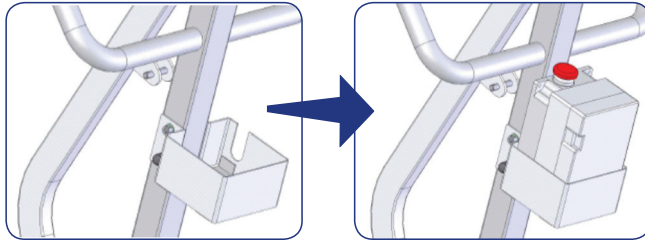
ASSEMBLY



FOR LEGACY SERIES

(for PERFORMANCE electronic assembly see page 12)

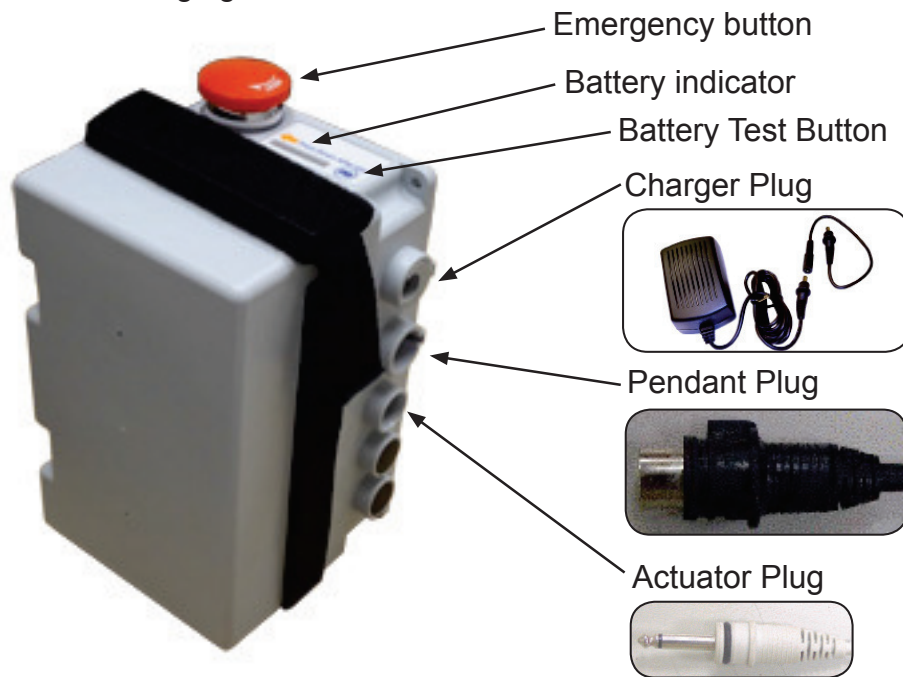
Attach the Control Box Hanging Bracket to the Mast and tighten the nuts. Once the bracket is secure, then place the Legacy Electronic Box inside.



CONTROL BOX INSTRUCTIONS/PLUG-INS

* refer to page 15 for charging instructions

ASSEMBLY



CHECKING THE BATTERY:

- Check batteries by pressing the Battery Testing Button (blue circle with a battery sign) on the control box.
- Batteries are fully charged when all lights on the Battery Indicator are “ON”.
- Charge batteries when Indicator shown only one “GREEN” light.
- Do not use the lift when no “GREEN” light is shown. Charge the batteries immediately.
- Replace batteries when frequent charging is needed.



PATIENT LIFT WILL NOT OPERATE WHILE CHARGING

CHARGING THE BATTERY

- Ensure the power is switched “ON” (the red “RESET” button should be up).
- Insert charging plug into charging port on the control box.
- Plug charger to power supply.
- All lights of battery indicator should be “ON” while charging.
- It takes approximately 2-3 hours to fully charge the batteries from one green light.
- It takes approximately 7-9 hours to fully charge the batteries from the red light.
- Do not leave the batteries on charging for an extensive period of time. This will shorten the life of the batteries.
- Do not let the batteries run down to the last red light. This might shorten the life of the batteries or damage the batteries.
- Unplug the charger first before using the lift.

KNOW WHAT YOUR BATTERY IS TELLING YOU

RED	AMBER	GREEN	GREEN	GREEN	
ON	ON	ON	ON	ON	FULLY CHARGED
ON	ON	ON	OFF	OFF	NEED CHARGE
ON	ON/OFF	OFF	OFF	OFF	CHARGE IMMEDIATELY. DON'T USE THE LIFT
OFF	OFF	OFF	OFF	OFF	BAD BATTERIES OR BAD CONNECTION

WARNING BUZZERS

The control box has a buzzer that provides you with information on the status of the batteries and the lift. To stop the buzzer, push down the RESET button or press the Battery Test button.

BUZZER TYPE	INDICATION	NOTE
2 beeps/sec	Low Battery (red/amber lights on)	Charge batteries immediately.
3 beeps/sec	Low Battery (red light on)	Charge batteries immediately.
6 beeps/sec	Very Low Battery (no light on)	Charge batteries immediately.
3 beeps every other second	Bad Battery (no light on)	Replace batteries.
3 long beeps	Overloaded. Batteries are charged but lift does not lift.	Exceeded maximum load capacity.

IMPORTANT NOTES ON CHARGING

- Push lift to charging location and charge the batteries with the charger provided. Frequent plug/unplug of the hand control and motor into/from the control box may damage the control box.
- Do not charge batteries over 12 hours.

OPERATING INSTRUCTIONS



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

Do not attempt to use patient lift unless the patient exhibits control over the upper body, strength to grasp the handles, ability to bear some weight and flexibility in knees, hips, and ankles.



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 the battery indicator lights are on.
- 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 product. 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 BestLift) present during the first few times the lift is used to transfer a new user.



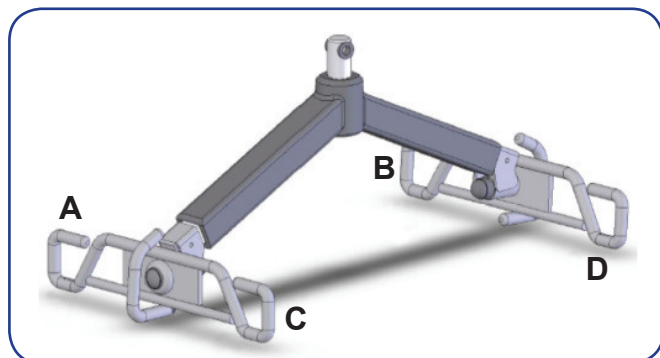
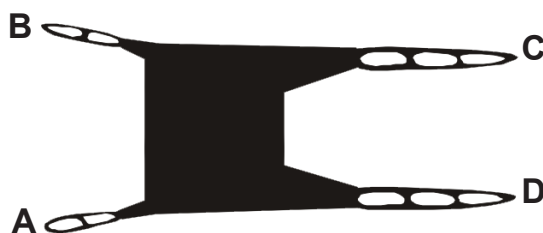
Turn the lift “ON” by turning the red “RESET” button clockwise. Turn the lift “OFF” by pressing down the “RESET” button.

TRANSFER FROM BED

- User/patient should be in the center of the bed.
- Position user onto his/her side by rolling user 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 user/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.

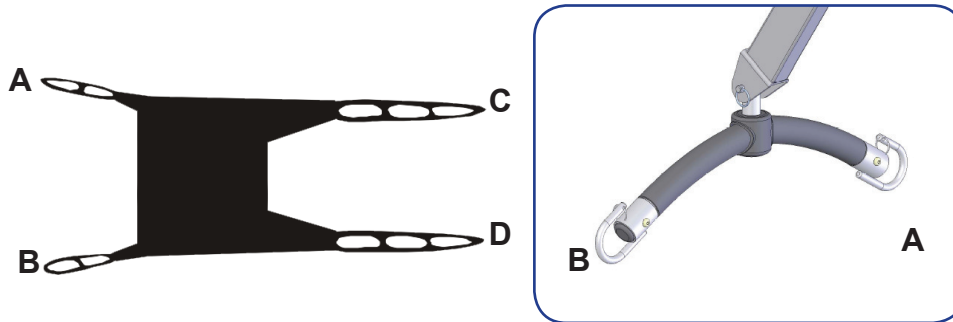
SLING ATTACHMENT INSTRUCTIONS FOR THE 6-POINT SPREADER BAR

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



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 be turned 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 BestLift is placed into service and every month thereafter: Top of Mast, Spreader Hinge, and Caster Axles.

	FIRST RECEIVED	MONTHLY	EVERY 3 MONTHS
BOOM & SPREADER BAR			
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.		●	
MAST			
Check the Mast for bending or deflection.	●	●	
BASE & FOOT PEDAL			
Check bolts and nuts for looseness.	●	●	
Check casters and axle bolts for tightness.	●	●	
Check rubber parts on the casters for deflection	●		●

	FIRST RECEIVED	MONTHLY	EVERY 3 MONTHS
BASE & FOOT PEDAL			
Apply grease to caster ball bearings if needed.			●
Check welding joints for rust and crack.		●	●
CLEANING			
AS NEEDED			
ACTUATOR & CONTROL BOX			
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 into control box is not loose.	●	●	
SLINGS & SLING HARDWARE			
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

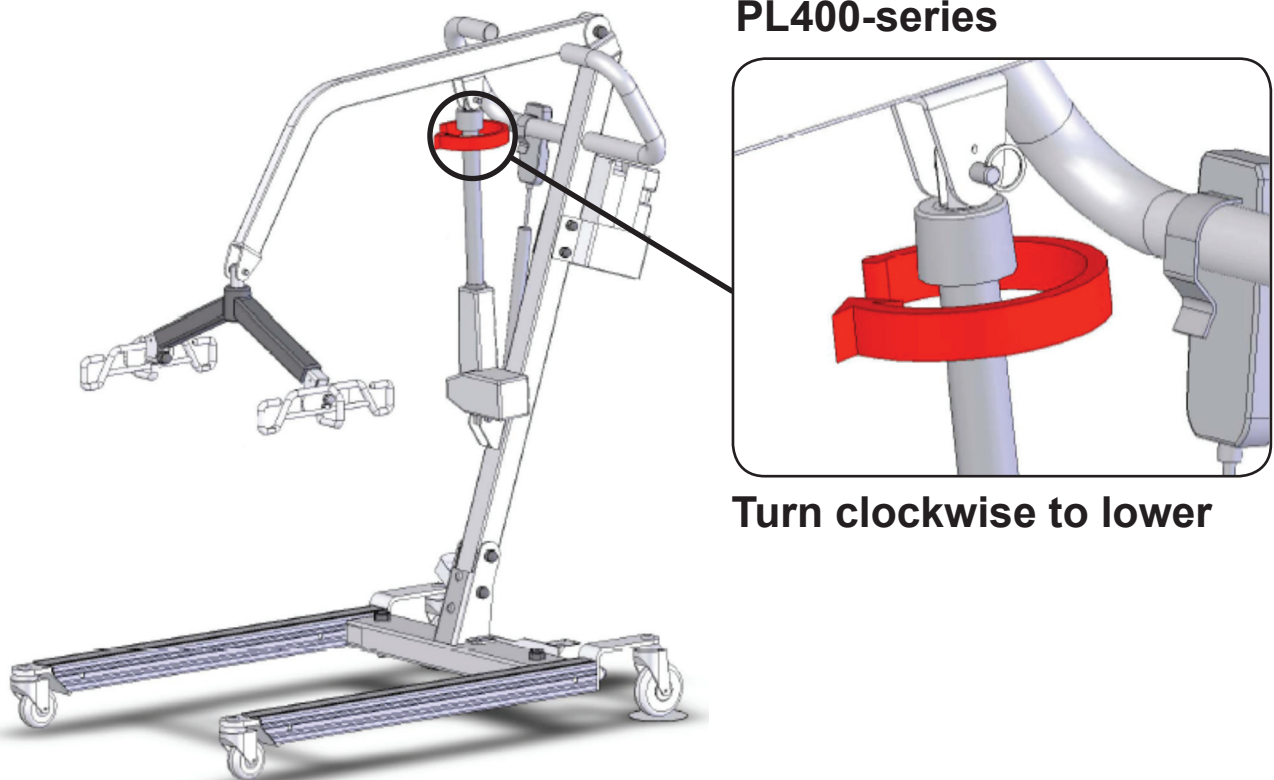
If there is problem you could not correct, please contact the dealer for assistance.

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.

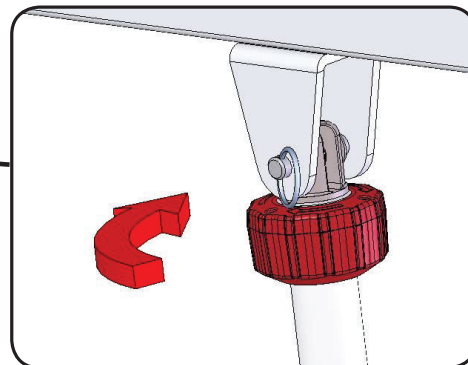
Contact your dealer immediately if standard troubleshooting techniques do not correct the failure. Do not attempt to lift until all failure and safety issues have been resolved.

In case of lift failure, please follow the procedures below to safely lower the user. The Emergency Lowering Device is located at the top of the actuator shaft. It is intended for use if the actuator fails to operate while a patient is suspended. The device consisting of a plastic collar ring that should be turned clock-wise continually until the patient has been lowered.





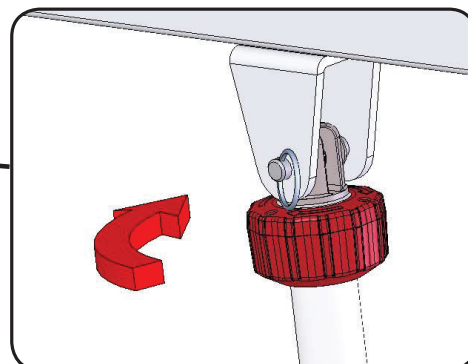
PL500-series



Turn clockwise to lower



PL600-series



Turn clockwise to lower

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.

NOTES

BESTCARE LLC WARRANTY AND RETURN GOODS 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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