



## TROUBLE SHOOTING FOR YOUR SKYLARK ELECTRIC ATTIC STAIRS

- **IF YOU'RE SKYLARK ELECTRIC ATTIC STAIRS STOPS WHEN IT IS CLOSING. I.E. STAIRS IS RAISING FROM THE FLOOR AND STOPS**

This can mean that your Skylark Electric Attic stairs unit is out of synchronization, to fix follow these steps:

1. Bring your Skylark to an open position, i.e. ladder on the floor.

Now press and hold the down button on the remote control for 5 to 6 seconds, at which time you will see a small movement in the ladder or door panel, or hear a click sound, which will last for 1 to 2 seconds. When you have heard the click or seen some movement, press the up button on the remote control and let the Skylark fully close and straight away open it fully to the floor. The Skylark is now back in sync.

We highly recommend that you carry out this procedure once every six months as it keeps your Skylark stairs motors in harmony. Follow the steps above.

**NOTE:** When doing the above steps, if after pressing and holding the down button on the handheld remote control, you have not heard a click sound or seen any movement, do not worry this can happen. You need to now press the up button and let the ladder lift off the floor about 2 feet to 3 feet, stop the ladder at this stage and bring it back to the floor and follow step 1 again. You may have to do this 3 times before you hear a click or see any movement.

- **IF THE SKYLARK STAIRS STOPS ON THE WAY DOWN AND BACKS UP A SHORT DISTANCE**

Check that there is no obvious obstruction preventing the stairs from moving past a certain point, check that the two steel cables are in their correct position, which is on top side of the ladder.( if they are on the side of the stringer, lift onto the top side of the stringer)

If no obstruction is visible bring the stairs to the floor by following these directions.

Intermittently press the down button and the stairs will lower in stages, continue to press the down button until the stairs come to rest on the floor, (keep observing the stairs as you do so, to make sure it is lowering in a level manner, not twisting. If stairs are twisting or getting stressed, contact your supplier)

When the stairs reach the floor and within 3 seconds press and hold the down button on your remote control, and keep it pressed for 5 to 6 seconds, at which time you will hear the Skylark make a click sound and it may also move backwards a little.

Once this happens, press the up button and allow the Skylark to close to its stored position and bring it back to the floor again, by pressing the down button once. Your Skylark will now be back in sync.

If you do not hear the click sound or any movement after you have held the down button for 5 to 6 seconds, please read the above **NOTE**.

- **AFTER YOUR SKYLARK HAS BEEN INSTALLED IT IS IMPORTANT YOU MAKE SURE THAT THE MAINS POWER SUPPLY TO YOUR SKYLARK IS SWITCHED ON, THIS MAY SEEM OBVIOUS, BUT YOUR SKYLARK HAS A BATTERY BACK UP AND MAYBE RUNNING ON THAT ALONE, AND IN TIME WILL RUN OUT OF BATTERY POWER, WITH YOUR SKYLARK IN A CLOSED POSITION AND APPEAR NOT TO BE WORKING. THE STAIRS WILL THEN HAVE TO BE LOWERED MANUALLY. TO AVOID THIS HAPPENING ALWAYS MAKE SURE YOUR POWER POINT IS WORKING, SWITCHED TO THE ON POSITION AND POWER ON.**

**IF ALL OF THE ABOVE FAIL PLEASE CONTACT YOUR SUPPLIER**



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