RECLAIM
YOUR GARAGE SPACE™

INSTALLATION & OPERATING INSTRUCTIONS

MODEL E

Timber stud wall installation

V1.1

NSHG Investments Pty Ltd
ABN 39 634 611 019
www.stow-high.com.au

Patent Pending
Registered Designs
Stow High® and related brand names and trademarks of NSHG Investments Pty Ltd

© 2020 NSHG Investments Pty Ltd

Thank you for your purchase

of a new Stow High- Model E product.

We hope this Stow High unit positively changes your daily life for many years to come.

If you have any questions please let us know.
M: 0492 424 775 (business hours)
E: enquiry@stow-high.com

These instructions contain IMPORTANT SAFETY information. DO NOT proceed with the installation or use before reading thoroughly.

Please save these instructions for future reference.

Contents

Safety information and warnings	3-4
Before you begin	5
Component identification	6-8
Tools required	9
Wall structures	10
Reference pictures	11
How it works	12
Identification of suitable locations	13-15
Assembly- Step 1	16-20
Assembly- Step 2	21-26
Assembly- Step 3	27-31
Remote control operation	32-33
First use- Pre checks	34
First use- Activations	35
After first use- Adjustments	36
Daily use	37
Maintenance and care	38
Replacement parts and components	39
Trouble shooting	40
Specifications	41-42
Other information	43

Warnings
Important safety instructions

These safety alerts mean WARNING: A possible risk to personal safety or property damage exists.

Start by reading these important safety instructions.

- Failure to comply with the following instructions may result in serious personal injury or property damage.
- Read and follow all instructions carefully.
- The Stow High appliance is designed and tested to offer safe service, provided it is installed and operated in strict accordance with the instructions in this manual.
- Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following;
    - Before turning on the appliance, ensure your electrical voltage and circuit frequency correspond to those indicated on the rating label.
    - Ensure your wall outlet is properly installed and earthed. Never force the plug into an outlet.
    - To insert the plug, grasp it firmly and guide it into the outlet.
    - Do not twist or kink the cord or let it touch hot surfaces.
    - Do not put any stress on the cord when it connects to the product.
    - Never pull/carry/drag the appliance by the cord or use the cord as a handle.
    - Arrange the cord away from other devices.
- The appliance is not intended to be operated by means of an external timer or any type of separate remote control system.
- Do not pick up or operate the appliance if the power supply cord, plug or assembly is damaged, after it malfunctions, or has been dropped or damaged.
- Turn off the appliance, then unplug it when not in use for extended periods of use, cleaning, servicing or maintaining.
- Unless your home is already fitted with a residual current device (safety switch), we recommend installing an RCD with a rated residual operating current not exceeding 30mA to provide additional safety protection when using electrical appliances. Seek professional advice.
- This appliance is intended for domestic use only. It is not suitable for commercial, industrial or outdoor use. Do not use it for any other purposes than its intended use, for storage of typical domestic items. Any other use is not recommended and may cause fire, electric shock or injury.
- These instructions are not intended to cover every possible condition and situation. As with any electrical or DIY project, common sense and caution are always recommended when installing, operating and maintaining the appliance. Seek professional assistance where required.
- Do not use the appliance outdoors.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Supervise children to ensure they do not play with the appliance. Close supervision is necessary when any appliance is used by or near children.
- Install the appliance according to the instructions in this manual. Do not operate the appliance until it is completely installed.
- The use of attachments not sold or recommended by the manufacturer may cause damage to the appliance or injury and will void the warranty.
- Do not place anything on top of the appliance.
- Avoid contact with moving parts. Never insert fingers, objects or other items into moving parts when in use.

Warnings

Important safety instructions- continued

Continued from previous page

- Do not overload the appliance or deliberately test the capability of the appliance.
- The maximum weight capability of all contents when installed correctly is 40.0kg.
- Ensure that items stored within the appliance case do not protrude beyond the case assembly, during operation or when stored in the closed position.
- Ensure items stored within the case assembly are balanced and do not cause the appliance to lean to one side or forwards or backwards.
- Improper installation or misuse of the appliance may result in the risk of fire, electric shock and/or injury. We accept no responsibility for any eventual damages or personal injury caused by improper installation, misuse of the product and/or failure to follow these instructions.
- This appliance is not intended for use in moist or humid indoor locations.
- This appliance is to be used indoors.

Personal safety

- Stay alert, watch what you are doing and use common sense when operating power tools and undertaking the installation of this appliance.
- Use personal protective equipment. Always wear eye protection.
- Prevent un-intentional starting. Do not plug the appliance in until it is necessary.
- Remove any tools or equipment before operating. Conduct checks before operating.
- Keep work area safe, tidy and well lit.
- Keep children and bystanders away whilst undertaking the installation process.
- Follow all steps and information as detailed in this manual. Do not skip steps.

Figures, pictures and illustrations where used in this manual are provided for reference only and may differ from the actual product appearance. Product design and specifications may change without notice.

Before you begin

Carton Inventory

Your Stow High appliance is packed into 2 cartons and therefore you should have received 2 cartons. 1 carton is large and the other smaller.

The contents should include the following items and is dependant on the Model E appliance purchased ie the Base 1 Model will not include a cover.

Unpack

The appliance has been packaged to protect it against transportation damage. Unpack the appliance from the two packages and keep the original packaging carton and materials in a safe place. It will help prevent any damage if the appliance or components need to be transported in the future.

In the event that the packaging is to be disposed of, please recycle all packaging materials where possible.

Plastic wrapping can be a suffocation hazard for children, so ensure all packaging materials are out of their reach and disposed of safely.

Inspect the appliance and components for damage. Contact Stow High immediately before proceeding to report any damage for advice on examination, repair or return.

Unwind the cord to its full length and inspect it for damage. Do not use the appliance if the appliance or cord have been damaged or are not working properly.

Make sure you have read and understood all instructions and familiarize yourself with the product and identify all parts. Pay particular attention to the safety instructions on the previous pages.

Do not use a sharp knife or similar device to open the boxes as these may scratch or damage the appliance.

CONTENTS:

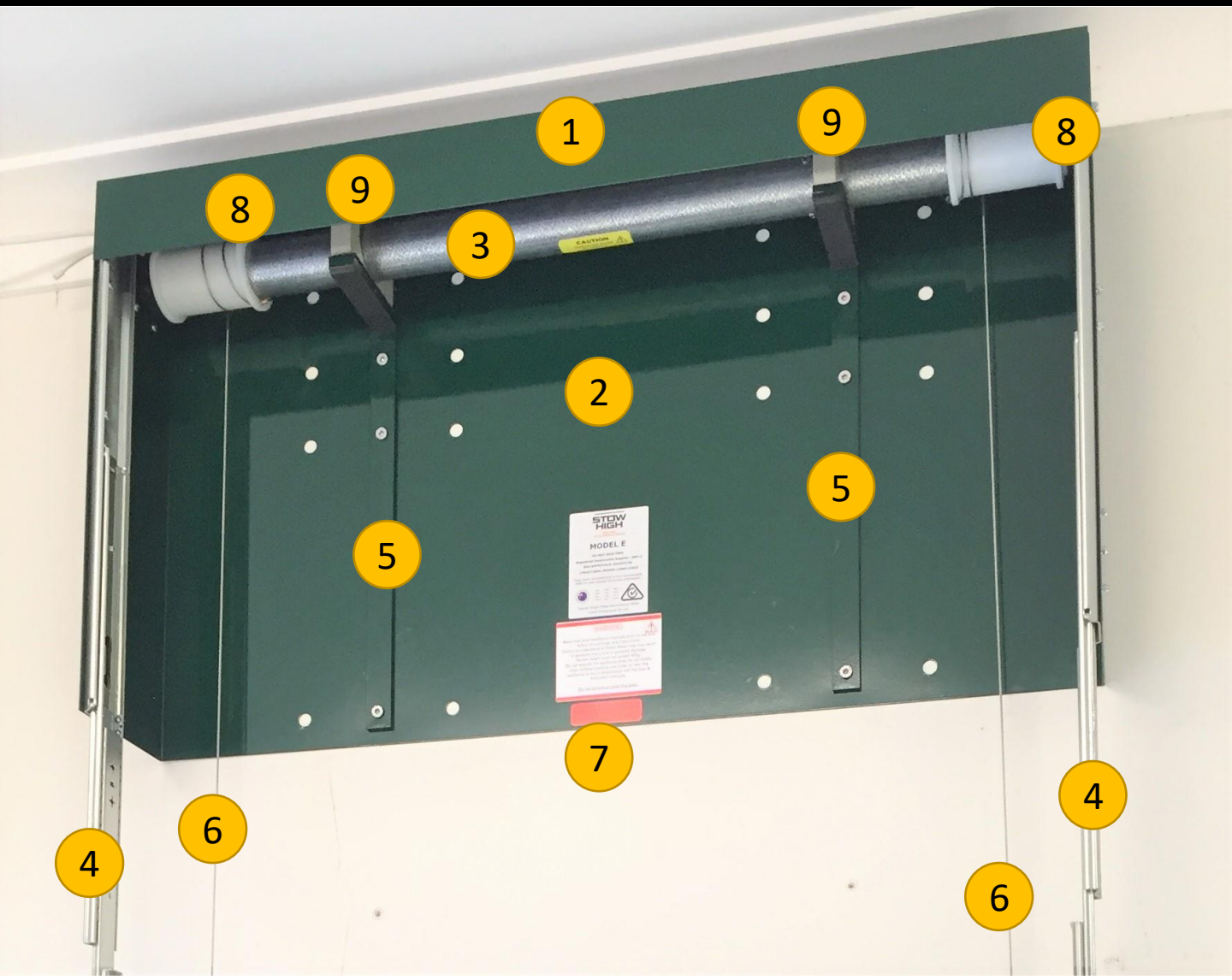
Included all models;

- Wall backing plate
- Motor end bracket plate and R clip
- Wall mounting brackets (pair)
- Anchor screws pack
- Installation tool kit
- Case assembly
- Top cover
- Motor drive assembly
- Screw, washers, nuts pack.
- Installation Manual

Optional dependant on model;

- Cover
- Shelf and installation screws
- Brick/block/concrete installation kit
- Optional accessories

Before you begin- Components Identification



1. Top Cover
2. Wall backing plate
3. Motor drive assembly
4. Vertical stabilizer slides
5. Wall mounting bracket(s)
6. Wire rope
7. Compliance labels
8. Spool(s)
9. Block bearing(s)

Before you begin- Components Identification

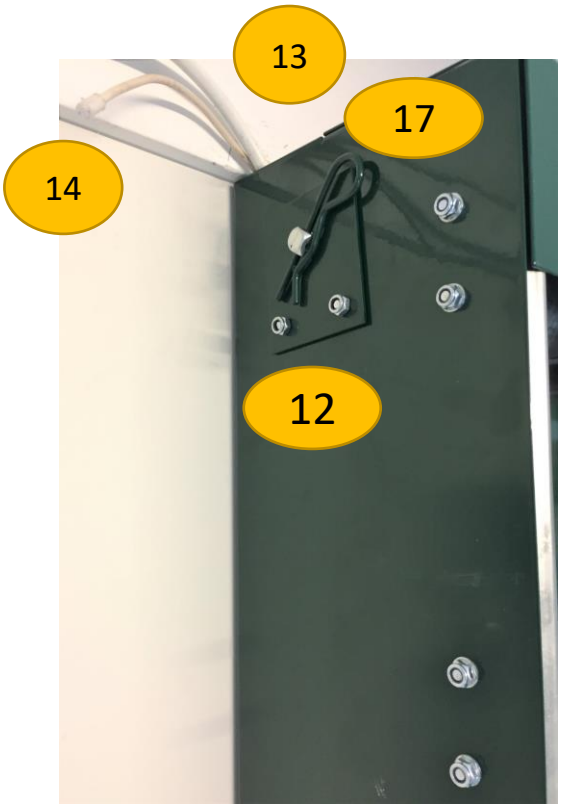
10. Case (cabinet)

11. Shelf (optional)

4. Vertical stabilizer slides

6. Wire rope

Before you begin- Components Identification



12. Motor end bracket plate
13. Power outlet cord
14. Remote control aerial
15. Cover (aluminium checker plate shown)

Refer to Installation and operating instructions for Model E covers

16. Remote control
17. R Clip

Tools required

The following tools are required to complete the installation and not supplied;

- Timber drill bit of 2-3mm in diameter
- Electrical drill
- Ladder
- Pencil/texta
- Plier's (pointed nose)
- Supporting frame *(refer to Step 3.1)*

Hardware and tools provided:

- Slide joining screws (button head) (8x)
- Slide joining washers (8x)
- Slide joining nuts (8x)
- Top cover screw (button head) (4x)
- Top cover nut (4x)
- R clip (1x)
- Timber anchor screws (8x)
- Timber screws drill driver bit- Wurth specification (1x)
- Installation tool kit;
    - Magnetic spirit level
    - Adjustable spanner wrench
    - 3mm allen hex key

Please check you have all the necessary hardware before commencing with the assembly and installation.

Before you begin- Wall structures & General

The Stow High, Model E appliance has been designed and engineered to provide a high level of manoeuvrability when installing into various wall structures so as to achieve a preferred location.

Stow High can be installed into suitable timber stud walls, brickwork, blockwork and concrete structures. This Installation manual is for **Timber Stud Walls.** For bricks, blocks or concrete wall structures refer to the *Brickwork, blockwork and concrete wall structures Installation manual.*

Model E is not suitable or approved to be installed into steel framed dwellings.

Whilst Stow High, Model E is suitable for typical domestic timber stud walls, you should consider the age, and condition of the dwelling as well as the existing condition of the proposed wall structure prior to proceeding. We recommend you seek professional advice if un-sure.

Ensure wall studs are:

- Adequately fixed top and bottom – nominal fixing and bracing to AS/NZS1684.2 Residential timber-framed construction.
- 90mm X 35mm F7 or greater strength.
- A maximum height of 3.0m.

If supplied with a Cover a separate set of installation and operating instructions will be supplied and is also available at stow-high.com.au/explore

It is advisable to refer to the following pages before commencing with the installation and;

- Consider where water pipes, electricity cables and other services may be installed behind a plastered wall surface. It is recommended to utilize a wall stud finder with built in electrical hazards identifier. If you are unsure of existing services locations it is advisable to seek professional advice.
- Do not use screws or fixings that are not approved or supplied with the appliance.
- Check the outside wall for switchboards or evidence of other services that may be present.
- Prior to commencing with drilling identify the location of the mains electrical switchboard, water mains valve and other applicable services eg gas, so that if access is required quickly you are familiar with the location and being able to turn off or disconnect supply immediately if required.
- Identify the location and function of existing systems to ensure the appliance will not make contact once installed eg garage door opening systems.
- Seek professional advice if un-sure.
- Seek professional advice to install as necessary.
- NSHG Investments T/A Stow High, is not responsible for any damage to the product or injury to yourself or others if you elect to install the appliance on your own.

Reference pictures

Completed installation

As you proceed with the assembly, installation and adjustment procedures in this manual, you may find it helpful to refer back to these images of a completed installation for reference.

Exposed version- Open

Exposed version- Closed

Altitude version- Closed

How it works

Overview

The Stow High Model E appliance can be used to store typical domestic household items that fit within the case (cabinet) enclosure. The appliance should ideally be situated high on a wall where it may be possible to walk under the appliance when in the closed position.

Upon activation of the remote control device, from a closed position the case and its contents will lower to a pre-set lower limit within 20 seconds and then automatically stop. Access to the contents is then possible at an ergonomic level from the ground by the consumer.

After accessing the contents the device can be left open or closed at the push of the remote control button automatically within 20 seconds. The case may be stopped at any time at any height as required.

The appliance may have a cover installed for screening of contents, visual aesthetics or for any additional security. Alternatively a cover does not need to be fitted, which enables quick visual identification of contents.

Before you begin- Identify suitable location

Before beginning with the installation it is recommended to make careful consideration of its location. Over the next few pages guidance is provided on how to identify and select the best position for the Stow High appliance.

The Stow High Model E dimensions when closed and fitted with a cover are;

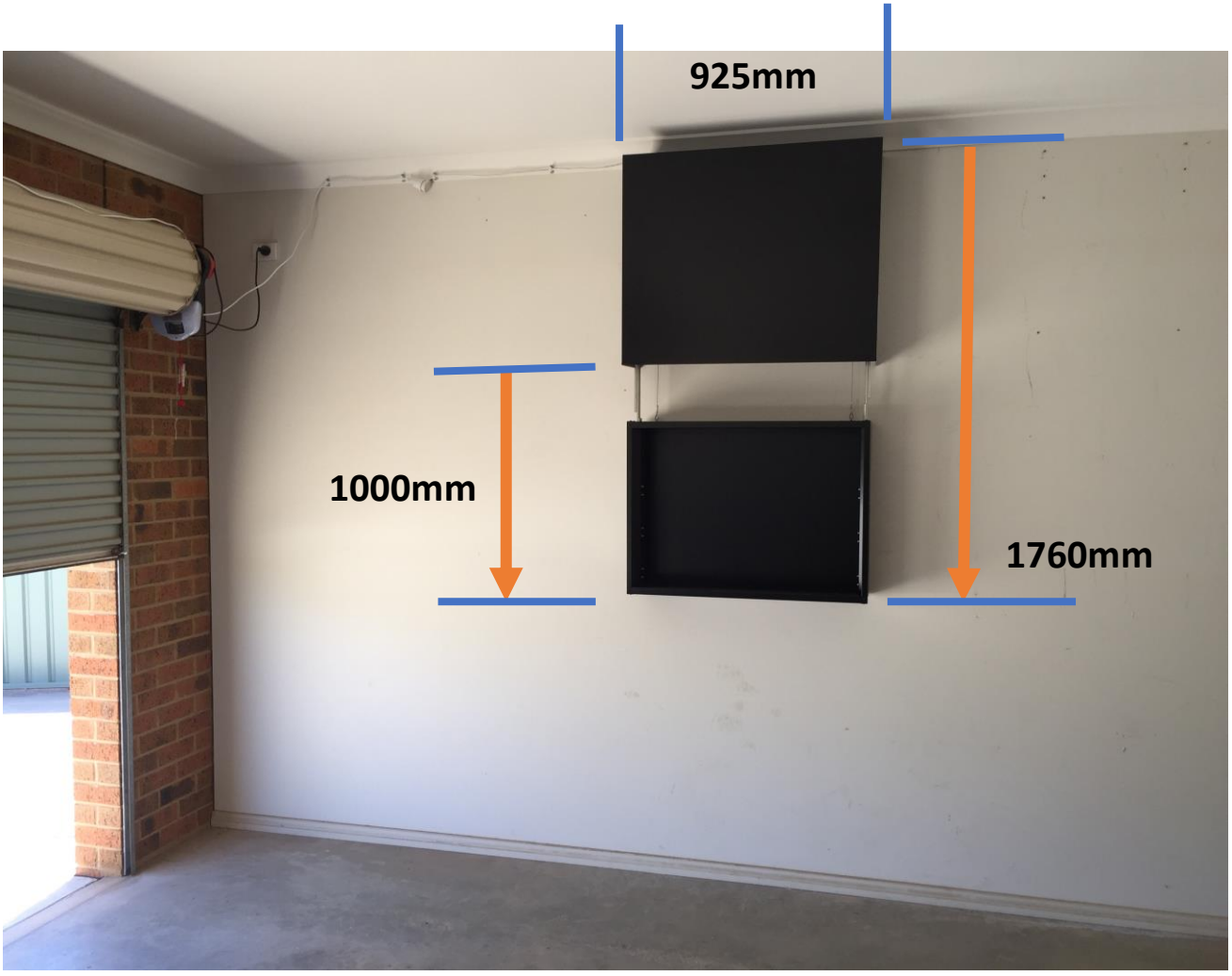
Outside dimensions

- Height 760mm
- Width 925mm
- Depth 265mm

When opened the appliance will extend downwards typically up to 1000mm below the closed position.

Therefore the overall dimension when opened from top to lowest point is 1760mm as shown in the example below.

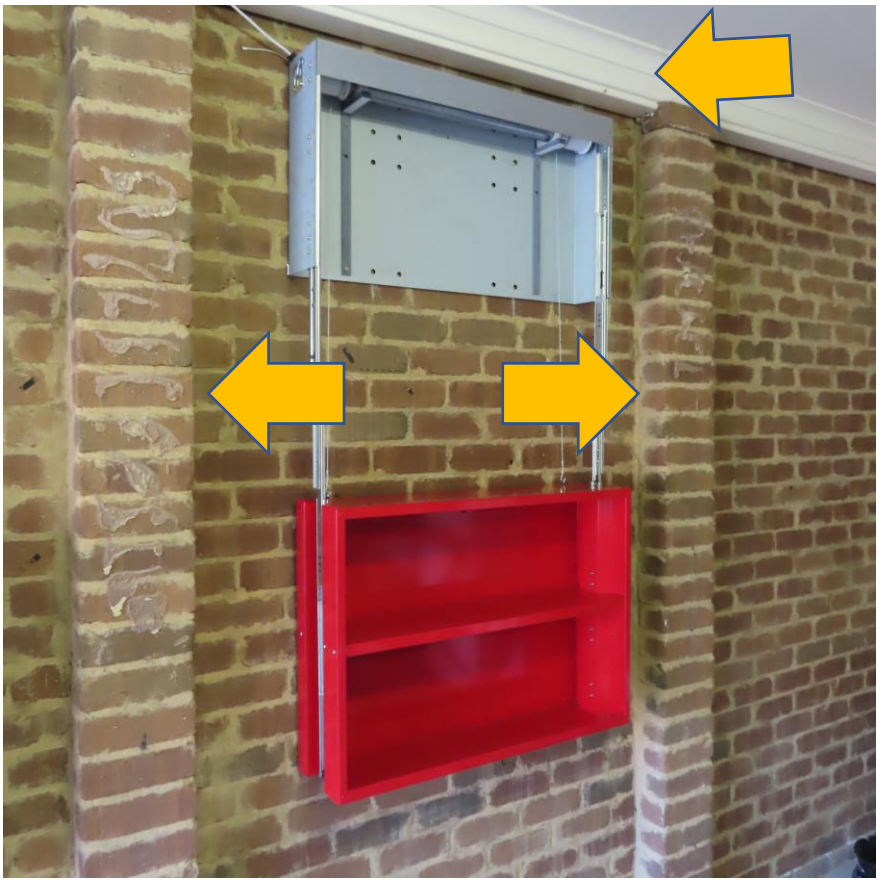
It is recommended to allow 20-25mm on each side of the appliance case for installation access.



Before you begin- Identify suitable location

- Placement high on the wall will provide the best opportunity to walk under the appliance when closed.
- Consider where the appliance will provide the most benefit.
- Will access be required daily? Position accordingly.
- Ensure there will be enough space in and around the appliance for accessing.
- Who will be accessing the contents eg children or adults or both.
- Where is the nearest location for power access. Where will the power cable be located.
- Where would a second or third appliance be suited at a later date if required.
- Visually, where do I want to see it?
- Visually, do I want it to be seen from the outside of the garage or driveway?
- Check the condition of your wall. Does it have a bow or lean? (it needs to be smooth and vertical)

Before you begin- Identify location



- Are there wall structures close by that may impede installation.
- Does the celling have other structures that may limit the installation height e.g. ring beams.
- The electrical plug end is on the left side and cannot be swapped.
- Consider fitment of the cover in tight locations eg how will it fit over a bracket.
- Is the wall structurally sound?

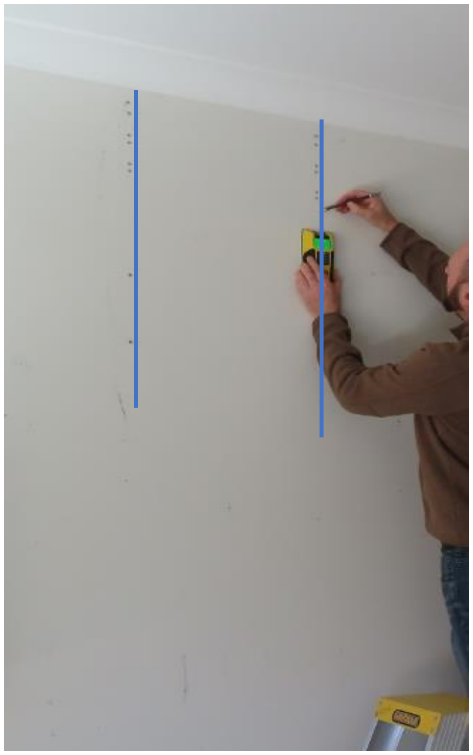
Assembly- Step 1

Wall backing Plate

Assembly of the Stow High Model E appliance is completed by undertaking a 3 step process. It is recommended to read all these instructions (steps) thoroughly before commencing with the installation process.

Ensure all checks and safety steps are completed before commencement.

Fig 1



1.1 Identify preferred location for appliance on wall structure

Identify the preferred location for the appliance.

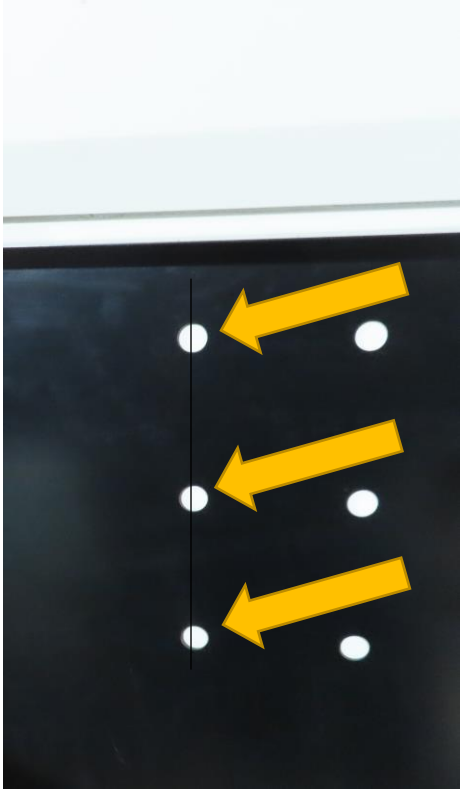
1.2 Identify location of timber stud wall frame

Identify the timber frame location behind the plaster surface using a wall stud finder or other suitable device or technique.

Note: For typical domestic dwellings the spacing between each vertical frame should be 450mm-600mm. This may vary depending on each dwellings construction.

Using a pencil, mark the centre line location of the frame in 3-4 different locations eg at 450mm-600mm spacing to establish and confirm the frame location. Now mark the frames vertical location over a distance of 500mm from the top (cornice) downwards as shown in FIG 1.

Fig 2



Lift up and with pressure place the wall backing plate onto the wall to align the timber stud frames with a sequence of holes that are visible through the round holes of the wall backing plate. There must be a sequence on the left side and the right side. Refer to FIG 2.

You may need to move the wall backing plate to the left or right to align with a sequence of holes. (see page over, FIGs 3-5).

Note: where possible try to position the hole sequence to be in the middle of each hole sequence.

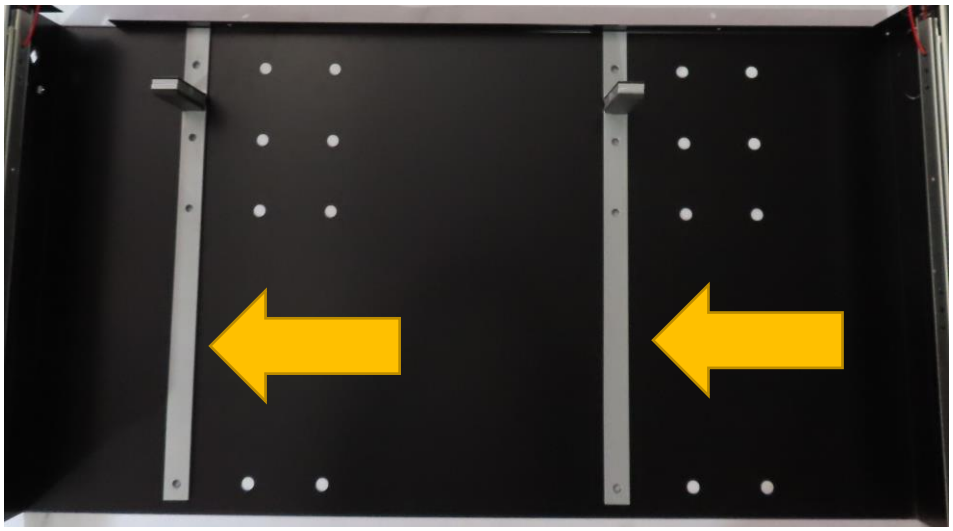
Remove wall backing plate and place on suitable ground location.

Assembly- Step 1

Wall backing Plate- positioning

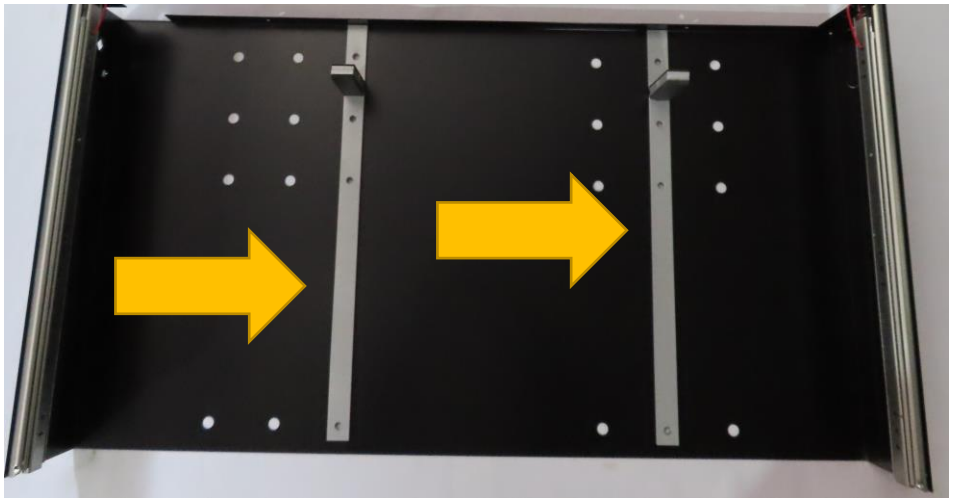
The wall backing plate and the wall mounting brackets are able to be moved left and right, independent of each other to optimise the preferred location of the device on your wall and to anchor into the timber framing.

Fig 3



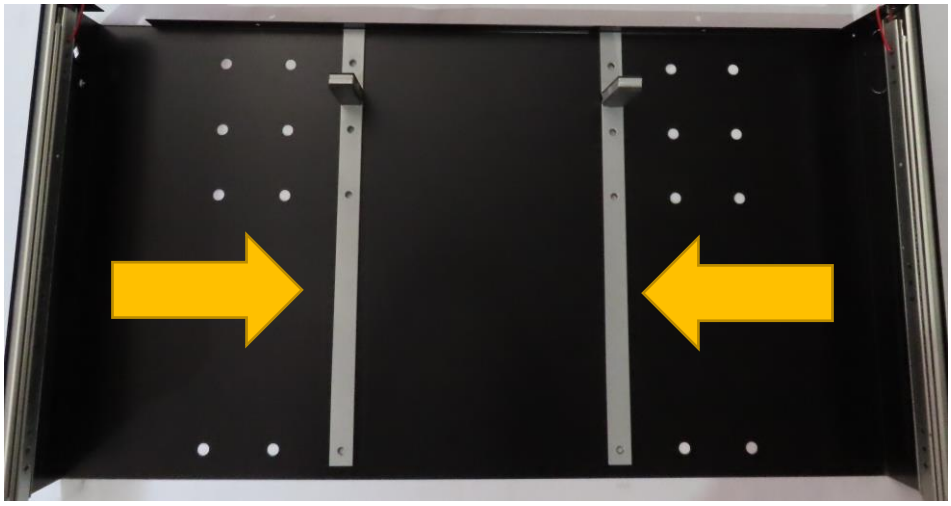
Brackets positioned to left

Fig 4



Brackets varied

Fig 5



Brackets positioned inwards

Wall backing Plate

Fig 6

1.3 Placement of the wall backing plate

Now that you have established where the frame locations are located, marked the centre line of each over a distance of 500mm (from top down). The next step is to position the wall backing plate on the wall and mark the corresponding wall backing plate holes.

A 6-8mm gap is required from the top of the wall backing plate to the cornice or other ceiling structure. This gap enables the cover to be fitted, without fowling the ceiling/cornice. Refer to FIG 6.

Note- It is recommended that even if you do not intend to install a cover at this stage (for Base 1 and Exposed models) the gap is included now in case circumstances change and a cover if required at a later date.

Fig 7

A pen or similar device can be used to provide a guide by sandwiching between the top cover and the cornice (as shown, FIG 7) when marking the hole locations on the wall. Best results can be achieved by using a device (eg length of straight wood) that runs the full width of the wall backing plate. (Refer to FIG 7)

1.4 Marking final position of the wall backing plate

Lift up the wall backing plate and with pressure position the wall backing plate on the wall with the pencil frame lines visible through the wall backing plate circular holes. A sequence should be visible on the left side and also on the right side.

Affix magnetic spirit level (supplied) to underside of top cover to check for level during this step.

Position wall backing plate accordingly and mark the 4 locations of the holes on each side. Eg copy the circular holes onto the wall through the wall backing plate holes.

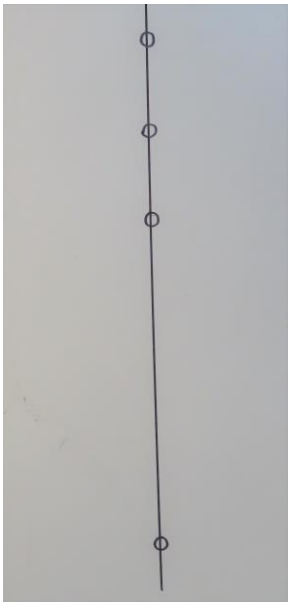


Fig 8

There should now be 2 sequences of markings on the wall that appears as shown in FIG 8 (only single shown).

Release tension and place wall backing plate onto the ground.

Wall backing Plate

1.5 Pre-drilling wall mounting brackets holes

Using a 2-3mm diameter timber drill bit, drill a hole in the centre of each location (the 4 circles on left and 4 on right) to a depth of 50mm. Ensure the holes are in the centre of the timber framing.

1.6 Check location and alignment

Lift up and position the wall backing plate into the proposed position to check that all holes are in the centre on each side and there is a 6-8mm gap at the top to the ceiling/cornice. Lower the wall backing plate to the ground. If the holes do not align, repeat Steps 1.3-1.5.

1.7 Fixing the wall backing plate

Re-lift the wall backing plate and position it so the pre drilled holes are visible through the wall backing plate. Using one wall mounting bracket and one screw (provided) screw the bracket and wall mounting plate into place but not tight. Allow for a small amount of movement. Repeat process for other side. The wall backing plate should now be held in position on the wall with 2 wall mounting brackets and 1 screw on each side.

Install all other screws, but not tight.

Using the magnetic spirit level check the level of the wall backing plate to ensure it is horizontal. Tighten the screws, monitoring the horizontal level constantly. Refer to FIG 9.

Once all screws are tightened check again for horizontal level. If it is not level it must be adjusted to be level. Adjustment is achievable by releasing the tension on one or more screws (unwind screws), adjusting as required and then re-tensioning.

Note: It is important that the wall backing plate is level at this stage to prevent issues once installed.

Fig 9

Wall backing Plate

Fig 10

1.8 Preparation of stabilizers slides

Remove slide restraining cable ties from each side (red) FIG 10.

Warning. Once the cable tie is cut the slide will fall vertically. Do not allow the slide to fall un-supported as this may cause the slides to break and will void the warranty. Gently lower the slide downwards until it is open. Repeat for both sides.

Note: The wall backing place should now look like the image as shown in FIG 11.

Fig 11

Quick checks:

- Are all 8 wall backing plate screws tensioned up tight as shown in FIG 12/13.
- Is the wall backing plate is horizontal level.
- Are the wall mounting brackets installed on both sides as shown in FIG 11.
- Is there a 6-8mm gap from the top of the wall backing plate to the lowest point of the celling/cornice.
- Are both slide stabilizers open. Refer to FIG 11.

Fig 12

Fig 13

Congratulations this completes Step 1.

In our opinion the most difficult part is now completed!

Drive assembly

Step 2 involves installation of the motor drive assembly onto the wall backing plate.

2.1 Motor drive assembly installation

The next step is to install the motor drive assembly.

Firstly, lift up and place the motor drive assembly onto the wall brackets as shown (FIG 14). It should sit on top of the brackets. The small square end on the left side is to be inserted into the corresponding square hole on the wall backing plate first. If the small rectangular plate on the outside of the wall backing plate is tight then loosen the two screws, which will assist in locating (FIG 15, page over).

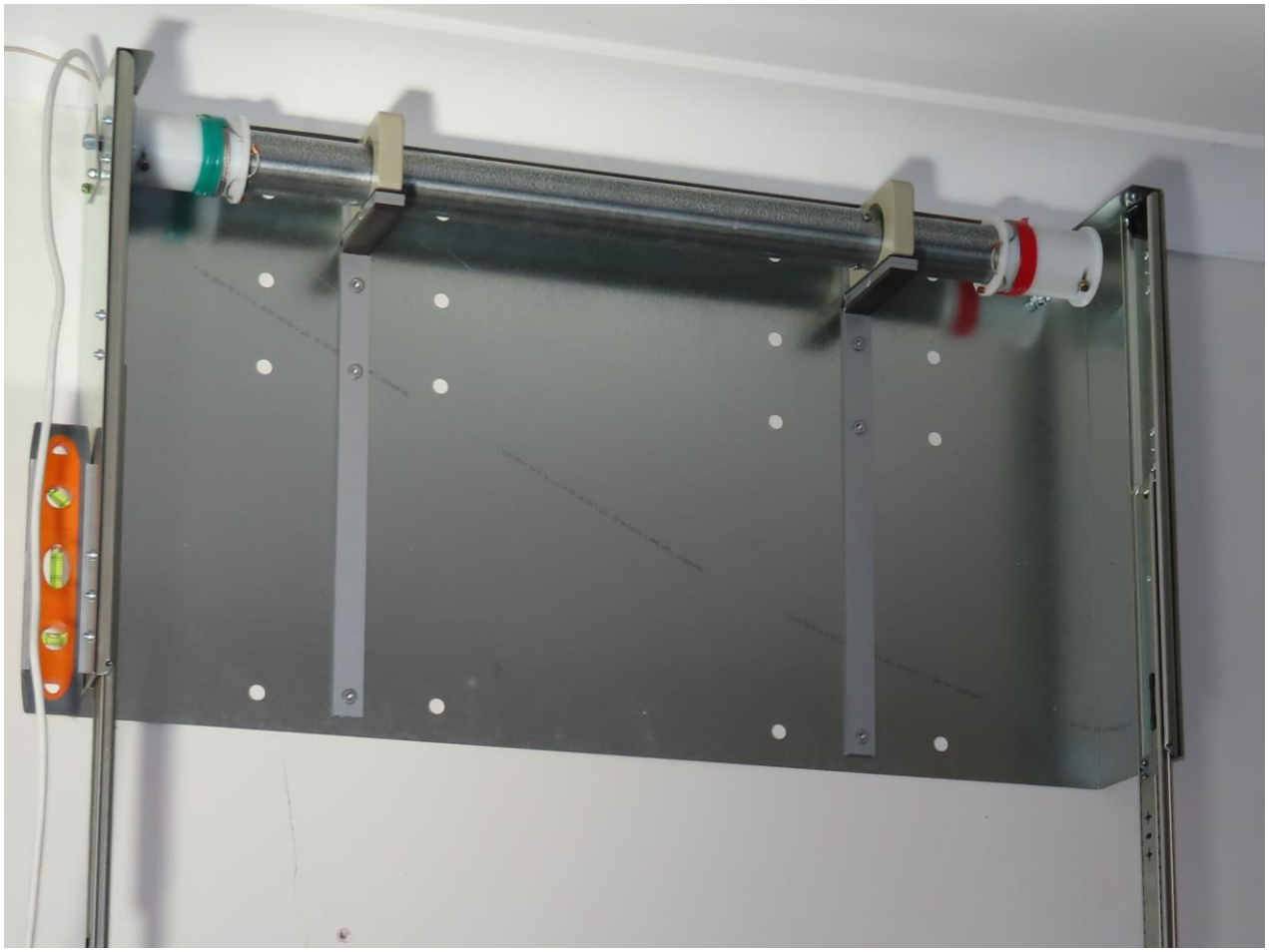
Note: The corded end is for the left side when facing the wall backing plate. The location cannot be swapped.

The power cord MUST be facing upwards and towards the cornice/wall. IT MUST NOT BE INSTALLED FACING DOWNWARDS or TOWARDS THE FRONT OF THE wall backing plate.

Allow the power supply cord to dangle.

Warning. The drive assembly is not secured in place and may fall. Proceed to complete Step 2.2 immediately.

Fig 14



Drive assembly

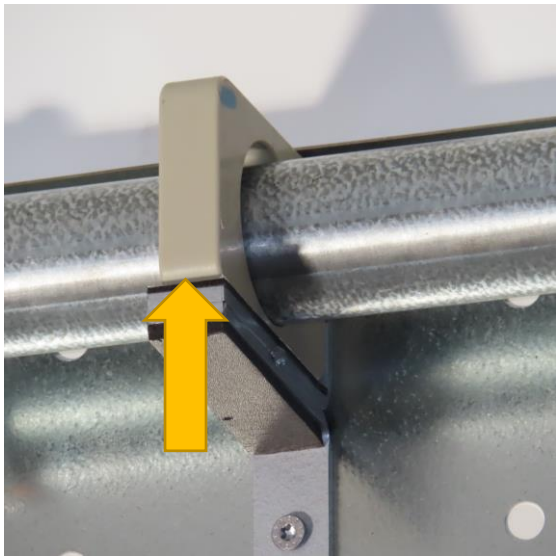
Fig 15

2.2 Installation of R Clip

Once the drive assembly is in place, use the R clip supplied and locate it through the drive assembly square hole as shown opposite.

This will secure the drive assembly in place. It can be removed at any time if required.

Fig 16



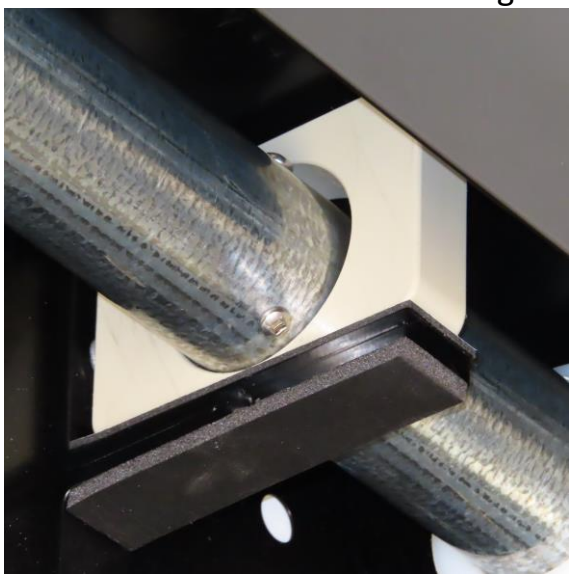
2.3 Block bearing alignment and positioning.

Each of the two block bearings should be positioned in the centre of the bracket as shown opposite (FIG 16).

The block bearing can be moved along the drive tube as required in order to position onto the wall mounting brackets.

The block bearings may need to be rotated so that the marked side is facing downward and this is against the wall backing plate eg you should not be able to see the marked side as it is sandwiched against the wall mounting brackets.

Fig 17



2.4 Check drive assembly for level

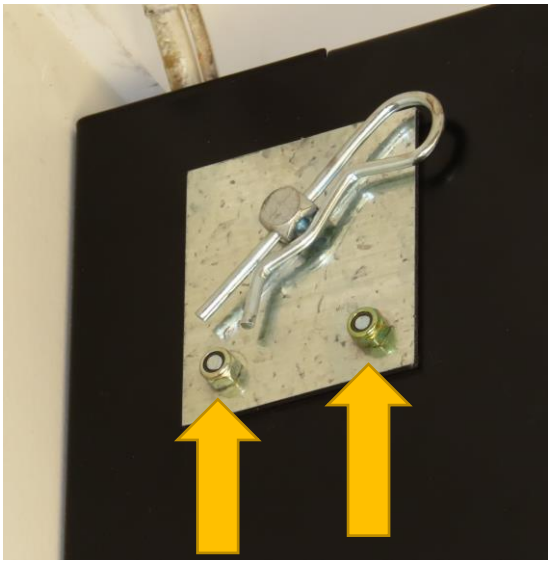
Place magnetic spirit level on top of drive assembly and check for level.

A small variation in the level is acceptable. Any minor variance will be corrected in the next steps.

A large variance may indicate the block bearings have not been installed correctly or the wall mounting bracket is not level. If this is the case repeat Step 2.3 and then repeat steps 2.1-2.4.

Drive assembly

Fig 18



2.5 Motor end bracket plate fixing

Once the drive tube is level the next step is to tension up the 2 motor end bracket place screws as shown in FIG 18.

Place the magnetic spirit level on the top (or underneath) of the drive assembly to check for horizontal level (FIG 19).

Positioning of the motor end plate should result in the drive tube being level if not redo Step 2.3.

Note- If the drive tube assembly is not perfectly level a small amount of fine adjustment is possible during the case assembly.

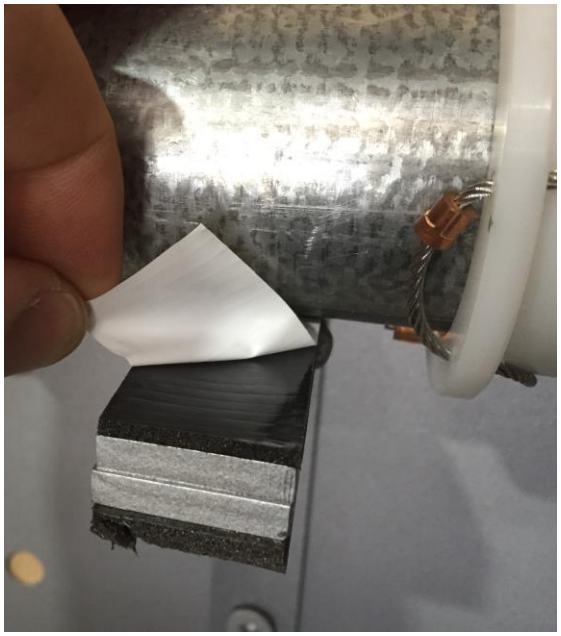
Fig 19

2.6 Securing the bearing blocks

The bearing blocks are located on the wall mounting bracket under tension and also by adhesion by use of adhesive tape.

Remove the tapes top cover from the wall mounting brackets (under the block bearing) as shown in FIG 20.

Fig 20



Note: It is recommended to do the left side first then the right.

Move the block bearing out of way by sliding along the drive shaft. Remove the adhesive tape top and reposition block back into place.

Note- the tape is extremely adhesive and re-positioning may be difficult on a second or third time so attempt to position it correctly first time. It is recommended to practice the process prior to removing the adhesive backing.

Ensure both sides are completed and the blocks are mounted centrally on the bracket.

Check the drive assembly is level. If it is not level repeat Steps 2.2-2.5 to align/level.

Drive assembly

Fig 21

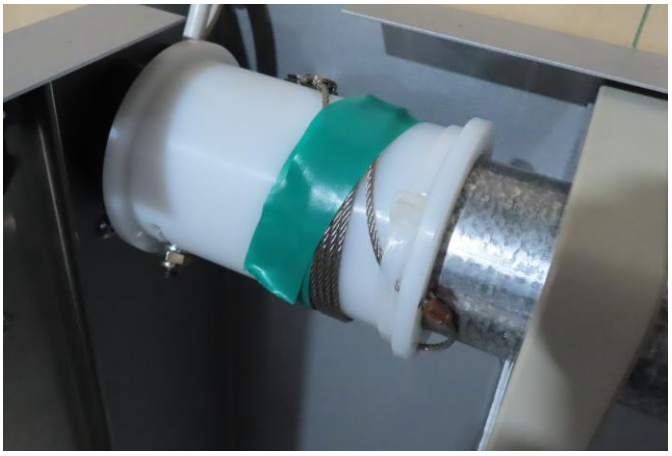


Fig 22

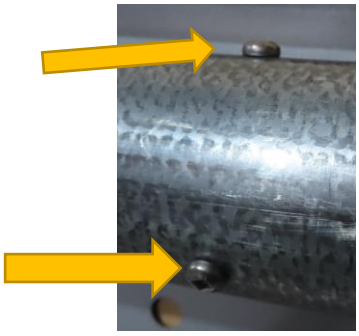


Fig 23

Fig 24

2.7 Releasing the wire rope cables

Remove the green tape securing the wire rope cables by unwinding the green tape as shown in FIG 21. Do not allow the wire to free spool when the tape is removed.

Warning- Do not use any cutting device to release/remove the tape as this may damage the wire cable(s).

Once the green tape is removed unwind the wire rope from the spool by passing it over and around the spool until it is unwound. The wire rope should not be completely unwound and should remain as per FIG 22. Allow the wire rope ends to dangle.

DO NOT attempt or force rotation of the drive assembly during this process.

The wire rope should be hanging from the back of the spool and not the front.

Repeat the process for the right side (red).

DO NOT remove the white plastic tie that secures the wire rope onto the spool.

The 3 screws located on the drive assembly as shown in Fig 23 (two shown in this image) are not to be removed, altered or additional tension applied.

2.8 Remove wire rope nuts and washers

At each end of the wire rope (dangling ends) a washer and nut is located as shown in Fig 24. Remove the nut and washer from each end and place these within the case assembly to be used shortly.

Allow wire rope to dangle.

Drive assembly- Top Cover

Fig 25

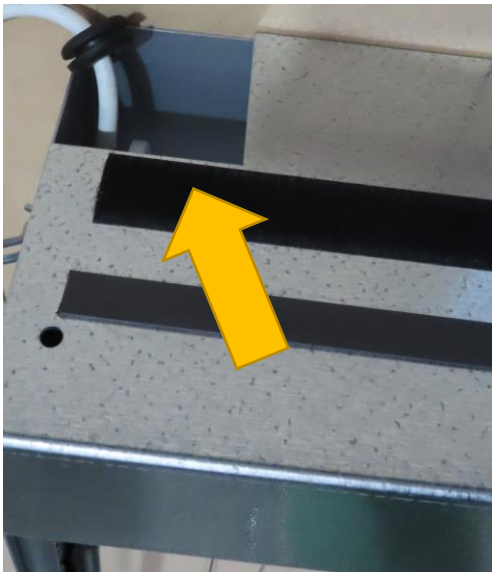


Fig 26

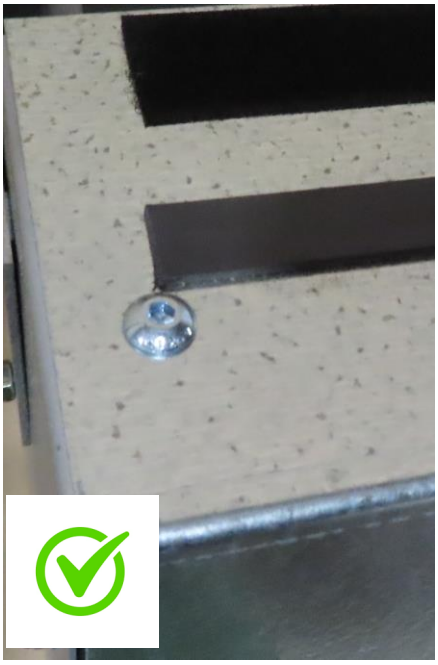


Fig 27

2.9 Installing the top cover.

The top cover is to be placed on top of the wall backing plate and is secured in place by 4 screws and nuts (supplied).

Place the top cover onto the wall backing plate with the cut out section on the left hand side as shown (FIG 25)

Next, place the screws through the holes in 4 locations.

The crews must be placed downwards through the top cover so that the button head of the screw is on the top. The nuts MUST not be on the top. Refer to FIG 26 and 27.

You may need to push the wall backing plate sides inwards slightly to enable the screw to locate through the holes.

Once all 4 screws are in place, use the nuts provided to tighten up. Monitor the position of the top cover during the process so that it aligns with the sides of the wall backing plate.

Using the magnetic spirit level check the top cover is horizontal. If it is not level check to ensure no items were accidently sandwiched in between the wall backing plate and the top cover during installation.

Note: If the wall backing plate was assembled level the top cover should also be level.

Note: The magnetic strips and the hook (velcro) located on top of the top cover is for fitment and securing of a cover. All top covers are manufactured to this specification. If necessary these may be removed if a cover will not be fitted.

Congratulations Step 2 is now completed.

Just one more step to go.

Assembly- Step 3

Case (cabinet) connection

Case assembly.

The case (cabinet) assembly is the third and final step in the installation process. This step involves joining the vertical slide stabilizers from the wall backing plate to the ones installed on the case assembly. The case will also be joined to the wire rope.

Warning- Consider the assistance of another person or lifting device when lifting the case assembly into position as it is heavy and can be unstable whilst installing.

3.1 Preparing to join the case

The case assembly is now ready to be joined to the wall backing plate.

Pre-position a ladder or other suitable device directly below the wall backing plate so that the case may be lifted onto that device. A ladder or other suitable device can be used as shown in FIG 28. The case assembly weighs 15-17kg so consider the recommended weight limits or other recommendations from the manufacturer of your chosen device before proceeding. Also consider appropriate manual handling and lifting techniques.

The top of the case should be close to level with the lower most point of the vertical slide stabilizers.

Note- a packer of wood or other device can assist to achieve the required height.

Fig 28

3.2 Joining the case

Lift the case assembly onto the chosen device ensuring it facing outwards as shown in FIG 28. Ensure the case is balanced and supported by the frame.

Proceed without delay to Step 3.3.

Warning

During this process the case assembly may be unbalanced and is not supported. Use appropriate caution whilst working with the case un-secured.

Case (cabinet) connection

Fig 29

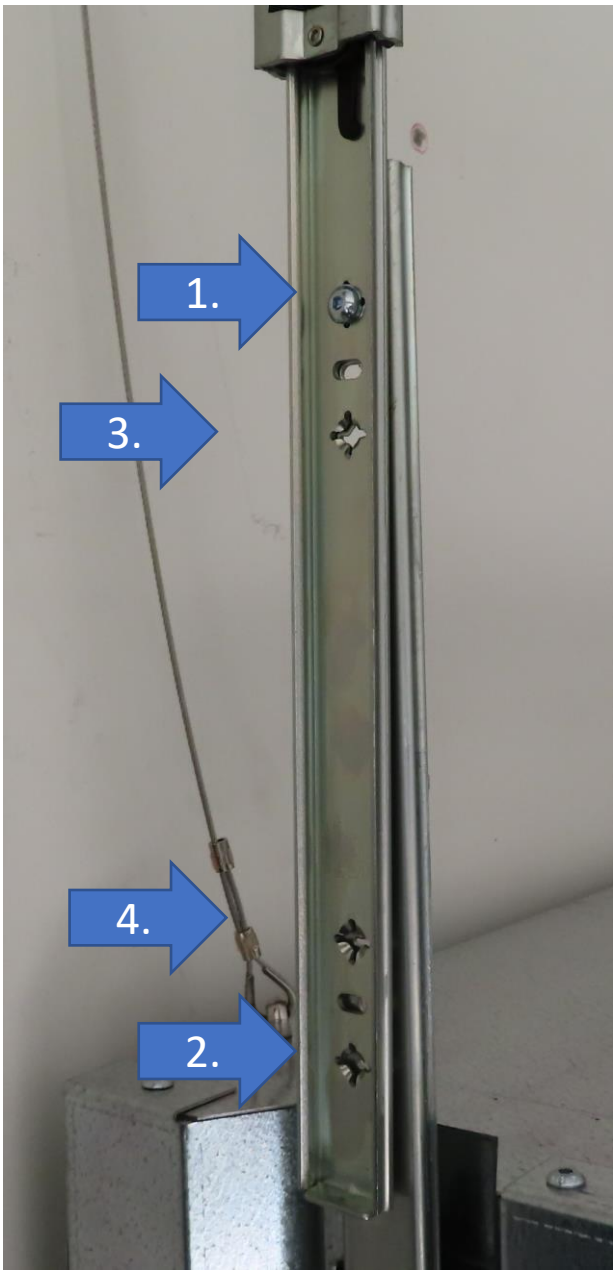
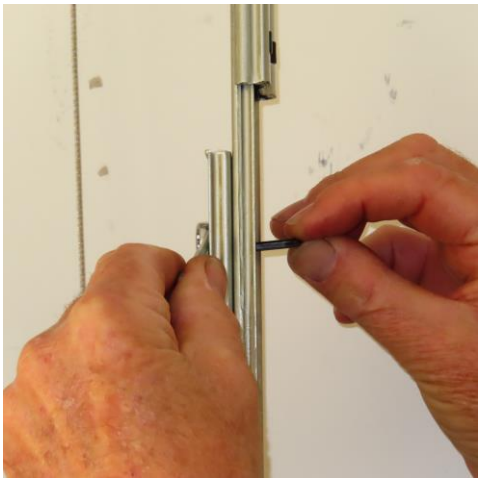


Fig 30



3.3 Joining the vertical slide stabilizers.

The slide of the wall backing plate and that of the case assembly are now to be joined.

Carefully raise one side of the vertical stabilizer upwards from the case. Some adjustment of the position of the case forward/backwards or left/right may be required to align the slides perfectly.

Both slides should be backed onto each other eg flat sections together refer to FIG 29.

Note: Do not attempt to bend the slides to fit. Move the case position instead to align.

Warning: Use caution to prevent the slide from accidently dropping during the installation.

Align the four holes as shown (FIG 29) and immediately place a screw fitted with a washer through both slides to join the pair. Affix the nut, finger tight without delay. <u>The washer MUST be located under the screw and NOT the nut.</u>

Note: It is recommended the highest hole is joined first (Number 1 on FIG 29).

Repeat process on the lower most hole, so that 2 screws and nuts are holding the slides together.

Repeat process for other side so that both sides have 2 screws/washers and nuts installed on each side. Now install the remaining.

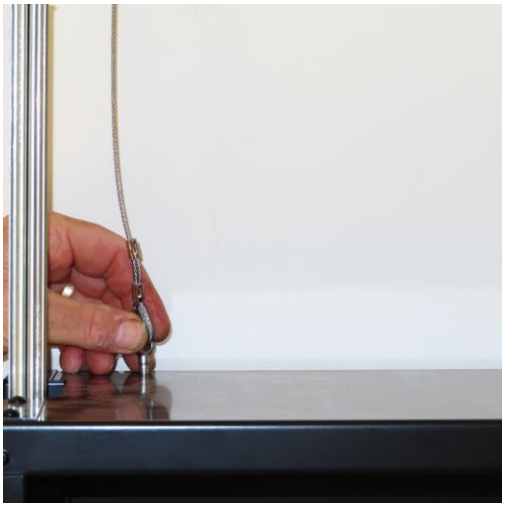
Before tightening the screws ensure the slides are paired together, are flush with no overlap.

Tighten all screws with tools provided. It is recommended to tighten the upper screw then the lower screw, followed by the middle screws. Repeat each side, check to ensure the pairing process has not changed.

At completion of installing screws, check to ensure all are tight and the slides are paired correctly.

Case (cabinet) connection

Fig 31



3.4 Connect wire rope to case

The next step is to connect the wire ropes to the case.

Lower the wire rope and the eyelet on the end and place the threaded end through the hole in each side of the case. There should be a small amount of slack left in the wire rope after installation.

If the wire rope is not long enough you may need to raise the case slightly.

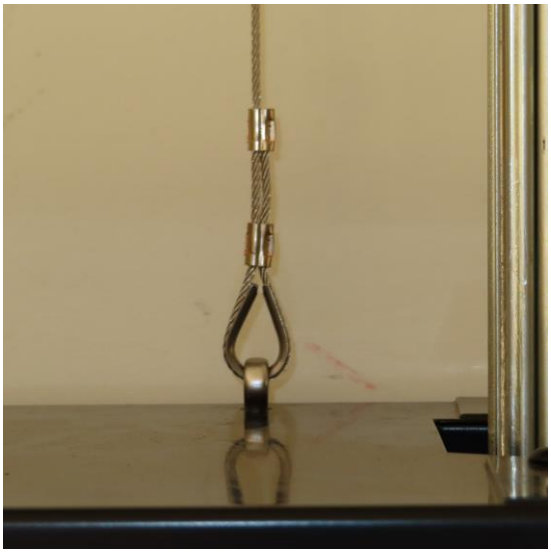
Note- the wire rope length should have an equal length on each side after completion of inserting both eyelets. If one side is significantly shorter or longer than the other the wire rope may have been unwound too much from the spool.

Fig 32

Using the washer and nut, previously removed and placed inside the case, loosely (finger tight) tension up the nut with washer inserted as per FIG 32 on each side.

Do not allow the eyelet and wire to twist/spin during the tensioning process.

Fig 33



3.5 Tensioning the wire rope fixing

Next tension up the nut with spanner provided, again ensuring to not twist the wire rope during this process.

Note: use of the 3mm allen key placed through the eyelet and then held in position will assist in preventing twisting/spinning.

Complete tensioning up nut until tight on each side.

Position eyelet so that it is facing towards you eg the ‘U’ is front on and the eyelet is side on as per FIG 33.

Case (cabinet) connection

3.6 Remove support structure

Carefully remove the support structure from underneath the case assembly.

DO NOT allow the case assembly to fall un-supported when the frame is removed. It must be supported when lowered.

The case will now open (lower) to its maximum opening position and should be supported by the wire rope eg the wire rope should be tight with tension on each side. If the wire rope is not tight on each side then the wire rope will require adjustment. Refer to Step 2.7.

Note- the slides assembly may not fully extend, which is designed to function this way.

3.7 Adjusting the case for horizontal level

With the installation now complete it is possible to complete fine adjustment of the case assembly so that it is horizontal. This process is only for very fine adjustment of the case assembly and will not 'fix' any errors associated with the incorrect installation of the wall backing plate.

Fig 34

3.8 Check the case for horizontal level.

Place the magnetic spirit level on the top of the case and check that it is level as shown in FIG 34. Move the spirit level to each side as well as the middle.

If the case is not level undertake the following steps;

1. Re-check the wire on the spool and adjust each side until level (Refer to Step 3.9).
2. Adjust the spool position 3.10
3. Adjust the cable length in the case assembly 3.11

Case (cabinet)- Adjustment

Fig 35

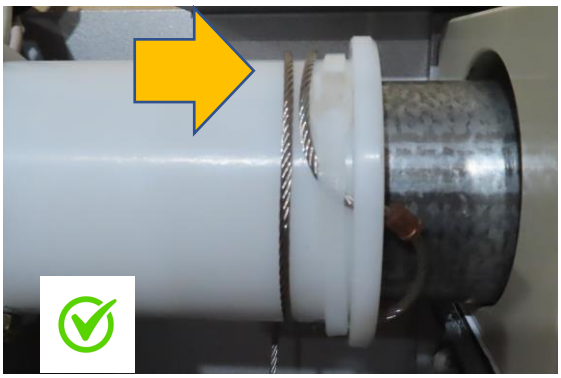
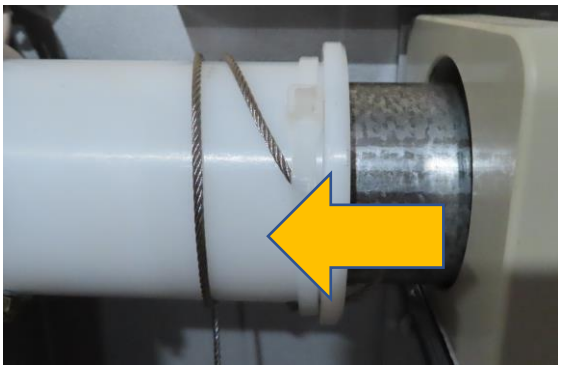


Fig 36



3.9 Wire spool adjustment

Adjustment of the case height may be undertaken by altering the wire position on the spool.

Adjust the wire on the spool by sliding the wire cable along the spool as illustrated in FIG 35-36.

Ensure the wire cable is not crossed over.

Ensure the wire cable is positioned to the inside of each spool.

To adjust the wire lift, the case assembly slightly to release the tension on each side, make the necessary adjustment and then gently lower, back under tension.

Repeat for the other side.

It may take several attempts to position the wire correctly to achieve a horizontal level.

3.10 Wire spool adjustment and securing

With the wire rope positioned correctly on the spool and the case horizontal the next step is to tension the spool adjustor ready for use.

At this step it is also possible to rotate the spool forward or backwards to adjust the wire cable length and optimize the case horizontal level (Refer to FIG 39).

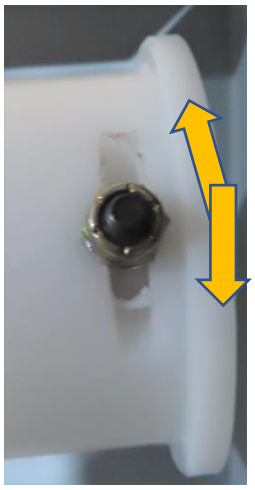
Using the adjustable wrench supplied and your own pointy nosed pliers, place the wrench around the nut on the spool and place the end of the pliers on the nuts as shown in FIGs 37 and 38. Remove tension from the case by lifting it slightly as required.

Whilst firmly holding the pliers tighten the nut firmly to the spool. Tension is achieved when the nuts is firmly in place. Repeat for the other side. Do not over tighten.

Fig 37

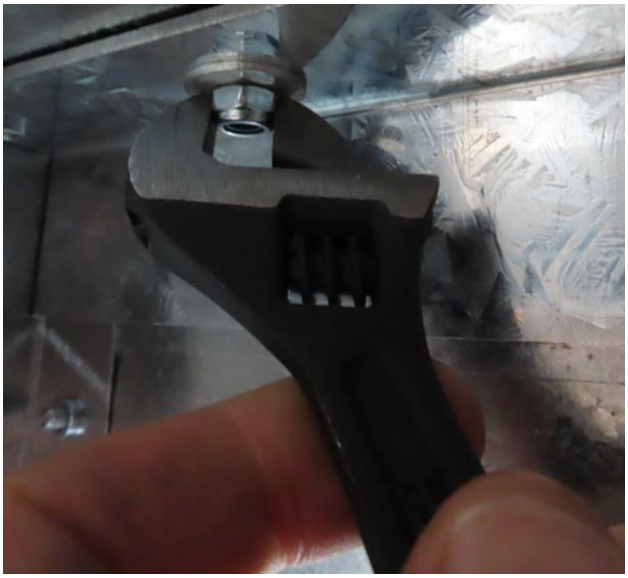
Fig 38

Fig 39



Case (cabinet)- Adjustment

Fig 40



3.11 Wire rope on case adjustment

If additional fine adjustment is required to achieve horizontal level then the length of the wire rope can be extended by reducing the length of the thread on the mini eye bolt where it joins the case assembly as shown in FIG 40.

It is not recommended to attempt to make large adjustments to the case's horizontal level via this process. Rather this adjustment should be only for fine adjustment and only if required.

To make this adjustment secure the mini eye bolt from twisting by using pliers to hold the mini eye bolt and preventing it from rotating as shown in FIG 41. Use caution to not damage the wire cable during this process.

With the adjustable spanner unwind the nut from inside the case assembly.

Fig 41

Warning

Closely monitor the horizontal adjustment and DO NOT allow the nut to become un-wound so that no thread or very little remains as this may result in the case assembly falling and potentially causing personal injury and or property damage.

A significant portion of the thread should be visible inside the nut. If in doubt tension up the nuts and re-level the case by recommencing with Step 1 or 2.

Congratulations Step 3 is now completed and its time to run the Stow High.

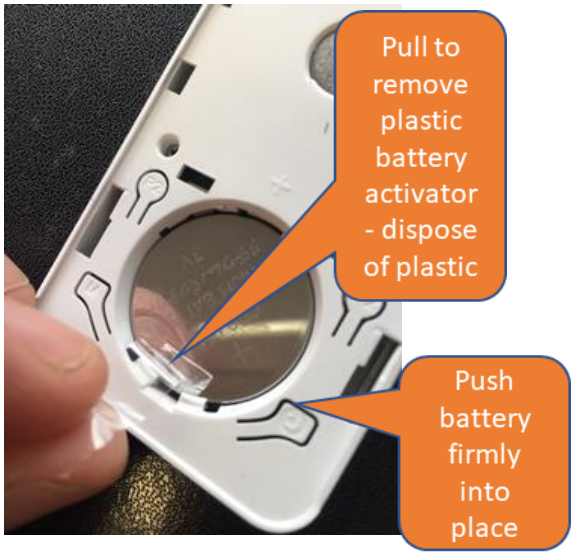
Activate the remote control

The remote control device by default is paired with the Stow High appliance with which it is supplied. Upon activation of the remote and electric motor the case assembly will raise the case to the upper limit and automatically stop or lower the case to the lower limit and automatically stop. No programming is required at this stage.

The following process will activate the remote control unit.

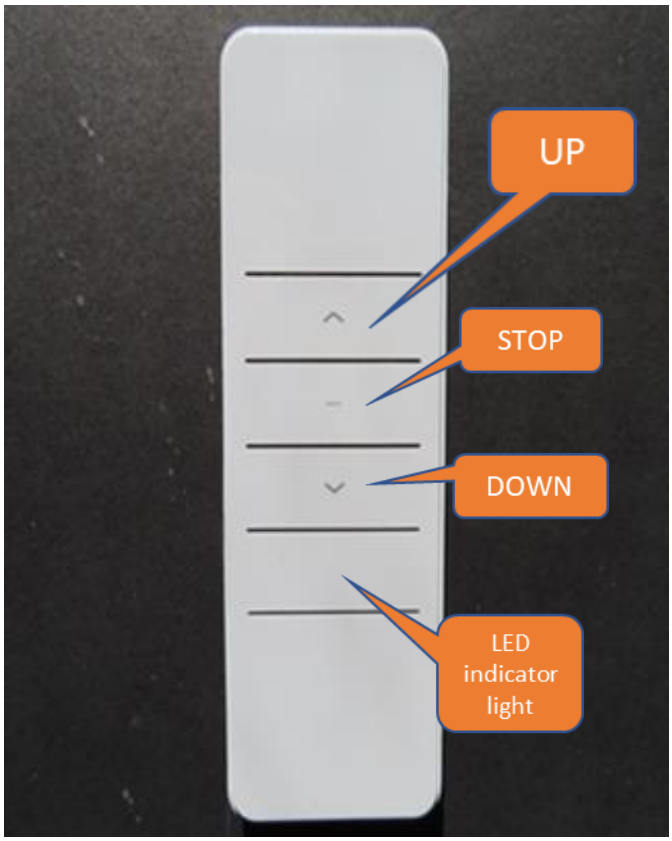
1. Remove back cover

2. Activate remote control battery



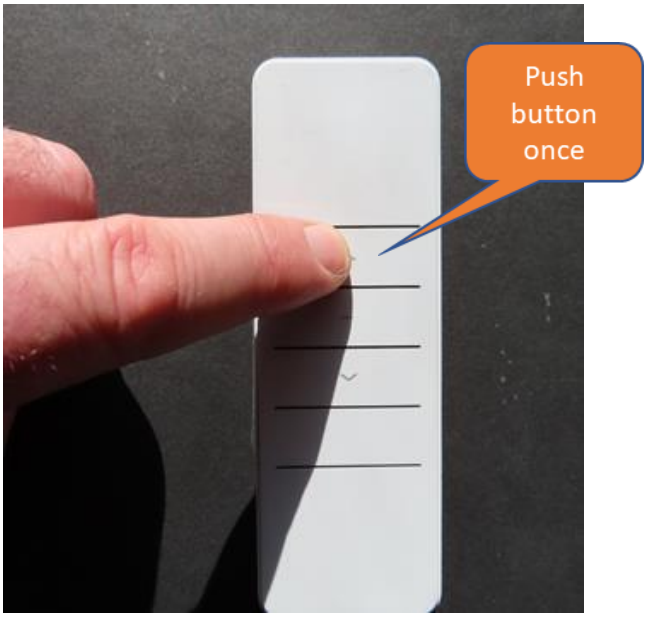
3. Replace back cover

4. Remote control overview



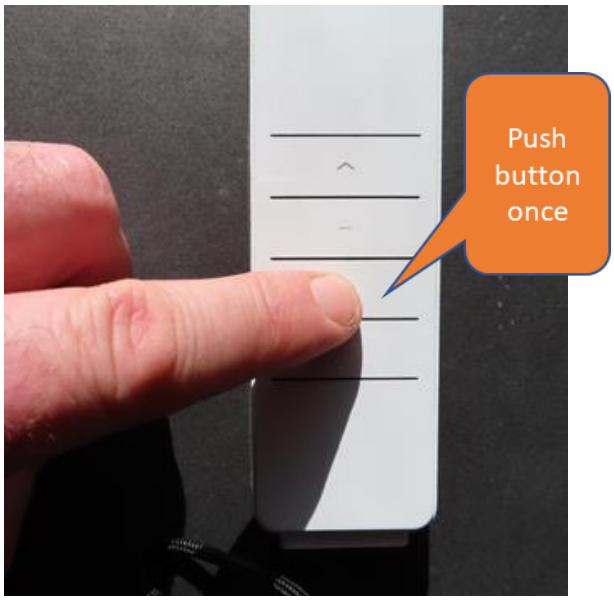
5. Press up to CLOSE

(push once for 1-2 seconds, do not hold button down)



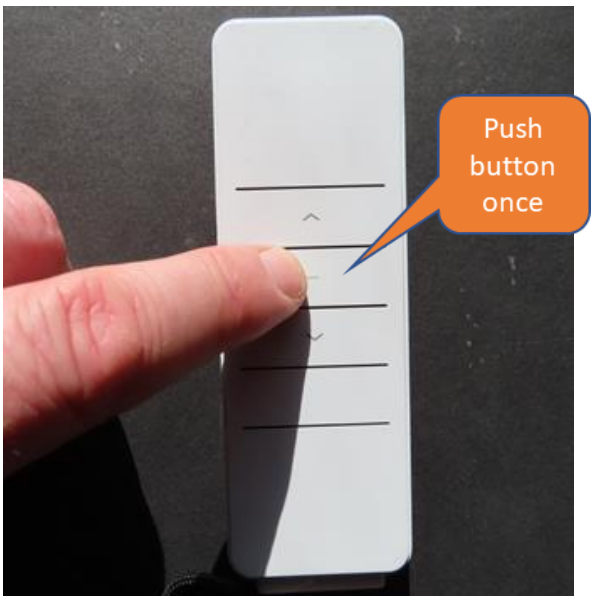
6. Press DOWN to open

(push once for 1-2 seconds, do not hold button down)



7. STOP at any time to stop movement

(push once for 1-2 seconds, do not hold button down)



First Use- Pre checks

Before activation and testing

It is important before commencing with the first use to conduct a through inspection of the appliance to ensure tools and other items will not fowl the operation and damage the appliance and all steps previously outlined are completed.

The following inspections and checks are recommended;

- Check to ensure tools are removed from the appliance, including on top of the top cover and case assembly.
- All screws and nuts are tightened and not loose. It is recommended to use your fingers to check each individual nuts and screw for tightness rather than rely on visual inspection.
- The wire cables are fixed to the case and the nuts within the case are firmly tightened.
- Wall mounting screws. Ensure they are tight and the dome head is flush with the wall mounting brackets and not protruding.
- Steel wire is correctly wound onto the spool, the plastic cable tie is in place and the wire is not crossed over on the spool.
- Ensure the screws/nuts on the joined slides are tight and all screws (4 per side) are installed.
- Ensure no items are located below the appliance.
- Before raising or lowering the case, clear all people and obstructions .
- When loading the case the weight should be evenly distributed. Test and monitor.
- The case should remain flat and not tilt. Failure to operate the appliance properly could cause objects to fall off the platform and result in serious injury or product damage.

✓ Do not stand under the unit when operating.

✓ Not to be operated by children without supervision.

✓ Ensure no objects are under, behind or on top of unit when operating.

✓ Do not overload unit.

✓ The STOP button on the remote control unit will stop the unit operating in either direction.

First Use- Activation

General

It is recommended the following information is read completely before proceeding.

Activation

1. Plug the appliance into a general purpose outlet (GPO).
2. Ensure you are holding and have control of the remote control unit and that no buttons are activated.
   - Be prepared to STOP the appliance if needed.
3. Turn on the appliance at the GPO outlet. When activated the appliance will immediately, but only briefly move up and down to confirm function. This is normal and is confirms the appliance is ready for use.
4. Press 'UP' button and allow the case to move upwards for a few seconds.
5. Press 'STOP' and visually check all fixings and the horizontal level of the appliance.
6. If required make any necessary adjustments (as previously detailed).
7. Press 'UP' and allow the appliance to close completely.
   - Be ready to STOP the appliance at any time.

   Note: The appliance may leave a small gap to the underside of the wall mounting brackets or just touch it. This is normal.
8. Check appliance has closed and stopped automatically. Visually check appliance.
9. Press 'DOWN' and allow appliance to lower, constantly monitoring operation.
   - Be ready to STOP the appliance at any time.
10. The appliance should lower and then stop automatically. If it does not stop automatically and the appliance reverses operation and begins to raise again press STOP immediately.

    If this occurs, disconnect the power supply and proceed to Advanced programming.

8. If the appliance lowered and stopped automatically it is working correctly.
9. Repeat steps 4-8 several time to become familiar with the operation of the remote and appliance. Monitor the appliance during this process to ensure it is balanced and operating correctly.
10. Should adjustment be required, refer to the next page.

Congratulations your Stow High appliance is now installed and successfully tested and ready for use.

It is recommended all other users are advised how to use the appliance, safety when using the appliance and the remote control is located in a suitable location away from children.

Adjustments- after first use (where required)

Undertaking adjustments after first use

After running the Stow High appliance several times and placing weight inside the case assembly it may be necessary to adjust the appliance to optimize the horizontal levels. If this is required the following steps are recommended.

1. Open the appliance so that the case assembly is open and accessible.
2. If a cover is fitted remove the cover.
3. Switch OFF the appliance, unplug and allow to cool if necessary.
4. Complete Steps 3.8- 3.11.
5. After completing these steps undertake the Pre-checks on page 34 and Steps outlined in First Use- Activation on page 35.
6. Re-install cover (if supplied) at completion of these steps.

Advanced programming

It is possible with the Model E appliance to make custom alterations to the upper and lower levels of the case assembly if required by changing the settings of the program.

Advanced programming will allow fine adjustment of the levels at which it stops.

Instructions on altering the programming are available at;

stow-high.com.au/explore

Click on the Advanced programming tab to access the instructions.

Daily use.

- Use caution when storing flammable gas or liquids in the appliance, particularly when the cover is installed. There is a risk of an explosion if the stored items leak or release vapour when stored in a sealed/confined space. Refer to the product label of the manufacturer for advice and recommendations on appropriate storage.
- Do not operate any electrical appliance within the case assembly (e.g. compressor or powered tools, etc).
- Do not place hot items in, near or below the appliance.
- Allow any hot items such as tools to cool before placing into the appliance.
- The manufacturers storage recommendations should be adhered to.
- Avoid placement of the appliance in direct sunlight.
- Do not use the appliance as a lifting device eg to hoist or lift other items. Never stand on or sit within the appliance.
- Do not allow children or others to play with the device.
- To avoid items falling and causing injury or damage to the appliance or the user, do not overload the appliance or place items towards the front where they may become unstable during or after operation of the appliance.
- Monitor items placed within the case.
- Ensure the case assembly is balanced with stored items. Do not allow heavy items to be stored on one side. It should always remain balanced.
- Do not allow items to protrude outside of the case, even if a cover is not fitted.
- Do not place fingers or other objects into the path of the closing case assembly.
- Do not make ‘on the fly’ adjustments to the case assembly, particularly when the appliance is ‘ON’.

Maintenance and Care

Cleaning, care and maintenance

Before cleaning and undertaking maintenance or servicing, ensure the appliance is switched off and disconnected from power supply to prevent injury.

Cleaning:

- If a cover is fitted, remove the cover.
- Operate the appliance to its Open position (down)
- Ensure the appliance is switched off, unplugged and cool.
- If the appliance (including the cover) surfaces needs cleaning, wipe it down with a damp cloth, then with a soft, dry cloth.
- DO NOT wash the appliance or cover directly; do not immerse any parts in water or other liquid. Do not use solvents, abrasive products or alcohol-based cleaning agent on the surface. Using such harsh cleansers will scratch or damage the surface, or can even lead to deformation of the appliance structure.
- When cleaning ensure the appliance is properly supported and only the force necessary to cleanse the surface is applied.
- DO NOT allow the appliance to twist or flex backwards, sidewards or forwards during cleansing. Always support the appliance during this process.
- DO NOT remove the compliance labels affixed to the appliance.
- Keep the slide tracks free of debris as debris may lodge in the tracks resulting in rough running and ultimately, failure of the slides.
- The slide tracks should be inspected for foreign objects and have a smooth operation. Lubrication should be applied to the slide tracks at 12 month intervals or at shorter periods if in coastal, dusty or very dry environments. Do not attempt to remove the lubrication.
- Wipe the exterior surfaces of the assembly occasionally with a cloth moistened (not dripping wet) with a mild soap solution. Dry the case, cover, etc with a soft dry cloth before operating the appliance.

Monthly:

- Manually operate the appliance. If it is unbalanced or binding, balance items as required.
- Check to be sure the appliance opens and closes fully. Make any necessary adjustments.
- Check the supply cord condition and it is free from obstructions.
- Check the condition of the wire rope cables. Ensure they are not frayed or have signs of damage.
- Check the wire rope swaged joins to ensure they do not have signs of damage and the wire rope has not moved or pulled through.

Annually:

- The slide tracks should be inspected for foreign objects and have a smooth operation. Lubrication should be applied to the slide tracks at 12 month intervals or at shorter periods if in coastal, dusty or very dry environments. Lightly grease the slides.
- Inspect the wire cable assembly for signs of wear or damage. If there are signs of fraying or corrosion seek professional advice and stop use.
- Inspect all screws and nuts for tightness and installation. Adjust as required.
- Inspect wire cable fixings to spool assembly.
- Inspect the wall anchor screws to ensure located in place.
- General- consider the services of a professional tradesman to undertake inspection and servicing.

Replacement parts & components

Stow High stocks all components and parts to support your Stow High appliance should they be required. In the unlikely event that you require a component or part please contact Stow High.

Replacement parts can be ordered through the Stow High E-commence website at www.stow-high.com.au

The following items, listed below are not available on the website and may be ordered separately by existing customers.

Should an item be unavailable on the e-commerce site please contact us at

enquiry@stow-high.com

Part Description	Part/stock number
Vertical stabilizer slide kit (4 slides, screws, nut and 3mm allen key)	ME-VSSK
Drive assembly (Complete)	ME-DRIVE
Remote control (inc battery)	ME-Remote
Wall mounting brackets (pair) – Specify colour on ordering	ME-WMB-add colour
Brick, blockwork or concrete wall anchoring screws (including drill driver bit)	ME-BBC anchors
Timber wall anchoring screws (including drill driver bit)	ME-TSW anchors
Top Cover	ME-Topcover-add colour
Wall backing plate	ME-WBP-add colour

Trouble shooting

What to do if…

- Before trouble shooting consider appropriate safety precautions including disconnection of the power supply.
- Improper repairs or alterations can give rise to significant hazards for the user.

Problem	Possible cause	Solution
Appliance does not work.	• Appliance not switched on. • Main plug is not connected or is loose. • Fuse has blown or is defective.	• Switch on the appliance. • Plug the appliance into the electrical socket. • Check fuse, replace if necessary. • Defective parts need to be repaired by an electrician.
	• Remote control not operating	• Activate battery. • Check battery in remote control is secured in place (light activates when operational) • Replace battery with new.
Case is not level when opening or closing	• Incorrect installation	• Identify likely cause by reviewing Steps 1-3. • Complete adjustments as detailed in these instructions. • Make changes to wall backing plate position (Step 1) • Adjust wire length not correctly set on spool. • Wire cable on spool not correctly set.
Case does not close level with cover (where installed)	• Cover may be mis-aligned or an object stuck underneath.	• Inspect and remove. • Adjust cover correctly. • Undertake Advanced Programming process.
Unusual noises when operating	• Lifting wire cable is crossed over and not spooling smoothly.	• Check wire rope and make necessary adjustment.
Not working after continuous use	• Thermal protection activated after too much use.	• Allow appliance to cool down for 20 minutes.
Not lifting	• Power supply not on. • Weight limit exceeded.	• Check power supply. • Check remote control operation. • Reduce weight in case to be under 40kg.
It is noisier than normal or making odd sound during operation.	• Slides have foreign objects caught. • Screws/nuts are incorrectly installed or loose.	• Check slides for operation, remove foreign objects and lubricate. • Check all screws/nuts are installed correctly and are sufficiently tight.
The Stow High appliance opens and or closes by	▪ Make sure remote control button is not stuck 'on'.	• Delete transmitter codes to eliminate possible faulty remote. Re pair remote.

Compliance

This appliance has been designed, engineered and tested (including independent tests) to meet the applicable safety requirements including;

- AS/NZS 3820:2009
- AS/NZS 3112:2000
- AS/NZS 60335.2.97:2017
- AS/NZS 60335.1:2011 Inc A1-5
- AS/NZS 1170:2002
- AS/NZS 1170.1:2002
- AS/NZS 1720:2010
- AS/NZS 4100:1998

Registered Responsible Supplier- E8112

SAA Approvals- Certificate number SAA201100

Design and specifications are subject to change without prior notice.

Responsible disposal

At the end of its working life, make the appliance unserviceable by unplugging it from the power outlet and cutting the power cord.

Do not throw this appliance out with your household rubbish. Electrical and electronic products contain substances which can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area.

Labels

Compliance and warning labels and notices are affixed to the appliance from the manufacturer. Do not remove or tamper with the labels.

Specifications

Input voltage	**220-240 Vac, 50Hz, 205W**
Rated load / Rated operating time	15Nm / 4 mins
Standby power	0.9 Watt
Working temperature	-10 Deg- +65 Deg
Maximum lifting/lowering weight	40.0 kilograms
Motor type	Tubular single phase asynchronous motor
Noise level	<65 or less dB at 1 metre
Drive mechanism	Rotating drive tube, spools and stainless steel wire cables and mechanical fastening
Length of travel	1000mm
Personal safety	Push button stop in UP and DOWN position.
Electrical	Overload protection and thermal cut out activation.
Limit adjustment	Electronic
Dimensions (with cover)	925mm L x 760mm H x 265 mm D
Operating frequency	433.925MHz
Closing duration (typical)	Within 20 seconds
Opening duration (typical)	Within 20 seconds
Weight- complete case assembly (no shelf)	15.40kg
Weight- wall backing plate assembled (including brackets and screws)	8.80kg
Weight- motor drive assembly (complete assembly)	4.45kg
Weight complete assembly (inc shelf and brackets)	33.20kg
Emitter Specification- Input voltage	3v (CR2450)
Emitter transmission frequency	433.925MHZ
Emitter transmission power	10 milliwatt
Emitter operating temperature / transmission distance	-5Deg - + 50Deg / 200 metres line of sight, 30 metres between two walls.
Emitter battery	Requires 1x CR2450 battery

Battery precautions

- Do not open batteries or short-circuit batteries. Only use fresh batteries of the correct size and type.
- Due to the increased risk of leakage, remove batteries when they are empty and when the remote control is not going to be used for long periods.
- Avoid contact with battery acid. If battery acid has leaked, avoid contact with skin, eyes and mucous membranes to prevent injury. In the event of contact with the acid, rinse the affected areas immediately with plenty of clean water and contact a doctor at once.
- Keep out of reach of children. Children cannot assess dangers correctly and are injured as a result. Please ensure that the remote control is kept out of children's reach as it contains a button battery. If batteries are swallowed, seek immediate medical assistance. Also ensure the remote control packaging is disposed of safely.
- Only dispose of batteries when they are fully discharged. Dispose of them in accordance with statutory obligations. Do not dispose of them in household waste.
- To prevent a risk of explosion, normal batteries must not be charged, heated or disposed of by burning. Never throw batteries into a fire or subject them to high temperatures.

Battery replacement

If the remote control battery is flat, insert a new battery into the compartment at the back of the remote control.

To open the cover to the battery compartment at the back of the remote control, slide the cover in a downward direction with your thumb.

Remove the cover, take out the depleted battery and replace it with a new battery of the same size and type., making sure to match the polarity markings (+/ -) on the battery with that inside the compartment.

Ensure the battery is pushed securely into place. It should be tight with no movement.

Close the battery compartment.

Note- a blue light activates on the remote control to indicate a press function. If the blue light fails to activate when a button is pushed the battery is most likely not secured correctly. Repeat steps above. If the remote control indicating light continues to operate upon push activation, a more substantial push of the remote may be required by use of the thumb.

Note- All batteries have an expiry date and an un-opened package may still contain a battery that is out of date. Check the date of the expiry before replacing a discharged battery.