



# HELPUP<sup>®</sup>

## PATIENT LIFT

### Instruction Manual



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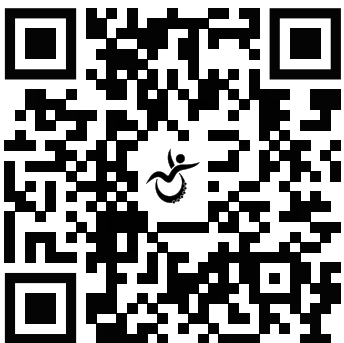
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MOBILE PATIENTLIFT



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## 1.0 Introduction

Thank you for purchasing the Mobile Patient Lift HelpUp! We aim to provide the safest recovery fall equipment on the market. Please read this manual in its entirety before operating or maintaining this product.



Improper usage of this device can cause injury. The HelpUp must only be operated as described in this manual. Do not modify the HelpUp as modifications can result in unpredictable performance and result in injury.

NOTE: This manual should remain with the HelpUp at all times.

For customer service or technical assistance,  
please contact us via email [Info@ClimbingSteps.com](mailto:Info@ClimbingSteps.com)

## 1.1 Indications for Use

The HelpUp Patient Lift is intended for individuals who have experienced a non-emergency fall and need assistance getting back to a standing position safely and comfortably. This lift is ideal for caregivers who require a reliable tool to help loved ones recover from a fall without causing further injury. By providing stable and secure lifting, the HelpUp ensures the well-being of those needing support, making it an essential aid for enhancing safety and peace of mind in non-emergency situations.



**DO NOT** use this lift if an injury has occurred during the fall.  
Please make sure to follow the Caution Check List (Pg. 5) before initiating the lift.

## 1.2 General Description / Intended Use

The HelpUp Patient Lift is designed to assist in safely and comfortably lifting individuals off the floor following a non-emergency fall. It ensures the secure and stable elevation of the user to a standing position, making it an essential tool for caregivers. The HelpUp is lightweight and easily positioned, providing a practical solution for home use. Users should be securely positioned within the lift for maximum safety. It is crucial that the operator reads this manual thoroughly and receives proper training on the product before use to ensure safe and effective operation.

## 1.3 Disclaimer

This user manual contains general instructions and guidelines for the use, operation, and care of this product. These instructions are not all-inclusive. The safe and proper use of this product is solely at the discretion of the user. Safety information is included as a service to the user. All other safety measures taken by the user should be within and under consideration of applicable regulations.

## 1.4 Unpacking the Device

Unpack your brand new HelpUp Patient Lift, remove all the shipping and packing materials, and check all the items for proper operation. If anything is missing or noted not to be correct, or any type of damage is present due to shipping, please contact Mobile PatientLift.

### Items Included:

- 1 x HelpUp Patient Lift
- 1 x Inflation Pump
- 1 x Lift Assist Standing Aid
- 1 x Instruction Manual



## 2.0 Symbols and Definitions Used in this Manual



Consult instructions for use.



Serial Number of the device.



Date of Manufacture.



Product should not be disposed of with your other household waste.



Check sign explains the items that you should comply with upon operation, repair and maintenance of this device.

## 2.1 Warning / Caution

These words carry special meanings and should be carefully reviewed.



This symbol alerts the reader about a situation which, if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.



This symbol alerts the reader of a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage the product or other property. This includes special care necessary for the safe and effective use of the device and the care necessary to avoid damage to a device that may occur as a result of use or misuse.

NOTE: This provides special information to make maintenance easier or important instructions clearer.

## 2.2 Safety Precautions



The HelpUp should not be used if an injury has occurred. It's intended use is in recovering from falls in cases where the Assisted simply lacks the necessary strength, flexibility, confidence, or other non-injury related reason(s), that make it difficult for them to get back on their feet without assistance.

The Caution Checklist below is a comprehensive compendium of expertly advised precautions/ actions to be carefully considered by the person assisting before moving a fallen person. This list should be affixed permanently, in an easily accessible location, at the top of the HelpUp. Both the assistant and person being assisted, if able, should consciously consider each line item **BEFORE initiating a lift**.

### CAUTION CHECKLIST

- If the fallen person is unconscious, do not move them unless there is immediate danger of further injury if they are left where they fall. **Call 911.**
- If the fallen person is conscious and able to communicate, let them rest for a minute to adjust to the shock and discomfort. They may be dizzy for a few moments. In any case, immediately check their condition. Look for bleeding, bruises, broken teeth, and broken bones. If any of these are discovered, **call 911.**
- Talk to the fallen person. Ask if they have any kind of pain (hips, back, groin, etc.), if they have bumped their head, or if they remain dizzy and disoriented. If so, it's best to **call 911** and have the paramedics/EMT come to check them over.
- When you call 911 remember to tell them what is know about the symptoms, the history of falls if known, the location of the fall and the activity and time of the fall.

If a 911 call is not necessary based on the checklist above and the fallen person indicates they are 'OK' and they are requesting help getting up, then proceed to lift them immediately.

Please take time now to become familiar with the rest of this Instruction and Safety Manual.

### 3.0 The HelpUp Patient Lift Features

- **Head Support:** A sturdy, comfortable head support is essential to provide a sense of safety and stability for your loved one. This product has been designed with a padded head support to provide extra security.
- **Easy-Grasp Handles:** Oversized easy-grab handles make lifting your loved one as easy as can be! With four handles on the device, optimal control and stability are guaranteed.
- **Anti-Slip Support Seat:** Rest assured that your loved one will remain in place during inflation with our non-slip seat feature. The soft, comfortable fabric will keep them snug and safe throughout the lift.
- **3 Tiered lift:** Your loved one is never in any danger of being hurt by an uncontrolled inflation, and allows them plenty of time to adjust to their new surroundings before standing fully upright.
- **Airlift Technology Inflation Pump:** The high-flow inflation pump utilizes airlift technology to quickly and safely restore a fallen patient to a seated or standing position with the push of a button.
- **Standing Aid Tool:** With its sturdy build and comfortable grip, it provides the necessary support for users as they transition from sitting to standing.
- **Compact Storage:** The HelpUp includes a convenient rolling duffel bag for easy access, storage, and transportation.



## 4.0 Technical Specifications

### Fully Inflated Measurements



#### Deflated & Rolled

- Radius: 8"
- Length: 18"

#### Air Pressure & Temperature

- Maximum Air Pressure: 2.5 PSI 1.7 Bar
- Max/Min Temperature: 120°F/5°F

## 5.0 Diagram of Lift



1. Anti-Slip Seat

2. Caregiver Handhold

3. User Handhold

4. Head Support

## 5.1 Inflation Sequence

The HelpUp is constructed of 3 separate lift modules (air bladders). The following table indicates the sequence that the levels should be inflated. The maximum lift weight is 300 pounds. Each level should be fully inflated before moving to the next.

### 1ST STAGE

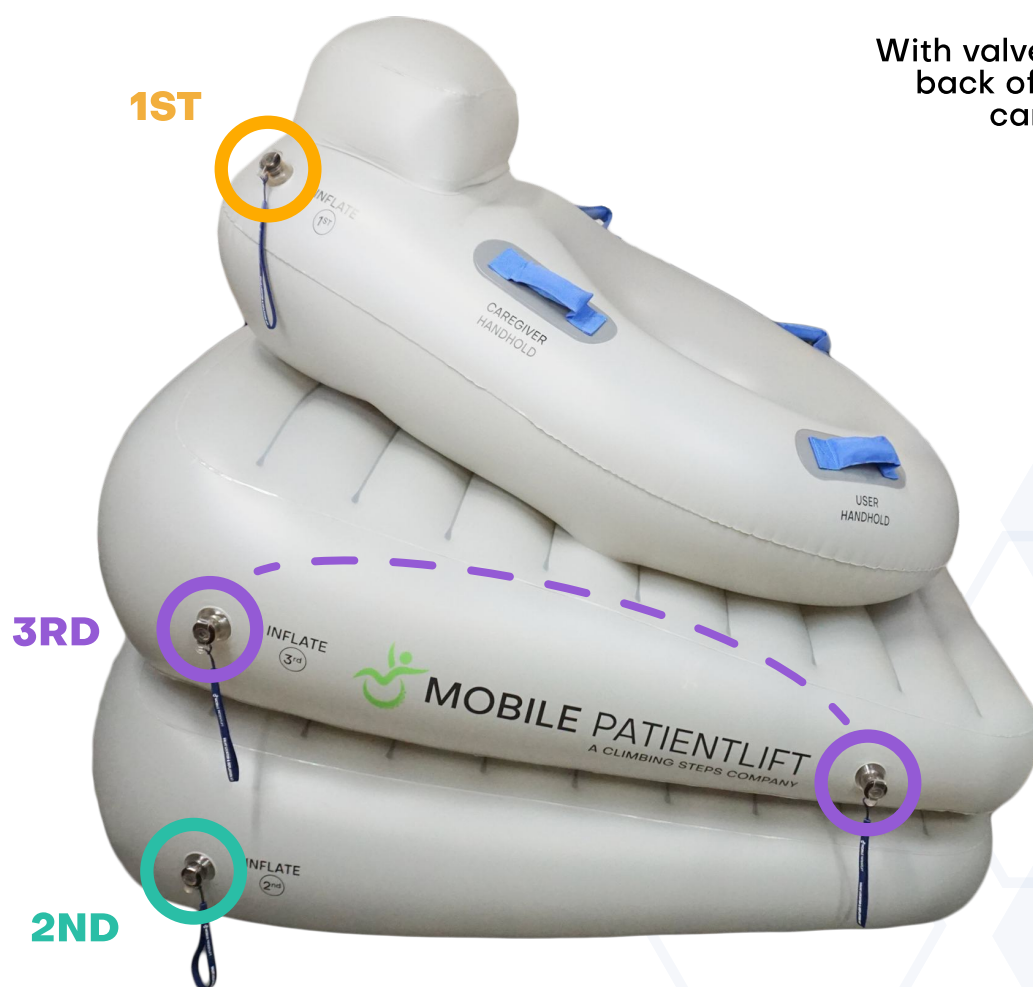
The 1st Stage quickly lifts a person to a comfortable and secure "sitting up in bed" position.

### 2ND STAGE

The 2nd Stage increases the sense of comfort and safety by slowly allowing the user's feet to reach the ground.

### 3RD STAGE

With valves located at the front and back of the HelpUp, the caregiver can choose the best angle to support the user during the final stage of inflation.



Inflate the HelpUp like an air mattress: stop when wrinkles disappear and the surface is taut to avoid seam damage from over-inflation.

## 6.0 Assembling and Using the HelpUp Patient Lift

### STEP 1

After reading the **Caution Checklist** (Pg. 5), remove the HelpUp from its portable bag and place it next to the fallen person.

If deploying on a rough surface, remember to use a ground cloth.

Note: Ensure you have a minimum space of 3.5 ft. x 4 ft.



### STEP 2

Unroll the HelpUp and position it with the Caution/Logo facing the same direction as the person's head.

Align the person by placing the "SIT HERE" circle near them and help them scoot or roll onto the center of the HelpUp, ensuring their head, buttocks, and feet align with the indicator markings.



### STEP 3

Ensure the person is seated with their feet apart, knees bent, and holding the secure handholds on the HelpUp. Confirm they are ready to begin lifting by asking if they are prepared.





## STEP 4

Inflate the HelpUp in stages: start by inserting the pump into valve #1 and inflate until wrinkles disappear, then turn off the pump and close the valve. Repeat the process with valve #2, and then with either valve #3 at the head or foot end, ensuring the person remains steady throughout. Once fully inflated, the person's feet should be firmly on the floor in a near-standing position.

Please refer to the Inflation Sequence (Pg. 9) for further information on the inflation stages.



**1ST**



**2ND**



**3RD**

## STEP 5

Assist the person to stand using the 'Lift Assist Standing Aid' if needed, and place any mobility aids like a walker or cane in front of them before they stand.

Scan this QR code to  
watch our step by  
step video!



## 7.0 Deflating the HelpUp Patient Lift

Proper deflation and storage are crucial to maintaining the longevity and functionality of your device. Following these instructions will ensure that the HelpUp remains in good condition and is ready for use whenever needed.

**1**

**Ensure Cleanliness:** Make sure the HelpUp is clean and dry before deflation.

**2**

**Open Valves:** Open all the valves to release the air.

**3**

**Remove Remaining Air:**

- Manual Method: Push out the air manually, starting from the bottom (foot) and moving towards the top (head) where the open valves are located.
- Pump Method (Recommended): Use the DEFLATE connection on the pump to remove all air from the HelpUp.



## 8.0 Storing the HelpUp Patient Lift

### 1. Folding:

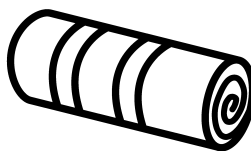
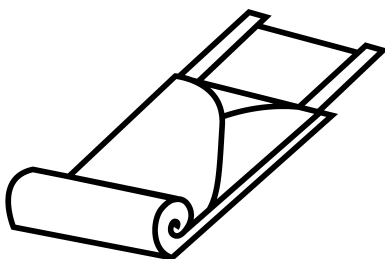
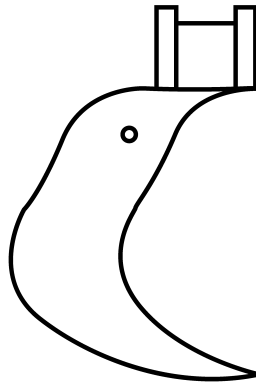
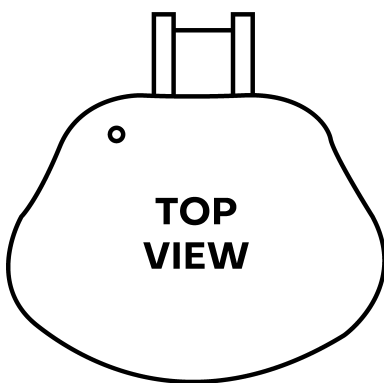
- Fold the right side of the HelpUp inward until the fold aligns with the left-hand edge of the seat.
- Fold the left side (valve side) inward until the fold aligns with the right-hand edge of the caution notice.

**2. Rolling:** Roll up the HelpUp tightly from the foot to the head.

**3. Securing:** Secure the Velcro straps snugly around the rolled HelpUp.

**4. Storing:** Place the HelpUp inside its duffle bag and store it in a cool, dry location.

**Note:** If you're storing the HelpUp outside the bag, keep the pump nearby to ensure all components are easily accessible when needed.



## 9.0 Care and Cleaning Instructions

To clean the lift, apply a neutral synthetic detergent, wipe with a damp cloth, and then wipe with a dry cloth. Do not use products that have bleach or phenolic cleaners.



Keep the HelpUp away from sharp objects that could puncture or tear the material. Use a protective mat or blanket underneath if using on rough surfaces.



Do not scratch or scrape the surface of the product with hard objects to prevent material damage.



Avoid storing the HelpUp in direct sunlight or extreme temperatures, which can degrade the material.



Follow the recommended inflation procedures to avoid over-inflation, which can cause seam splits.



The air pump must be unplugged from the power before cleaning. Clean with a dry cloth only.



Regularly check whether there are loose, damaged or broken parts, and if necessary, replace the damaged parts.



In a medical setting, we recommend you disinfect the lift between riders with basic disinfectant for patient and operator safety.



Store the HelpUp in a cool, dry place to prevent mold and mildew.





## 10.0 FAQs

Q

**Is the lift suitable for individuals with different body sizes and weights?**

Absolutely! The HelpUp is designed to accommodate individuals of varying body sizes and weights, providing help for seniors. It has a weight capacity of up to 300lbs, ensuring its usability for a wide range of users.

A

Q

**Can the lift be used in both home and healthcare settings?**

Yes, the HelpUp is highly versatile and can be used in various settings, including both home and healthcare environments. Its flexible design makes it suitable for different scenarios and caregiving situations, offering home help for elderly and home help for seniors.

A

Q

**Does the lift require any specific clearance or space requirements?**

The HelpUp requires an area of approximately 44" by 51" for deployment, allowing for easy transfer from floor to standing position. It is recommended to have a space of about 3.5 by 4ft available to ensure proper usage.

A

## 11.0 Troubleshooting

If you have any questions about the HelpUp Patient Lift, please call us for customer service assistance. The device label will also show the serial number and the date manufactured.

Problem	Cause	Solution
The HelpUp is not inflating properly	The pump is not securely connected to the valve, or the pump has insufficient power.	Check and ensure the pump is securely attached to the valve. Verify that the pump is properly plugged in or that its battery is fully charged. Inspect the valve for any blockages or debris and clear if necessary.
Air is leaking from the HelpUp	Valves are not tightly closed or there are punctures/tears in the material.	Ensure all valves are fully closed. Inspect the HelpUp for any visible punctures or tears. If a leak is detected please contact us for support.
Difficulty deflating the HelpUp	Valves are not fully opened, or remaining air is trapped inside.	Open all valves completely to let the air escape. Manually press out the remaining air starting from the bottom (foot) to the top (head). If using the pump's deflate function, ensure it is properly connected and set to deflate mode.

For any additional questions, please contact us.

## 12.0 Limited Warranty

Thank you for your interest in the products and services of Climbing Steps, Inc. Your safety, comfort, and satisfaction are at the heart of everything we do. For the HelpUp Patient Lift, Climbing Steps, Inc. extends the following warranty coverage, reflecting our commitment to quality and your satisfaction:

### What does this Limited Warranty cover?

- Pump: 6 months coverage for any manufacturing defects, ensuring operational reliability.
- Seams: Backed by a 1-year warranty, reflecting our confidence in their durability.
- Plastic Components: Though subject to wear and tear, designed with quality in mind for lasting service.

### What will we do to correct problems?

In the event of a defect, Climbing Steps, Inc. will repair or replace the affected product or part with either new or refurbished items, at no cost to you. Our aim is to ensure your complete satisfaction and to keep your equipment running flawlessly.

### How long does the coverage last?

The Warranty Period offers a 180-day warranty on all products or parts from the date of purchase. Should a product or part be repaired or replaced, the new item will carry the remainder of the original product's warranty or 180 days from the date of repair or replacement, whichever is longer.

### What does this Limited Warranty not cover?

This Warranty does not cover issues resulting from abnormal conditions, misuse, accidents, alterations, unauthorized repairs, or other damage not caused by defects in material or workmanship. The seat pads are recognized as subject to wear and tear, these components are crafted for endurance but not covered by the limited warranty.

### What do you have to do?

If you require warranty service, please reach out to us for an evaluation of the issue and guidance on the best resolution. Our dedicated team is here to ensure your experience with our products is outstanding.

For any questions or to initiate a warranty claim, please contact us:

**Email:** (212) 366-5483

**Phone:** Info@ClimbingSteps.com

## 13.0 Device Label



The HelpUp Patient Lift is intended for individuals who have experienced a non-emergency fall and need assistance getting back to a standing position safely and comfortably. This lift is ideal for caregivers who require a reliable tool to help loved ones recover from a fall without causing further injury. By providing stable and secure lifting, the HelpUp ensures the well-being of those needing support, making it an essential aid for enhancing safety and peace of mind in non-emergency situations.



Manufactured by: **Mobile Patient Lift** 6601 Lyons Rd, Suite C10, Coconut Creek, FL 33073



Please See Manual for Device Symbol Definitions

### Distributed by:

**Mobile Patient Lift**  
 6601 Lyons Rd, Suite C10,  
 Coconut Creek, FL 33073  
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**Manual Published Date**

05/22/24

Have more questions? Contact us!

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Scan with your smartphone camera to view more information about  
the HelpUp Patient Lift!



or visit:  
[www.MobilePatientLift.com](http://www.MobilePatientLift.com)



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