

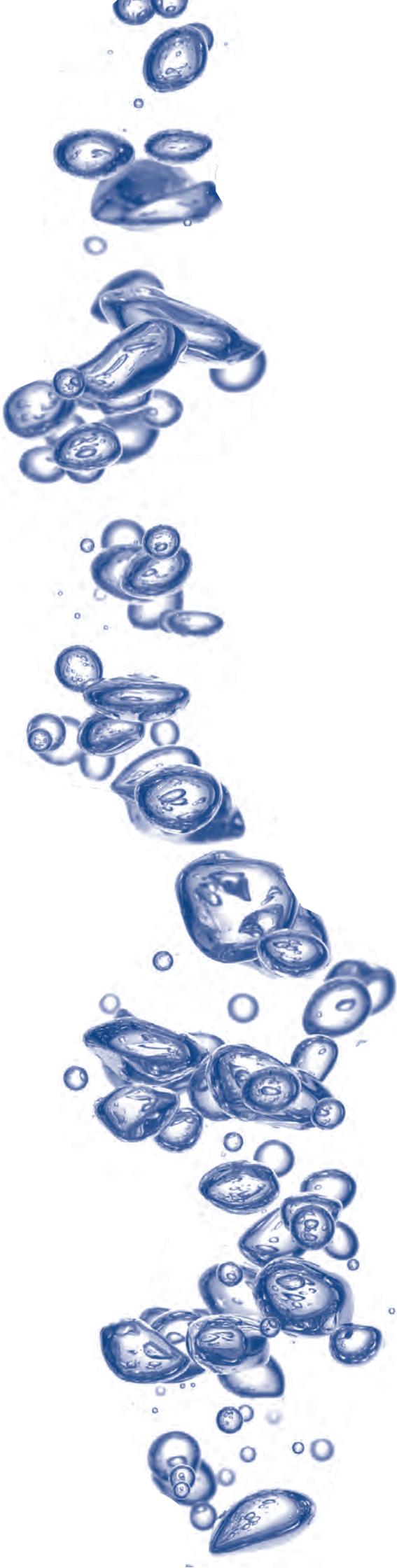


neptune<sup>®</sup>  
bath lift

Operating Instructions



mountway<sup>®</sup>  
bringing independence to life



## Operating instructions and parts list

**Please read the following instructions carefully before using your Neptune Bath Lift**

This bath lift is designed and manufactured to assist individuals who experience difficulties getting in and out of the bath. If you have a helper in the bathroom, ensure they also read these instructions before use. If you are unable to get out of the bath unaided, do not bathe without someone on call to help in an emergency.

The Neptune is powered by a small re-chargeable battery fitted into the hand control. The battery stick must be inserted into the hand control to power the Neptune.

**Ensure that prior to first operation or after long periods of non-use, the battery stick is placed on charge until the green light appears on the charger. This may take up to 2 hours. (See section 6 “Charging the battery”.)**

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## 1. Unpacking the Neptune

Once you have opened the cardboard box, ensure the Neptune has not been damaged in any way during transit. If it has, contact your supplier immediately.

In the box you will find:

- A Neptune Bath Lift, complete with two side-flaps and hand control attached (see fig 1)
- A battery stick (see fig 2)
- A battery charger (plug and cradle) (see fig 2)
- A transportation clip (see fig 3)

**NOTE:**

- Prior to its first use, the Neptune battery stick should be placed on charge until the green light appears on the charger. This may take up to 2 hours. (See section 6 "Charging the battery".)

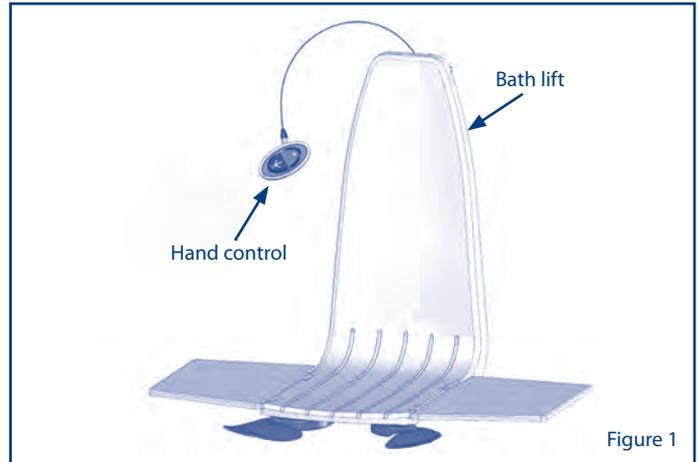


Figure 1

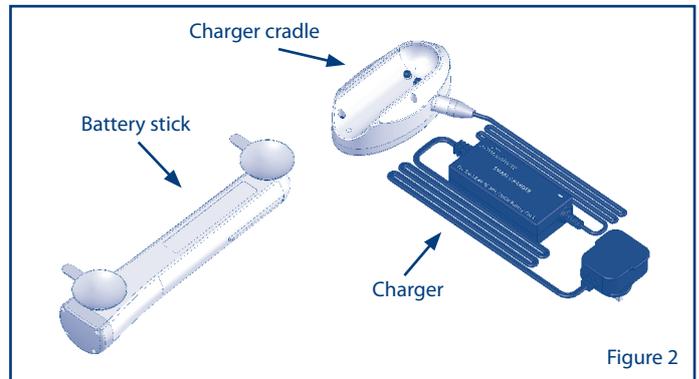


Figure 2

## 2. Preparing the bath

Before placing the Neptune in the bath, remove any non-slip mats. Ensure the bottom of the bath is clean and smooth and has no bath oils or bath cleaner residue where the Neptune suckers will fit. The Neptune might not be suitable in baths that have been re-enamelled or if the suckers are placed on a rippled or textured surface. Do not use the side flap if it is not supported by the side of the bath and free of obstruction eg. handles.

### 3. Preparing the Neptune

The Neptune should be separated into two sections to reduce the weight carried. To do this, remove the transportation clip, fold the side flaps in, hold the seat with both hands and lift until it slides off the tubular frame. Place the seat carefully on its side on the floor. Pick up the base frame by its tubes and moisten underneath each sucker (this will create a better suction). Now slide the frame on its rear suckers down the back slope of the bath. The support block on the base of the Neptune (see fig 3) should be as close as possible to the back of the bath. When the Neptune reaches the flat bottom of the bath, press all four suckers firmly to gain a secure grip on the surface. Lift the seat upright, ensuring both side flaps are folded in. For ease of handling, the hand control can be placed on the seat under the folded side flaps. To fit the seat on to the base frame, align the lower two holes located behind the seat with the tubes (see fig 4) and lower the seat gently, ensuring that the tubes also slide through the upper two holes.

Check that the bridge moulding is securely attached to the seat and the actuator end is located in the hole in the base frame (see fig 5).

Fold out the two side flaps. (They are fitted to your Neptune for ease of transfer when entering and leaving the bath. They are also there for your safety, as they prevent fingers being trapped).

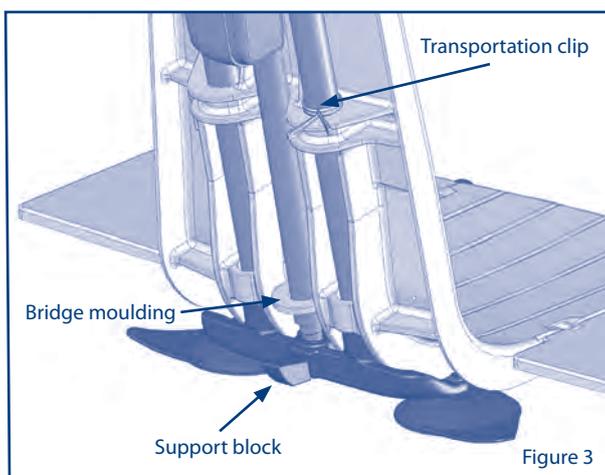


Figure 3

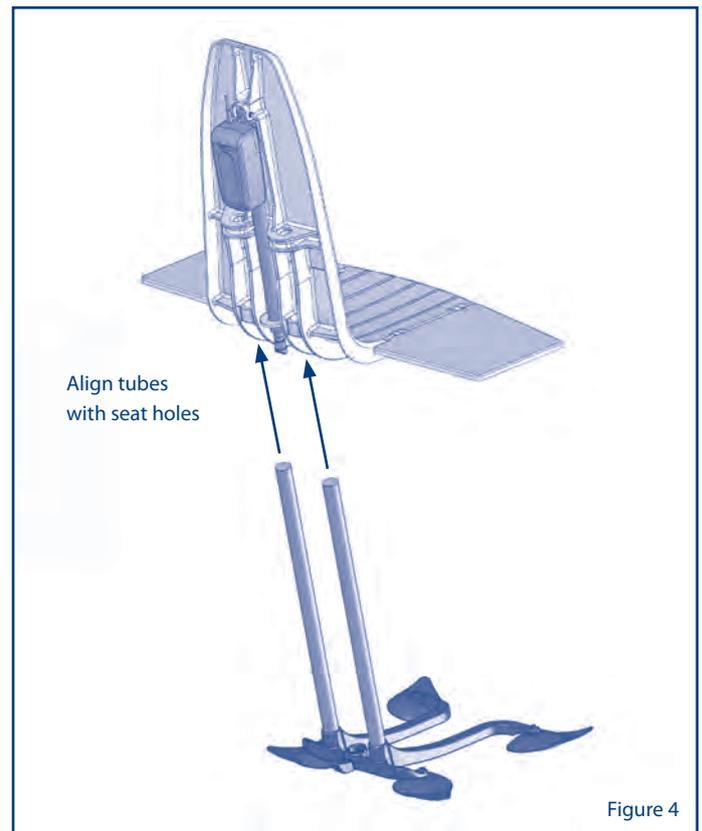


Figure 4

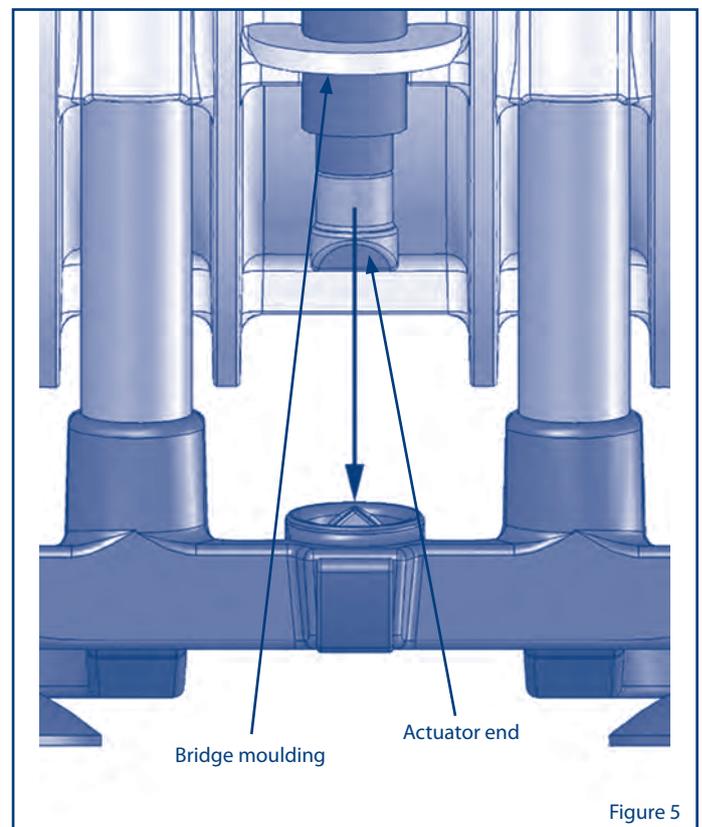


Figure 5

#### NOTE:

- The transportation clip on the back of the bath lift (see fig 3) must be removed before the Neptune can be operated. Do not discard the transportation clip as it will be needed for moving the Neptune.

#### 4. The hand control

**Prior to its first use, ensure the battery stick is placed on charge until the green light appears on the charger. This may take up to 2 hours. (See section 6 “Charging the battery”.)**

Pick up the hand control and slide the battery stick into the track of the hand control until it clicks into place. Ensure the cable is free from obstruction.

The hand control has a battery status indicator, which shows how much charge is in the battery. By observing this indicator you can check the battery status whilst bathing.

- If the light is a continuous GREEN, there is sufficient charge for you to have at least one bath.
- If the GREEN light starts to FLASH, you must recharge your battery after this bath (see section 6 “Charging the battery”). Do not worry if the light starts to flash while you are bathing – there will be enough charge for you to complete your bath.
- If the light turns RED there will always be enough charge to raise you back to the top of the bath. You must recharge your battery IMMEDIATELY.

The RED light signals that a safety mechanism has been activated, which prevents the Neptune from lowering you to the bottom of the bath if there is insufficient charge to bring you back up again. You should NEVER start a bath when the hand control light is RED.

If the battery status indicator was continuous GREEN at the end of your last bath, there will be sufficient charge to continue with your next bath, provided this occurs within seven days. If in doubt, recharge the battery before use.

**NOTE:**

- The battery stick should remain connected to the hand control whenever it is not being recharged. It should only be disconnected when the Neptune is being removed from the bath or when recharging is required.
- The Neptune is not designed for continuous operation. Allow 15 minute intervals between consecutive baths.

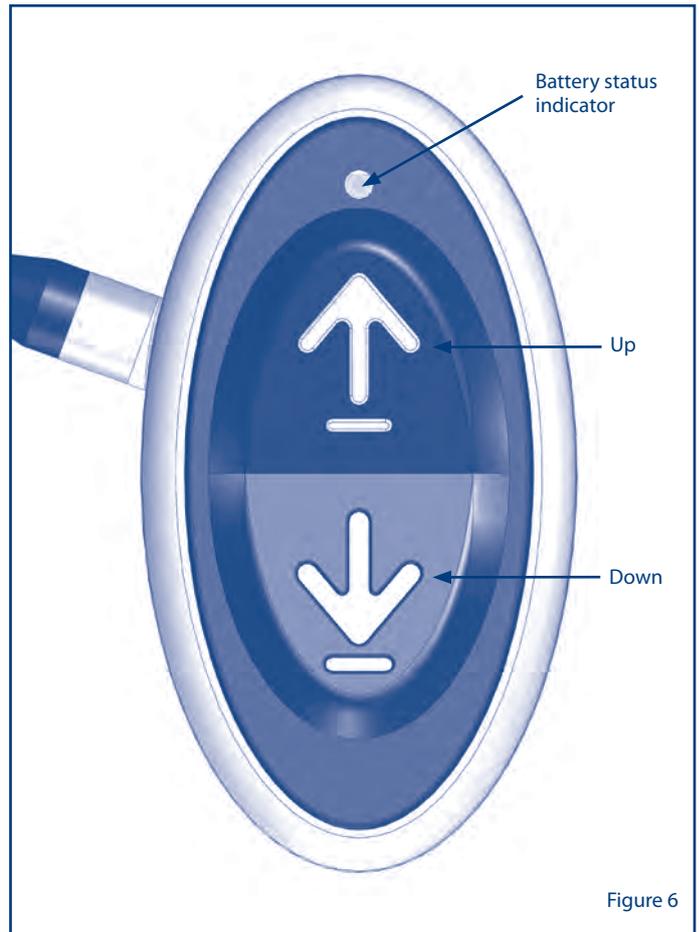


Figure 6



## 5. Using the Neptune

You should always leave your Neptune in the down position when not in use.

To raise the Neptune, press the UP button on the hand control (see fig 6, page 6) and the Neptune will rise.

If the Neptune reaches its maximum limit of travel (up or down), there will be a short delay before the Neptune will operate again.

As the Neptune rises to the height of the bath, the side flap will fold out and bridge the gap between the seat and the side of the bath. The Neptune is a very powerful lifting device and it is essential that the side flaps are not allowed to catch under handrails, soap dishes, tile edges, vanity shelves or other obstructions when rising. In the unlikely event that the side flap does get caught, immediately lower the Neptune by pressing the DOWN button (see fig 6, page 6). Pull the side flap free from the obstruction, then resume the lifting operation.

The side flaps may be prevented from being caught on fixed obstructions by fitting side flap protectors (available as accessories from Mountway).

Before transferring onto the Neptune, check the water temperature in the bath.

With the seat level at the height of the bath and the side flaps bridging the gap, you may now sit on the flap and move on to the seat. Lift each leg over the side of the bath and make yourself comfortable. You may find it easier to transfer if you wet the seat and side flaps first. Using the hand control, press the DOWN button (see fig 6) and you will be lowered gently. When the button is released, the Neptune will stop immediately and will remain at that position until the button is pressed again. If you continue to press the DOWN button, the Neptune will automatically stop at its lowest position.

When you want to be raised, press the UP button until you reach level with the top of the bath. Move onto the side flap and lift each leg carefully out of the bath.

If the RED light (indicating low charge ) appears on the hand control whilst descending, a safety feature will be activated which will prevent you from going down any further. Press the UP button and the Neptune will raise you safely to the top of the bath.

After your bath, fold the side flaps back onto the seat and lower the Neptune to the bottom of the bath.

**NB** if the RED light has appeared on the hand control preventing you from doing this, recharge the battery stick immediately (see section 6 "Charging the battery") and lower the Neptune to the bottom of the bath as soon as possible thereafter.

All movement can be instantly terminated by sliding the battery stick out of the hand control.

If the hand control and battery stick fall into the water, remove immediately; however there is NO danger as both are waterproof.

## 6. Charging the battery

**Prior to first operation or after long periods of non-use (typically 7-10 days), ensure the battery stick is placed on charge until the green light appears on the charger. This may take up to 2 hours. (See section 6 “Charging the battery”.)**

When not in use or being recharged, the battery stick should remain connected to the hand control.

The battery stick should be charged immediately when the RED light has appeared on the hand control, or as soon as possible after your bath when the FLASHING GREEN light appears.

It is also possible to place the battery stick on charge after each bath without the risk of overcharging.

To charge the battery, the battery stick must be disconnected from the hand control. To do this, slide the battery stick out of the hand control and place it in the charger cradle (see fig 2). Plug the charger into the mains electricity supply outside the bathroom and switch on.

The LED on the charger box will initially flash in a quick sequence of red, green, red, green, before a constant red light appears to indicate charging is in progress. When the battery has been fully recharged, the red light turns green. The green light indicates the battery is fully charged and is now ready for use. The battery can also remain continuously on trickle charge until the next bath.

**A flat battery takes approximately 2 hours to fully recharge.**

NOTE:

- Do not cover the battery stick whilst charging.
- Ensure the battery stick is disconnected from the charger cradle once the mains power is switched off, or if the charger plug is removed from the mains socket. This will prevent the battery discharging.

## 7. Removing the Neptune

Should you wish to remove the Neptune from the bath, **always ensure the seat is in the lowest position.**

Remove the battery stick from the hand control. Place the hand control and cable on to the seat and fold the side flaps in.

Then simply slide the seat up until it is clear of the vertical tubes and lay it carefully on its side on the floor.

To remove the base frame, apply gentle forward pressure to the top of one of the tubes, pulling the tags on each of the rear suckers at the same time. Continue to tilt the base frame forward. Release the tags on the front suckers and lift out of the bath. When lifting any part of the Neptune out of the bath, always lift as close to your body as possible. To prevent the suckers from gripping the bath again, it may be helpful to place a flannel or towel underneath each sucker once released.

## 8. Storing the Neptune

When the Neptune is not installed in the bath, it may be stored upright in its lowest position or lying on its side. If the Neptune remains in the bath, you should leave it in its lowest position, but always ensure the suckers are firmly attached to the bath before use.

- **The Neptune is designed so that it can be carried in two parts. The seat will detach from the base frame without the transportation clip in place.**
- **When storing the Neptune, ensure that the hand control is not dangling. See suggested storage method (fig 7).**

### Recommendations for storage of hand control during transit/ handling when not in original packaging.

1. Place the transportation clip on one of the base frame tubes.  
(as shown in **A**)
2. Wrap hand control cable around the tubes in a clockwise direction  
(starting as shown in **A**) until three coils are complete.  
(as shown in **B**)
3. Tuck the hand control between the cables with the green cover facing  
towards the seat keeping the cable as straight as possible.  
(as shown in **B**)
4. To remove the hand control to prepare for use or cleaning, simply  
reverse the above steps.

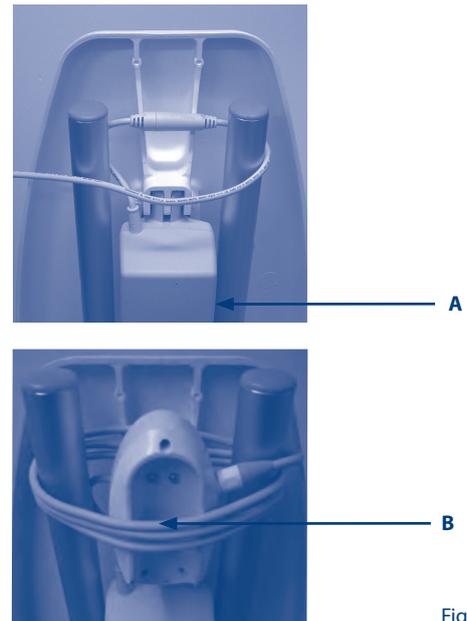


Figure 7

## 9. Cleaning

Clean the Neptune as frequently as you clean your bath, using the same non-abrasive cleaners. Should you wish to disinfect it, use a soft brush or cloth and wipe down with a proprietary sterilising solution or anti-bacterial cleaner. Cleaning agents should be used in accordance with the manufacturer's guidelines. Rinse the product with clean water. Wipe and dry using a clean cloth. Bath oils and other additives are generally easily removed with washing-up liquid. Do not allow oils or other additives to build up.

It is preferable to remove oily deposits frequently as, in the course of time, they may lead to degradation of the natural rubber suckers. **SOLVENT**-based cleaners, such as white spirit, should **NOT** be used.

It is also advisable to clean the bath surface under the suckers from time to time.

The Neptune can be washed in an automated washing machine (to a maximum temperature of 73°C for 3 minutes), however the battery **MUST** be removed and washed by hand.

## 10. Maintenance and servicing

The Neptune is designed to be maintenance-free for many years. However, it should be inspected annually either by your supplier or other qualified person. This person will inspect the bath lift to ensure that there are no loose fittings or other evidence of mechanical damage.

### **There are no user serviceable parts in the Neptune.**

Repairs and servicing must be entrusted only to your Neptune dealer or other Mountway authorised repairer.

Should local facilities be unavailable, then Mountway offers an inspection, repair and/or refurbishment service at its factory. To arrange for this service, please contact Mountway – details on the back page

## 11. Warranty

This product is sold with the benefit that, in the event of any defect of manufacture or material appearing on the frame within 60 months of the date of the receipt of the product, the defect will be rectified free of charge, provided that:

- a) reasonable evidence is provided (e.g. purchase invoice or delivery note) that the product was purchased not more than 60 months prior to the date of claim; and
- b) the defect is not attributable to accidental damage (either in transit or otherwise) fair wear and tear, wilful damage, misuse or unauthorised repair.

The battery is guaranteed for 24 months to power (when fully charged) one bathing cycle at **full load** (160kg). (See section 4 "The hand control" and section 14 "Technical data – The bathing cycle"). Other consumables such as suction feet and charger are also guaranteed for 24 months.

Consumers' statutory rights are not affected.

## 12. Precautions

- Do not use the Neptune for uses other than that for which it is designed and do not use it in combination with other lifting or moving devices.
- Always check that the Neptune suckers are all firmly attached to the bath before use.
- The Neptune should not be used under a constant flow of water i.e. running tap.  
The battery must not be subjected to high pressure, high temperature cleaning. The actuator must not be totally submerged in water.
- As the Neptune is rising, ensure that the side-flaps do not become caught under any obstructions, such as bath handles, soap dishes or tile edges.
- Before transferring onto the Neptune, ensure that the side flaps are level with and supported by the side of the bath.
- Before transferring onto the Neptune, check the water temperature in the bath.
- Ensure that no part of the body can become trapped when transferring on to the seat or when raising and lowering yourself on the Neptune.
- The battery stick is for use with Mountway Bath Lifts only and cannot be used to operate any other product.
- The hand control and battery stick are waterproof. If the hand control or battery stick have been immersed in water, they remain perfectly safe but should be wiped dry.
- Ensure the bridge moulding is in place and the actuator end is located correctly in the base frame socket when installing the Neptune (see fig 5).
- Use only the Mountway charger to charge the Neptune battery and for no other purpose. Never use any other charger. Ensure that no metal objects touch the contacts on the battery stick, as this will damage the battery. Never charge in the bathroom or any humid area. Charge in a dry area only. Ensure your hands are dry before you do this.
- When the Neptune is used communally, we recommend cleaning the seat with a suitable sterilising solution or anti-bacterial cleaner after each use. Rinse the seat thoroughly with water before use.
- The actuator should not be operated when not fitted to the seat.
- Should you elect to move the base frame and seat assembly as one piece, we recommend that the transportation clip is correctly in place – (see fig 3).
- To ensure the hand control is not subject to accidental damage, please do not leave to hang down freely.
- DISPOSAL: The plastic, metal parts, packaging materials and rubber suckers are recyclable but the battery stick, which contains the Nickel Metal Hydride (NiMH) battery, should be disposed of only by returning it to your supplier, the manufacturer or an authorised disposal point.

### 13. Symbols

To comply with international standards for medical equipment, the following symbols will be found on the Neptune labels.

	<p>This means that only direct current from a small battery is used to power your Neptune. There is NO connection to mains electricity when in use, so there is no risk of electric shock.</p>
	<p>This means that the Neptune is type B medical equipment and meets international standards for electrical safety.</p>
<p><b>IP66</b></p>	<p>This means that the bath lift is sealed to the international standard against the effects of water spray.</p>
<p><b>IP67</b></p>	<p>This means that the battery stick is sealed to the international standard against the effects of immersion in water to a depth of 1 metre.</p>
<p><b>IP68</b></p>	<p>This means that the hand control is protected against long periods of immersion in water under pressure.</p>
	<p>This symbol is found on the hand control and means the light represents the battery status.</p>
	<p>This means PLEASE READ THE INSTRUCTIONS BEFORE INSTALLATION OR USE.</p>
	<p>Do not bin/dispose</p>

### 14. Technical data

The Neptune seat is made of glass-filled polypropylene. The base frame is an aluminium casting which is coated with electrostatically deposited polyester. The tubes are anodised aluminium. The hand control and battery stick are made of ABS. The hand control button cover is made of thermoplastic elastomer.

The Neptune is in the official category of “internally powered equipment” and is not suitable for use in the presence of flammable anaesthetic mixture with air or nitrous oxide.

The equipment is tested in accordance with:

- BS EN 60601-1 : 1990
- The European Council Directive 89/336/EEC relating to Electromagnetic Compatibility.
- The European Council Directive 93/42/EEC relating to Medical Devices.
- The European Council Directive 73/23/EEC relating to electrical safety.

## The bathing cycle:

For one bath, it is assumed that the Neptune will be raised from its storage position at the bottom of the bath to the height of the bath, then lowered into the water supporting a person of up to 160kg. After bathing, the Neptune will raise the person to the height of the bath and should then be lowered to the bottom of the bath until next required.

If insufficient charge is left in the battery to return the Neptune to the bottom of the bath for correct storage after bathing, the battery should be recharged as soon as possible (see section 5 "Using the Neptune" and section 6 "Charging the battery").

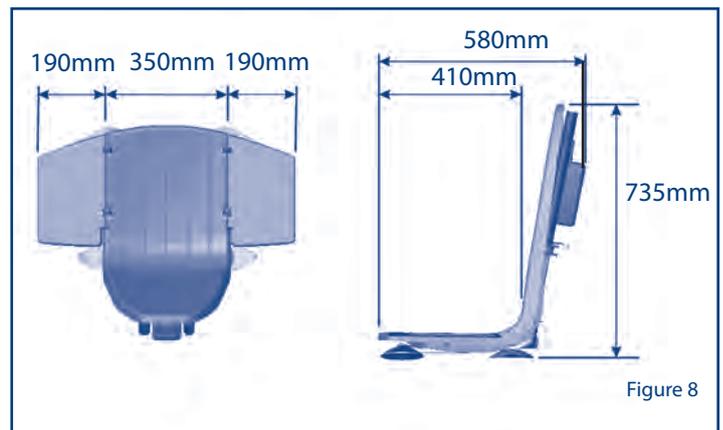


Figure 8

## Neptune

Lifting capacity (person)	160 kg (25.0 st)
Net weight (excluding battery)	9.6 kg
Seat height UP	435mm (17.1 in)
Seat height DOWN	70mm (2.8 in)
Power input	14.4V dc nominal 7A max
Duty cycle	One bath per 15 minutes
Degree of protection	IP66
<b>Hand control (battery)</b>	
Input	14.4V dc nominal 1.0A
Output	14.4V dc nominal 7A max
Degree of protection	IP 68
Battery stick	IP67
<b>Battery charger</b>	
Input	100-240V ac 50-60Hz 1.0A
Output	14.4V dc nominal 1.0A

## Operating and charging

Temperatures	
Max	40°C (104°F)
Min	0°C (32°F)

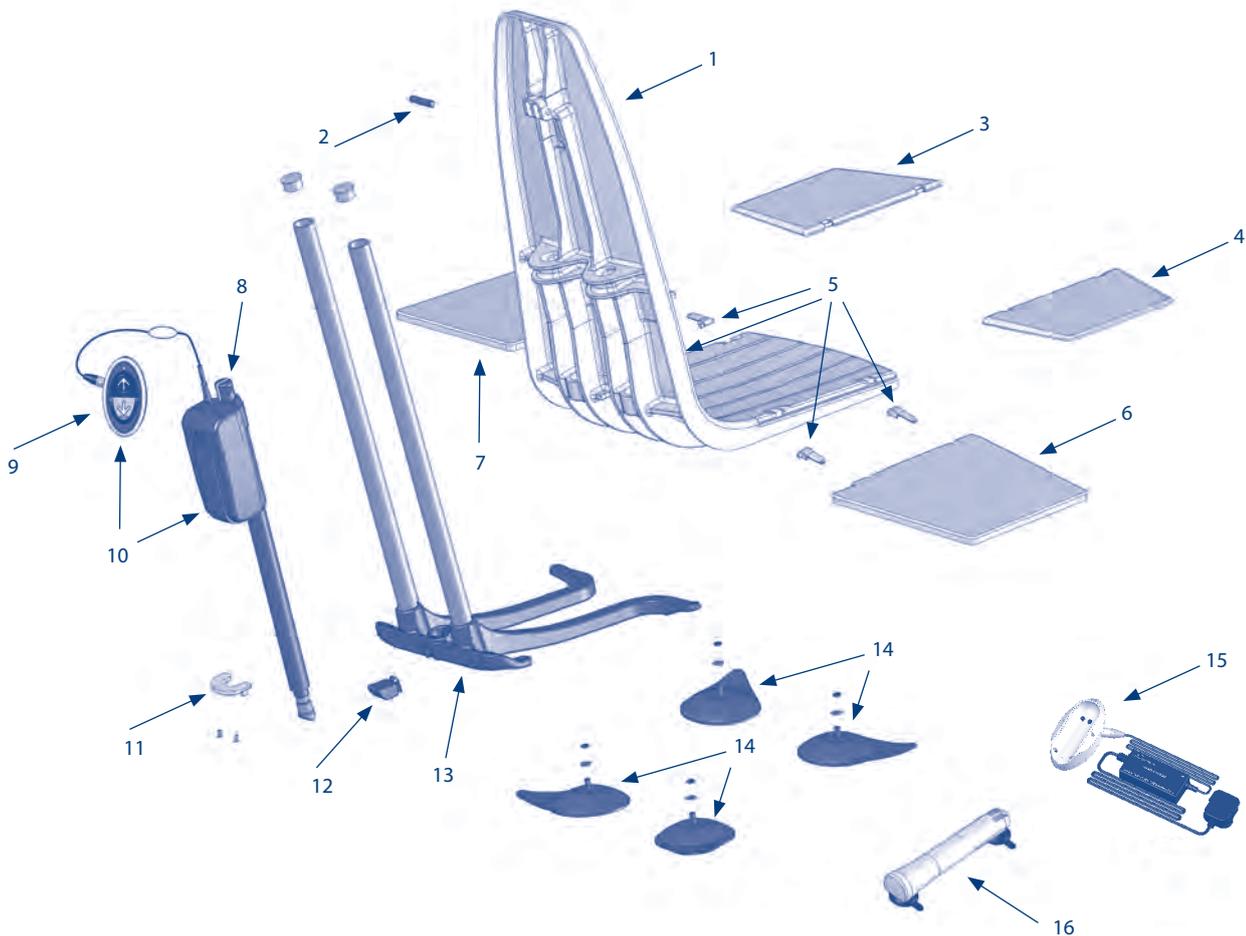
## Shipping and storage

Weight (packaged)	12.3 kg (27 lbs)
Shipping volume	0.2 m <sup>3</sup> (7.1ft <sup>3</sup> )
<b>Temperatures</b>	
Max	40°C (104 °F)
Min	-10°C (14 °F)
<b>Humidity</b>	
Max	90% RH
Min	10% RH
<b>Pressure</b>	
Max	125 kPa (18.4 psi)
Min	73 k Pa (10.7 psi)

This product is suitable for transport in pressurised aircraft holds

## 15. Parts List

ITEM NO.	PART NUMBER	DESCRIPTION
1	A001	SEAT
2	AB003	ACTUATOR SNAP PIN
3	A002L	STD SIDE FLAP (LEFT)
4	A002R	STD SIDE FLAP (RIGHT)
5	A003	HINGES (4)
6	A018R	LARGE SIDE FLAP (RIGHT)
7	A018L	LARGE SIDE FLAP (LEFT)
8	A263	ACTUATOR
9	AB105	HAND CONTROL NiMH
10	ACTHCA	ACTUATOR, HAND CONTROL & CONNECTOR ASSEMBLY
11	A010	BRIDGE MOULDING
12	A014	SUPPORT BLOCK
13	A007	BASE FRAME
14	K504	SUCKER
15	CU-3000	SMART CHARGER NiMH
16	A230	BATTERY STICK



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