



**Stretcher Stepper® Operator Manual**  
**Electric Stair-Climbing Stretcher & Body Removal Tool**

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## 1. Introduction & Product Overview

The **Stretcher Stepper**® is a powered stair-climbing stretcher and body removal tool designed to safely transport human remains up and down stairways, through confined spaces, and over uneven surfaces. With an unladen weight of approximately 85 lbs (excluding battery and accessories), it reduces physical strain on funeral professionals while improving safety, control, and dignity during removals.

Once the snap-on battery is installed, the Stretcher Stepper functions as both a standard hand truck on level ground and a powered stair climber on steps and stairs. During ascent, the Stretcher Stepper lifts only to the necessary step height. During descent, the motor acts as an electronic brake, allowing smooth, controlled lowering without bumping.

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## 2. Intended Use

The Stretcher Stepper® is intended for: - Removal of human remains from residences and facilities - Transport up and down staircases - Transitional lifting from floor to cot height - Vehicle loading assistance

This equipment is designed for **professional funeral service use only**.

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## 3. Key Features

- Electric stair-climbing system with mechanical clutch protection
- Two ascent speed settings (slow and fast)

- Electronic overload protection
  - Electric actuator lifting capability (with prop stand configuration)
  - Folding handle with swivel joint and locking handle
  - Microcellular, non-inflating wheels
  - Snap-on rechargeable battery system
  - **Electric Actuator Prop Stand (Standard Equipment)**
  - Optional **Secondary Stretcher Stand**
  - Compatible with BodyGlide® boards, straps, and body bags
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## 4. Safety Information

### Important Safety Warnings

- Always ensure there is **no person beneath the load**
  - Always secure remains using approved **straps and/or body bag**
  - Always wear **skid-proof footwear**; stairs may be slippery
  - Steel-toe footwear is strongly recommended
  - Never reach into the lifting or drive mechanism while the battery is installed
  - Practice operation unladen or with a **40–60 lb test load** before full use
  - Remove the battery during transport to prevent accidental activation
  - Use **two attendants** to stabilize the load when tipping or loading into a vehicle
  - Never exceed rated load capacity
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## 5. Components & Controls

### Major Components

- Main frame and stair-climbing drive unit
- Folding foot plate
- Main wheels
- Swing arm with secondary support wheels
- Swivel joint with locking handle
- Control box
- Snap-on battery with main power switch
- Electric actuator (standard on all units)

## Swivel Joint & Locking Handle

The swivel joint uses multiple friction disks compressed on both sides to provide controlled resistance. The locking handle must be tightened sufficiently to prevent movement during use.

**Proper Adjustment:** - The lock is properly tightened when a single operator can tilt the loaded unit backward without handle movement - For loads over **200 lbs**, tighten the locking handle especially firmly

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## 6. Operating Instructions

### Handle Controls – Actuator vs. Stair Climber

Stretcher Stepper Handle Controls – Red and Blue Buttons (Unedited Photo)(Red actuator control buttons and blue stair climber control buttons on Stretcher Stepper handles)

**Red Handle Buttons – Electric Actuator Control** – Electric Actuator Control - **Red handles with buttons control the** electric actuator prop stand - **Used to** raise and lower the load\*\* during transfers - Intended for controlled lifting and lowering only - Always ensure the prop stand is fully deployed and stable before operating

**Blue Handle Buttons – Stair Climber Control** - Blue handles with buttons control the **stair-climbing drive system** - Used for **ascending stairs** when the unit is in ascent mode - Active only when ascent mode is selected via Button (P)

**Important Notes:** - Do not press red and blue handle buttons simultaneously - Always verify which function is active before operation - Keep hands clear of moving components during actuator use



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**Control Box Functions:** - **Button (P):** Power ON/OFF and mode selection (ascend/descend) - **Indicator Light:** Displays operational status - **Speed Switch:** Selects high or low ascent speed

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## 6.1 Control Box Functions

### *Button (P) – Power / Mode Selection*

- Brief press switches between **ascent** and **descent** modes
- Press and hold for more than 3 seconds to switch the unit OFF
- Unit automatically switches OFF after 10 minutes of inactivity

### *Indicator Light Status*

- **Solid Green:** Ascent mode active
- **Flashing Green:** Descent mode active
- **Solid Red:** Support wheels moving into descend position
- **Flashing Red:** Overload condition detected (unit stops for approximately 3 seconds)

### *Speed Switch*

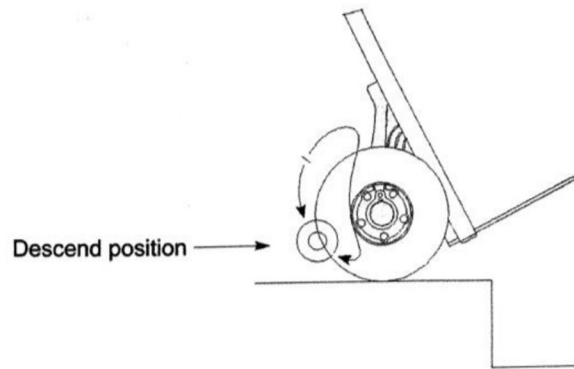
- Select **High** or **Low** ascent speed
- Speed switch is active only in ascent mode
- Low speed is recommended for training, heavy loads, or confined spaces

## 6.2 Ascending Stairs

1. Press Button (P) briefly until the indicator light shows **solid green**
2. Press the ascend button located in the upper or lower handle
3. Release the button to stop lifting at any time
4. Once main wheels reach the tread, roll the unit back against the riser before continuing

## 6.3 Descending Stairs

1. Press Button (P) briefly until the indicator light **flashes green**
2. Support wheels will automatically move to the descend position
3. Roll the unit over the stair edge; the motor provides controlled braking
4. Keep main wheels against the riser until the support wheels fully deploy



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## 7. Straps & Load Securing

Proper use of straps is critical for safe operation and load stability. Always secure remains before stair operation or lifting.

### Attaching Straps

1. From the front of the Stretcher Stepper Sport®, insert the **loop end** of the strap through the hole in the white body board
2. Loop the strap around the Stretcher Stepper frame and back through the same hole
3. Insert the **metal end** of the strap through the loop

4. Pull tight to secure the strap firmly to the frame
5. Use a **male buckle on one side** of the frame and a **female buckle on the opposite side**

Ensure straps are tight and evenly positioned before movement.

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## 8. Please Pay Attention To

The following operational notes are taken directly from the original Stretcher Stepper® Operator Manual and are critical for safe and efficient use.

### 8.1 Shift of Balance

During ascent, the balance of the load changes as soon as the support wheels begin lifting. Operators should compensate by slightly tilting the handle backward.

- Lowering backward **10–20 degrees** before lifting reduces forward movement
- With practice, this adjustment becomes automatic

### 8.2 Hooking Underneath the Step

If the unit is tilted back too far, the support arm may contact the tread and rotate underneath the upper step. This will trigger overload protection and stop operation.

### 8.3 Overload Protection

#### **DO NOT OVERLOAD**

Exceeding rated capacity activates overload mode: - Operation stops automatically - Main wheels lower slowly to the lower step - Indicator light flashes red for approximately 3 seconds - Press Button (P) to reset

Low battery charge may also trigger overload mode even with lighter loads.

### 8.4 The Stretcher Stepper® Is Not a Rubber Pad

Do not drop heavy objects onto the Stretcher Stepper Sport®. Impact forces may damage the drive unit and connecting bar.

### 8.5 Inadvertent Battery Ejection

Abusive operation such as striking high steps or moving backward rapidly may cause the battery to eject. Always operate in a controlled manner.

## 8.6 Failure to Negotiate Steps Square-On

Approaching stairs at an angle may damage the underside of the drive unit. Always negotiate steps **square-on**.

## 8.7 Driving on Winding Staircases

- When **ascending**, the unit tends to move toward the inside of the staircase; start as far outside as possible
- When **descending**, the unit tends to move outward; start as far inside as possible
- If space is limited, sideways movement may be achieved by reversing on wider steps

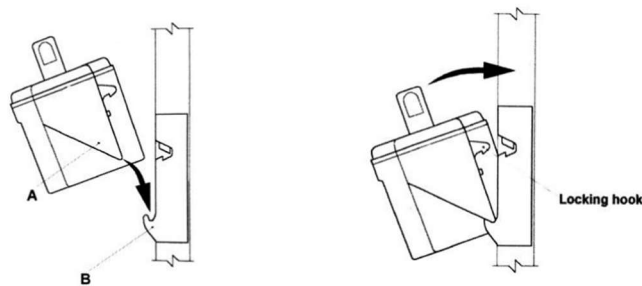
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## 9. Setup & Configuration

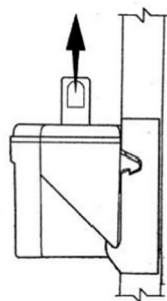
### Battery System

- Fit battery by hooking the upper edge into the frame and snapping forward until locked
- Remove battery by lifting vertically
- Remove battery for transport and storage

Locking Battery In



Removing Battery



## Electric Actuator Prop Stand

The Electric Actuator Prop Stand, which is standard on all Stretcher Stepper units, allows the Stretcher Stepper Sport® to raise and lower the load electronically, reducing manual lifting during transfers.

**Operation:** 1. Ensure the prop stand is securely attached and locked . Confirm battery is installed and main switch is ON. Use the lift/lower controls to raise or lower the load. Keep hands, feet, and clothing clear of all moving parts

**Safety Notes:** - Never leave the load unattended while elevated - Always ensure the stand is fully deployed before lifting - Do not exceed the rated load capacity

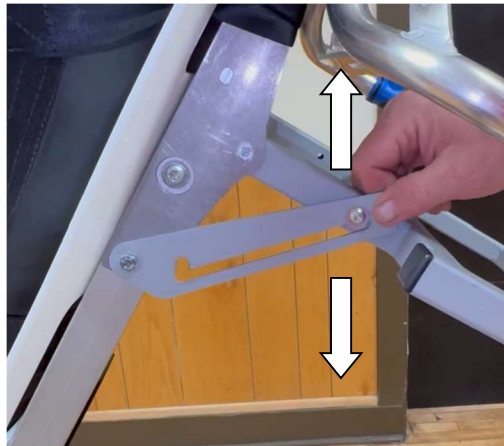


## Secondary Stretcher Stand

The Secondary Stretcher Stand converts the Stretcher Stepper Sport® into a cot-style configuration, allowing the unit to function as a temporary stretcher during transfers.

**Setup:** 1. Deploy the secondary stand from its stowed position, lever upwards. 2. Lock the stand into place before loading, lever downwards. 3. Verify stability before transferring remains

**Important:** - The secondary stretcher stand is intended for stationary support only - Do not perform lateral movement while the stand is deployed



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## 10. Maintenance & Cleaning

### Routine Maintenance

- Inspect wheels, swing arm, and fasteners weekly
- Check swivel joint lock for proper tension
- Test electric actuator and controls before use

### Cleaning

- Clean and disinfect all body-contact surfaces after each use
- Pouches may be rinsed or bleached (do not machine dry)
- Keep electrical components dry

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## 9. Transport & Storage

- Remove battery before transport
- Secure unit in vehicle to prevent movement
- Store in a clean, dry environment

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## 10. Troubleshooting

Issue	Possible Cause	Action
Unit will not operate	Low battery	Recharge battery
Erratic movement	Debris in wheels	Clean wheels
Lift not responding	Control issue	Inspect controls / service

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## 11. Technical Data

### Stretcher Stepper® Technical Specifications

Specification	Value
Model	ERGO / UNI / FOLD
Maximum Load Capacity	375 lbs
Unit Weight (unladen)	Approx. 85 lbs
Maximum Step Height	8.5 in
Maximum Climbing Speed	Up to 29 steps/min
Ascent Speeds	Two (High / Low)

### Battery Technical Data

Specification	Value
Battery Type	Sealed lead-acid (maintenance-free)
Capacity	5 Ah
Voltage	24 V DC (2 × 12 V)
Weight	Approx. 9 lbs
Fuse	Internal 30 A blow-out fuse
Airline Approved	DOT & IATA compliant

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## 12. Warranty & Support

### 1. Warranty Coverage

Mortuary Lift Company™ (MLC) warrants to the original purchaser that all Stretcher-Stepper™ units are free from defects in materials and workmanship under normal use and service conditions for a period of **two (2) years** from the date of original purchase.

During the warranty period, Mortuary lift Company™ will, at its sole discretion, repair or replace any defective component covered under this warranty at no charge for parts or

labor. Replacement parts may be new or refurbished to equivalent-as-new performance standards.

<b>What Is Covered:</b>	<b>What Is Excluded:</b>
<ul style="list-style-type: none"> <li>• Defects in materials at time of manufacture</li> </ul>	<ul style="list-style-type: none"> <li>• Wheels, casters, and rubber contact surfaces</li> </ul>
<ul style="list-style-type: none"> <li>• Defects in workmanship at time of production</li> </ul>	<ul style="list-style-type: none"> <li>• Brakes and brake components</li> </ul>
<ul style="list-style-type: none"> <li>• Structural frame components</li> </ul>	<ul style="list-style-type: none"> <li>• Toe plates and toe plate brackets</li> </ul>
<ul style="list-style-type: none"> <li>• Electrical drive system and motor components</li> </ul>	<ul style="list-style-type: none"> <li>• Battery capacity degradation over time</li> </ul>
<ul style="list-style-type: none"> <li>• Electronic control system and circuitry</li> </ul>	<ul style="list-style-type: none"> <li>• Cosmetic damage, scratches, and surface wear</li> </ul>
<ul style="list-style-type: none"> <li>• Factory-installed hardware and fasteners</li> </ul>	<ul style="list-style-type: none"> <li>• All regular wear and tear items</li> </ul>

## **2.Exclusions & Limitations**

This warranty does not cover, and Mortuary Lift Company™ shall have no obligation under this warranty for damage, failure, or defects resulting from any of the following:

- Misuse, abuse, neglect, or operation contrary to the instructions in the product manual
- Use of the product beyond its stated load capacity or operating specifications
- Unauthorized modification, alteration, or repair by anyone other than Mortuary Lift Company™ or an authorized service provider
- Damage caused by accident, collision, fire, flood, or other external causes
- Use of non-Mortuary Lift Company™ approved parts, accessories, or attachments
- Normal wear and tear on consumable components including wheels, brakes, casters, toe plates, and toe plate brackets
- Products where the serial number has been removed, altered, or defaced
- Any product purchased from an unauthorized reseller

**Any evidence of misuse, abuse, unauthorized modification, or operation in excess of rated capacity will void this warranty in its entirety. Mortuary Lift Company™ reserves the right to make the final determination of whether a claim qualifies for warranty coverage.**

### **3.How to Obtain Warranty Service**

To submit a warranty claim, please follow the steps below. Claims submitted without proof of purchase will not be accepted.

#### **1. Contact Mortuary Lift Company™ Support**

Email [info@mortuarylift.com](mailto:info@mortuarylift.com) or call **(800) 628-8809** to open a warranty claim. Please have your serial number and proof of purchase ready.

#### **2. Claim Review**

A Mortuary Lift Company™ technician will review your claim within 2 business days and may request photos or video of the defect to assess eligibility.

#### **3. Authorized Return or On-Site Service**

If the claim is approved, Mortuary Lift Company™ will issue a Return Merchandise Authorization (RMA) number or arrange authorized service. Do not ship any product without an RMA number — unauthorized returns will not be accepted.

#### **4. Repair or Replacement**

Upon receipt and inspection, Mortuary Lift Company™ will repair or replace the defective unit or component at no cost to the original purchaser. Shipping costs for warranty returns are the responsibility of the purchaser; Mortuary Lift Company™ covers return shipping on approved claims.

### **4.Limitation of Liability**

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Mortuary Lift Company's™ liability under this warranty is limited solely to repair or replacement of the defective product. Mortuary Lift Company™ shall not be liable for any incidental, special, or consequential damages, including but not limited to lost profits, loss of use, or injury to persons or property arising out of the use or inability to use the product.

Some states do not allow limitations on implied warranties or exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.