



Greenstairlifts.co.uk

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Your guide to buying a stairlift

A stairlift can change your life. It may mean that you start using part of the house that has been inaccessible for some time. Therefore, you need to gather all the facts before buying a major mobility aid.

Many of our customers are bewildered by the technology of stairlifts and ask many questions and so we decided to design this guide to buying a stairlift. However, we'd be more than pleased to hear from you if you have any questions not covered by the guide or if you'd like a free, personal consultation.

How much should I budget for my stairlift?

The cost of a stairlift will vary depending upon the style of your stairs. If you require a straight stairlift then the cost is going to be between £1,200 and £2,500. If you need to go round a bend in the stairs then you should expect to pay at least £3,000. A straight stairlift is going to cost less than a curved one due to the amount of engineering involved. There are no fixed prices for stairlifts as they are made to fit your particular stairs.

Is there an option to save money?

Yes. We specialise in reconditioned curved stairlifts both to reduce your costs and manufacturing and environmental damage.

Are there any disadvantages to buying a reconditioned stairlift?

Some people prefer the peace of mind that buying a new product brings. However, all our reconditioned stairlifts carry the same warranty as a new one.

Will it take long to decide which is the best stairlift for me?

Tony will arrange to visit your home at a convenient time for you. He will then discuss the various options available to you and will offer you a stairlift that will fit your needs and your budget. He does not believe in hard selling practices and will, if necessary, leave a quote with you and will not pressurise you to buy. You are welcome to call him after his visit if you have any questions or if you would like him to speak to another member of your family.

Can I ask other people to be present at the call?

A stairlift is a major purchase and if you'd like a friend or another member of your family to be present then we can arrange a mutual time for you all.

How long does it take to deliver?

The majority of lifts that we recommend are available for fitting within two weeks of your order. In some cases they can be fitted within a week. Straight stairlifts can be delivered faster than curved.

How long does it take to fit?

The fitters will take no more than a day to fit your lift with the minimum of disruption and mess. Stairlifts are fitted directly to the stairs and not the wall so the fitting process is quick and the fitters clean up behind them.

What type of guarantee do I get with the stairlift?

All lifts come with a minimum of 12 months parts, labour and call out fees. Longer guarantee periods are available.

Will the stairlift use much electricity?

Stairlifts are very efficient and economical to run. A battery is charged automatically each time the stairlift is parked. All we need is access to a normal 13 amp plug either at the foot or the top of the stairs.

Can I still use my stairlift if there's a power cut?

Yes. In the event of a power cut, the battery will power several trips before it will need recharging.

Will I need to replace the battery at regular intervals?

Depending upon how much you use the stairlift, the battery will probably last between 3 and 5 years.

Will I need to pay the salesman for a quote?

We don't have any salesmen or charge to supply a quote. There is also no obligation to buy after a visit and if you do decide to go ahead with your order, you are covered, by law, to change your mind within 7 days of placing the order.

Will I need to make any alterations to the house to have a stairlift fitted?

No additional electrical work will need to be carried out as long as there is an accessible 13 amp plug either at the top or the bottom of the rail. However, in some cases, we may suggest that you might consider moving a radiator or making a slight alteration to your staircase. All these points will be discussed with you in detail so that you know that you'll be able to use the stairlift for many years, comfortably and safely.

Is my staircase straight or curved?

If you can envisage getting on to the stairlift at the bottom of the stairs and going straight up to the top and getting off and not having to go up any more stairs, then you probably need a straight stairlift. If, however, you need to go up the stairs and round a bend or up onto a landing, then you may need a curved stairlift. If you'd like to send us a photo of your stairs then we'll be able to tell you if you'll need a straight or a curved stairlift.

I think my stairs may be too narrow.

If your staircase is wider than 600mm (24 inches) then it will accommodate a stairlift. Certain makes will be better suited than others for narrow staircases. However, do give some thought to how you are going to use the stairlift and if you have problems, for instance, bending your knees, then this should be taken into consideration when choosing which type of stairlift to buy.

Is a stairlift suitable for all disabilities?

There are a variety of stairlifts on the market which can accommodate a variety of disabilities. For instance, although all stairlifts come with a seat harness, a full harness can be supplied. Also, if you have a problem sitting or bending, then you might consider a standing or perching stairlift although these should not be used if you are prone to dizzy spells. There are also a variety of controls to allow users with restricted hand mobility to use them easily and safely.

Will the stairlift be easy to use?

The stairlift can be fitted with a swivel seat so that you can turn the seat away from the stairs to alight the stairlift without the need to twist your body. The armrests can also be raised to help you get onto the stairlift and they are strong enough to push yourself up when you alight. The controls are also very easy to use and there are options for those who have restricted hand mobility.

Will the stairlift go up and down very fast?

All stairlifts are designed with the user in mind and will glide slowly up or down the stairs very gently but not too slowly to make you worry that they're not working properly. They are all supplied with a seat belt for your safety.

If the lift has been parked up stairs by someone else, will I still be able to use it downstairs?

The stairlift will come with two remote controls and these can be mounted at the top and the bottom of the stairs so that you have the flexibility to allow more than one person to use it. The controls are very similar to the controls used to operate your television.

I can't press a button for very long. Will I have a problem operating the stairlift?

Some lifts come with a joystick control which will be easy to use as it requires little pressure on the fingers and wrist. Attendant controls are also available which means that someone else can control the stairlift whilst you ride on it.

Will anyone else be able to pass the stairlift on the stairs?

The actual rail allows almost normal use of the stairs and the seat of the stairlift folds away so that it can be passed when parked.

Can more than one person use the stairlift?

All stairlifts come with dual controls so that a second user can recall the stairlift to either the top or the bottom of the stairs.

Is it easy to fold the seat away so my visitors can get up the stairs?

It's very easy to fold the seat and footrest as they are made of light, modern materials. In some cases, there is a link between the footrest and the seat so that when you raise the arm, the footrest folds away as well.

I'm concerned that my wall will not be strong enough to have a stairlift fitted to it.

The stairlift is fitted to the stairs and not the wall. The brackets are screwed into the treads through the carpet and causes minimal damage to the carpet and the stairs.

Will the seat colour match my carpet?

There are a number of seat colours available and we hope to match the colour of your carpet.

There's a doorway at the bottom of my stairs. Will the stairlift block access?

We are not allowed to sell a stairlift that will cause a safety hazard so we will discuss all options with you. A stairlift can be fitted with a "powered hinge" which allows the bottom section of the rail to be folded out of the way when the stairlift is not being used.

How safe are stairlifts to use?

All stairlifts come with a seatbelt so you won't fall off when the stairlift is in motion. The controls are very easy to use and you will receive full instructions by the fitter. If something is in the path of the stairlift, the safety mechanism will automatically stop the stairlift.

Are there any weight restrictions?

There are special models which will carry over 21 stones but the majority of stairlifts will carry someone up to 20 stones (127kg). However, it's not recommended that you carry someone else on your lap!

I'm concerned that my neighbours may complain about the noise of the stairlift.

All the stairlifts we recommend run on a low voltage and are very quiet. You should be able to use your stairlift at any time during the day or night and not disturb anyone else.

What happens if I drop something and it gets in the way of the stairlift?

Stairlifts have safety sensors and will stop if they detect something on the stairs such as something you may have dropped or a pet or a child. The sensor will automatically stop the stairlift so that the obstruction can be safely removed.

What if my stairlift breaks down?

Stairlifts rarely break down but in they do, an engineer will be sent out as quickly as possible to fix the problem. This will be free of charge if your stairlift is covered by it's guarantee.

What type of service packages are available?

We will discuss the options available to you and let you decide which is the best on for your particular circumstances.

What if my guarantee has run out?

We recommend a local stairlift repair company who will come and fix your stairlift or service it if required. They will give you an approximate cost before carrying out any work.

Why should you buy a stairlift through Greenstairlifts?

Tony has been in the business for over 12 years and in that time has built up a reputation as being honest, fair and reliable. It's not possible for someone in such a small industry to build up such a reputation without having high standards. Tony's very keen to help the environment, hence the name "Greenstairlifts" but he also wants to promote local business, hence his close relationship with the local mobility shops. If you'd like to know what other people think of his service before you purchase your stairlift, then please get in touch and Tony will contact you and arrange a visit or speak to you on the phone.