

# Stairlift Buyer's Guide



A stairlift is one of the most practical and economical ways to live safely in your home when mobility issues make getting up and down stairs difficult.

**Charron**  
Medical Services

## *Every stairlift we supply has all of these helpful standard features :*

- The rail secures to the floor, not the wall preventing any unsightly marks.
- Seat, footrest and arms all fold up when not in use.
- 90° swivel seat on the second floor, so you get on and off facing the landing.
- Long life maintenance free batteries, your lift will work even in the event of a power failure – the lift is simply plugged into an electrical socket.
- Economical; the average cost to power a stairlift is roughly the same per month as boiling a pot of water for coffee.
- Two easy to use wireless remote controls, one for the ground floor and another for the first floor, these can be used to call and send the stairlift.
- Safety sensors to detect any obstruction on the stairs and prevent any accidental damage.
- Lap belt and key switch for safety.
- Padded, longwearing upholstery, some models include a choice of colors.

## *Popular optional features include:*

- Powered swiveling seat
- Optional sliding track to prevent a tripping hazard
- Folding footrest linked to the seat or arm, so you don't need to bend to open or close it.
- Hinged rail, either manually or power operated to prevent a tripping hazard if there is a doorway at the foot of the stairs.

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## *Using a Stairlift*

Using a stairlift is easy, if you are downstairs and want to go upstairs it is as easy as 1, 2, 3...

1. Sit yourself on the seat, rest your feet on the footrest and put on your seat belt.
2. Gently push the control toggle in the direction you want to go and within around 30 seconds you're at your first floor landing.
3. On arrival on the first floor the footrest will line up with the landing floor level. Using the seat swiveling lever, you rotate the seat towards the landing making your transfer on and off the stairlift safe and secure. If you prefer you can choose to have a motorized swivel seat.

## *Types of Stairlifts*

There are generally two types of staircase, a straight up and down staircase, and stairs which have either a landing or fanned tread section which changes the direction of the staircase. Like your stairs, stairlifts are either designed for straight or curved staircases: (there are pictures of various staircase layouts at the end of this guide)

### ***Straight stairlifts***

If your stairs are a straight up and down flight we have a range of easy to use, reliable straight stairlifts. Outdoor models are also available.

### ***Curved rail stairlifts***

Many staircases have either a small landing on them or a fanned section that turns the stairs to a different direction; a straight stairlift cannot cope with this change of direction or angle and is therefore not going to get you to the top of the stairs.

A curved rail stairlift has a rail designed and manufactured specifically to your flight of stairs and may even over-run onto the landing if there is space. Curved rail lifts can be fitted around the inside or outside edge of a staircase and offer you more flexibility and personalization than a straight rail lift.

## *Ownership and funding options*

### ***New, Reconditioned, or Rental***

We offer you a choice between purchasing a new stairlift, a reconditioned stairlift (as available), or just renting a stairlift for short period (min 3 months).

The range of options will vary depending on the type of stairlift you need for your staircase. If you have a staircase suitable for a straight stairlift, then we can normally offer the full range of ownership options including reconditioned lifts (subject to availability). Reconditioned lifts are typically less than three years old, fully mechanically inspected and thoroughly refurbished by us prior to installation.

If your staircase requires a curved stairlift, it may be possible to fit a reconditioned stairlift chassis (seat and motor) but as the rail is always made specifically to your staircase, a new rail will always be required. Therefore, the saving of fitting a reconditioned stairlift will not be as great for a curved stairlift.

## *Renting a Stairlifts*

If you only need a stairlift for a short period of time we can help. We understand that the lift might only be required for a limited time for post-operative recovery, or if a person wants to see how they'll adjust to having a lift; therefore we offer you a short 3 months minimum rental period that you can extend on a month by month basis with an option to purchase the lift at any time.

There is an initial one time payment which covers the installation, the first months' rental and the removal of the lift at the end of the rental. After the first month there is a small monthly rental fee which includes maintenance and any servicing that may be required.

## *Servicing & Repairs*

As an approved **Handicare** dealer our technicians are 'factory-trained' to quickly diagnose and repair any faults that might arise.

In the unlikely event of you having a problem you need not worry, all new stairlifts include a 24 month support contract, which covers you for labor and service calls.

As well as offering a 2 year warranty with all new stairlifts, we also offer **extended warranties** which can increase your warranty period by between 2 and 5 years giving you additional peace of mind that there will be no unexpected repair bills. If you take out an extended warranty, it is a requirement that the lift is serviced each year and we offer excellent rates on our maintenance contracts giving you savings over our usual service costs.

We will help keep your stairlift working even if you didn't originally buy it from us. We can provide an annual service and even come out to carry out repairs. Please contact us at 603-889-7220 for details on our servicing and on-site service rate - We are normally up to 50% cheaper than our national competitors.

## *Maintenance and additional services*

### ***Reinstalling a stairlift from one property to another***

If you are moving property or have been offered a stairlift it may be possible to resite the stairlift to another property. There are some factors to consider and we are happy to discuss these with you and carry out the installation for you if it is suitable.

## *Frequently asked questions*

### **(Q) How is a stairlift fitted and will it mean I have to redecorate?**

(A) Stairlifts are always fitted to the stairs, not the wall. Very rarely on a curved lift there may be the need to fix a small bracket to the wall but otherwise there is no cosmetic damage to the wall. If you have a handrail on the wall then this will need to be removed to provide knee clearance.

### **(Q) How is the stairlift powered?**

(A) Stairlifts are battery operated. Inside the drive unit of the lift are 2 maintenance free, sealed, fire rated batteries that should last between three to five years. The lift needs a power supply that plugs into a wall socket and should be left on so the batteries are trickle charged and always ready for action.

### **(Q) What happens if the stairlift stops halfway?**

(A) This is exceptionally rare! In many years of working with stairlift users we can happily say we have never known it to happen. Being battery operated the stairlift will still work for several journeys even if the power supply fails.

### **(Q) How much does it cost to run a stairlift?**

(A) Not much at all, it is generally said that it costs about the same to run a stairlift for a month as boiling a pot of water for coffee!

### **(Q) There is a doorway at the bottom of the stairs, can I still have a stairlift?**

(A) Yes, this is a common problem which can be easily overcome by using a sliding rail, or a rail with a folding hinged section at the bottom. When you descend the stairs the rail folds down and the stairlift travels to the bottom. When you get off and send the stairlift back up, the rail folds up and the doorway obstruction is removed.

### **(Q) There is a radiator, or item of furniture at the bottom of the stairs, is this a problem?**

(A) Depending how far the radiator or furniture is from the bottom of the stairs is key here. We would advise you what the options are when we have carried out a survey.

### **(Q) We both (a couple) need to use the lift, can we?**

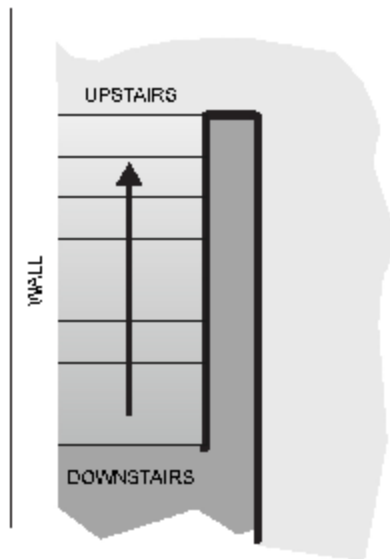
(A) Yes, all our stairlifts are provided with two remote controls, one for upstairs and one for downstairs so wherever you are you can call and send the lift from floor to floor.

### **(Q) Will we still be able to use the stairs?**

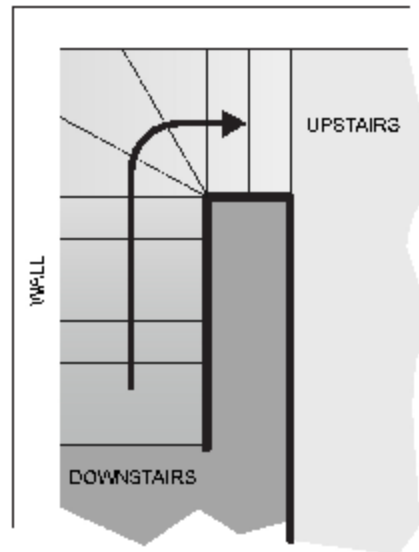
(A) Yes, the stairlift folds up to only about a foot wide when not in use, leaving your stairs open and man-

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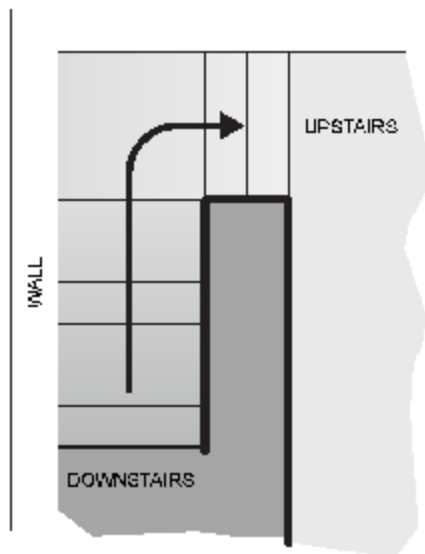
**222 Main Street, Nashua, NH 03060 E-mail: [info@nhlift.com](mailto:info@nhlift.com)**



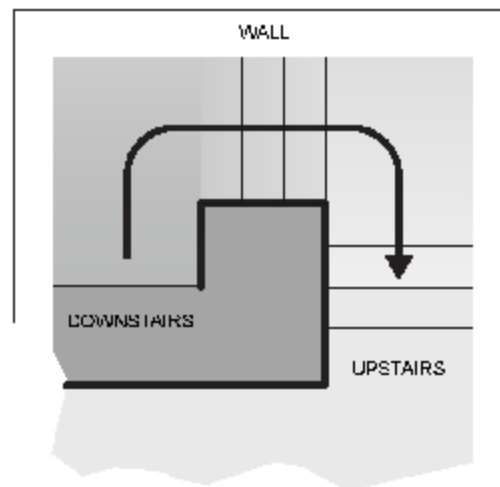
**STRAIGHT STAIRS**



**CURVED STAIRS  
with winders at the top**



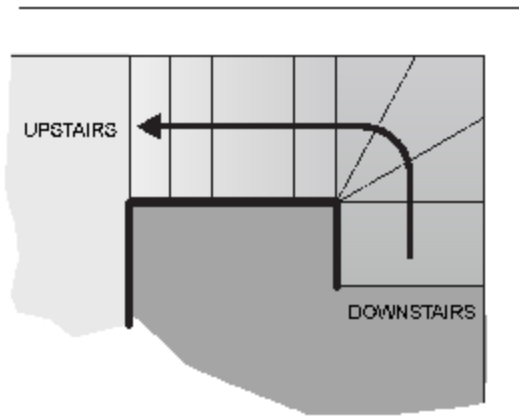
**CURVED STAIRS  
with landing in bend**



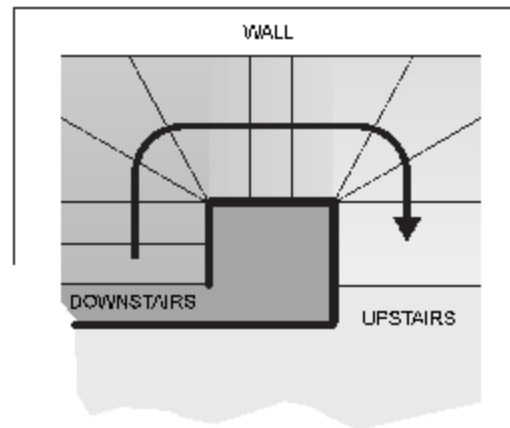
**CURVED STAIRS  
Stairs with two landings  
between two bends**

**Call us at 1-800-660-7221 or [www.nhlift.com](http://www.nhlift.com)**

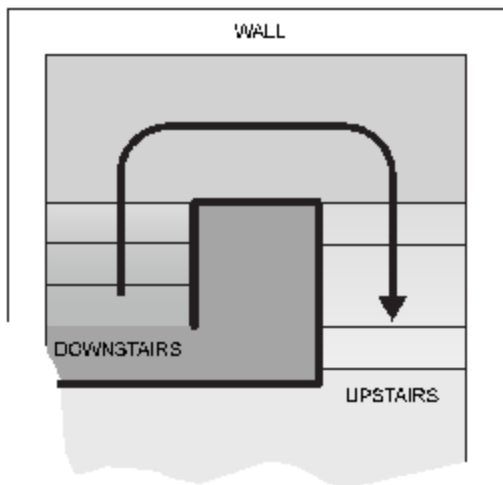
- Straight staircases are the most common and least expensive stairlift installation scenarios
- Curved stairs with a landing in the bend (lower left-hand image) can often be fitted with two straight lifts, eliminating the need for a custom curved lift



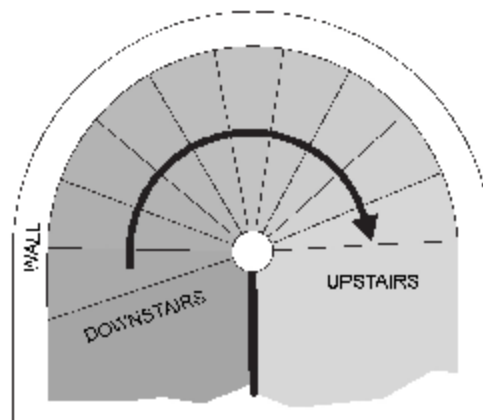
**CURVED STAIRS  
with winders at bottom**



**CURVED STAIRS  
with two winding bends**



**CURVED STAIRS  
with full flat landing**



**SPIRAL STAIRS**

Call us at 1-800-660-7221 or go to [www.nhliff.com](http://www.nhliff.com)

- All of the staircases on this page are best suited for a custom curved lift
- The staircase in the lower left (Curved stairs with full flat landing) could be fitted with two straight stairlifts, requiring a transfer in the middle.