



1st Choice Stairlifts

LIVE YOUR LIFE, YOUR WAY



· Our Aftercare Service ·

Having a lift fitted can be life changing and once you've had one fitted, you wouldn't want to be without it. Lifts are designed to provide you with years of reliable service, but that all depends on how well you keep your lift maintained. Looking after your lift is important to make sure that it is running safely and smoothly.

Our aftercare department and team of engineers are here to look after you and your lift for total peace of mind.



From repairs to servicing, maintenance agreement contracts and parts, you're never too far away from our highly skilled engineers who will get your lift up and running quickly should it ever develop a fault.

Our vans are stocked with the most commonly used spare parts, backed up with thousands of other parts stocked in our warehouse.

We also operate an emergency on-call service for urgent repairs, around the clock, 365 days a year.

Whenever you need to contact us our friendly team will be there to help you, just give us a call.

When we install a lift, you will be given a warranty certificate showing what is included in your warranty. However, lots of customers choose to extend this warranty and take out a 'service and maintenance agreement'.



If you're the type of person who doesn't want to leave anything to chance and prefers to know they're covered, then our range of maintenance and service agreements could be for you.

Having an agreement in place means that when your warranty comes to an end, you can continue to benefit from our excellent aftercare service and we can protect you from unexpected repair bills.

Service & Maintenance Agreements

Here is a summary of the contracts we offer, depending on the model and age of your lift;

What's included?	Gold	Silver	Bronze
Duration	3 years (only available at time of order or before your original warranty expires)	1 year annual renewal (up to 7 years old)	1 year annual renewal (up to 10 years old)
Annual 25 point checklist service	✓	✓	✓
24 hour emergency helpline	✓	✓	✓
Priority service	✓	✓	✓
Callouts and labour during office hours (8:30am to 5pm)	✓	✓	✓
Callouts and labour out of office hours (24-hour, 365 days a year for urgent repairs)	✓	✓	Not included Available as Pay As You Go
Parts (excluding batteries and normal wear and tear)	✓	✓	Not included Available as Pay As You Go

(all rental lifts are full covered for the duration of the rental and include servicing)

If you choose not to have a service and maintenance agreement in place, we also offer a 'pay as you go' option too for one-off servicing and repair work, we also offer this service to customers who didn't have their lift

installed by us originally. When we have installed or serviced your lift, it will automatically be put onto our servicing schedule and we will be in touch with you whenever your annual service is next due.

For help in deciding which option would be best for you, please call our aftercare department on 01249 814528.

6 Great Reasons Why You Need To Service Your Lift

Many people take out our service & maintenance agreements to have their lift serviced every year. We do sometimes get asked about why a service is needed every year and there are many good reasons as to why you should have it done. So drawing on his 30+ years as a qualified Stairlift Engineer, our Owner and Director Colin Major explains the top 6 reasons why your lift should be serviced.

1 Because it's recommended by the British Safety Standards

You may be more familiar with car servicing. Everyone has their car serviced annually to check it over to make sure it is working correctly, safely and is in good working order. After all it's your safety as a road user and the safety of others that you are concerned about.

Car manufacturers recommend certain intervals for your car servicing.

With stairlifts, it's quite similar with one slight difference.

The recommendation for an annual service is specifically written into the British Safety Standards for stairlifts (BS5776: Powered Stairlifts). It's not something that the manufacturers have made up or indeed we have made up, it is specifically written into the safety standards.

There is a 24 point checklist that all stairlift engineers should adhere to as detailed in BS5776 which we use on every service. Additionally, we also check batteries too – so make that in our case a 25-point checklist!



**2 To make sure it's
"stairworthy"**

You service a car to make sure it's roadworthy for your own safety and a stairlift is no different.

Through normal wear and tear and usage, working parts can wear and bolts may not be as tight as they were on the day of your installation.

During a service the seat bolts are checked as are the fixings to your stairs and retightened where necessary.

**3 To make sure the Safety
Features work correctly**

All stairlifts are fitted with safety circuitry and we check that they are working correctly.

Safety edges are fitted to the carriage (the part that attaches to your rail and the seat is fixed on to) and footrest. By testing these safety edges work correctly, we make sure that the lift is free from any crushing or trapping hazards.

Your seatbelt will also be checked to make sure it is working correctly.



4 Preventative maintenance and inconvenience

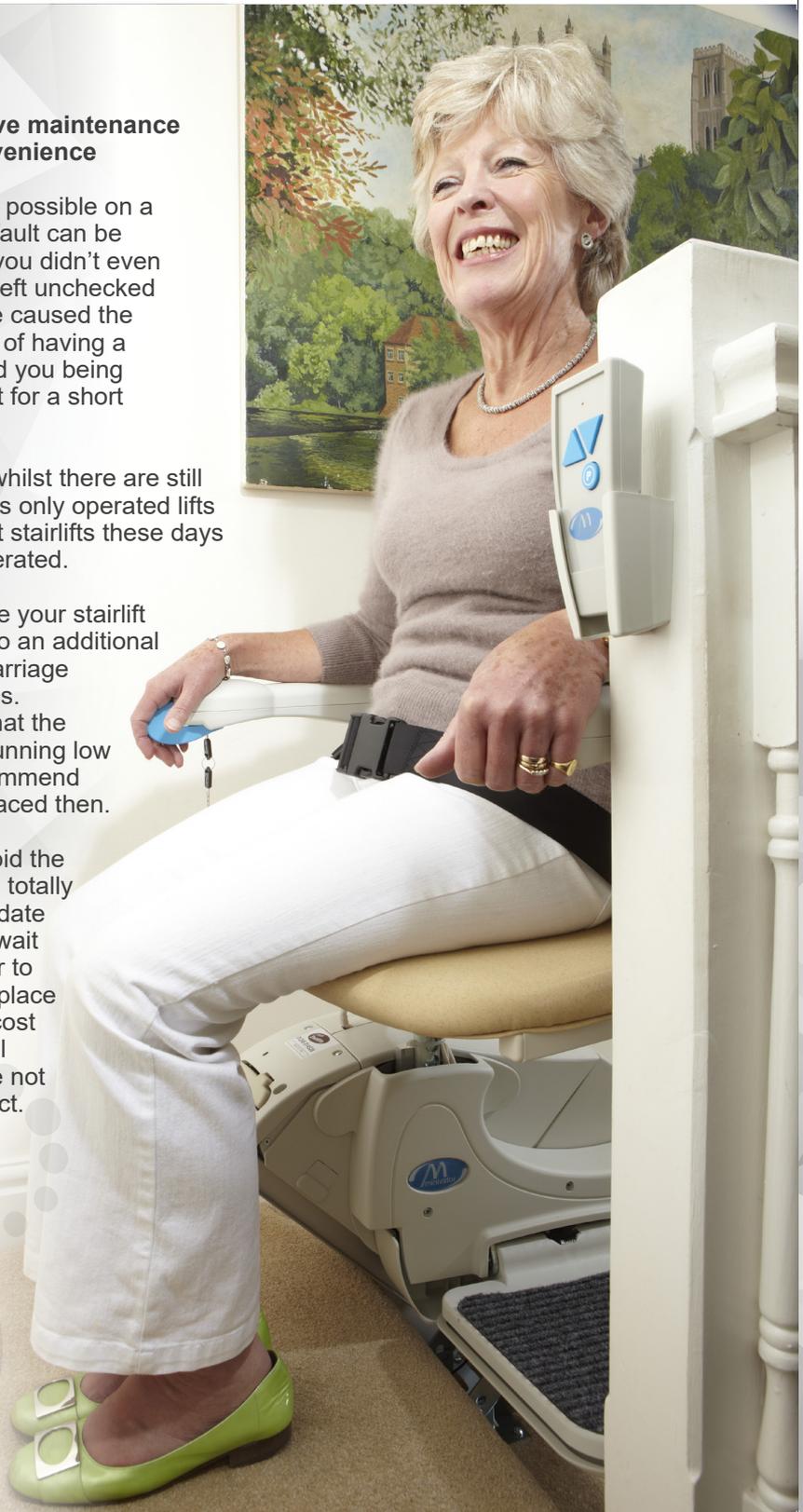
Sometimes it's possible on a service that a fault can be identified that you didn't even know about! Left unchecked this could have caused the inconvenience of having a breakdown and you being without your lift for a short period of time.

For example, whilst there are still some old mains only operated lifts out there, most stairlifts these days are battery operated.

When you have your stairlift serviced, we do an additional check of the carriage battery voltages.

If we identify that the batteries are running low we would recommend they were replaced then.

This would avoid the batteries going totally flat at a future date and having to wait for an engineer to come out to replace them and the cost of an additional callout if you're not under a contract.





5 It may prolong the lifespan of your lift

From my experience, how you treat your stairlift will reflect on how long it will last. If your stairlift is regularly cleaned and annually checked, I have seen some stairlifts which have been well maintained that seem to last longer!

It's important to keep your lift clean because if dust and dirt build up it can leave black marks on your rail (particularly noticeable if you have a light cream rail). The black marks are compacted dust which the carriage rollers gather up as they go up and down your stairs. Because of this, the rollers can deteriorate quicker over time...

As well as dust, if you have pets, their hairs can also go on the rail and transfer onto the rollers and clog up your machine. A weekly light dusting of your lift (whilst it's not in operation of course!) is recommended and we also undertake an annual clean as part of your service.

Our engineers have a stock of the cleaner we use, on their vans which is available to purchase.

6 Have it done professionally!

Having a stairlift service should be left to a qualified stairlift engineer to do. When having your stairlift serviced it should really be opened up to have a thorough check over. We've also seen customers try and maintain their own stairlifts applying substances such as WD-40, oil and grease to their stairlift.

This is not needed and can make your lift worse so why not leave it to us to look after for you!



Customer Aftercare Testimonials

“ The service I received from you was faultless, very thorough and the engineer was very courteous”
Mrs J Gloucestershire ”

“ I have used this firm for over 10 years and have found them thoroughly reliable and good value for money. The phone is always answered promptly too
Mr M, Wiltshire ”

“ From the initial call to report the fault, your engineer was here quickly within just a few hours to fix the problem. Amazing service!
Mr T, Bristol ”

“ How was your service? You can't improve on perfection
Mr A, Royal Wootton Bassett ”

“ I have been a user of a stairlift for the last 8 years so can tell you I am happy with your service
Mr R, Devizes ”

“ You have sorted your business to provide 100% service, there's nothing you could improve upon!
Mr M, Wiltshire ”



For further information on our aftercare call us on:

01249 814528 |



www.1stchoicestairlifts.com

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