



1st Choice  
**Stairlifts**  
LIVE YOUR LIFE, YOUR WAY

# How To Buy

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A step-by-step guide to  
buying your stairlift



# Introduce the section

We know how much of a difference finding the right stairlift can be for you and your loved ones. We also understand how important it is to find the right company, someone you can trust and whose priority is your safety. Doing your research can be laborious and time consuming, so with our combined 60+ years experience and insider knowledge we've developed our How To Buy guide with tips and advice to help you find the best solution.

- Choosing where to buy your stairlift
- Get recommendations
- Choosing your budget
- Get a home assessment
- Think about future proofing your home
- Protect yourself and your lift



*important tip*

*Every stairlift is built differently, so it's vital for your safety to find the right one. The perfect stairlift will fit your staircase and be suitable for your mobility needs.*



# 1) Choose where to buy your stairlift



There are many different ways to buy a stairlift. It's important to choose a company that not only suits your budget but is also going to look after you throughout the entire time you have your lift. Your safety should be a priority for any company and it's vital that they complete an assessment in order to recommend the best lift for your needs. Your main options when purchasing a stairlift are:

- a. Directly from the manufacturer.
- b. Through a stairlift referral website.
- c. An independent stairlift company/dealer.



*Buying a lift privately may be tempting when it comes to cost but beware! Stairlifts are made to measure and what fits one staircase, probably won't fit another resulting in wasted time and money. Self-installed or DIY stairlifts can be dangerous and have caused accidents, through incorrect and unsafe installation.*

*Coral Affleck-Major  
Managing Director of 1st Choice Stairlifts*



## a) Buying directly through a manufacturer

If you choose to buy directly through a manufacturer, you will only have access to their brand. In some cases, you may be told by a manufacturer that it's not possible to fit a lift in your home. If so, don't worry! Just because one manufacturer cannot fit a lift, that doesn't mean that no lift will fit. Every stairlift is built completely differently, meaning the more manufacturers you have access to, the more likely you will be to find a lift that suits your needs and your home.



*important tip*

*If you choose to buy from a dealer instead of directly from a manufacturer, you're more likely to find a lift that perfectly suits your stairs and mobility.*

## b) Stairlift referral websites

Stairlift referral websites offer to save you time and money. They do this by passing your details on to a few companies who will then contact you to give you a quote. With this, there are a number of things to consider:

- Businesses should only give you an estimated cost online; the only way to get an exact price is by having a home assessment as there are many factors that could affect the overall cost.
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- These websites generally refer customers to well-known manufacturers so if you have already contacted a manufacturer yourself, check those against who you're going to be referred to so that you don't get multiple quotes or phone calls.
- Referral websites will normally transfer you through to a national company, however local companies are usually able to get to you faster in case of a breakdown.
- If you choose to buy a stairlift this way, remember that the contract will be between you and the company who sells you the lift - not the referral website.



*important tip*

*If you choose to buy your lift through a referral website, check their privacy policy to see how your personal data is used. You can usually find this on their website.*

## c) Independent stairlifts companies and dealers

Independent stairlift companies and dealers can be local or national. It's worth checking as you may want to visit their showroom to find out more about each company and try out a lift for yourself. It's also worth knowing where a business is based in case you need your lift serviced or maintained. If it's going to take a long time for an engineer to get to you in case of an emergency you may want to

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choose a company that's a little closer to home.

Independent companies will sometimes favour just one manufacturer and their lifts while others will offer a wider range from multiple manufacturers. In our case, we offer a range of lifts from a number of manufacturers meaning we can make sure every customer gets the best stairlift to fit their unique needs and their stairs.

Remember, if a company who only uses one manufacturer tells you that a lift cannot fit in your home, that doesn't mean no lift can. Every single stairlift is different, even ones from the same manufacturer; one brand won't fit your home, another might.



*“It is important to choose wisely when it comes to getting a reputable supplier. You don't want to deal with a company that pressure sells, isn't upfront about pricing or isn't reliable should your stairlift breakdown.”*

*Coral Affleck-Major  
Managing Director of 1st Choice Stairlifts*



## 2) Get recommendations



When it comes to getting recommendations, it's important to find trustworthy and unbiased opinions. This can be done by:

- Looking for trusted reviews online. A great resource is the “Which? Trusted Traders” website – a well known brand who verify their reviews to ensure that they are from

genuine customers. They also personally vet suppliers too, making sure that all members are worthy to carry their brand and be a Which? Trusted Trader.

- If you have any friends or family that have had a lift installed, ask them about their experience. If they had any maintenance needs, was the business able to get out to them quickly? We don't recommend asking them about cost, this is because there are a lot of factors that could have an effect on the cost such as the layout of a staircase as well as the users mobility needs.
  - Ask the professionals – Occupational Therapists from your local Social Services teams and Independent Living centres that are run by your local council. Whilst they are not allowed to recommend a particular company, they can certainly signpost you to their approved list of contractors and reputable suppliers.
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### 3) Choosing a budget

When it comes to matching the cost of a stairlift to your budget, it's worth considering all the different factors that can affect the cost of a lift.

- New lifts are considerably more expensive than refurbished, second-hand lifts. Rental stairlifts are a great option for those who would prefer to pay a smaller initial cost and continue to pay monthly until the lift is no longer needed.
- If you have a curved staircase, it's likely that your stairlift is going to cost more than if you had a straight set of stairs. Rails for curved stairs are generally made to measure by the manufacturer, making them unique to your staircase dimensions.
- Your mobility is a factor that could affect the cost of your lift. It's important that you are able to use your lift safely and confidently. Sometimes companies may recommend powered options for your lift so that you are able to use it with ease, such as a powered footplate for those who are unable to bend to fold them down manually, or a powered swivel chair that turns automatically once the lift reaches the top of the stairs.



*more information*

To find out how much you can expect to pay for a stairlift, visit our website and find our How Much Does A Stairlift Cost? free resource. Here you'll also find information on how to save money on your lift with help from Disability Facilities Grants.





## *important tip*

Make sure that you have accompanying visual content that immediately catches the eye. Appeal to your audience, choose the right fonts and images, and you'll have a magazine that people will remember for years to come.

### 4) The Home Assessment Visit

The only way to find out if a stairlift will fit and how much it will be is to have a Surveyor visit your home to do a full assessment. This is a free service all companies offer and will involve measuring your stairs and you to make sure a stairlift will fit.

A home visit shouldn't take more than an hour and should offer helpful friendly advice - not a hard sell sales pitch. You should never feel pressured to buy - only do so when you are ready to.

We recommend having someone with you when the Surveyor comes around, that way you won't miss anything and will have a clear understanding of the quote.

Also, you may want to ask more than one company to give you a quotation, this way you can get a feel for the company's values as well as have a more accurate understanding of how much a lift is going to cost.

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“A good masthead captures the essence of your magazine, so it needs to be flexible, meaningful, and consistent enough for future issues. This goes on the cover and sets up the branding for your entire magazine.

## 5) Future-proofing your home

Think about how your condition might change in the future and ensure you look for a solution that will serve you now and further down the line.

For example, if you have a condition that's going to affect your mobility in such a way that you may need a wheelchair, it may be worth considering having a home lift installed that can accommodate you in the future.

If you have a condition that causes your mobility to fluctuate, you may want to start renting a stairlift where you will have to option of purchasing it further down the line.



## 6) Buying is just the beginning

Once you've had a lift fitted you'll want peace of mind to know that the company you bought it from will get to you quickly should your lift ever have a fault and will look after you with a high standard of aftercare. When buying a stairlift you'll need to know:

- What hours the company operates its emergency repair service – is it 24/7, 365 or do they switch the phones to an answering machine outside service hours?
- Do they have their own engineers and how local are they?
- How fast can they get to you if you report a fault?
- Do they stock sufficient spare parts on their vans?
- Do they offer an annual service and safety check?



# All you need to know

Your key takeaways for purchasing a stairlift:

- Choose where to buy your stairlift
- Get recommendations from friends and family
- Choose your budget
- Get your free, no-obligation home assessment
- Think about future proofing your home
- Protect yourself and your lift for years to come

To ensure you're purchasing a product from a dependable company, we recommend looking for businesses who are Which? Trusted Traders or BHTA certified.

We hope that this has helped you with all the questions you have about buying a lift. If not, you can check out our website, or even give us a call. We're always happy to have a friendly chat!



*Thank you!*

*Call us now for a quote on your stairlift. We also offer free, no-obligation assessments!*

01249 814528

[www.1stchoicestairlifts.com](http://www.1stchoicestairlifts.com)



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