

How do you Clean and Maintain your Stairlift?



1st Choice Stairlifts
LIVE YOUR LIFE, YOUR WAY

SHOULD I LUBRICATE MY STAIRLIFT?

Cleaning YOUR STAIRLIFT

SAFETY FIRST

USE A TRAINED AND QUALIFIED ENGINEER

Use an ANTI-STATIC FOAMING CLEANER

© 2023 1st Choice Stairlifts Ltd. All rights reserved.

01249 814528
email@1stchoicestairlifts.com



Table of Contents

Our Top Tips on cleaning and stairlift maintenance	3
What maintenance is needed on my stairlift?	3
How to Clean your Stairlift	5
How to clean a stairlift seat	5
How to clean a stairlift carriage	6
How to clean a stairlift track	7
What happens if I don't clean my stair lift?	8
Don't let children play on your stairlift!	9
Watch your washing!	10
What is the best lubricant for stairlifts?	10
Why should my stairlift be serviced?	11

01249 814528
email@1stchoicestairlifts.com



Our Top Tips on cleaning and Stairlift maintenance

Once you've had your stair lift installed it's important to look after it if you want it to give you years of reliable service.

Most maintenance on your stairlift will be done by a qualified professional stairlift engineer so there's not too much you can do by yourself except the simple task of keeping your stairlift clean once a week, and we'll explain and show you how to do this.

So here are our top tips about how to maintain your stairlift.

What maintenance is needed on my Stairlift?

Most stairlift maintenance is done by our engineer on a service visit. Every year your stairlift should be serviced. We offer maintenance and servicing agreement contracts which will include an annual service and repairs.

Having regular services and taking care of your lift can help to prolong the lifespan of your product and may reduce the need for repairs.

As a general rule, we strongly recommend that your stairlift should be:

- Serviced and safety checked annually by a qualified engineer.
- Only lubricated if needed by a qualified engineer on an annual servicing visit.
- Cleaned down weekly – paying particular attention to the stairlift track. It is also cleaned as part of our annual service visit by our engineer.
- Only ever maintained and repaired by a qualified engineer for safety reasons.

We offer full servicing and maintenance agreements to our customers as well as pay-as-you-go annual services and repairs. We will also help you even if we didn't install your model originally, just call our aftercare team on **01249 814528** for more information.

We offer a wide array of aftercare services which you can find on our website pages including repairs, services, service contracts, parts, removals and buybacks of models that are no longer required.

How to Clean your Stairlift

Here are some useful cleaning tips for making sure your lift is kept in great condition. Either you or your helper should clean the stairlift once a week preferably or once a fortnight wherever possible. A stairlift we can think of in 3 parts - the chair, the carriage that has the motor in it and sits on the track, and then the stairlift track that's fixed to your steps.

For ease, you may want to be at the bottom of the stairs and send the stairlift up a few stairs so it is parked at waist height to make the job easier if you are unable to bend down. However, the stairlift batteries will beep as they won't be on a charge point. You can switch it off on the carriage remembering at the end to switch it back on and return it to the battery charge point when cleaning is complete so it can be powered and charged back up.

If you can't bend down or clean the lift very well yourself you could resort to using a feather duster which would dust the lift but not as well as wiping it with a duster or cloth.

How to Clean your Stairlift seat

If you start off by cleaning the chair. The chair usually has wipe-clean vinyl upholstery on it which is really easy to clean. You might want to do this with a slightly damp cloth or a dry cloth with cleaning products on it like a spray cleaner. Simply wipe the upholstery over with your damp cloth to remove any dirt or dust.

If the chair has fabric upholstery you could use a slightly damp cloth to wipe this down. Unfortunately, the fabric can't be steam cleaned for fear of dripping water into the carriage underneath and you don't want it to short-circuit! If the fabric is stained you might want to consider trying to clean it with a little foam spray upholstery cleaner. If the upholstery is torn or badly stained or dirty you may consider changing the upholstery as it can often be replaced depending on the model, just contact us for a quote.

How to clean a Stairlift carriage

Cleaning the carriage you need to be careful. All the moving parts are in this part of your lift including the stairlift batteries, power circuits, wiring, and motor.

You can gently clean the carriage cover but don't attempt to remove the carriage cover. All you need to do is to wipe it over with a damp cloth or a dry cloth with a regular cleaning product sprayed onto your cloth.

There are safety edges around the carriage and the foot rest that will move as they are part of the safety circuits and it's totally normal operation that they will move if touched. Don't be too vigorous cleaning them as they have sensitive microswitches in them and if damaged the safety circuit won't work!

How to clean a Stairlift track

The track is the part that can get the most dusty. The aluminium track seems to attract a lot of dust and if you have a cream coloured painted rail it makes it more visible, no matter how clean your home is.

If you have a curved model with the painted rail you may well notice black marks on the rail that look like it could have been scratched. Don't worry! This shouldn't be damage to your track it is usually compacted dust.

As the carriage drives up and down your track the dust it collects the dust and will compact it in places on the track or get caught up inside on the rollers and inside the carriage mechanisms.

This can be worse if you have pet hair too, not to mention our own human hair also!

When it comes to cleaning some useful advice is to make sure you have cleaned the chair and carriage first, because the track will be more dirty and it will make black marks on your cleaning material, so have an old clean rag handy to do this.

To clean the track you can use household cleaning products if you wish. The products that we normally use are Amberclens which is an anti-static foaming cleaner or Elbow Grease which is a degreasing product.

- Make sure that you have a dry cloth and spray the cleaning products on the cloth and you should only need a very small amount. Wipe down the track but be careful not to touch either the teeth or rack. Some tracks we lightly lubricate and by cleaning this off you could remove the lubrication which is essential to keep your model traveling up and down without causing any creaking noises.
- Apply proper care and very gently clean the charge strips on your stairlift rail. These are copper charge strips and if they are not cleaned they could limit the recharging of the batteries in your lift and could cause the batteries to go flat eventually.

What happens if I don't clean my Stairlift?

Cleaning your stair lift regularly including the rail will ensure your model continues to give you a smooth ride up and down your stairs and ensure it stays in good working order.

If it isn't cleaned, over a long period of time, then it could eventually clog up the machinery inside the carriage and cause damage, particularly to the rollers. If you don't regularly clean it the stairlift may start to make unusual noises like a bumping sound and this will be where the rollers have not worn evenly and will bump because of the dirt on the rail.

Cleaning your stairlift on a weekly basis and maintaining it well will make sure your lift is running fine and could prolong the lifespan of your stairlift.

It could also prevent future callouts, for example, let's say the power is not recharging the battery because the dirty copper strip can't make contact and charge it up. This could result in a maintenance and repair callout and a replacement battery or set of batteries which you would have to pay for.

Don't let children play on your Stairlift!

Another one of our important tips - don't let children play on a lift!

Apparently, a straight stairlift rail makes an excellent toy car ramp whizzing cars from the top to the bottom. We only know that because when grandma's stairlift isn't working after their little cherubs have been around to visit, and we've been called out, we've occasionally been able to find toy cars inside the lift, which makes for an expensive callout. This can damage the carriage and switches inside the carriage that will also need replacing and this won't be done under warranty.

Sometimes we get customers that call us thinking they've had a power cut to their lift when in fact the grandchildren have switched it off!

Stairlifts are safe machines, but just as you wouldn't leave an eight year old in the car unattended with the keys in the ignition, you also shouldn't leave children unattended to "play" on your stairlift!

Watch your washing!

Another great tip is to make sure that when travelling up and down the stairs there is nothing overflowing off the seat that will get caught up in the carriage and track. Seatbelts that are hanging and not fastened, overflowing washing baskets, curtains too near the stairlift track, flowing skirts are all hazards that could potentially get caught up inside the carriage.

If this ever happens the safety circuit would operate and stop the lift but there would be some material caught up inside the carriage. If this should ever happen on the rare occasion make sure that you leave the lift exactly where it is and call an engineer. A callout for this can be as simple as driving the lift to release the material to having to replace the whole product depending on the damage caused.

What is the best lubricant for Stairlifts?

If you think that you will need to maintain your stairlift and apply lubrication on the rail then don't. On the odd occasion, you may notice some unusual noises if the stairlift hasn't been lubricated for a very long time.

Sometimes we see stairlifts installed in people's homes where they have tried maintaining it and taking care of it themselves.

They have done so by putting excessive grease, WD40, or even oil on the stairlift rail.

This will leave residues and can potentially negatively affect the stairlift's normal operation. It will almost certainly void your warranty if you apply lubricant. It may even create a mess on the carpet on your stairs so please don't do it.

One of our top tips is to forget about trying to do the maintenance yourself and leave it to a stairlift engineer to do this on the annual service. You don't need to worry about this or take any action to lubricate it yourself.

You don't need to apply any lubricant to the stairlift rail or lubricate any parts of the lift, as this is done on your annual services by our fully trained professional engineers.

Why should my Stairlift be serviced?

They may not go as fast.. but treat your stairlift servicing like a car. To make sure it's "stairworthy" you should have an annual service as recommended by safety standards and carried out by a trained and qualified stairlift engineer.

By doing so, your stairlift service provides a comprehensive check to ensure your stairlift is both safe and running smoothly. This includes checking all the safety circuits, bolts, batteries and much more.

Did you know that we have a 25 point checklist that we follow for each and every stairlift service! There's no unnecessary stress if your stairlift requires a spare part, as our engineers carry an extensive range of stairlift parts on their vans.

You wouldn't go out in a car without it being serviced regularly, and your stairlift is no different.

It's your mode of transport and needs to be periodically checked over.

This will ensure it remains safe to use, you can read more about servicing your stairlift in our article [Why should I have a service?](#)

If you need to book in a service or repair, contact our Aftercare Department on **01249 814528** (Press option 3) and we can organise a convenient time to visit.

The infographic features a red background with white and grey mechanical icons like gears, bolts, and wrenches. At the top left is the 1st Choice Stairlifts logo with the tagline 'LIVE YOUR LIFE, YOUR WAY'. A circular inset shows a technician working on a stairlift, with a hand icon and the text 'Use a trained engineer!' pointing to it. Another circular inset shows a technician performing 'ANNUAL SERVICING' on a stairlift. A central graphic shows a hand holding a checklist with '25 CHECKLIST POINTS' written above it. To the right, a circular inset shows a woman on a phone, labeled 'AFTERCARE DEPARTMENT'. Below this is the 'Which? Trusted Trader' logo. The main title 'SERVICING YOUR STAIRLIFT' is in large, bold, white letters with a yellow and black striped bar underneath. At the bottom, it says '© 2023 1st Choice Stairlifts Ltd. All rights reserved.'



25 Harris Road
Porte Marsh Industrial Estate
Calne, Wiltshire, SN11 9PT



Call: 01249 814528/0800 019 22 10
www.1stchoicestairlifts.com
www.1stchoicehomelifts.com