



Frequently Asked Questions – Stair Lifts

Is my staircase too narrow to fit a stair lift?

Your staircase should be wider than 600mm (24 inches) in order to accommodate a stair lift.

How do stair lifts work?

All stair lifts run on a track (normally aluminium) that fits directly to the treads of the stairs, and the stair lift motor pulls the stair lift along the tracks.

Are stair lifts noisy?

The new DC powered stair lifts require less voltage (around 24-36 volts) making them more energy efficient and very quiet.

Will my staircase still be usable when my stair lift is fitted?

Yes, when not in use your stair lift will be parked at the top or bottom of the staircase, allowing full access to the staircase. In addition your stair lift will fold flat against the wall.

What happens to my stair lift during a power cut?

Our stair lift motors are powered using Direct Current (D.C.), which will automatically charge when not in use, and will therefore work during a power cut.

How long will it be from order to getting a stair lift installed?

Our lead times for installation are normally seven working days from receipt of order. We are able to deliver this outstanding service because we are a local showroom based company. On occasion, installation may take slightly longer, for example if a special build is requested, but we will always keep you fully informed.

Do you guarantee your work?

Most certainly, all installations come with a full manufacturer's 12 month warranty for parts and labour. Should you wish to extend this, Better Mobility can offer you an extended warranty package up to 5 years in total.

Supply and Install

Stair lifts will be maintained by Brooks Stair Lift Services throughout the twelve month guarantee period. We will attend and repair all faults free of charge during the warranty period. We now install over the weekend. Our installers work a four days on, four days off rota system covering the full week. It takes our trained and experienced installers only forty-five minutes to install a standard straight lift. Leave it all to us.

What if I have a problem?

We provide a speedy, reliable back up and maintenance service to ensure that you will be consistently happy with your lift. With over twenty customer care engineers nationwide, you will not be kept waiting long in the unlikely event of a breakdown. All stair lifts are designed to comply with BS5776 and BS5900 standards.

Do you rent Stair lifts?

Yes, a minimum six month rental plan is available on straight lifts only for £200 per month, with a £200 refundable security deposit.