

# Information & Advice

## How to buy a stairlift avoiding hard doorstep selling

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## Step 1 – Establishing the brand name of the stairlift

It's best to do a little research to establish what precisely the leading stairlift brands are. Here are some listed for your convenience extracted from the Which consumer magazine.

- Stannah stairlift
- Acorn stairlifts
- Handicare
- Thyssenkrupp



Which

consumer reviews 2021

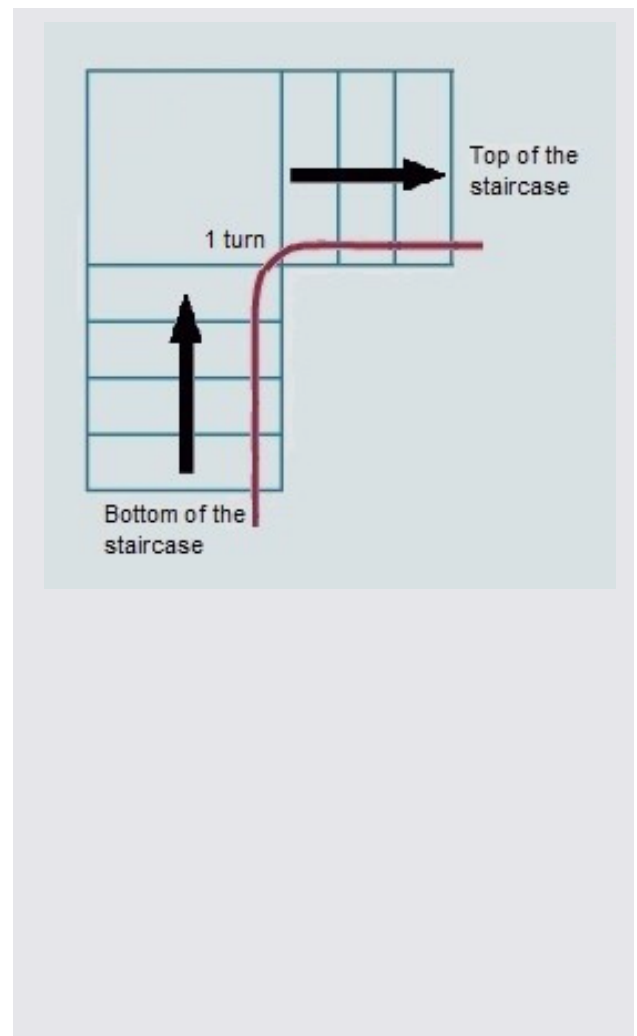
**Focus your research on the brand names only at this stage**

Tip 1 – Resist the temptation to telephone any stairlift companies

## Step 2 – Do you need a straight or curved stairlift?

### How to:

Stand at the bottom of the stairs and walk up, if there are **no turns** you require a **straight stairlift**. If there are any turns – you require a **curved stairlift**



Now you should know if you need a straight or curved stairlift. If you need a curved stairlift, you will be able to work out how many turns the rail must have for your staircase.

Tip 2 - Always use the correct terminology when talking to a stairlift company. Example: "I need a **curved Stannah** stairlift"

## Step 3 – Do you want a new stairlift or a pre-owned stairlift ?

A **pre-owned or reconditioned stairlift is over 50% cheaper** than a new stairlift. You must have long term warranty cover, especially if you are purchasing a pre-owned stairlift; buying a long-term warranty at the same time as the stairlift will ensure the durability of the pre-owned stairlift. Failure to insure breakdown at the onset will cost you dearly in the event of a call-out and breakdown.



There are many benefits to buying a pre-owned stairlift. A pre-owned curved stairlift price is about three thousand pounds compared to nearly seven thousand pounds for a new model. The pre-owned stairlifts come up as good as new, clean very well; the stairlift seat cover can be easily replaced. When buying a pre-owned stairlift, **you must secure an extended warranty for at least five years.**

**Tip 3** - Ask the stairlift provider to quote you for an extended five-year warranty payable in five yearly instalments. A long-term contract will endorse the reliability of the stairlift he is selling you.

## Step 4 – Now you are ready to get some quotations

Now you know the make of the stairlift and the configuration that you require. You can get quotes for either new or pre-owned. The estimates can be given over the telephone and later in writing. **There is no need for a site visit at this stage to provide the initial quotation.** See Example below

	Make	Equipment	Annual Service Charge	Annual Warranty Charge
Make of stairlift	Brand name			
Type of stairlift	Curved			
New or pre-owned	New			
Cost of stairlift		<b>£6,950.00</b>		
Year 1				
Year 2			£125.00	
Year 3			£125.00	£495.00
Year 4			£125.00	£495.00
Year 5			£125.00	£495.00
	<b>Equipment</b>	<b>£6,950.00</b>		
	Service charge	<b>£500.00</b>		
	Warranty charge	<b>£1,485.00</b>		
	<b>Total cost</b>	<b>£8,935.00</b>		

Always use the correct terminology when talking to a stairlift company. Example: "I am looking for a **curved Stannah** stairlift; the **curved rail has two bends**, I would also like a **quote for warranty cover for five years** payable annually."

**Tip 4** - Always get extended long warranty cover, especially when buying a re-owned stairlift. It is critical to secure the term of the warranty cover at the same time as you purchase the stairlift; attempting to buy a warranty at a later stage will be more expensive and restricted to the company that supplies you with the stairlift. Other companies can provide limited warranty coverage, but it will be costly if they have not installed your stairlift. Therefore, it is essential to negotiate long-term warranty cover at the onset.

## Step 5 – Print out this template quotation sheet

Name of stairlift company: .....

Name of person:.....

Telephone No: .....

	Make	Equipment	Annual Service Charge	Annual Warranty Charge
Make of stairlift				
Type of stairlift				
New or pre-owned				
Cost of stairlift				
Year 1				
Year 2			£	£
Year 3			£	£
Year 4			£	£
Year 5			£	£
Equipment cost		£		
Service charge		£		
Warranty charge		£		
Total cost		£		

Make sure you get the cost of the annual service charge highlighted in blue and the cost of the yearly warranty highlighted in red over a period of five years, payable annually.

**Tip 5** - Do not let a stairlift salesman or woman into your property to give you an estimate or quote. Leading stairlift companies can provide estimates for straight and curved stairlifts over the telephone.



## Recap sheet

- Step 1 Establish the band name of the stairlift required
- Step 2 Is the required stairlift straight or curved?
- Step 3 Compare new and pre-owned
- Step 4 See the example quotation sheet
- Step 5 Get three quotes using the template sheet  
Compare like for like



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