

Emergency call out.

In the event of a stairlift failing or not responding please do the following steps.

1. If stairlift is sounding like it is grinding or making an unusual sound when going up and down **DO NOT** keep doing this please place the chair at either bottom or top of the staircase and contact us immediately.
2. If there is buzzing or what sounds like electricity coming from the motor, chair or the rail then please turn stairlift off **DO NOT** remove plug from wall just isolate this and contact an engineer immediately.
3. If when operating stairlift you feel there is a juddering coming from the runner, leave where it is and turn stairlift off by the switch on the side of the motor unit **DO NOT** remove plug from wall.
4. If stairlift does not move and there is a bleeping sound this could be that the motor unit has not been placed on the charging station correctly or it could mean that the batteries are due to be replaced. If you are unsure then please give us a call and we can assist.

If you are unsure if your stairlift is faulty or if you notice it is not running correctly then please give one of our engineers a call and we can either video call you or we can make arrangements to come to your property to have a look and put your mind at ease.

In the event of an Emergency contact us immediately on

07393181964

07482433896

If it is not an emergency but you would still like someone to assist you then please feel free to contact our office during opening times either by phone or by email and someone will get back to you as soon as possible.

Office number = **020 4630 5505**

Email address = **enquires@primeliftsandadaptions.co.uk**