

THROUGH FLOOR LIFT BUYERS GUIDE

Buying a reconditioned lift is an expensive undertaking and can be quite daunting. Who am I buying from? Are they reputable? Are they trained to install this particular lift? Has the lift been reconditioned or just cleaned up and sold on?

To help you through the process we have put together this page to offer practical advice on buying a reconditioned lift. Whether you buy from us or any other company. It's only a few key points but it should help you avoid buying a less than satisfactory lift. Remember, a professionally reconditioned lift will look and perform like a new lift.

- **TRAINING.** Always ensure that the people fitting your reconditioned lift are trained and approved by the manufacturer of the lift you are buying. If in doubt: Ask for proof.
- **WARRANTY.** Make sure that you are being offered a good warranty and that the company selling you the lift can support you in the event of a problem. At Freedom Access we will never install a lift any further than 2.5 hours from our base here in Hampshire so that we can always offer a first class service.
- **INSURANCE.** Ask to see copies of their Public Liability Insurance.
- **BUILDING CONTROL.** Ensure that, when the opening for the lift is being created, the supplier submits a Building Notice Application with your local authority Building Control. This will request a visit from a surveyor to ensure that the work is being carried out in line with Building Regulations. Failure to do this could result in problems when trying to sell the property later. Building Control will issue a completion certificate. We advise not allow the builder to begin work without a visit from Building Control being planned.
- **ELECTRICAL SUPPLY.** Through Floor Lifts need a dedicated power supply. It should never be installed using a 13a plug. Make sure the power supply is being fitted and that it is being installed by an NICEIC registered electrician.
- **AFTER SALES SUPPORT** - Ensure that people selling the lift can support the lift after installation. We will only sell lifts withing a 2.5 hour travelling distance from our Hampshire base. We have heard of companies selling lifts 240 miles away from their home base and were unable to obtain support when there was a problem with the lift. Our installation van is packed with spare parts.

Buying a through floor lift and having a hole cut through your floor can be daunting. If you need any advice please do not hesitate to contact us. No sales pressure. Just honest advice.

As a minimum, on every reconditioned lift we install, we fit new hydraulic piston, hydraulic hose and fittings, rails, internal plastic panels and floor. All reconditioning and testing work is carried out in our purpose fitted workshop.

Freedom Access is staffed entirely by engineers with over 25 years working with Wessex Lifts and know the Wessex VM range of lifts inside out which gives us a unique perspective on the lifts we sell. We do not sell lifts by any other manufacturer. We only sell fully reconditioned, late model lifts.