



Lift safety.

We are committed to promoting independence and choice for our customers.

This leaflet provides you with important information to keep you safe when using all lifting equipment - including vertical passenger lifts, stairlifts, hoists and other aids to living - and explains what to do if you experience a problem with your equipment.

Using lifting equipment incorrectly can cause injuries:

- Through moving parts and sharp edges
- Rough surface parts, which can cause friction or abrasion
- Loose equipment or attachments
- Faults due to poor or no maintenance
- Not using equipment in accordance with the manufacturer's guidelines

IMPORTANT

NEVER use any lifting equipment in the event of a fire or other situation that could lead to a disruption in the electrical service. Instead, use the stairs or ask for assistance.

How to keep safe when using lifting equipment.

Vertical passenger lifts.

- Only push the lift call button once
- Don't use your hands, feet, canes, etc to prevent the doors from closing
- If the doors need to be held open, push DOOR OPEN button
- Once in the lift car, stand clear of the doors and keep clothes, bags, prams etc away from the opening
- Hold on to the handrail, if available

In the event of the lift breaking down push and hold the **ALARM** button and/or use the telephone or intercom to seek assistance.

- NEVER try to exit a stalled lift car. It is extremely dangerous.
- ALWAYS wait for trained emergency personnel
- Your best course of action is to relax, get comfortable, and wait for professional assistance. You may be inconvenienced but you will remain safe

Other lifting equipment (stairlifts, hoists etc.)

Older stairlifts which use mains power will not work in a power cut. Modern battery-powered stairlifts should carry on working for six to eight more trips.

- Always use lifting equipment in accordance with the manufacturer's instructions
- If your situation changes, ensure that your condition is reassessed and that the equipment remains fit for purpose
- Always use the equipment as it has been designed to be used
- Always use the safety equipment provided, such as seat belts, harnesses, etc.
- Make sure that pets are out of harm's way before using the equipment
- Make sure there is no clothing or equipment that could become trapped in the lift mechanism, as this could result in personal injury and/or damage to equipment
- Never allow water to come into contact with components in the equipment
- Do not allow children to play with the equipment

Our responsibility for lifting equipment.

All equipment that we own will be serviced and maintained.

This will include regular servicing, routine maintenance and third party statutory safety inspections.

Where the lifting equipment is NOT our responsibility you are required to seek approval before it is installed.

This includes stairlifts, hoists and other aids to living. You will need to arrange a maintenance contract for the equipment to make sure that it operates safely.

For your additional safety, we will arrange for a third-party inspection of your lifting equipment at no charge.

Where you require additional support to allow us to complete inspections, servicing and repairs, we will incorporate additional flexibility and aim to meet your needs.

Your responsibility for lifting equipment.

You are required to tell us before you install lifting equipment that will be owned by you. In the event of your lifting equipment not working, you are required to report repairs promptly to ensure the equipment remains safe for you to use.

- ALLOW our lift engineers into your home to carry out a safety inspection, servicing and repairs
- CALL us on 0300 555 0600 to arrange an alternative date if your appointment is not convenient
- ALWAYS keep your appointments with our contractors

