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## 1. General Requirements

All lift installations shall comply with the following common requirements:

* Power Connection: Prefer “plug & play” via securely installed two-gang extension lead.
* If plug & play is impossible, measure and agree electrical works separately with supporting evidence.
* Track and Rail: Up to 5 m of rail/track included per unit; continuous charging rail preferred over hinges. Handover and Documentation: Provide full user instructions and carry out a live demonstration.
* Supply installer’s test/commissioning certificate and client-signed handover form.
* Warranty & Service: 24 months full parts and labour warranty (batteries and consumables included). External stairlifts require weather cover as part of the rate.
* Mandatory service at month 12 with report to the Council; defects rectified under warranty.
* Post-warranty repairs require Council’s written permission—no direct customer billing or contact.

## 2. Stairlifts

## 2.1 Straight Stairlift

Scope: Supply and install a straight stairlift with swivel seat and interlinked footrest.

Applicable to:

Standard model

Heavy duty model (up to 160 kg)

External model (includes all-weather cover)

Key Points:

Plug & play power method.

Rails: up to 5 m, continuous charge.

Client training, commissioning certificate, and sign-off.

Warranty and 12-month service as per General Requirements.

## 2.2 Curved Stairlift

## 2.2.1 Single 90° Bend

Supply and install curved rail stairlift accommodating one 90° turn.

## 2.2.2 Double 90° or Single 180° Bend

Supply and install curved stairlift accommodating two 90° turns or one 180° turn.

Shared Conditions:

* Swivel seat with interlinked footrest.
* Plug & play power or separately measured electrical work.
* Up to 5 m of curved track, continuous charging rail where possible.
* Full user handover, commissioning certificate, and client sign-off.
* Warranty and 12-month service.

## 2.3 Accessories & Site Adaptations

* Powered swivel seat upgrade
* Powered hinge rail
* Droop snoot attachment
* Additional track (beyond 5 m)
* Powered footrest link
* Wrap-around parking bend
* Remove existing handrail and make-good
* Renew window board using uPVC
* Remove and re-site radiator (with pipework adjustments)
* Provide switched fused spur (10 A, RCD protected)

## 3. Vertical Lifts

## 3.1 Internal Vertical Through Floor Lift (Wheelchair)

* Form timber floor opening, line aperture, trim architraves/skim.
* Alarm system included.
* Provide manufacturer’s 12-month guarantee, commissioning certificate, and operation manual.
* Electrical Test Certificate to Building Regs Part P.
* 24 months parts and labour warranty with month 12 service.

## 3.2 Internal Vertical Seated Through Floor Lift

* Same scope as 3.1, but with a seated CAR configuration.

## 3.3 Internal/External Platform Lift

* Bespoke platform lift installation; builder completes preparatory works.
* Manufacturer’s 12-month guarantee, commissioning certificate, and manuals.
* Electrical Test Certificate and 24-month warranty with 12-month service.

## 3.4 Internal/External Step Lift (Integrated Step System)

* Bespoke step lift installation; builder completes preparatory works.
* Manufacturer’s 12-month guarantee, commissioning certificate, and manuals.
* Electrical Test Certificate and 24-month warranty with 12-month service.

## 4. Homelifts (Uplifts S2 & S3)

## 4.1 Technical Specification

|  |  |  |
| --- | --- | --- |
| Feature | S2 (2 Person) | S3 (3 Person) |
| Rated Load | 250 kg | 250 kg |
| Aperture Infill Load | 250 kg | 250 kg |
| Speed | 0.1 m/s | 0.1 m/s |
| Max Travel | 4.5 m | 4.5 m |
| Power Supply | 230 VAC 50 Hz, 10 A fused | 230 VAC 50 Hz, 10 A fused |
| Finish | RAL9002 powder coat | RAL9002 powder coat |
| Door Options | Half-height / Full-height | Half-height / Full-height |
| Optional Features | Grab handle, seat, compact car | Grab handle, seat, compact car |

## 

## 4.2 Standards & Certification

* 2014/30/EU EMC Directive
* 2006/42/EC Machinery Directive
* EN 81-41:2010 (Special lifts for persons)
* Compliance valid only after installation and commissioning by a trained engineer.

## 4.3 Installation Considerations

* Verify footprint, door clearances, headroom, substrate strength, and adjacent services.
* Ensure floor levels: lower ±10 mm over 1.5 m; upper ±2 mm.
* Identify electrical termination, RCD and SPD protection, and cable routing.
* Maintain 50 mm clearance to skirting/coving on three sides.

## 4.4 Dimensions & Structural Loads

## 4.4.1 Headroom & Travel

|  |  |  |
| --- | --- | --- |
| Parameter | S2 | S3 |
| Floor-to-floor Travel (A) | Min 2 330 mm / Max 4 500 mm | Min 2 330 mm / Max 4 500 mm |
| Lower Floor to Ceiling “Standard” (B) | 2 295 mm | 2 295 mm |
| Lower Floor to Ceiling “Compact” (B) | 2 145 mm | 2 145 mm |
| Upper Floor to Ceiling “Standard” (C) | ≥2 350 mm | ≥2 350 mm |
| Upper Floor to Ceiling “Compact” (C) | ≥2 200 mm | ≥2 200 mm |
| Max Guide Height (F) | 6 900 mm | 6 900 mm |

## 

## 4.4.2 CAR Footprint

|  |  |  |
| --- | --- | --- |
| Dimension | S2 | S3 |
| CAR Length (A) | 790 mm | 1 220 mm |
| CAR Width (B) | 1 010 mm | 1 010 mm |
| Internal Length (C) | 740 mm | 1 140 mm |
| Internal Width (D) | 770 mm | 770 mm |
| Total Length with Door Open (I) | 1 680 mm | 2 115 mm |

## 

## 4.4.3 Structural Loads

|  |  |
| --- | --- |
| Load | Value |
| Guide leg load (A) | 2.18 kN (217 kg) |
| Lateral load (B) | 98 N (10 kg) |
| Door load (C) | 98 N (10 kg) |

## 

## 4.5 Power Supply, Controls & Communications

**Power:** 230 V ring main → fused spur (10 A RCD) within 1 m of aperture; lockable isolator.

**Cable Entry:** 600 mm from front face, 165 mm down from top joist.

**Drive Motor:** 3-phase, 1.1 kW, max current 8.4 A; RCD protection required.

**Controls:** Battery-powered wireless remote at each landing; momentary “hold-to-run” with green indicator.

**Communications:** GSM auto-dialler with four call modes, SMS alerts, built-in handsfree, 12-entry phonebook; powered 12–24 Vdc with Li-Po backup.

## 5. Ceiling Hoists

|  |  |  |  |
| --- | --- | --- | --- |
| Model | Track | Capacity | Inclusions |
| Powered lifting & powered traverse | 7.5 m | 200 kg | 4 end stops, 6 end caps, manual H-trolley, warranty & service per General Requirements |
| Powered lifting & manual traverse | Up to 4 m | 200 kg | 4 fixings, 1 end stop, 2 end caps, warranty & service per General Requirements |

## 6. Call-Out, Maintenance & Recycling

## 6.1 Call-Out Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Straight Stairlift | Curved Stairlift | Changing Bench | Hoist |
| Emergency call out | Within 4 hours | Within 4 hours | Within 4 hours | Within 4 hours |
| Breakdown call out | Up to 24 hours | Up to 24 hours | Up to 24 hours | Up to 24 hours |
| Planned removal | Up to 5 days | Up to 5 days | Up to 5 days | Up to 5 days |
| Refitting of removed item | Within 5 days of notification | Within 5 days of notification | Within 5 days of notification | Within 5 days of notification |
| Forward written reports | Within 48 hours of call out | Within 48 hours of call out | Within 48 hours of call out | Within 48 hours of call out |

**DEFECT LIABILITY REPAIRING OBLIGATIONS AND TIMESCALES**

If the actions or inaction of the Supplier causes damage to a Tai Tarian property, the Supplier may be called upon to repair or rectify such damage within an agreed timescale dependent on the severity of the damage caused

Each category has a maximum time for the work to be completed.  These times are measured from the date and time the defect is reported.

**Repair Priorities**

*Emergencies – Completion within 4 hours or 24 hours*

A repair is considered an emergency where there is a possibility of danger to life or limb or will cause major damage to the property.  An emergency can be reported 24 hours a day and some examples of emergency repairs are provided below. Following the response to the reported emergency, further works maybe required and will be categorised as urgent or routine repairs as appropriate.

|  |  |
| --- | --- |
| DEFECT | TIME SCALE |
| Total loss of electrical power | 4 Hours |
| Partial loss of electric power | 24 Hours |
| Unsafe power/lighting socket/electrical fitting  (If possible danger of electric shock upgrade to 4Hr) | 24 Hours |
| Total loss of water supply | 24 Hours |
| Partial loss of water supply | 24 Hours |
| Total or partial loss of gas supply | 24 Hours |
| Blocked flue to open fire or boiler | 4 Hours |
| Total or partial loss of space or water heating between 1st May and 31st October | 24 Hours |
| Total or partial loss of space or water heating between 1st November and 30th April | 24 Hours |
| Blocked or leaking foul drain/soil stack/toilet pan (where there is no other working w.c. in the dwelling) | 24 Hours |
| Toilet not flushing (where there is no other working w.c. in the dwelling) | 24 Hours |
| Blocked sink/bath/basin | 24 Hours |
| Tap which cannot be turned | 24 Hours |
| Leak from water pipe/heating pipe/tank/cistern | 4 Hours |
| Leaking roof | 24 Hours |
| Insecure external window/door/lock | 24 Hours |
| Loose/detached banister/hand rail | 24 Hours |
| Door entry phone not working | 24 Hours |
| Defective mechanical extractor | 7 Day |

**Note**

While it is not possible to list all such works the following criteria is provided as guidance to determine the priority to be used:

**4 Hour**

Gas leaks and any other repair that, if not made safe without delay, may be or become a serious danger to life or limb or could result in major damage to the property.

**24 Hour**

All other emergencies that need to be attended to that cannot be left to be assessed and/or attended to as an urgent 7 day job because of the threat of or likely hood of further damage or serious inconvenience to the tenants.

***Urgent – Completion within 7 working days***

These are repairs that are needed to overcome substantial inconvenience or discomfort, to prevent immediate damage to the property or where there is a potential health or security risk.

*Non-urgent – Completion within 20 working days or*

***Non-urgent – Completion within 20 working days or included in a programme of works schedule***

These are repairs which do not cause tenants immediate inconvenience or pose any danger to occupants or the public.

Respond to notification of defects as follows:

1. Confirm in writing that the notification has been received.
2. Provide programme for actioning defect.
3. Confirmation of completion of defect to be provided prior to the time scale deadline.
4. Feedback statement regarding cause and effect.

Note: If the Supplier fails to meet the deadline and has not obtained prior agreement to an extension of the deadline, then the organisation will resolve the defect with the cost then being deducted from the invoices owing to the Supplier

## 6.2 Servicing

You will be expected to manage the servicing programme to ensure that all the specialist equipment is serviced within the agreed timescales.

* Straight Stairlifts: Annually
* Curved Stairlifts: Annually
* Hoists: Every 6 months
* Changing Tables: Every 6 months
* Replacement batteries: Call-out fee + labour + materials.

## 6.3 Recycling & Re-deployment

* Remove, store, and re-site existing straight stairlifts with 3 months warranty post-reinstallation.
* Inventory reporting monthly of lifts and parts available.
* Breaking and storage of lifts for parts; reused components billed per call-out and hourly rates.