HOME LIFTS

Choosing a Home Lift Company? Ask These Questions First

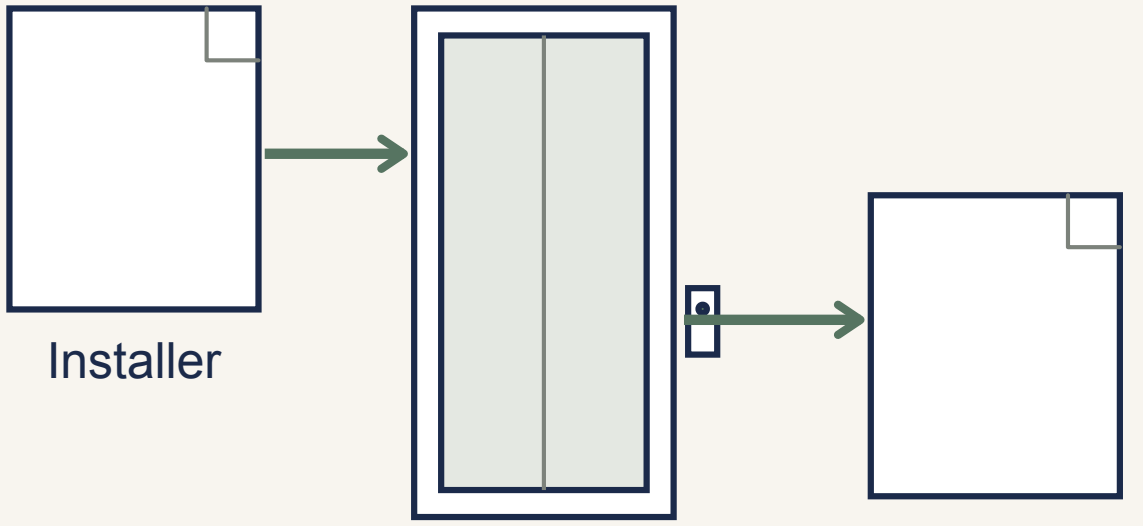
By DirectHome Team Updated 16 September 2026 5 min read Explore our home lifts service ↗

A home lift company should help you understand how the proposed lift fits your family and your house, then explain who will handle the surrounding work. Equipment supply, structural openings, electrical work and servicing are not automatically one package. Compare the actual model and the complete project responsibility before using brand familiarity or price to make the decision.

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Look beyond the name on the brochure

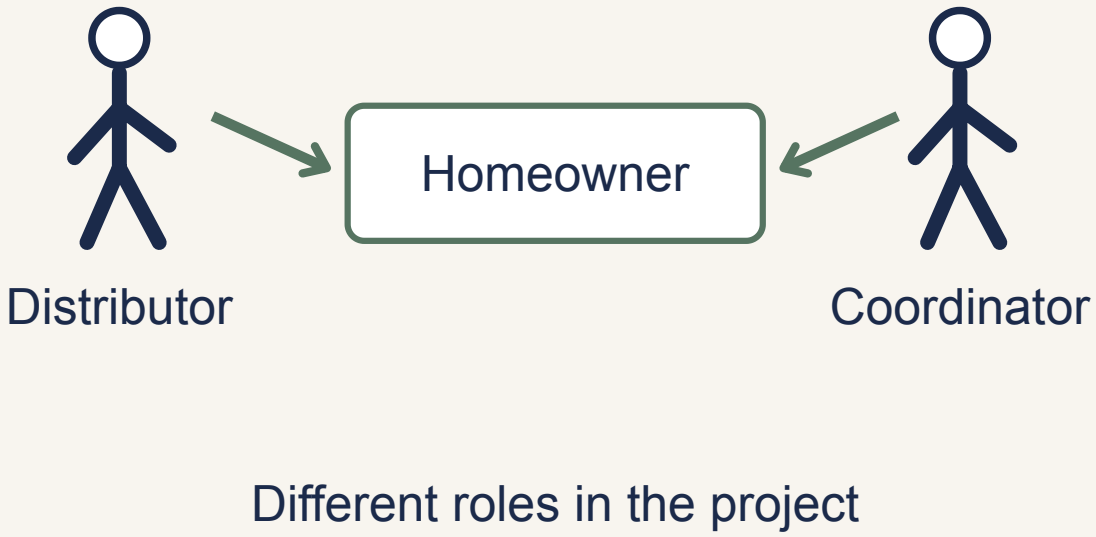


One lift, named responsibilities

Not to scale

The equipment manufacturer, installation contractor and service provider can be different organisations. Identify who is responsible for the actual lift.

Start With the Installation You Need



A manufacturer or distributor and a project coordinator occupy different roles in the homeowner's installation discussion.

To find installation companies, start with the BCA lift-installation directory. Search the legal company name or UEN on the quotation, then check its current registration. Ask which locally supplied models it installs and services. A directory entry is a starting point for your shortlist; it does not show that a particular lift will fit your house or that its aftercare is better than another company's.

Choose an appointment route that matches the work, then compare actual companies within it.

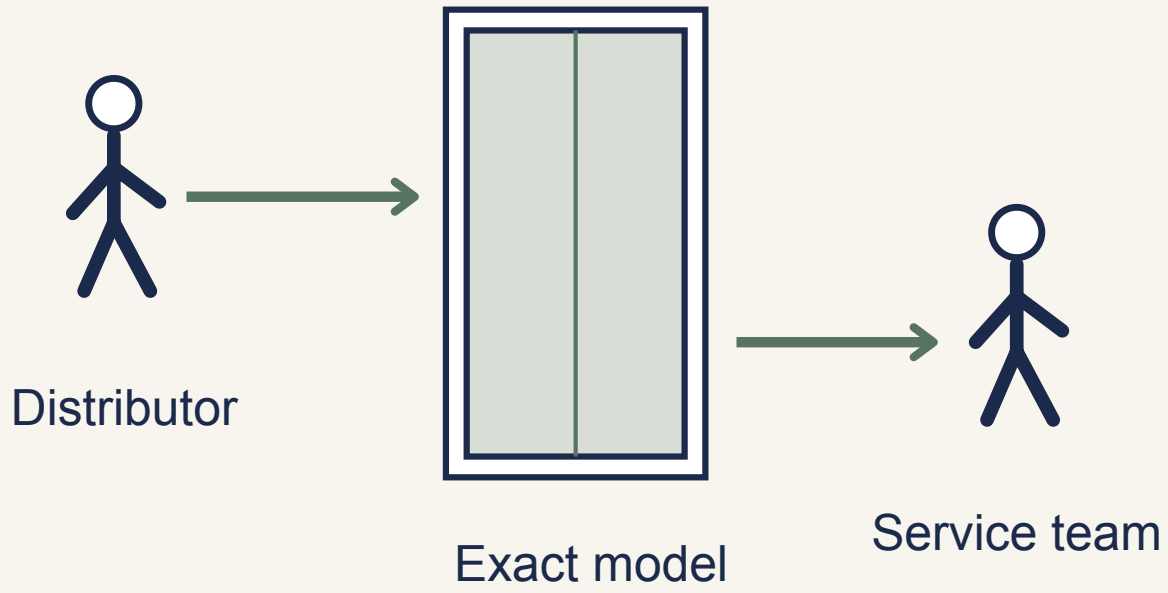
Your starting point	Provider to approach first	What must still be covered
Chosen model; suitable prepared lift space	The manufacturer's Singapore distributor or installer	Local installation registration, measured fit and maintenance responsibility.
Occupied house; new floor openings or altered landings	A lift installer working with the building designer and contractor	One coordinated set of dimensions, support details and site dates.
Several suitable models; wider renovation planned	A project team that can compare equipment and coordinate adjoining trades	A written equipment comparison and named responsibility for each trade.

A useful home-lift shortlist starts with the journey the household needs to make. Identify the landings, intended users, mobility aids and daily loading before comparing companies. A compact lift for one standing passenger and a wheelchair-and-attendant installation can require quite different equipment and building work.

Ask each company to name the model and locally supplied configuration it proposes, then explain why it fits the site and user. The strongest comparison is between complete surveyed proposals. A brand list alone cannot establish the best company for a house or the quality of support after installation.

Keep equipment price separate from the complete project total. Shaft preparation, openings, power, professional services, finishes, testing and permit work may sit with different parties. Reconcile those boundaries before treating one quotation as cheaper than another.

The Established Brand Distributors



A local distributor connects the selected equipment with installation and ongoing model support.

A manufacturer-appointed distributor can provide a route to original drawings, product options and technical support. Verify the appointment for the actual brand and territory, and identify the company contracting with you. Appointment is useful evidence of a supply relationship, but does not itself establish the complete installation scope.

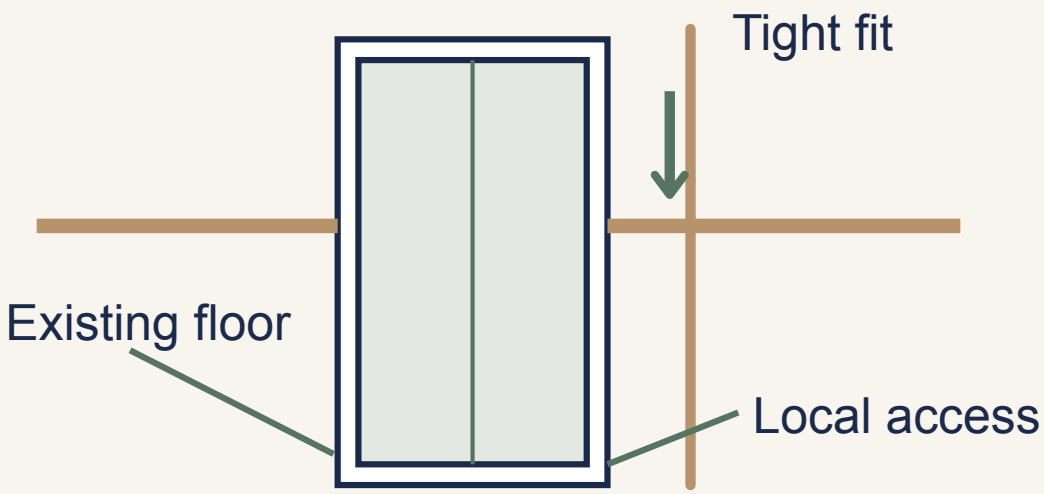
Ask how parts are obtained, which service work is handled locally and what happens when an older model needs support. A large brand cannot guarantee that every component is kept in Singapore or that a technician will attend within a particular time. Put response arrangements and exclusions in the agreement.

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Smaller Specialist Installers

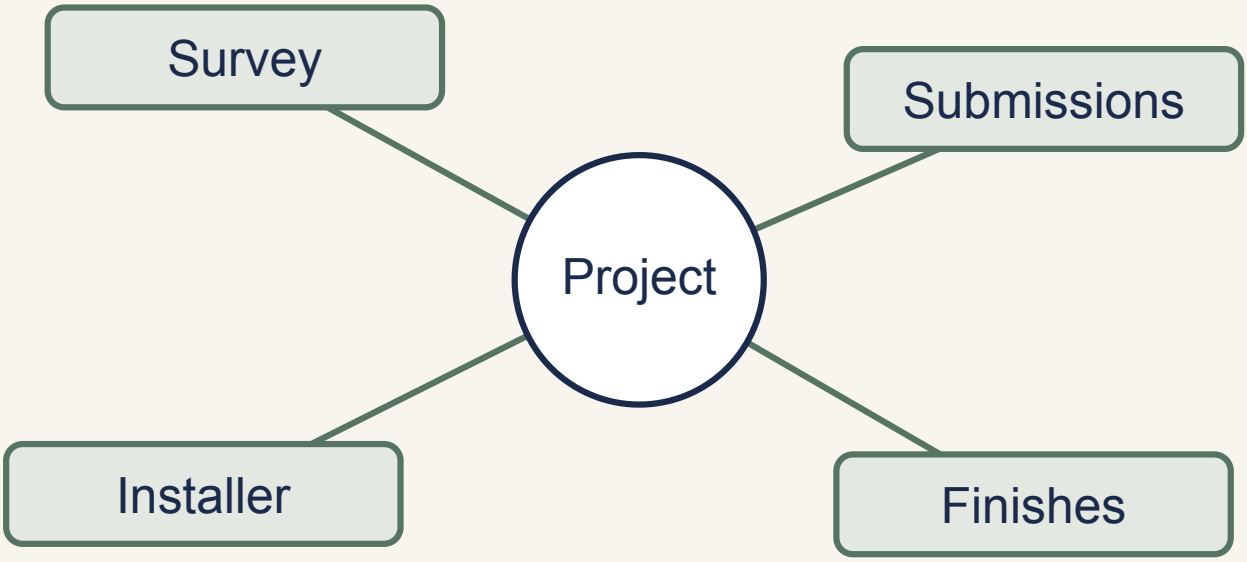


A specialist retrofit proposal still has to resolve the measured fit and the surrounding building conditions.

A specialist installer may offer a focused solution for a difficult retrofit, but evaluate the demonstrated capability rather than the size of the team. Request comparable project evidence with the owner's consent and ask who prepared the structural, electrical and lift-interface details. A finished photograph rarely shows those concealed decisions.

Compare the proposed preparation and handover boundaries carefully. A quotation for equipment and installation can leave the homeowner coordinating openings, shaft finishes and power. That arrangement may work well when responsibilities are explicit; an apparent saving can disappear if important work remains unpriced.

DirectHome: How We Fit In

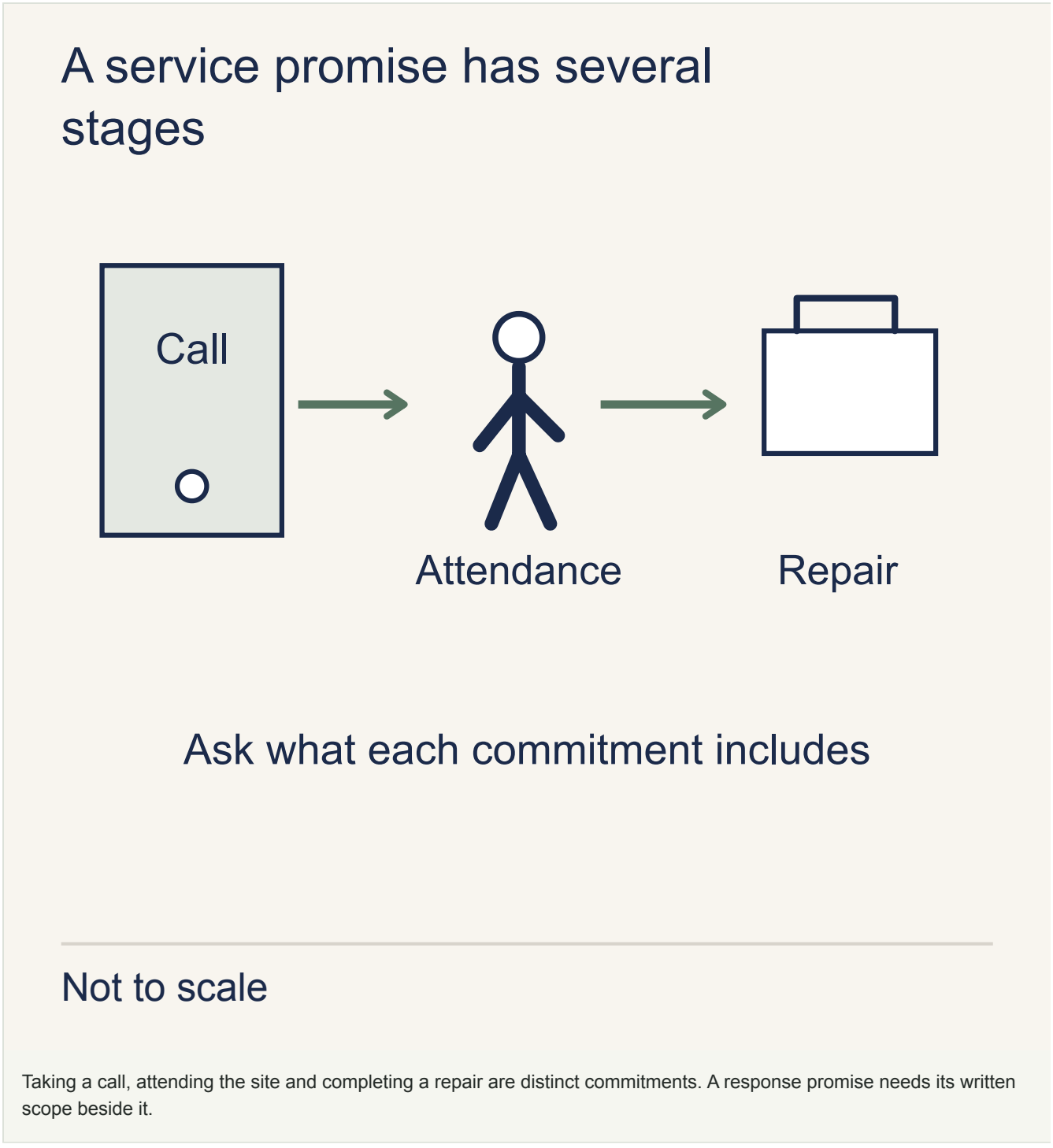


Project coordination connects the survey, submissions, installer and finishing work around one installation.

Use an enquiry through DirectHome to describe the property, proposed stops and household access needs. Ask for the responsible provider's written proposal and identify the contracting parties. Do not assume that a referral or initial conversation includes supervision, statutory submissions or ongoing maintenance.

If a company offers project coordination, have its scope priced and written down: surveys, coordination between trades, design decisions, site checks and follow-up on defects. Decide whether that support is useful for your household and compare it with engaging the installer and other professionals directly.

Questions to Ask Every Company



Taking a call, attending the site and completing a repair are distinct commitments. A response promise needs its written scope beside it.

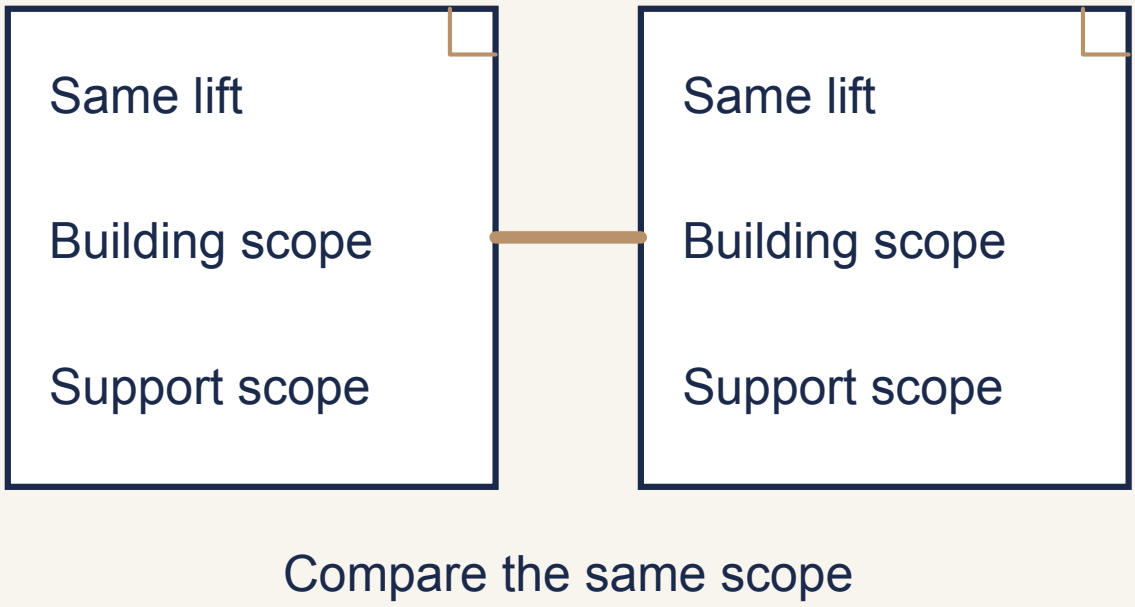
Lift installation and maintenance are separate registered activities. RW02A identifies lift-installation contractors; RW02B covers maintenance, inspection and testing. Check the company responsible for each part instead of assuming a sales office or brand logo establishes both registrations.

Before signing, identify the BCA-registered FI works contractor and operating requirements for the actual proposal. Confirm who coordinates testing, certification and the PTO application. Ask for the written breakdown-response and maintenance terms and substantiated comparable project references.

Judge the completeness and accountability of the answer, not whether a salesperson answers instantly. Some questions properly need the engineer, manufacturer or service team. A useful response names the person responsible, provides the supporting drawing or term and resolves the issue before the contract is finalised.

> Compare the ongoing maintenance arrangement as well as the installation proposal. Home Lift Maintenance Cost in Singapore: Annual Budget Breakdown →

How to Shortlist in One Afternoon



A useful shortlist produces proposals for the same lift and the same surrounding work.

Prepare one comparison brief with the proposed stops, user needs and finish choices, then shortlist providers able to assess it. Compare their surveyed offers by equipment, building work, professional roles, testing, permit work and maintenance. Ask each company to price the same exclusions where possible so the totals answer the same question.

Do not let an arbitrary discount percentage decide the outcome. If one offer is substantially lower, trace the difference to a model, configuration, scope or commercial term. The useful next step is a resolved quotation and responsibility schedule, not a promise that a particular company is always the safest or cheapest choice.

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