STAIRLIFTS

Stairlift Installation: What to Expect on the Day

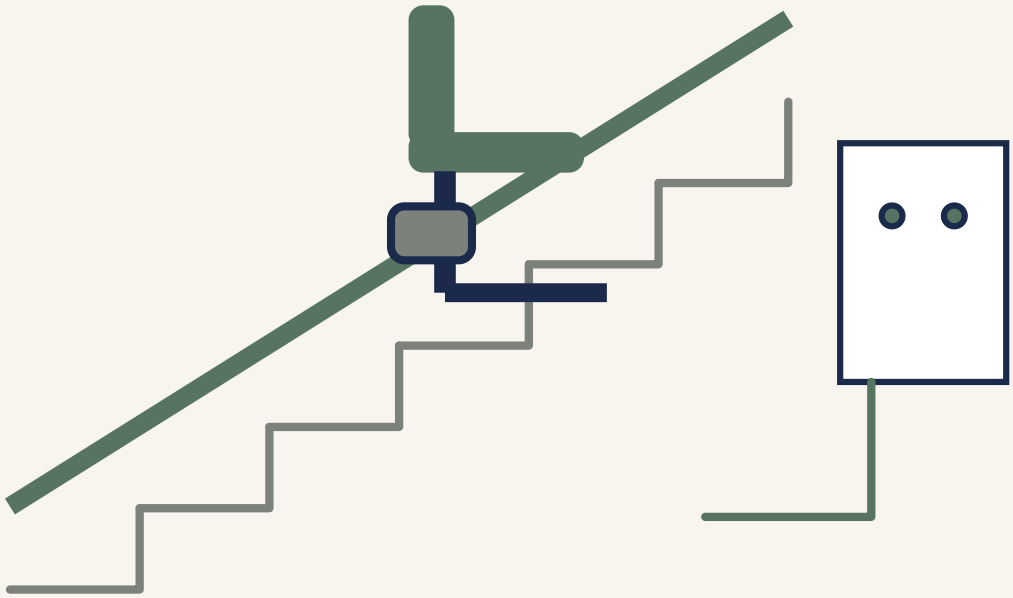
By DirectHome Team Updated 15 September 2026 5 min read Explore our stairlifts service ↗

Before stairlift installation day, confirm which areas the installer needs cleared and when the household can use the stairs. At handover, the rider should be shown how to sit, secure themselves, operate the chair and get off comfortably. Allow time for questions and practice rather than treating a fitted rail as the end of the job.

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The installed system has connected parts

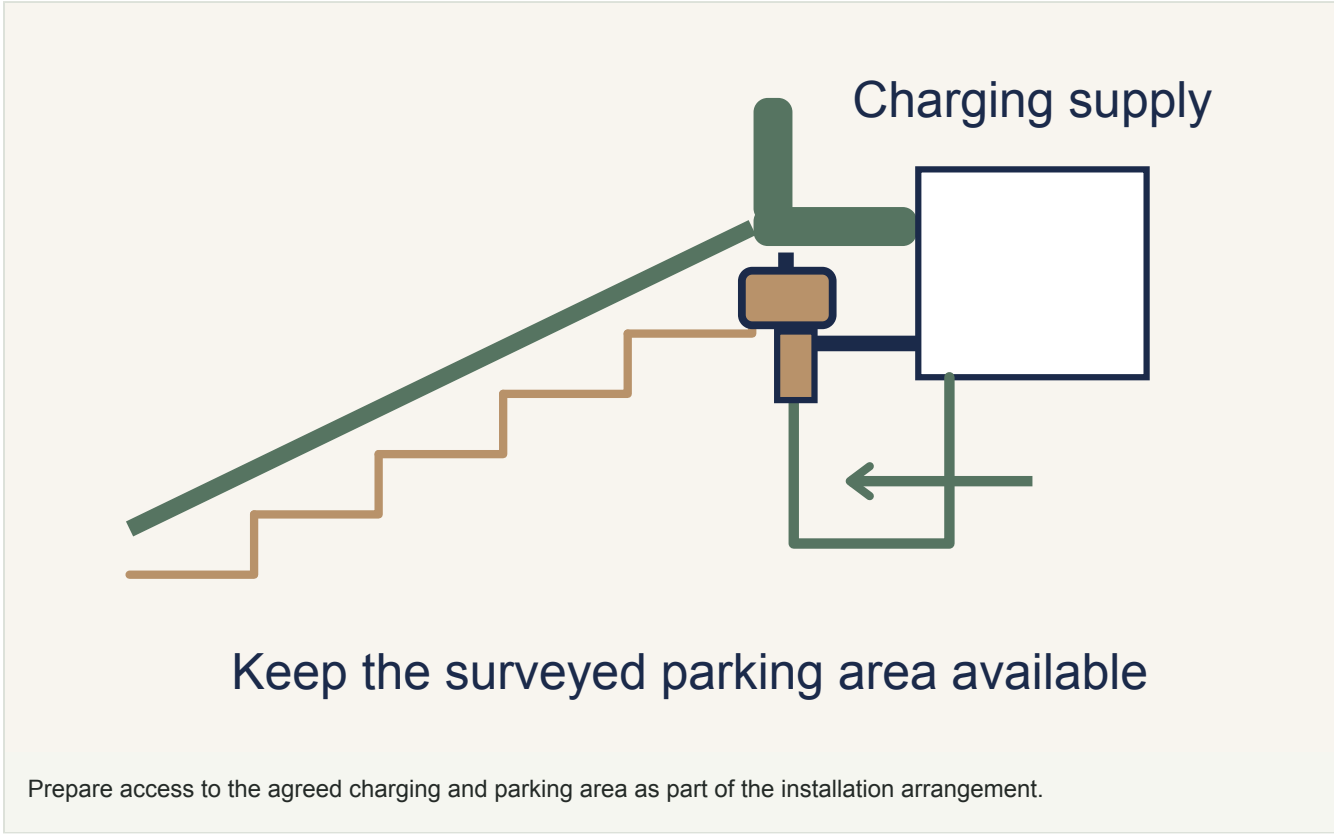


Rail, carriage and charging provision

Not to scale

Rail, carriage and charging provision form one installed system. Their exact arrangement and installation checks belong to the selected model.

Before Install Day

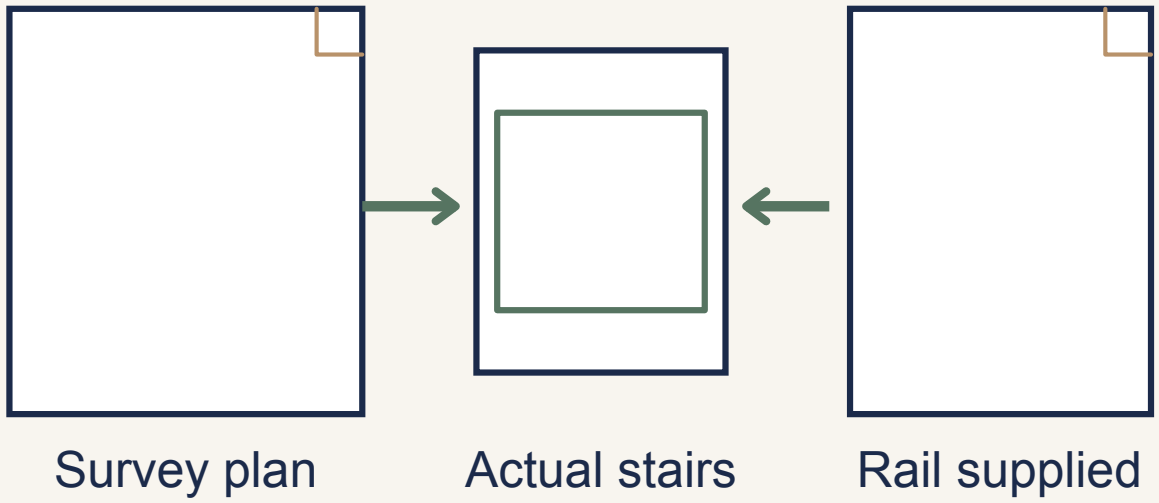


Prepare access to the agreed charging and parking area as part of the installation arrangement.

Confirm the surveyed rail, chair, seat options and parking positions before installation. The supplier should identify the charger and electrical provision for this exact model. Any new socket or wiring needs the appropriate Licensed Electrical Worker; a nearby socket does not establish that the proposed supply is suitable.

Clear loose objects from the work area and agree how the household will reach essential rooms while the stairs are unavailable. Discuss existing child gates, doors and handrails during the survey. A gate that works today may collide with the carriage or block the transfer area once the rail is installed.

Arrival and Survey Recap



The installer checks the surveyed layout against the actual stairs and supplied rail before assembly.

At arrival, the installer should reconcile the delivered equipment with the survey and approved layout. Check the model identity, rail route, mounting surfaces and charging position before drilling begins. A changed floor finish or recently altered doorway can invalidate an earlier clearance measurement.

Agree who can authorise a site change. If the delivered rail or chair does not fit the surveyed arrangement, pause the affected installation and resolve the drawings. Moving a parking position to make the rail fit can create a different problem for the person getting on or off.

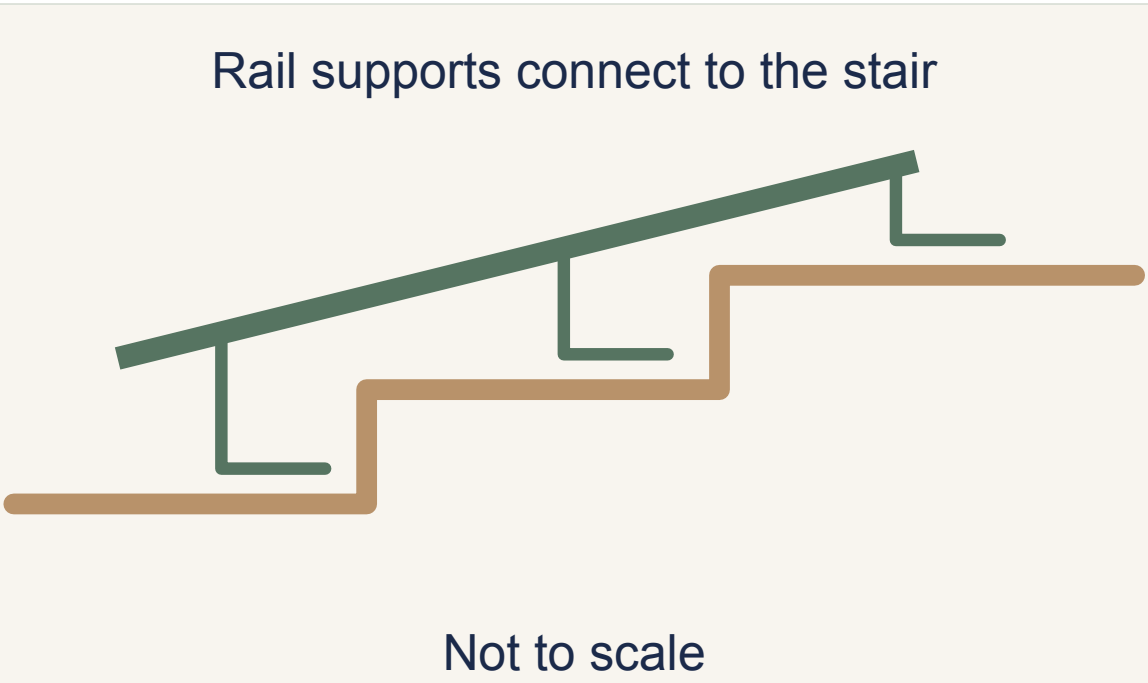
> Consider the space left for other stair users as well as whether the chair can fit. stairlift options for narrow stairs →

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Rail Installation

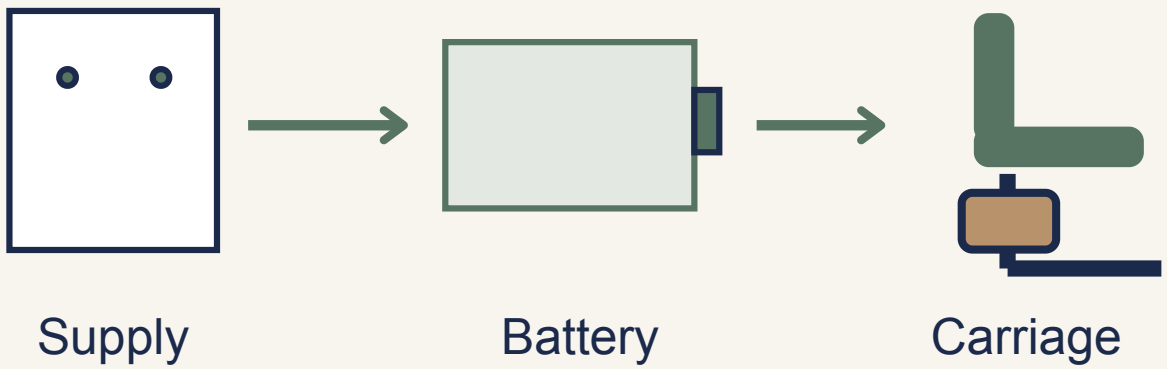


Rail brackets connect the equipment to the stair; the exact fixing method belongs to the assessed installation.

Many stairlift systems use brackets fixed to the staircase rather than relying on a wall rail. The actual fixing arrangement must suit the selected system and the supporting stair construction. Tile, timber cladding and the load-bearing material beneath it are different layers; attaching a bracket through a finish is not the same as confirming its support.

Expect drilling and local making good where the specified fixings require it. Before work starts, agree protection, dust control and how redundant holes will be repaired if the unit is later removed. Installation duration depends on the rail, mounting conditions and any work needed to make the site ready.

Chair Unit and Electrical

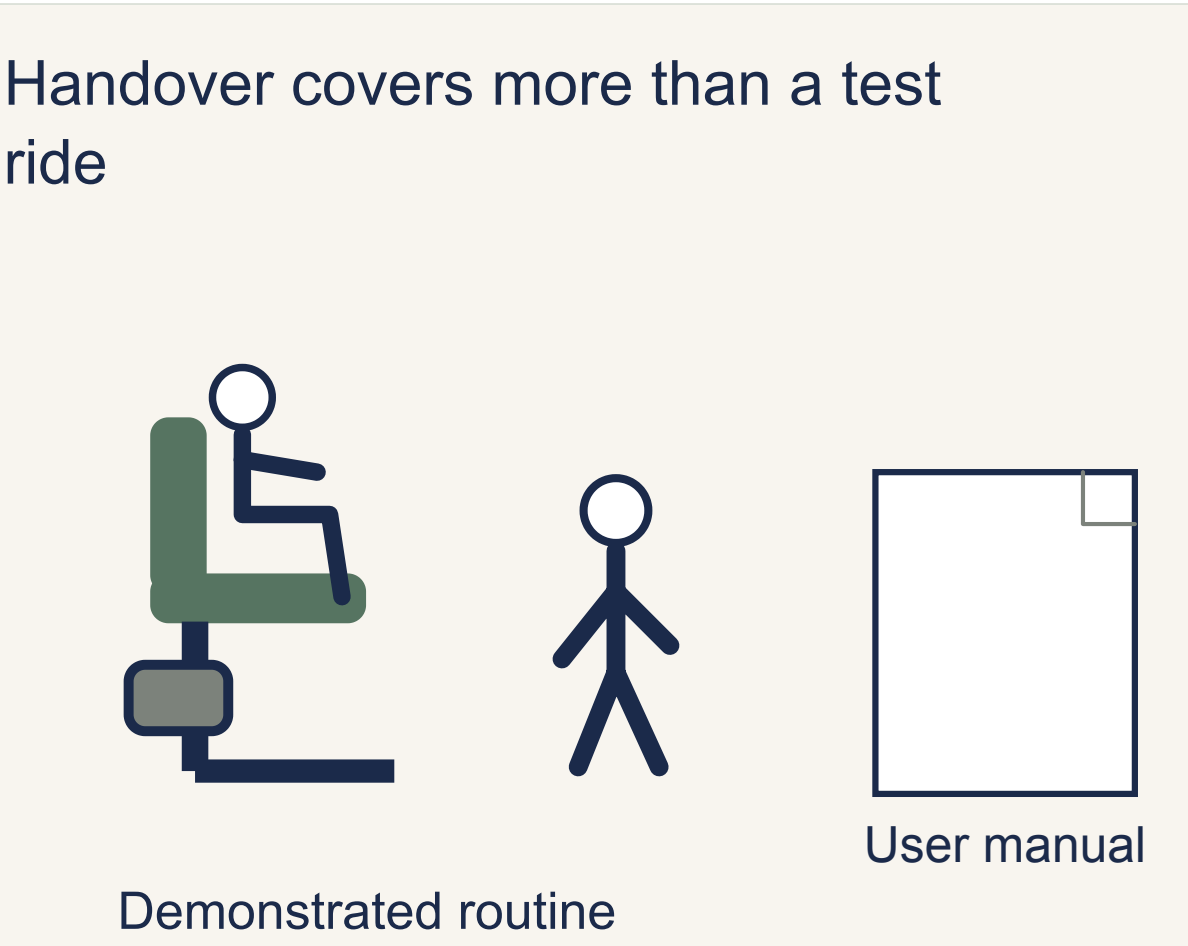


Charging provision, onboard battery and carriage drive form distinct parts of the installed system.

Once the supporting rail is installed and checked, the team assembles the carriage and its specified seat, footrest, controls and charger. The charging arrangement can differ between models, so retain the diagram showing where the chair should be parked and how the household recognises successful charging.

Check that cables remain protected and do not trail across the walking route. Ask the installer to explain any optional powered swivel, folding footrest or hinged rail. These features must be set up as a coordinated installation, with their movement and parking clearances checked together.

Testing and Handover



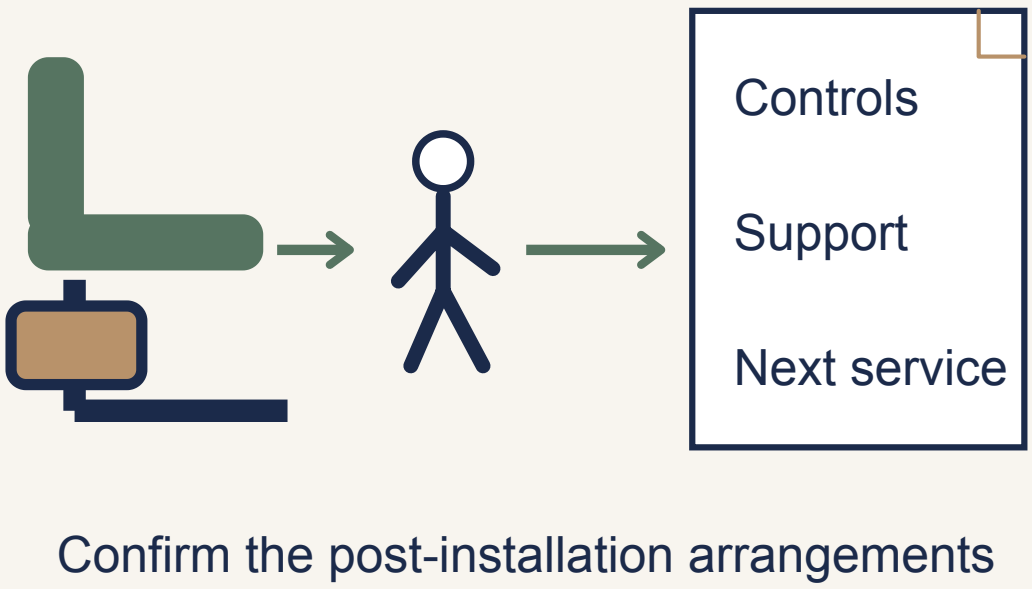
Handover connects the actual user, the demonstrated routine and the model instructions. Keep the support contact with those instructions.

In Singapore, stairlifts are regulated fixed installations requiring a valid PTO before use. Confirm the BCA-registered installation and maintenance contractors and who coordinates the necessary testing, certification and Permit to Operate application. Wait until the required checks are complete and the PTO is valid before using the stairlift.

Once the installation is ready for lawful operation, arrange training for the actual user and caregiver. Cover boarding, the belt, controls, safe transfer at both landings, charging indications and the model-specific response to a fault or power cut. The installer should demonstrate the fitted safety features;

the family should not improvise obstruction or overload tests.

Total Time and What Happens After



After installation, confirm user instruction, support contacts and the agreed service arrangements.

Ask for a programme that separates time working on the stairs from any remaining testing, certification and permit work. Keep essential access arrangements in place until the stairlift can lawfully operate and the intended user has been trained. A short installation appointment does not guarantee same-evening use.

At handover, retain the PTO, equipment identity, manual, warranty, maintenance schedule and support contacts. Arrange servicing for the applicable installation and manufacturer requirements; do not substitute a generic annual interval. Record outstanding defects and the provider's response terms, including whether return visits, labour or parts are chargeable.

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