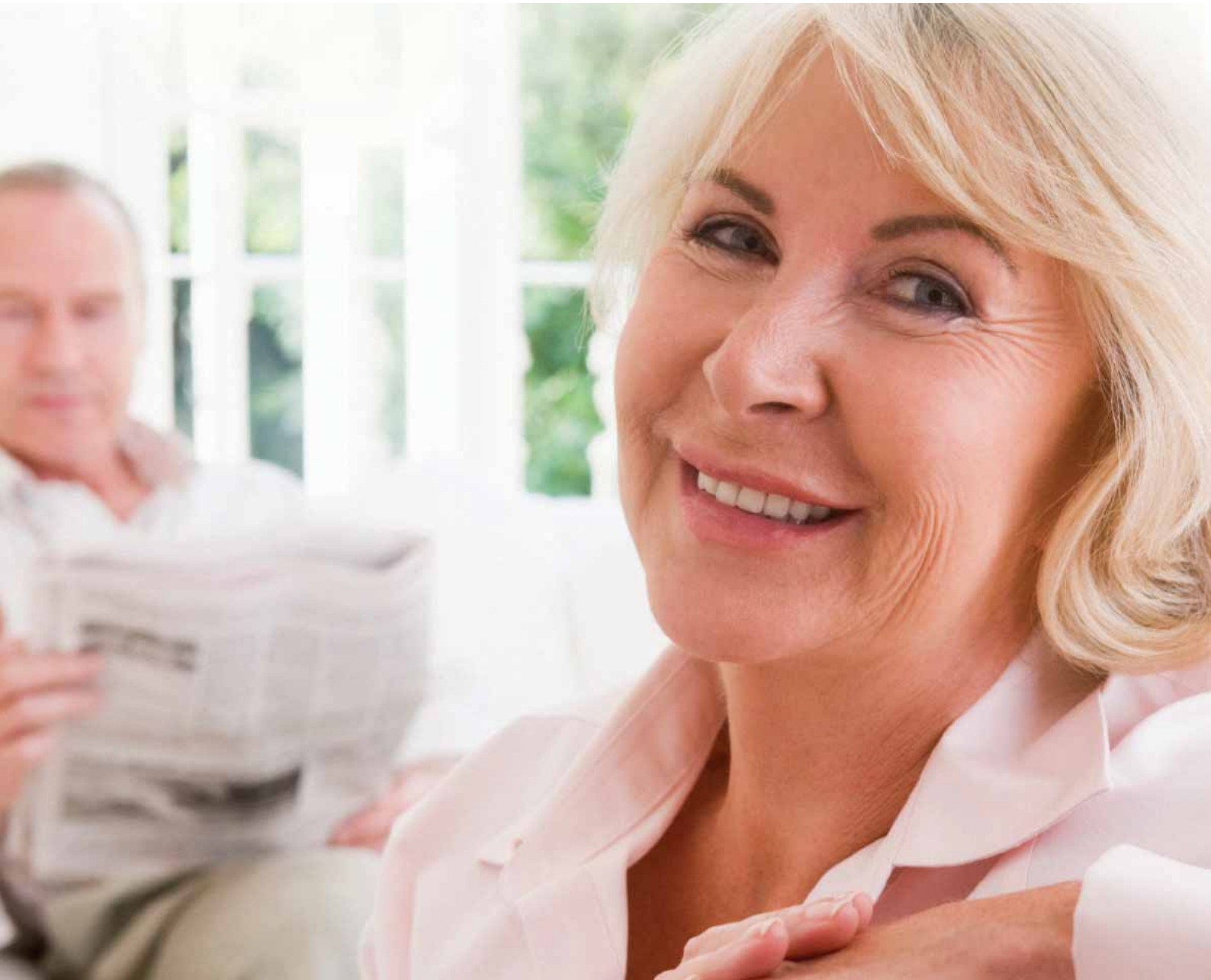


Companion Stairlifts

with you every step of the way



Sit back &
relax
you're in safe hands



Designed for you

Thank you for choosing to find out more about our range of stairlifts, specially selected to help you enjoy your independence with complete piece of mind. We hope you find our brochure helpful when considering how a Companion stairlift could enhance your enjoyment of your home.

Companion's 8 Point Promise

We promise:

- 1 To listen to your questions
- 2 To give you an honest answer
- 3 To only sell you what you need
- 4 Never to be beaten on price †
- 5 To respect you and your home
- 6 To remain as attentive AFTER your purchase as we were before
- 7 To work to the highest safety standards
- 8 To keep our promises

We believe that Companion are the only stair lift company to have a published code of practice given to all members of staff (from tele-operators to site surveyors) with detailed regulations to follow in order to achieve and maintain an unrivalled level of customer service & satisfaction.



† Price match guarantee valid against any same or similar stair lift quotation offered by a UK Manufacturer

For more information call **0800 620 0824**



Contents

Our range of stairlift products are specially selected to help you enjoy your independence with complete piece of mind. We have an extensive range of stylish straight and curved, indoor and outdoor stairlifts to fit your home and your life. Please call one of our expert advisors to request an information pack on **0800 620 0824**.

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Outstanding customer service and professional installation

Outstanding customer service, with your own dedicated project manager, and high quality installation by time-served professionals are just as important to us as they are to you. We're also always here to help after installation; you can call us anytime on **0800 620 0824**, 24 hours-a-day, 365 days-a-year if you ever have any problems or questions.



I had been putting off the stairlift for a while and wish I had made the enquiry sooner... Companion made it so easy, no hard pressure sales men, and clear advice. I would definitely recommend them.

Mrs Lumas



www.companionstairlifts.co.uk



4 Simple Steps to Buying a Stairlift

1 STEP ONE - Stairlifts explained

Sit back, relax and read through your Companion brochure showing you our stairlifts, how easy a stairlift is to operate and read answers to some of the most common questions and concerns about stairlifts.

Any questions? If you want to know more about how the stairlift works or talk through your specific requirements, our dedicated team are on hand to answer any questions. No question is too big or too small
Just call 0800 620 0824

2 STEP TWO - Your free no obligation consultation

Companion makes stylish stairlifts to fit your home and your life. If you like what you've seen in our brochure, the next step will be to arrange a free no obligation consultation.

We will arrange for one of our Technical Surveyors to visit your home at a time to suit you. Your surveyor will conduct a user assessment and discuss your requirements, measure your staircase, explain all our product options and give recommendations on which stairlift is most suitable for you. You will be given a written, no obligation quotation. The assessment is non-intrusive and whilst it is preferable that this is conducted in advance, the non-availability of the user will not prevent the supply of a stairlift so long as someone will undertake to provide the information on the user's behalf.

If you would like to book your free no obligation consultation with a surveyor now,

Please call us on 0800 620 0824

3 STEP THREE - Installation of your stairlift

If you decide to place an order we will arrange a convenient time with you for your stairlift to be installed. Your stairlift arrives from the factory ready made to fit your staircase. You will receive a full demonstration on how to use your stairlift safely so you are fully confident and comfortable using the lift. You will also receive further information on our warranties and customer care.

Congratulations - in just three simple steps you can start to enjoy your entire home again.

4 STEP FOUR- After sales care

Companion's commitment to after sales care is second to none and if, at any time you have any queries or problems our team are waiting to assist in any way we possibly can.

Thank you once again for your interest in Companion Stairlifts.

We look forward to being with you every step of the way.

0800 620 0824 www.companionstairlifts.co.uk



Choosing a Stairlift to Suit your Staircase

Stairlift tracks fall into two basic categories: straight and curved; it can be a little confusing to know which type you need for your staircase.

STRAIGHT STAIRLIFTS

Straight stairlift tracks can only travel in straight lines; they cannot turn a corner or go around a bend. For example from the hall to the landing as shown in diagram A.

Companion offers a range of straight stairlifts to suit your needs: these are detailed on pages 6-10.

CURVED STAIRLIFTS

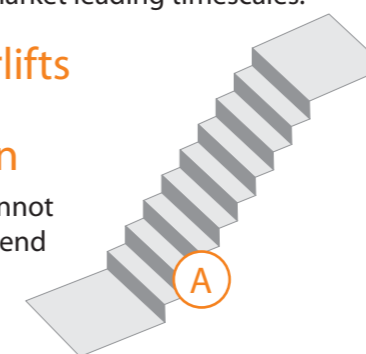
Curved stairlifts have tracks that are specifically designed to suit staircases that turn corners or are spiral; the staircases shown in diagrams B, C and D are examples of the type of staircase that curved stairlifts can be used on, but there are many more. All our curved tracks are made to order following a survey of each individual staircase.

The Companion 2000 Curved is a versatile system with some of the tightest track bends available; it can accommodate a wide range of staircase configurations and will hug the edge of your staircase. The twin rail system provides a safe and smooth ride and whilst available in two colours as standard, light grey and gun metal, it can actually be supplied in any colour to match your décor. Companion also have a single curved track system in the Freecurve.

State of the art survey and manufacturing processes mean that Companion routinely manufactures bespoke tracks in market leading timescales.

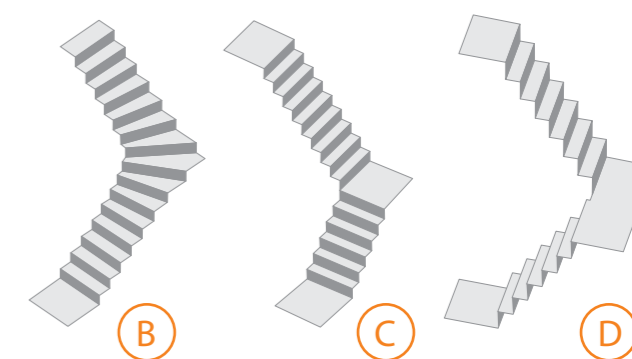
Straight stairlifts and stair configuration

Straight stairlifts cannot travel around any bend or corner.



Curved stairlift and example stair configurations

The Companion curved stairlifts can travel around corners, across intermediate landings and even up spiral staircases! They are designed for your individual staircase so you know the track will fit snugly.



Straight Stairlifts 950 Compact

If you do not require powered options, and you have a straight staircase, the 950 Compact offers you a safe and cost effective way to overcome the challenge of climbing your stairs.



- Ergonomically designed toggle switch for ease of use
- The slimmest stairlift in the range
- Manual swivel seat as standard, allowing you to get off the stairlift comfortably and safely
- Safety sensors, the stairlift automatically cuts out if it comes in to contact with an obstruction
- DC power, enabling the stairlift to continue to run for a limited number of trips in the event of a power cut
- Includes two handheld remote controls ideal for multiple users
- Upholstery available in Sand colour only

See page 16 for full specifications



For more information call **0800 620 0824**

Straight Stairlifts 950+ Straight

For those requiring powered options, the 950+ is a stylish solution to overcome the challenges of climbing your stairs.



- Manual swivel seat as standard, with option to upgrade to powered*
- Powered footrest available*
- Unique ergonomically designed toggle switch for ease of use
- Safety sensors, the stairlift automatically cuts out if it comes into contact with an obstruction
- DC power, enabling the stairlift to continue to run for a limited number of trips in the event of a power cut
- Includes two handheld remote controls ideal for multi-users
- Upholstery available in 6 colours

*Optional extra.
See page 16 for full specifications



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Straight Stairlifts

1000 Straight

For those looking for minimal track intrusion in to the staircase, the 1000 Straight offers one of the slimmest straight stairlift tracks on the market.



- Heavy duty motor able to carry up to 160kg/25st*
- Manual swivel seat as standard, with option to upgrade to powered*
- Upholstery available in 6 colours
- Powered seat to footrest folding link available*
- Unique ergonomically designed toggle switch for ease of use
- Safety sensors; the stairlift automatically cuts out if it comes into contact with an obstruction
- DC power, enabling the stairlift to continue to run for a limited number of trips in the event of a power cut
- Includes two handheld remote controls ideal for multi-users

*Optional extra.
See page 16 for full specifications



For more information call **0800 620 0824**

Straight Stairlifts

Advantage

The new Advantage stairlift is powered by friction, rather than a standard rack & pinion drive system, there is no oil, dirt or grease to worry about. Not only that, but the Advantage has the slimmest straight stairlift rail in the world today. The slimline rail also features a continuous charging system, allowing you to park the stairlift wherever you want.



- Manual swivel seat as standard
- DC power as standard
- Continuous charging function
- Unique friction drive system
- Safety sensors as standard
- Manual fold-up seat, arms and footrest
- Two remote controls as standard
- Sand coloured upholstery as standard
- Seatbelt as standard



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Straight Stairlifts

Outdoor 1000

Our outdoor stairlift can be used for any straight outdoor staircase, such as those leading up to a front door or down to the garden.



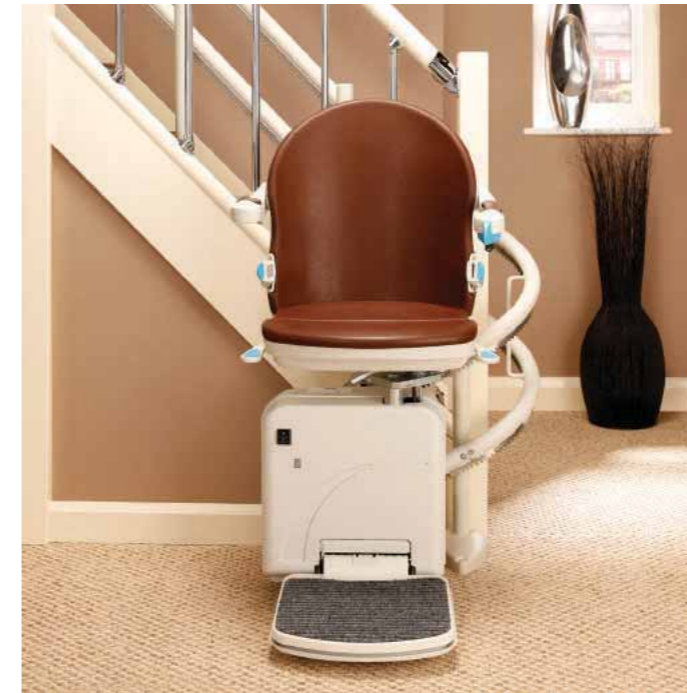
- Manual swivel seat
- Unique ergonomically designed toggle switch for ease of use
- Safety sensors; the stairlift automatically cuts out if it comes into contact with an obstruction
- DC power, enabling the stairlift to continue to run for a limited number of trips in the event of a power cut
- Includes two handheld remote controls, ideal for multiple users
- Slate Grey Upholstery
- Water proof cover supplied as standard
- Key lock to make sure there is no unauthorized use of your outdoor stairlift

*Optional extra.
See page 16 for full specifications

Curved Stairlifts

2000 Curved

If your staircase turns corners you will need a curved stairlift. The 2000 curved track system is tailored to your individual staircase ensuring the best possible fit.



- Track designed to allow your stairlift to be parked safely and unobtrusively
- Powered hinge track available to avoid blocking doorways*
- Manual swivel seat as standard
- Powered seat to footrest folding link available*
- Includes two handheld remote controls ideal for multi users
- Upholstery available in 6 colours

*Optional extra.
See page 16 for full specifications



Curved Stairlifts Freecurve

Companion also have a single curved track system in the Freecurve range.



- Single tubular rail, less than 8cm in diameter
- Smooth and comfortable ride
- Manual swivel seat as standard, with powered options*

*Optional extra.

See page 16 for full specifications



For more information call **0800 620 0824**

Stairlift Features Perched Seat

If you have restricted movement in the knee or hip joints you may find sitting painful. In these situations a perch seat may be the solution. A perch seat means the user is almost in the standing position when using the lift.

- Perch seat available for the 950+, 1000 straight and 2000 Curved stairlifts
- Shortened seat and retractable seatbelt provide stable support
- Provides more clearance on tighter staircases
- Upholstery available in 6 colours



www.companionstairlifts.co.uk

Stairlift Features

Swivelling your Stairlift Seat

When you arrive at the top of the stairs you will need to swivel your seat round so that you exit on to the landing safely.

MANUAL SWIVEL

If you have a manual swivel you will find a handle at either side of the seat. By pressing either handle down, or pulling it up*, you can swivel the seat around to face the landing, where it will lock in place, allowing you to dismount safely.

*The 950 Compact swivel operates by pressing down only.



POWERED SWIVEL**

If you choose the powered swivel option the swivel is operated by continuing to hold the toggle when you arrive at the top of the staircase. The seat will move automatically while the toggle is activated. Our powered swivels have a manual override for emergency release to improve stairway access if required.



Stairlift Features

Folding your Footplate

The footplate and seat can be folded up to increase available space leaving the staircase as clear as possible for other users.

MANUAL FOOTPLATE

Lifted and lowered by hand, manual footplates are fitted with an easy fold mechanism that minimises the strength required to fold the footplate up or down.

POWERED FOOTPLATE**

If you choose the powered footplate option it will remove the need for you to bend down to fold or unfold the footplate. You can choose to have a footplate that folds automatically when the seat is folded and unfolded, or that is operated separately to the seat by a switch in the seat arm so you can raise and lower the footplate whilst seated.

PARKING AND CALLING YOUR STAIRLIFT

All our stairlifts come with two remote controls as standard, so you have one upstairs and one downstairs. This means you can send your stairlift up and down the track without having to sit on it. This not only allows you to park at the top or bottom of the stairs, it is ideal for multi-user situations as your stairlift can be called between levels, just like an elevator. raise and lower the footplate whilst seated.



**The powered swivel and powered footplate are additional features and do not come as standard.

Please see page 16-17 for full specification.

Stairlift Features

Types of Track

Do you need a hinged track?*

In order for the seat to get low enough for the user to sit on, it is necessary for the track to extend beyond the staircase to the hall floor. Some houses will have a doorway close to the bottom of the stairs and the track may intrude across this. In these circumstances a hinged track should be fitted. This means that the track can be folded away from the doorway giving clear access.

MANUAL HINGE

The 950 Compact, 950+ and 1000 Straight are available with a manual hinged track. This means you will need to raise and lower the track manually. The gas strut assisted hinge is designed to make manual operation as easy as possible.

POWERED HINGE

The 1000 Straight and the 2000 Curved are both available with an automatic hinged track. When operating the stairlift from the toggle, the hinge will lift/lower automatically.

When the stairlift is not in use the hinge is folded by holding a button on the remote control which means you do not need to move the track yourself. When the button is pressed your stairlift moves up the track and parks, the hinge section then moves automatically leaving the doorway clear.

Important: Hinged tracks should always be raised when users go to bed, particularly if they are enabling access to the front door of the property or creating an obstacle for other users of the household.



Manual hinges can be lifted when the stairlift is not in use.



Powered hinges are operated at the touch of a button from upstairs or down to move the track away from doorways.

The remarkable slide track!*

The slide track is a ground breaking solution available only from Companion for use with the 950 Compact or 950+ straight stairlift.

This unique solution removes the need for a hinge, instead the track moves up the staircase at the same time as the seat is moving, leaving the doorway at the base of your stairs free from obstruction.

THE SLIDE TRACK

Similar to a powered hinge, the slide track works automatically when the toggle or remote control is activated.

A slide track is slightly shorter than the length of your staircase. When you start to travel up the staircase the track will move with you. The track will reach the top of your stairs before the stairlift; it will stop whilst your stairlift continues on its journey to the top where you can safely dismount. When you come downstairs the track will travel down with you so you can dismount safely at the bottom.

The slide track is fitted with safety sensors at either end; these will halt the track if it encounters an obstacle during use. Your stairlift will continue to move towards the obstacle if desired where, if safe to do so, you can remove the obstruction and continue on your journey. Alternatively the track and the stairlift can move away from the obstruction. The slide track also offers safety benefits over a traditional hinged system by removing any risk of an object becoming caught in the hinge.



*The Companion hinged and slide tracks are additional features and do not come as standard. Please see page 16-17 for full specification.

Stairlift Features

Stairlifts at a Glance

✓ Available as standard ○ Optional ✗ Not available

Seat Options	950 Compact	950+ Straight	1000 Straight	2000 Curved	Free-curve
Clip Seat Belt. Black belt has a central clip which is squeezed both sides to operate.	✓	✗	✗	✗	✓
Velcro Seat Belt. This black belt has velcro on either end to hold it firmly in place.	✗	○	○	○	○
Retractable Seat Belt. This retractable belt can be clipped together on one side or centrally.	✗	✓	✓	✓	○
Choice of Upholstery. A selection of six colours means you can choose upholstery to match your décor.*	✗	✓	✓	✓	✓
Powered Swivel. This makes turning the stairlift seat to get in and out on the landing as easy as possible.	✗	○	○	○	○
Short Arm. This allows a seat to swivel on particularly narrow staircases.	○	✗	✗	✗	✓
Perch Seat. Ideal for users who have difficulty bending at the hip or knee.	✗	✗	○	○	✗
Outdoor Version. Designed for use outside, up to a front door for example.	✗	✗	○	○	✗

Track Features	950 Compact	950+ Straight	1000 Straight	2000 Curved	Free-curve
Travels around corners and bends. For a wide range of staircases, from ones that turn a corner to multi-flight or spiral.	✗	✗	✗	✓	✓
Charge anywhere on track. Your lift charges wherever it is parked on the track.	✓	✓	✗	✗	✗
Multiple charge points. Use your remote control to park on charge points.	✗	✗	✓	✓	✓
Slim line Anodised Track. The slim track maximises the clear space on your staircase once your stairlift is installed.	✗	✗	✓	✗	✗
Track available in any colour. Customise your curved stairlift track to match your décor.	✗	✗	✗	○	○
Zero intrusion into landing. For use when a doorway close to the top of the stairs would be obstructed by the track.	○	✗	✗	○	○
Manual Hinge. For use when a doorway close to the bottom of the stairs would be obstructed by the track.	○	○	○	✗	✗
Powered Hinge. Automatically moves the track while the stairlift moves leaving doorways unobstructed.	✗	✗	○	○	○
Slide Track. The track moves with the stairlift, leaving doorways clear and removing the need for a hinge.	○	○	✗	✗	✗
Curved Dual Rail System.	✗	✗	✗	✓	✗
Single Curved Rail System.	✗	✗	✗	✗	✓

Footplate Options	950 Compact	950+ Straight	1000 Straight	2000 Curved	Free-curve
Manual. The footplate is folded and unfolded manually.	✓	✓	✓	✓	✓
Powered from Seat. Folds the footplate away when the seat is folded up.	✗	○	○	○	○
Powered from Arm. The footplate can be lifted and lowered by a switch under the arm whilst the user is seated.	✗	○	○	○	○

Weight Capacity	950 Compact	950+ Straight	1000 Straight	2000 Curved	Free-curve
Standard Maximum Weight.	308 lbs	308 lbs	350 lbs	253 lbs	275 lbs
Max weight with Heavy Duty Kit.	✗	✗	440 lbs	302 lbs	✗

Standards Compliance	950 Compact	950+ Straight	1000 Straight	2000 Curved	Free-curve
BS5776: Stairlifts	✓	✓	✓	✓	✓
ISO9386: Stairlifts	✓	✓	✓	✓	✓
EN 81-40: Stairlifts	✓	✓	✓	✓	✓
ISO9001: Stairlifts	✓	✓	✓	✓	✓
ISO 14001: Stairlifts	✓	✓	✓	✓	✓

Upholstery Colour Choices*						
*Available colour choice depends on model and seat type						
950						
	Sand					
950+, 1000, 2000 Curved 1000 Outdoor only available in Slate Grey						
	Cocoa	Ruby	Sand	Sapphire	Slate	Jade
Freecurve						
	Bordeaux Red	Cream	Cocoa	Anthracite	Beige	



Frequently Asked Questions

For many people, making the decision to have a stairlift installed can be a daunting one. We have answered a few of the more common questions below. If you have further questions, one of our skilled advisors will be happy to answer these, no matter how small.

You're always in control

To ensure your piece of mind our surveyors and engineers will only call at your home at a pre-appointed time, scheduled to suit you. You will be kept informed throughout the decision-making and buying processes, and our expert mobility advisors are on hand to assist if you have any concerns or Questions.

Maintaining your stairlift

Companion know how important your stairlift is to your independence and we place special value on our after-sales care. We offer a full maintenance programme to make sure that your stairlift delivers outstanding service year in, year out. In the unlikely event of a breakdown, a local engineer will be with you within 24 hours. Our support team are available 24 hours a day, every day of the year.

Will I need to redecorate once my stairlift is installed?

Your new stairlift will be fitted to your staircase, not your wall so in most cases the answer will be no. In some instances you may need to have a handrail moved or a window sill reduced in order to avoid clashes with your new stairlift, in which case some minor redecoration may be needed after the lift is installed.

How long does it take to install a stairlift?

The complexity of your stairlift will determine how long it takes to fit your lift; however most lifts will only take between two to four hours to install.

What happens if there is a power cut?

There's no need to worry. Your stairlift is operated by batteries, these re-charge when your stairlift is left on a charge point. This means your stairlift will continue to work if the power supply is interrupted for a limited number of trips.

What happens if I leave my stairlift off charge?

Audible and visual signals will alert you that your lift is not on a charge point. The power supply to the stairlift should remain switched on at all times. If the stairlift batteries are allowed to go completely flat they may need to be replaced.

What happens if my stairlift breaks down?

Your stairlift comes with a 12 months warranty for all parts and labour. In the unlikely event of a breakdown our support team are available 24 hours per day, 365 day per year, on **0800 620 0824**.

Relax, you're in safe hands

Introducing our Easy Bathing Range

Our range of products are designed to put the ease and comfort back in to bathing. We have an extensive range of walk-in baths and showers, with a variety of options tailored to suit your bathroom, décor and budget. Please call one of our expert advisors to request an information pack on **0800 756 2844**.

Easy Access Showers



- Full, bath replacement size to compact corner
- Shower units available to suit any room
- Step-in, ramped or level access trays
- Tasteful design in a choice of modern finishes
- Full or half height panels and doors
- Slip resistant base
- Temperature controlled shower
- Variety of seats and stools available

Wetrooms



- For those looking for wheelchair access or in need of a shower solution without a step-in tray, a wet room may be the ideal choice.
- With a completely level access showering area and a wide range of screen and door finishes, you can future proof your bathroom without having to compromise on style or space.

Walk-in Baths



- Conventional full size and compact walk-in baths available
- Low entry point for easy access
- Wide, inward opening door; completely watertight
- Integral seat, contoured for comfort and relaxation
- Easy to use – no hazardous catches or mechanism
- Slip resistant base
- Temperature-controlled taps
- Hydrotherapy option



Call now to speak to an advisor
0800 620 0824
www.companionstairlifts.co.uk



Companion Stairlifts

with you every step of the way

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