

Acorn Stair Lift FAQs

How much does an Acorn Stairlift cost?

Because every staircase is different, and people's requirements differ, we tailor our solutions to individual needs. Because of this, to quote a price on our website would be misleading. Your Acorn Stairlift will be manufactured especially for you and to your staircase dimensions in our own factory. It will be built to your own specifications with your individual options to suit your requirements and budget. Why not contact us to arrange a visit from one of our local experienced surveyors who will measure your stairs and talk you through the options available.

If I arrange for a site survey evaluation, am I under obligation to purchase?

Absolutely not! Our survey is completely free and without any obligation to buy anything. An Acorn surveyor will only visit if you specifically request it, allowing you to tell them about your individual requirements in the comfort of your home. Our Surveyor can then accurately measure your stairs and assess your specific needs. Once your staircase has been surveyed, you will be given your own free, fixed written quotation. It is then entirely your decision, in your own time, whether to buy or not. Why not contact us and arrange to be visited by one of our local experienced surveyors to find out more.

How long does it take to install an Acorn Stairlift?

Because your Acorn Stairlift is manufactured to the exact dimensions of your home, it usually takes less than an hour! A curved stairlift may take longer to install, but any disruption is kept to an absolute minimum. Before an Acorn Installer leaves your home, they will make sure that the stairlift is tested thoroughly, and demonstrate all the features, making sure you are perfectly happy and know how to use it, and of course leave everything as clean and tidy as you had it before.

Once I've ordered an Acorn Superglide stair lift, how long will it be before it's installed or delivered to me?

Installation time is subject to your location. Our surveyor, installer and sales team expedite your order. Installation may be completed within 24 hours in some locations. For self installation, we work closely with global carriers such as UPS. Delivery of your Acorn Superglide usually is within 5 working days of your order.

What happens if there is a power failure, will I be stranded?

An Acorn Stairlift is battery powered and will continue to work even if you have a power outage. Acorn pioneered the use of DC (battery) power in stair lifts. When the Superglide Stairlift was designed, it was chosen due to the inherent advantages of safety, smooth power delivery and the ability to operate normally during a power failure. A fully charged battery will complete approximately 15 to 20 trips (return) an average staircase. The actual number is dependent on the length of stair, angle of staircase and the weight of the user.

What is the maximum weight that an Acorn Stairlift will carry?

The standard Acorn Superglide Stairlift has a maximum user weight of 280lbs. Acorn does have an option that is suitable for users, weighing a maximum of 350lbs.

Will I need to redecorate after my Acorn Stairlift is installed?

The Acorn Stairlift is fitted to your staircase, not the wall; so there's a minimum of disruption to your home, and no unsightly repairs to be made. Our expert installers will install, test and demonstrate your stairlift, and leave your home just as tidy as they found it.

What kind of warranty does Acorn offer?

The heart of the stair lift, the engine and gearbox assembly is covered by a lifetime warranty. Plus, if any component should fail, due to faulty manufacture, during the first year of ownership, Acorn will replace it free of charge. After that, we can supply you with spares at very competitive rates. One point to remember though, the Acorn Superglide is a very, very reliable piece of equipment, engineered to the highest standards. We have more than 100,000 customers worldwide and problems are extremely rare.

The stairway has a turn in it. Can I still install an Acorn Superglide stair lift?

If a staircase is suitable for a Double Straight Stair Lift Installation, in many cases, yes. If the stairway has a sub-landing at the turn, it's often possible to fit two straight stair lifts and save yourself on the price of one curved-rail lift. Please contact us and we will go through all of the options available to you.

Does Medicare cover any of the costs for buying a stairlift?

Medicare does not presently cover stairlift products.

User of stair lift has some problems bending knees or stairway is quite narrow. Will Acorn Superglide fit?

Shouldn't be a problem! We have a model called the Superglide Perch Stair lift. It is particularly useful for those with limited knee articulation and for installations where the stairway is unusually narrow. If the staircase is at least 26" (66cms) wide, the Acorn Superglide Perch will do the job.

Are there any hidden costs?

None. Whatsoever. Our installation quote includes survey, equipment and installation by Acorn Stairlifts or Partner Agent. For self installation the total price quoted covers all of the equipment, including the fitting kit and a video guide to installation.

Will I be charged Tax on an Acorn stairlift?

Sales within Florida, Massachusetts, Illinois or California will be charged tax at the current rates. All Sales and Use Tax outside these states is the responsibility of the customer. This can be avoided in some states if you have a doctor's prescription.

How much do replacement batteries cost?

The batteries that power the Acorn stair lift are very common, off-the-shelf items, available from any battery supplier. With normal use, they stay good for an average of 3 years. They cost in the region of \$70.00 per pair. Acorn supply the batteries for \$35.00 each, plus shipping. Prices subject to change.

I've heard that circuit boards may be unreliable, is this true?

Circuit boards are used in technical applications for space travel, airplanes, trains, cars and trucks and many modern electrical goods? The Acorn stair lift uses Innovative Technology and our circuit boards use cutting edge technology and are very reliable with well over 100,000 Acorn Stair lifts installed around the world

What is the Returns Policy?

Stair lifts are a custom made product. The track is cut to the length of your stairs and custom made based on which side of the staircase to mount the unit. As this is a custom made product cut to your specifications, it is non returnable. Once the manufacturer has cut the track, your order becomes non-refundable. For self installation, it is therefore essential that you follow the measurement guidelines and double check before placing your order.