Acorn Stairlifts

Regain the freedom of your home



5 Steps to **Freedom**

Is there an **Acorn Stairlift** for me?

Acorn Stairlifts **Features & Benefits**

Stairlift Questions **Answered**

Why **Acorn?**



Our customers **love us!**

Trustpilot June 2022

Everything you need to know about **Acorn Stairlifts**

If you're struggling with the stairs in your home and worrying how you'll cope in the future...

then worry no more.
Acorn Stairlifts has the answer.



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In general, stairs are a simple and convenient way of moving between the floors in your home, but as you grow older or cope with a medical condition, they can become a daily obstacle. When that's the case, stairs can undermine your continued independence at home, and even put your personal safety at risk.

Reduced mobility

Staying in your own home gives you a wonderful feeling of independence, and that's something none of us want to lose. Sadly, reduced mobility – for whatever reason – can deprive you of the full use and enjoyment of the home you love. Stairs that once were easy can become a daunting prospect, a daily challenge to be overcome. But it needn't be that way.

Tailor-made solution

With a tailor-made Acorn Stairlift you can regain the freedom of your home and the continued independence that goes with it. You'll be able to move easily and safely between the floors in your home whenever you want, as often as you want.

Quality of life

Investing in an Acorn Stairlift will help futureproof your home and deliver significant improvements in your daily quality of life. So many happy Acorn owners say that their only regret is that they didn't get one sooner!

Did you know?

All Acorn Stairlifts carry the Arthritis Foundation's Ease-of-Use Commendation

Arthritis Foundation Ease of Use℠

TRUST MARK Government Endorsed Standards www.trustmark.org.uk

TRADING STANDARDS APPROVED buywithconfidence.gov.uk

BHTA British Healthcare Trades Association

tsi APPROVED CODE TRADINGSTANDARDS.UK

What's inside

If you're considering a stairlift for your home, this brochure aims to answer all your questions and explain how Acorn Stairlifts can meet all your needs.

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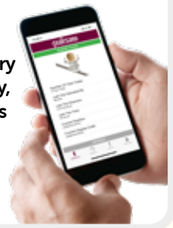


28 Acorn Club - the new Online Customer Portal



30 StairSafe

'StairSafe' - Introducing our revolutionary new technology, now included as standard on all straight lifts



33 Acorn Community and Good Causes



Look out for...

Throughout this brochure you will find interesting facts about Acorn Stairlifts!

- ACORN KEY FACTS — These panels will tell you important facts about Acorn Stairlifts
- ACORN PEOPLE — These panels will tell you about real Acorn personnel
- DID YOU KNOW — Interesting information about Acorn Stairlifts
- STAIRLIFT MYTHS — Some common Stairlift myths debunked!

Is there a question you would like to ask? CALL FREEPHONE 0800 783 0159 We're here to help!

Acorn Stairlifts 0800 783 0159

Our Commendation

Acorn is the first stairlift company to be awarded the Arthritis Foundation's Ease-of-Use commendation

Arthritis, in its various forms, has always been the number one reason why people turn to a stairlift to help them cope with reduced mobility. That's why Acorn is proud to be the first stairlift company to be awarded the Arthritis Foundation's prestigious Ease-of-Use commendation.

Recognition

By taking the time to listen to our customers and understand their individual circumstances and needs, we have continually developed and refined our stairlifts to be as easy to use as possible. This ongoing work is officially recognised by the Ease-of-Use commendation, which is only awarded after rigorous testing by a team of experts and, most importantly, people living with arthritis.

Scientifically proven

We have always known that Acorn Stairlifts are comfortable and easy to use, not least because our satisfied customers have told us so. But to have it scientifically proven by such a respected organisation as the Arthritis Foundation is welcome recognition for our efforts in this area.

Trailblazer

It clearly demonstrates that Acorn Stairlifts is the trailblazer in its industry, continually striving to stay ahead through invention and innovation, and dedicated to providing the best solutions to meet our customers' needs.



The Ease-of-Use scheme at a glance

The Arthritis Foundation is an international organisation leading the fight for people with arthritis by providing access to life-changing information, advice and other resources, and supporting advances in treatment and care.

It created the Ease-of-Use Commendation Program to encourage manufacturers to design user-friendly products and packaging which could be unreservedly recommended to the millions of people living with arthritis.

Each product submitted for a commendation is meticulously evaluated by a team of scientists who subject it to a comprehensive list of "pass or fail" tests specific to the type of product being assessed. If a product makes it through this initial stage, the scientists then devise a range of user tests based on conceivable situations in which a person with arthritis might use the product.

Finally a team of testers, who each have moderate to severe arthritis, get to use the product in real-life situations. The testers have been previously assessed for factors such as grip, muscle strength, endurance and range of motion, so that their feedback can be scientifically evaluated.

Only if a product can meet all of these stringent criteria is it finally awarded the Arthritis Foundation's Ease-of-Use Commendation.

Arthritis Facts:

- There are around 10 million people in the UK living with arthritis. One in five of the adult population has the condition in some form
- The most common form is osteoarthritis, often called 'wear and tear' arthritis because it is linked with age-related deterioration
- The most commonly affected joints are in the hands, spine, knees and hips
- Although usually affecting older people, arthritis can strike at any age, with around 15,000 children and young people in the UK affected by the condition
- While there is no cure for arthritis, many treatments can ease the symptoms and help slow down the condition. Modifications in the home, including stairlifts, make life much easier for people living with arthritis.

And the winner is...

A raft of awards and accreditations is testament to the quality of Acorn Stairlifts' products and services

Over the past few years Acorn Stairlifts has amassed a range of awards, commendations and accreditations.

Some recognise the high quality, safety and performance of our stairlifts, some acknowledge the way we treat our customers and staff, and some reward our ongoing success as a dynamic multi-national British business.

We're proud to have earned all of them, and not just because they look good in our trophy cabinet! Much more important than that, they give our customers added assurance that a range of independent organisations, government bodies and judging panels have looked long and hard at Acorn and found our products, practises and services to be exemplary.

If you're considering a stairlift for your home, choose Acorn Stairlifts and we're confident you'll agree.

Trading Standards Buy-With-Confidence

Acorn Stairlifts is proud to be a member of the **Trading Standards Approved 'Buy With Confidence'** scheme. Tim Isaac, Buy With Confidence Operations Group Project Officer, said: "After successfully completing our extensive vetting and background checks, we are pleased to welcome Acorn Stairlifts into the 'Buy With Confidence' family. During the inspections and our audit visit, Acorn showed their commitment to protecting consumer rights. Buy With Confidence Trading Standard Approved status is only open to those who have proved that they are committed to operating in a legal, honest and fair way, and we believe Acorn has done just that."

Acorn created a Primary Authority Partnership with West Yorkshire Trading Standards in 2012. In 2016, the partnership was "highly commended" in the Primary Authority awards. Jackie White, of West Yorkshire Trading Standards, said: "Openness and transparency are at the heart of the success of our partnership with Acorn."

Acorn Stairlifts holds ISO 10002:2018 accreditation. That means our Customer Satisfaction procedures are rigorously vetted every year to make sure we're doing all we can to keep our customers content. Having our products and services accredited by the globally recognised International Organisation for Standardization (ISO) gives Acorn customers the added confidence that they're dealing with a reputable business where high standards matter.

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Tried and tested reliability

Acorn's market leading stairlifts have been continually developed and refined to meet the very highest standards

At Acorn we are dedicated stairlift specialists. We don't just sell stairlifts, we manufacture them in our three UK factories, so we can guarantee the products we sell and install are of the very highest quality.

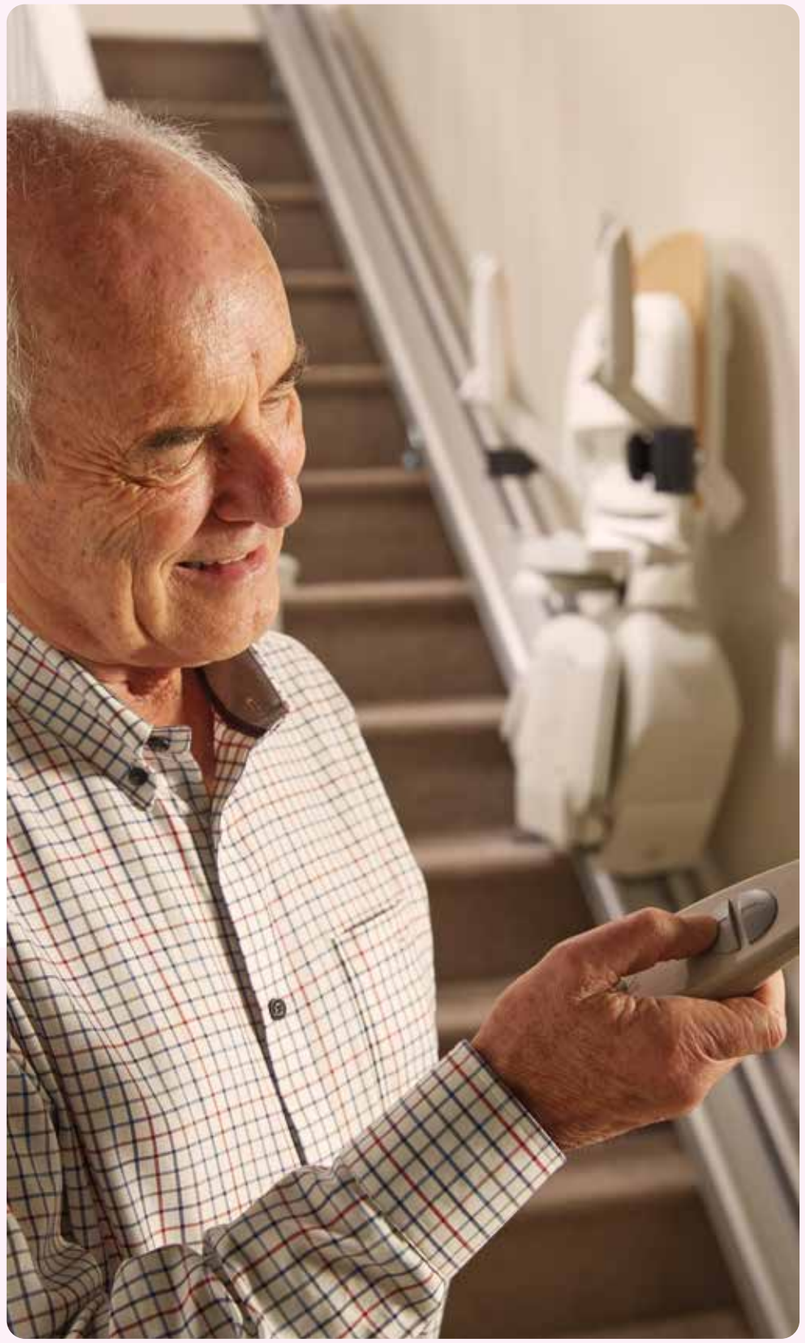
All of Acorn's current stairlifts are designed and manufactured to comply with the latest standards for stairlifts:
BS EN 81-40:2020
European Safety Standards
ISO 9386-2:2000
Worldwide Standard for Stairlifts

This includes testing our stairlifts and powered options to a minimum 36,500 return journeys. We also have in-house facilities which enable us to test our outdoor stairlifts at operating temperatures ranging from -20 to +40°C, simulating challenging climatic conditions around the world.

Quality assurance

Nothing leaves our factories until it has been thoroughly checked and tested. For example, each Acorn Stairlift carriage is checked 29 times by a 20-strong quality assurance team.

On top of that, our installation engineers work through a rigorous 37-point checklist as part of the fitting process.



"Having had a stairlift for some years I find Acorn so, so good. Everything went so well from start to finish. Never had such good service."

Mr Berridge, Nuneaton

Some steps are easy!

With reduced mobility even a few steps can look like a mountain, but follow these five simple steps and you'll quickly regain the freedom of your home.

1 The need for a stairlift

There could be many reasons why you need a stairlift, but all have one thing in common; to remove the physical barrier of getting up and down the staircase. You can read in this brochure about the benefits of our stairlifts and our range of solutions. The next step is to arrange a free no-obligation visit from an expert.

2 Speak to our stairlift specialists

Call one of our friendly, experienced stairlift advisors for more information or to arrange your free no-obligation home survey and quotation. You may have further questions, so feel free to ask. All our advisors are stairlift specialists, so they can tell you everything you need to know.

3 Your Surveyor visit

Once you've arranged a time to suit you, your local Acorn Surveyor will visit to measure your staircase and provide you with a free no-obligation quote. As well as talking you through our stairlifts, the Surveyor will recommend the best possible solution for your needs, budget and your staircase.



4 Installation of your stairlift

We will arrange a convenient time with you for your stairlift to be installed at the earliest opportunity – even next day if your need is urgent. All our installers are highly trained and ensure your stairlift takes up the minimum amount of space. All features are double-checked and fully demonstrated to you, until you are completely familiar with your new Acorn Stairlift.

5 Freedom of your home

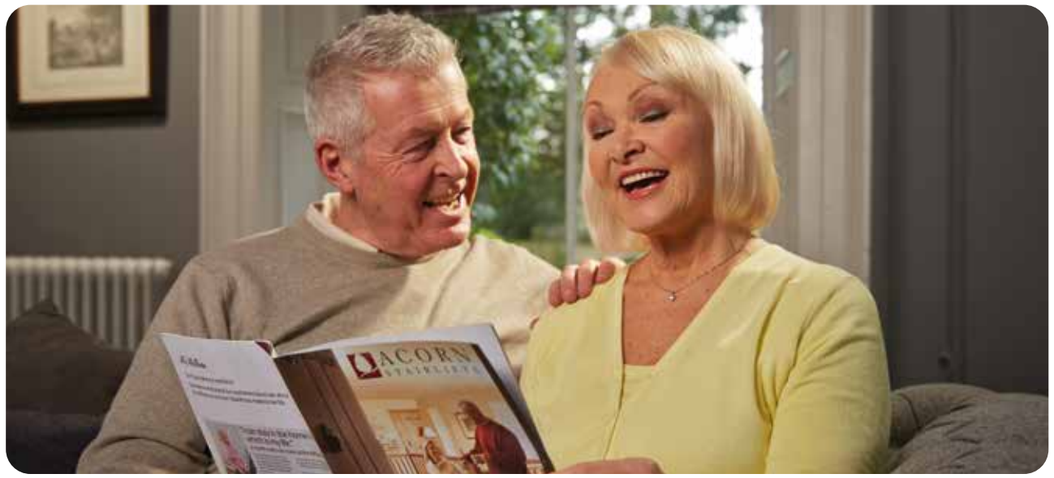
Now your stairlift is installed you will be amazed at the difference it will make to your life, and how you can once again enjoy the full use of the home you love.

You no longer need to worry about the problems you faced when going up and down your staircase. Like hundreds of thousands of people before you, you'll have a new lease of life thanks to your Acorn Stairlift.

Acorn Stairlifts **0800 783 0159**

We'll put you at ease

Whatever your worries, our local surveyor will listen and explain all your options.



A home visit by one of our highly trained Surveyors will quickly help you realise what sets Acorn apart from other stairlift companies.

Affordable

After listening to your needs and precisely measuring your staircase, our surveyor will talk you through the different types of stairlift that Acorn can provide and advise on the best options for you. Based on your individual requirements, our surveyor will also give you a detailed quote there and then, delivering the peace of mind of knowing just how affordable an Acorn stairlift can be.

No obligation

It goes without saying that your survey and quote are completely free, and you are under no obligation to buy. Our quote will be valid for up to a year and we're happy for you to take all the time you need to think things over.

Next day

On the other hand, if time is a luxury you don't have, we can ensure your tailor-made stairlift is installed and working in just a few days once you give us the go-ahead. In fact, we can often do it the very next day!

Don't be afraid to ask lots of questions of our surveyor, who will be happy to answer all your concerns. Why not write out a list before your survey so you'll be sure not to forget anything.

Many people wrongly assume that their stairs are too narrow, steep or awkward to accommodate a stairlift, but why assume when you can have a surveyor call round and put your mind at ease?

At Acorn we've been manufacturing and installing stairlifts for over 30 years, so you can rest assured there are very few problems we don't have a solution for.

- FREE quote
- FREE survey
- NO pressure

Stairlift Myth

"I can't afford a stairlift."

FACT: Investing in a stairlift needn't break the bank, in fact it could cost far less than you first thought. Because Acorn manufactures and installs so many stairlifts – 70,000 last year alone – our production costs have come down and we can pass those savings on to our customers.

Acorn Fact!

Your survey and quote are completely FREE, with no obligation and no pressure



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Stairlift Features

Ergonomic padded seat and backrest

Designed for optimum support and stability to give you a safe and comfortable ride on your stairlift. The surface is also designed for easy cleaning.

Secure locking safety belt

Just like travelling in a car, using a safety belt helps keep you safe and secure and gives additional peace of mind



Slimline foldaway design

The arms, seat and footrest of our stairlifts fold up neatly out of the way when not in use, saving valuable space and leaving room for other people to use the stairs.

Aluminium stairlift rail

Acorn Stairlifts ride on lightweight but very strong aluminium rails, which have an attractive and rust-free finish. Designed to provide maximum strength while taking up minimum space, the rail is secured to the staircase, not the wall.





Remote control handsets

These handy devices let you call or send the stairlift up or down the stairs to where it is needed. Acorn supplies two as standard, one for the top of the stairs and one for the bottom.

Easy-to-use paddle controls

Located on both arms of the carriage, these allow the user to move the stairlift up and down at the lightest touch. Just move the paddle in the direction you wish to travel. Having this control on each arm makes the stairlift versatile for any user.

Locking swivel seat mechanism

Gently pressing this paddle allows the stairlift seat to swivel, making it easier to get on or off. There is a paddle at each side, and the seat can be locked safely into position at 45° and 88°. Once turned, the swivel seat also acts as a safety barrier at the top of the stairs.

Digital diagnostic display

This displays the status of your stairlift at all times and allows you to quickly diagnose any minor faults using the guide provided. Many can be simply rectified by you.

Multiple safety sensors

Sensors on the footrest and carriage will stop the stairlift the moment it comes into contact with any obstruction. It will still move away from the obstruction, allowing it to be removed before the journey is safely resumed.

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The Acorn 180

Pioneering FastTrack® technology for more complex staircases

Acorn Fact!
Even curved stairlifts can be installed in days rather than weeks with Acorn's unique **FastTrack®** system.

Many staircases have curves, turns, landings or limited space at the top or bottom, making a curved stairlift the ideal solution. Traditionally such staircases would need a one-off rail to be designed and manufactured in a factory; a costly, laborious and time-consuming process which would take several weeks, and even longer if the finished rail needed further modification once on-site.

Revolutionised
Acorn's pioneering FastTrack® system has completely revolutionised that outdated system. It means a bespoke curved stairlift can be custom-fitted in your home in a matter of hours, and the whole process – from initial contact to having your Acorn Stairlift fitted and working – can be just a few days!

Precision engineered
FastTrack® is a unique modular rail system using a vast array of different rail sections precision engineered in our Yorkshire factory. Your initial survey will specify which FastTrack® sections are needed to assemble your custom-built rail so that it exactly follows the profile of your staircase.

Mobile warehouses
Unlike other systems, FastTrack® also allows our skilled installation engineers to make modifications on site in the event of unforeseen problems or last-minute changes. Acorn's fleet of installation vans are mobile warehouses, equipped with everything our engineers need to assemble the perfect bespoke curved staircase for your home.

Good looking
A great deal of time, design skill and engineering expertise has also gone into making the FastTrack® stairlift rail as aesthetically pleasing as possible. Compare it with others and we're confident you'll agree, it is the best looking on the market.

Independently tested
Of course, it goes without saying that like all Acorn Stairlifts, the FastTrack® system has been independently tested and certified to comply with the most up-to-date European and Worldwide safety standards for stairlifts.

"The stairlift has improved my quality of life, an outstanding product."
Mr Watt, Kent

Stairlift Myth
"My stairs are too quirky for a stairlift to fit"
FACT: Acorn's modular FastTrack® system allows for thousands of possible configurations, so we can custom-fit a stairlift for almost any situation.

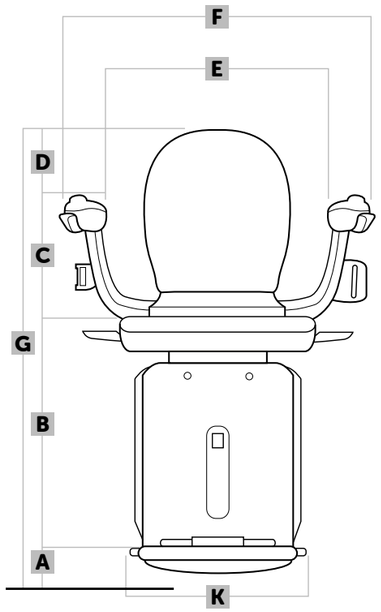


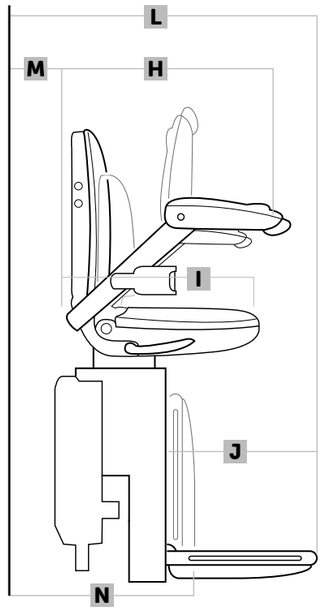
Did you know?
All Acorn Stairlifts use powerful rechargeable batteries to drive the motor, so you won't be left 'stranded' in the event of a power cut.

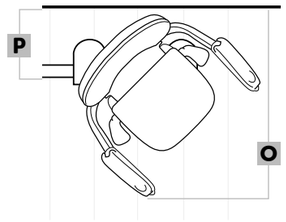


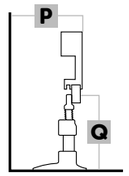
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Acorn 180 Curved







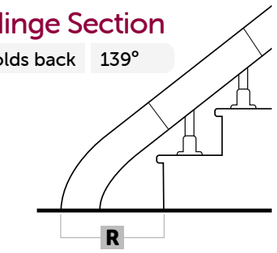


Rail Angles

Min - 0°	
Max - 58°	

Hinge Section

Folds back	139°



Maximum Rail Length

30 metres	1181 inches

Specifications

Dimensions		mm	inch
A	Floor to top of footrest	**50**	**2**
B	Top of footrest to top of seat	**485**	**19**
C	Top of seat to top of arms	**245**	**9¾**
D	Top of arms to top of seat back	**195**	**7¾**
E	Width between armrests	**480**	**19**
F	Overall width including seatbelt	**620**	**24½**
G	Overall height	**975**	**38¼**
H	Length of arms from seat back	**460**	**18**
I	Length of seat base from seat back	**435**	**17**
J	Length of footrest	**360**	**14¼**
K	Width of footrest	**335**	**13¼**
L	Front of footrest to stringer	**640**	**25¼**
M	Back of seat to stringer	**35**	**1½**
N	Folded width	**335**	**13¼**
O	Minimum width required to swivel at top	**690**	**27¼**
P	Distance from front of rail to stringer	**180**	**7**
Q	Height of leg	**125**(min) **680**(max)	**5**(min) **26¾**(max)
R	Front of drop nose to first stair	**450**	**17¾**

Power supply input range 100 - 240v AC
Carriage power 29.6v DC batteries
Motor Power 0.375KW

Maximum Capacity 120kgs (18.8st) (264lbs)
Motor Output Speed No greater than 0.15 m/s
Method of Drive Rack and Pinion

Measurements are only a guide and subject to site and client survey.

Alternative Stairlift models

Acorn can also supply stairlifts designed or modified to suit specific needs

Some circumstances – perhaps the confines of the staircase or the specific needs of the user – call for a different type of stairlift or additional features, and Acorn can help here too.

Hinged Rail

A hinged rail is used at the bottom of the stairs where the stairlift may cause an obstruction; for example, a doorway may be present. Using the hinge also leaves space available for wheelchair or walking frame users.

Multi-user stairlift

Some of our stairlifts are installed in homes where more than one person will use them, but what if the users have different needs? This is where the Acorn sit-stand is the perfect choice. As its name suggests, this variation can be used in either the usual sitting position or standing upright, using the robust additional handrails for extra support. As with all our stairlifts, this model folds up neatly when not in use.



Acorn Sit-Stand

Suitable for you

If you have any concerns that a stairlift might not be suitable for you or your home, just give our friendly and experienced Stairlift Advisors a call and let Acorn put your mind at ease.

Larger users

Acorn can also supply an enhanced version of its straight 130 stairlift with an increased upper weight limit, capable of carrying up to 25 stones or 159 kilograms. Some minor modifications make this model best suited to larger users.

Did you know?

A Digital Diagnostic Display is installed on all Acorn Stairlifts, and the unique reference system allows some faults, should they occur, to be identified and rectified within minutes.
For example, the display tells you if the batteries are too low, or if one of the safety edges has been activated by encountering an obstruction on the staircase.





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The Acorn 130

A straightforward solution for straight staircases



Continually developed, improved and refined over many years, the Acorn 130 is the direct descendant of our very first stairlift for straight stairs, the Acorn Superglide.

Tried and trusted

Using tried and trusted technology, it will carry you gently and safely up and down your stairs as many times each day as you wish. Simple intuitive controls mean you will master the Acorn 130 in no time at all, giving you the key to enjoying full use of your home again.

Power on demand

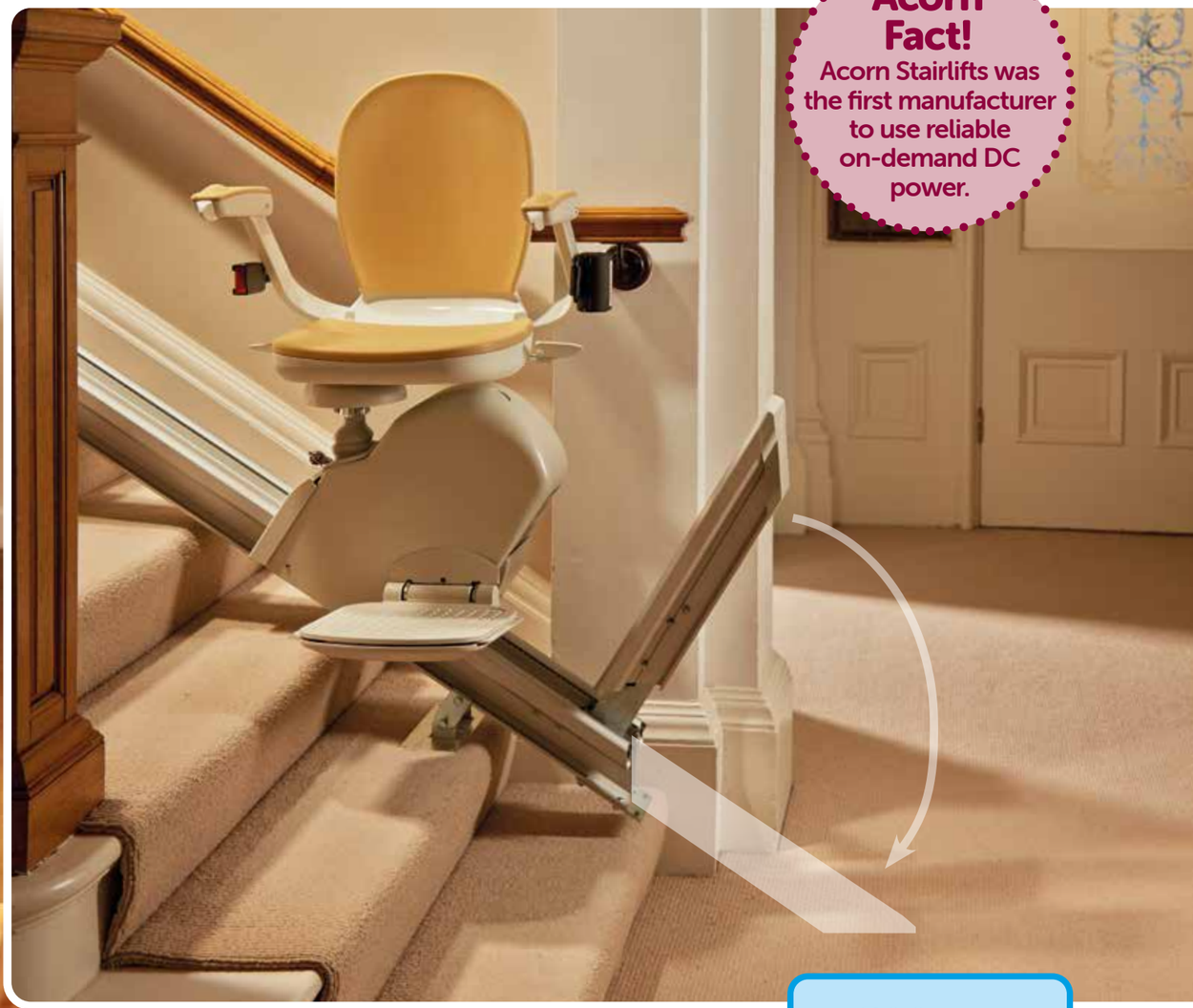
Acorn was the first manufacturer to develop and perfect a stairlift using reliable on-demand DC current from powerful batteries; an innovation quickly imitated by others. Although the stairlift is still plugged in to a convenient wall socket – with no need for messy rewiring – it does not rely on a constant outside power supply in order to work.

Never stranded

Instead, when the stairlift carriage is 'parked' at the top or bottom of the staircase its rechargeable batteries are topped up through a docking station. So even if there is a power cut, your stairlift will keep working for several days and you will never be unexpectedly stranded halfway up or down the stairs.

Unobtrusive

Some people assume their staircase is too narrow to accommodate a stairlift, but the slimline design of the Acorn 130 means it is suitable for the vast majority of straight staircases. When not in use, the seat, arms and footrest simply fold up to make the carriage even less obtrusive and the stairs easy to use by other family members or visitors to your home.



Acorn Fact!
Acorn Stairlifts was the first manufacturer to use reliable on-demand DC power.

Hinged rail

Various options are available to suit specific circumstances, all of which will be fully explained during your initial survey. One of the most common is a short hinged section at the foot of the stairlift rail. It allows that section to be neatly folded up out of the way if it would otherwise cause an obstruction or trip hazard. Using the hinge also leaves space available for wheelchair or walking frame users.

No disruption

The simplicity of our Acorn 130 straight stairlift, and the fact that we manufacture and supply so many of them, means that installation can typically take under two hours, with no fuss, mess or disruption. And if you need a stairlift quickly, we can fit next day if need be.

"Very helpful from initial contact to the installer. All very professional and at no time did you feel under pressure to buy."

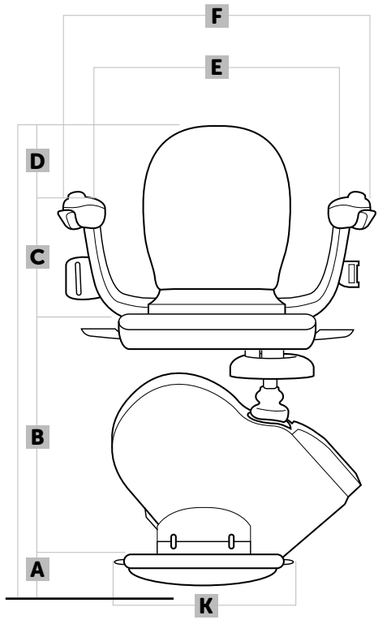
A. McCormack ★ Trustpilot

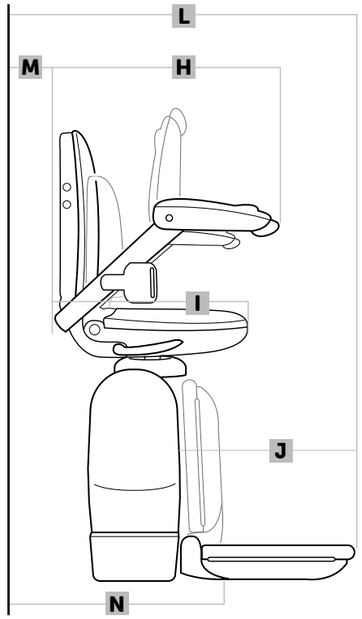
Did you know?

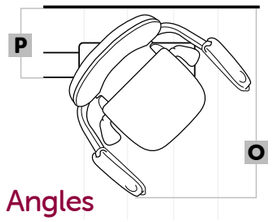
All Acorn Stairlifts are available with a hinged rail option, designed to eliminate any obstruction or trip hazard at the foot of the stairs.

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Acorn 130 Superglide / Outdoor







Angles

Standard Indoor 130	
Short seat post	40-55
Standard seat post	29-55°
Tall seat post	23-55°
Power Swivel 130 (indoor only)	
Standard seat post	36-55°
Tall seat post	23-55°
Outdoor 130	
Standard seat post	27-55°
Hinge Section 130 (indoor only)	
RF Auto hinge folds back	120°
Manual hinge folds back	130°

Maximum Rail Length

10 metres	394 inches

Specifications

Dimensions		mm	inch
A	Floor to top of footrest	**95**	**3¾**
B	Top of footrest to top of seat (Short) (Tall)	**445 (410) (505)**	**17½ (16¼) (19¾)**
C	Top of seat to top of arms	**250**	**9¾**
D	Top of arms to top of seat back	**190**	**7½**
E	Width between armrests (Wide arm version)	**445** (495)	**17½** (19½)
F	Overall width	**605**	**23¾**
G	Overall height to floor	**980**	**38½**
H	Length of arms from seat back	**470**	**18½**
I	Length of seat base from seat back	**435**	**17**
J	Length of footrest	**325**	**12¾**
K	Width of footrest	**310**	**12¼**
L	Front of footrest to stringer	**570**	**22½**
M	Back of seat to stringer	**13**	**½**
N	Folded width	**310**	**12¼**
O	Minimum width required to swivel at top	**670**	**26¼**
P	Distance from front of rail to stringer (Wide arm version)	**215** (240)	**8½** (9½)

Power supply input range 120 - 240v AC
Carriage power 24v DC batteries
Motor Power 0.25KW
Method of Drive Rack and Pinion

Maximum Capacity 127kgs (19.9st) (300lbs)
Maximum Capacity HD version 159kg (25st) (350lbs)
Motor Output Speed No greater than 0.15 m/s

Measurements are only a guide and subject to site and client survey.

Stairlift questions

Our customers have many questions, here we've answered the most commonly asked.

Are my stairs suitable for a stairlift?

Every staircase is different, so we provide solutions to suit all types. Our experienced Surveyor will assess your staircase and recommend the ideal solution for your needs.

How much is it going to cost?

Every Acorn Stairlift solution is unique, so we will need to send a Surveyor before we give a detailed quote. Your survey is free of charge and you are under no obligation, but the price we quote is the price you'd pay, with no hidden extras.

How easy is it to use an Acorn Stairlift?

All our stairlifts are designed to be as simple and easy to use as possible. Your installation engineer will give a full demonstration and make sure you are comfortable with all the controls.

How much does a stairlift cost to run?

Acorn Stairlifts have very low running costs due to the powerful rechargeable batteries fitted as standard. They mean that the stairlift isn't constantly using power when not in use, only 'topping up' the battery as needed.

How soon could a stairlift be fitted?

Installation by Acorn is usually within two to three days of your first contact with us, but we can fit next day if required.

Do Acorn Stairlifts comply with current industry safety standards?

All Acorn Stairlifts are independently tested to meet, or exceed, all current and relevant safety standards.

What if my stairlift goes wrong?

We pride ourselves on the safety and reliability of our stairlifts. However, in the unlikely event of a problem, our nationwide team of qualified engineers is just a phone call away, seven days-a-week, and we aim to get to you within 24 hours in the unlikely event of a breakdown.

What happens if there is a power cut?

Every Acorn Stairlift is powered by a maintenance-free battery pack, which ensures it will continue to work in the event of a power cut.

Stairlift Myth

"Having a stairlift would feel like giving up my independence."

On the contrary! Reduced mobility poses the real threat to your independence; an Acorn Stairlift can help you retain it and stay in the home you love.

Have we missed anything?

Is there a question you would like to ask us?

CALL FREEPHONE

0800 783 0159

We're here to help!



Acorn Stairlifts **0800 783 0159**

Stairlifts for all seasons

It's not just indoors where an Acorn Stairlift can make all the difference

Acorn Fact!
We have installed over 25,000 outdoor stairlifts!



If there are stairs or a steep incline leading to your front door, reduced mobility can effectively make you a prisoner in your own home.

Outdoor space
You might also find you can no longer fully enjoy your home's outdoor space if there are steps in your garden which you can no longer manage easily or safely.

Fully weatherproofed
In either case, Acorn can help with the speedy installation of an outdoor stairlift to suit your individual needs. Offering all the same great features as our award-winning indoor stairlifts, the Acorn 130 Outdoor Stairlift has the added benefit of being fully weatherproofed.

Secured to steps
Like all our stairlifts it is secured to the steps, so there in no major structural work to carry out. The only additional consideration might be an outdoor housing box to enclose the power supply, ensuring your stairlift remains fully charged, but this is usually easily addressed.

Remote control
The Outdoor Stairlift comes with two remote controls so that it can be called to the top or the bottom of the stairs as needed. It also features the same safety sensors as our indoor stairlifts, so it can't get snagged on an obstruction.

Fitted cover
When not in use, simply fold the seat, arms and footrest into the upright position and slide our fitted weatherproof cover over the carriage for extra protection. A waterproof lockable key switch disables the outdoor stairlift when not needed and you can simply remove the key for added security and safety.



"The whole process from enquiry to installation could not have been easier."

Mr Hicks, Portsmouth



Another satisfied customer!



A pensioner left 'heartbroken' at no longer being able to visit a bowling club that was her second home is back with her pals, thanks to an Acorn outdoor stairlift.

Nancy MacDonald had been a member of her local bowling club for almost 30 years and served as its president three times, but couldn't manage a flight of steps to the clubhouse after having a leg amputated.

"The people at the bowling club are like family to me, so coming to terms with not being able to go there anymore was absolutely heartbreaking," said Nancy.

But following the installation of a fully weatherproofed Acorn Stairlift at Cambuslang Bowling Club, on the outskirts of Glasgow, Nancy was soon back enjoying life with her pals.

"Having this stairlift installed has made a huge difference to my life as it means I have my independence back. I'm so pleased with Acorn and the quick service they provided."

Acorn Stairlifts **0800 783 0159**

Installed Next Day....

Our skilled engineers can install your new Acorn Stairlift at a time to suit you, even next day if necessary.

"A superb company to deal with, in such a short time the stairlift has made life so much easier."

Mr Talbot, Dunfermline



In many cases the decision to install a stairlift in your home is a gradual one, a conclusion reached over a period of time as tackling the stairs becomes increasingly troublesome. In circumstances like these, our customers often tell us they wish they'd done it months, even years, ago and don't know why they struggled on for so long!

Urgent need

But for many others, the need for a stairlift is a sudden and urgent one, perhaps after a fall or sudden illness, or a stay in hospital resulting in reduced mobility during the recovery period. This is where Acorn really comes into its own, able to install most stairlifts in a matter of days, or even next day if needed.

Acorn Fact!
An Acorn stairlift is installed somewhere in the world every 8 minutes!

No long wait

Acorn's unique and revolutionary FastTrack® system (see page 27) means that even the most complex stairlift configurations can be fitted on site by our experienced installation engineers in just a few hours. There is no need to wait weeks for a stairlift rail to be specially designed, manufactured and despatched to your home, with no possibility of modifying it on site if there is a problem.







Fully equipped

An Acorn installation engineer's van is his mobile warehouse. As well as all the parts specified for your installation through the survey process, our engineers carry a wide range of other components in their vans. This means that should any slight modifications be needed, they are equipped to carry them out there and then, with no fuss or unwanted delays.

Best solution

Our installers' experience and attention to detail ensure that your new Acorn Stairlift is fitted precisely to your staircase, taking up the minimum amount of space necessary. Only when our installer is 100% satisfied that the very best solution for your staircase has been achieved, is everything fully secured to ensure years of trouble-free operation.



Did you know?

All Acorn Stairlifts fix directly to the staircase, not the wall, so installation is quick and mess-free.

- ✓ NO MESS
- ✓ NO FUSS
- ✓ NO NEED for repairs or redecoration

Acorn Stairlifts 0800 783 0159

Acorn Fact!
Acorn employs more than 50 installation engineers throughout the UK



Arran Hennessey is one of our most experienced installation engineers, having fitted more than 2,200 Acorn Stairlifts!

You're in good hands

Acorn Stairlifts' caring staff are here to help and guide you, every step of the way.

One thing we at Acorn hear all the time from our satisfied customers is how surprised they are not only at the speed of their installation, but at how little fuss and disruption it caused.

Structural work?
Some people put off having a stairlift installed because they worry it will mean major structural work to their home, making a lot of mess and needing repairs or redecoration afterwards.
Not with Acorn!

No rewiring
All our stairlifts fix directly to the staircase, not the wall, so there is no drilling into masonry, with all the noise and mess that brings. There's no need for rewiring either – our stairlifts simply plug into the nearest convenient wall socket to allow for continual recharging. Don't worry if there's a power cut; your Acorn Stairlift will still work.

Double-checked
Once our engineer has installed your new Acorn Stairlift, every feature will be checked and double-checked for optimum performance. Our engineer will demonstrate your stairlift's simple but clever features to you, making sure you're completely familiar and at ease with how to use it.

100% happy
Only when you're completely happy with your installation will our engineer bid you goodbye, and even then help from Acorn is just a phone call away should you need it. And you won't have to reach for the vacuum cleaner either! All our engineers clean up after themselves so you wouldn't even know they'd been – apart from having your brand new Acorn Stairlift.

Fast and efficient
And remember the whole process, from your first contact with Acorn to gliding up and down stairs on your new tailor-made Acorn Stairlift, can take just a few days, or even next day if you need it.

> "Excellent service. I made an enquiry and an hour later the rep was with me. Stairlift fitted three working days later. Fitting took an hour. Life is so much easier now."
>
> Lynn ★ Trustpilot

Did you know?

All our Surveyors, Installers and Service Engineers are DBS* checked. They all carry identity badges so you know they're from Acorn.

*Government's Disclosure and Barring Service (DBS)



Another satisfied customer!



John and Penny Findlay, from Barrhead in Scotland, both struggled to get up or down their stairs comfortably. John suffers from severe arthritis, while Penny is dealing with the repercussions of a stroke and several knee operations.

"I would restrict myself to going upstairs just once a day as it was too painful to make the climb more often," explained Penny.

"One afternoon I was so desperately fed up of not being able to live comfortably in my own house that I picked up the phone and called Acorn."

Acorn quickly despatched the Findlays' local surveyor to assess their individual needs and within 48 hours a stairlift was installed.

"The whole experience, from my first call to the installation, has been phenomenal," said Penny.

"They could sense how urgently we needed a stairlift and arranged everything within two days! I've seen such positive things about Acorn and they've lived up to their exceptional reputation.

"I can't thank them enough for such a life-changing service."

Acorn Stairlifts **0800 783 0159**

MADE IN BRITAIN



Acorn Fact!
We are proud to be a UK manufacturer & stairlift specialist for over 30 years

Did you know?
Our stairlifts are designed, developed and built at our UK factories

Acorn Leading the Way

Innovation and investment means more for our customers

Since its earliest days in 1992, Acorn has strived to set new standards in quality and innovation for the stairlift industry. Our pioneering designs and engineering excellence have led the way and helped Acorn grow to become the world's leading independent company specialising solely in the manufacture and installation of stairlifts.

Cutting edge
Built to exacting standards at our factories in Yorkshire and Scotland, our cutting edge stairlifts are now exported to more than 80 countries worldwide. By the time you have read through this brochure we will have given someone else's life a lift, because an Acorn Stairlift is installed somewhere in the world every eight minutes, 365 days-a-year.

Important asset
Yet Acorn remains a down-to-earth business which has never lost sight of the most important asset at its very core – its customers.

Unique
We appreciate that everyone is different and unique, with their own reasons for wanting or needing one of our Acorn Stairlifts. From the moment we answer your first phone call to us, our job is to listen and understand your needs. Your free home survey will give us a clearer picture, and only then will we be able to recommend the Acorn Stairlift which will best meet your needs and enhance your quality of life.

Customer feedback
And we don't stop listening once your stairlift is installed. Our comprehensive aftercare package ensures we benefit from continual customer feedback, helping to inform and guide future development and refinement of our stairlifts.

Engineering excellence
With millions of pounds worth of investment in our UK manufacturing facilities, we are ideally placed to continue delivering Acorn Stairlifts directly to our customers. Attention to detail and British engineering excellence mean you can be assured of a top class stairlift which will serve you for years to come.

" Our stairlift has already proved beneficial, as my husband was having difficulty. The stairlift is well constructed and takes up far less space on the stairs than others we've seen."
Mrs Ketteringham, Norfolk

FastTrack®

Our sophisticated FastTrack system was created with one purpose in mind - to help our customers get back to enjoying the home they love, quickly and with the minimum of fuss and disruption.

FastTrack® is a unique modular rail system which can be configured to exactly follow the profile of almost any staircase.

The system is built on a comprehensive inventory of differently shaped interlocking rail sections. By selecting exactly the right sections for your staircase, our expert installation engineers can assemble and custom fit a bespoke FastTrack® rail to your staircase in just a few hours, and with minimal mess and disruption.

The system has proved extremely successful, enabling Acorn to install curved stairlifts within days of an initial customer inquiry; far faster than any other manufacturer.

As an added bonus, we believe the FastTrack® stairlift rail, made from light but extremely strong aluminium, is the most attractive on the market.

Acorn's FastTrack® system has been named an award winner in the Insider Made in Yorkshire awards. Acorn also won the Innovation award with FastTrack and was named International Business of the Year at the UK Private Business Awards 2016.

Acorn Stairlifts **0800 783 0159**

With Acorn Club, you're part of a worldwide family of Acorn Stairlift owners



When you buy an Acorn Stairlift you automatically qualify for membership of Acorn Club, the online website designed to make stairlift ownership a breeze.

What is Acorn Club?

Acorn Club is an easy-to-use website for all Acorn Stairlift owners. By registering your stairlift and activating your account you can enjoy a range of benefits designed to make life with your stairlift smooth and hassle-free.

If you don't have internet access, or you're uncomfortable about doing things online, don't worry. You can include Additional Users on your Acorn Club account – perhaps a family member or trusted friend – so that they can help you.

And of course, you can still keep in touch with Acorn through more traditional methods, such as our free phone line, if you prefer.

ACORNCLUB

What can I do with Acorn Club?

Joining Acorn Club and using its website (acornclub.com) opens up a range of benefits. For example, you can:

- **View and download all the important documents relating to your personal Acorn Stairlift.** You won't need to worry about losing paperwork – it's all stored safely in one easily accessible place on the Acorn Club website.
- **Check your service schedule and book appointments.** We recommend an annual service for your stairlift by our expert technicians to keep it in tip-top condition and prolong its working life. You can easily check when your service is due and book an appointment through Acorn Club.
- **Purchase your ongoing warranty cover online.** Every new Acorn Stairlift comes with a comprehensive 12-month manufacturer's warranty. Beyond that we recommend an Extended Warranty or Annual Service Agreement as the most cost-effective way to ensure your stairlift's ongoing optimum performance, with the added peace of mind that brings. You can do this easily through Acorn Club.
- **Access a helpful online User Guide.** As well as giving you a better overall understanding of your stairlift, the guide has a useful 'troubleshooting' section. It will help you identify and, in many cases, easily rectify any minor issues with your stairlift, avoiding the need to call out an engineer.
- **Order replacement parts and accessories for your Acorn Stairlift.** If you need to replace something such as a lost key, broken remote control or outdoor stairlift cover, you can do so quickly and easily through the Acorn Club website. Because your stairlift's details are already registered, you can be sure that any replacement will be just right.
- **Earn money through our successful Acorn Recommendation Scheme.** So many of our stairlift sales come through delighted Acorn Stairlift owners recommending us to family members, friends and neighbours, but did you know you could earn cash through new customer referrals? It's easy to make a referral through Acorn Club and if it leads to a sale then both you and the person you refer will enjoy a cash reward. For more details, see page 38.
- **Contact Acorn quickly and easily for help and advice.** You can use the 'Contact' button on the Acorn Club website to get in touch with us quickly and easily for any other reason. Because you're contacting us through your Acorn Club account, we'll have immediate access to all the details about your stairlift and its history.



Membership of Acorn Club is open to all Acorn Stairlift owners and it's absolutely FREE. It means all the information, help and advice you might need to make life with your stairlift simple and carefree is only ever a few clicks away.

Acorn Stairlifts 0800 783 0159

Stay safe with StairSafe

Introducing **'StairSafe'** - the world's first remote stairlift monitoring system.

What is Stairsafe?

Acorn's revolutionary new StairSafe system uses a small electronic module installed inside the stairlift. It constantly monitors the operation and usage of the stairlift and communicates information back to StairSafe HQ. It can also be monitored by the stairlift user, or by a loved one or carer, using the free app on a smartphone or tablet.

For example, if your stairlift is not parked correctly on its charge point, StairSafe will alert the monitoring centre which can then contact you (or a nominated carer) so the problem can be quickly and easily rectified.

StairSafe can also detect when the stairlift is experiencing an error as soon as it happens, so it can be put right before you need to use the lift. In this way, StairSafe deals with minor problems before they become emergencies, and avoids the need for unnecessary callouts.

The stairlift user, or designated contacts, can also be alerted directly via the app. Contacts might be family members, friends or carers of the stairlift user. Designed for simplicity, the app is easy to set up, use and control on a smartphone or tablet.

Main features of the StairSafe system

Continual diagnostic monitoring
Your Acorn Stairlift is in constant communication with our monitoring centre, keeping us informed of its status at all times. If we detect a user error which could lead to you being unable to use your stairlift, we'll let you – or someone who cares for you – know right away. This gives you and those around you extra peace of mind and helps avoid unnecessary call-outs by a stairlift engineer, potentially saving you money too.

The way that StairSafe monitors your stairlift's usage also means it provides Acorn with a clear picture of routine wear and tear. This helps us avoid some potential issues before they happen, helping you stay safe and worry-free.

Reassurance alerts
For extra peace of mind, you can set up your StairSafe system to keep you fully informed about your Acorn Stairlift and its use. This feature is particularly useful for family members or carers of a stairlift user.

For example, if a loved one is using the stairlift on a daily basis, then StairSafe will let you know remotely that everything is operating correctly, or that the stairlift is being used at the usual times, indicating all is well. StairSafe can send messages to a family member or designated carer, even to multiple recipients. It's simple, flexible and customisable.

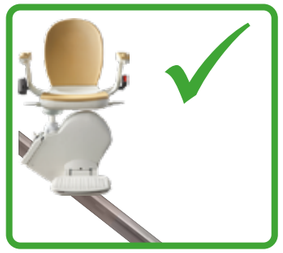
StairSafe also detects the position of the stairlift carriage on the rail, so if the user has begun a journey but not completed it within a set period of time, it will automatically send out an alert.

What can StairSafe detect?

- ✓ Stairlift in sleep mode
- ✓ Stairlift has no charge
- ✓ Stairlift is moving
- ✓ Battery charge level
- ✓ Auto-stop safety sensor activated
- ✓ Location of stairlift on the rail
- ✓ Stairlift switched off
- ✓ Minor and major error codes
- ✓ Service schedule
- ✓ Stairlift unused

Installed & included FREE to use for the first 12 months

Examples of Alerts



Normal Operation
The stairlift is at the top of the staircase



Normal Operation
The stairlift is at the bottom of the staircase



Alert!
A safety edge has been activated



Alert!
The stairlift has not moved for some time

The app

Included in the StairSafe service, you and a number of designated contacts have access to the online StairSafe assistant and smartphone app.

With the app, you can remotely monitor the stairlift's use wherever you are and easily turn notifications on and off. Having them switched on lets you know the stairlift user is sticking to their daily routine, delivering extra peace of mind. For example, if your loved one uses the stairlift every night around 9pm, the app lets you know they've used it as usual, indicating all is well.

The app and online assistant also lets you:

- Store all your stairlift's details and records in one convenient place
- Access a continually updated record of the stairlift's status and usage
- Set customised alerts and notifications
- Store your details and those of designated contacts safely and securely

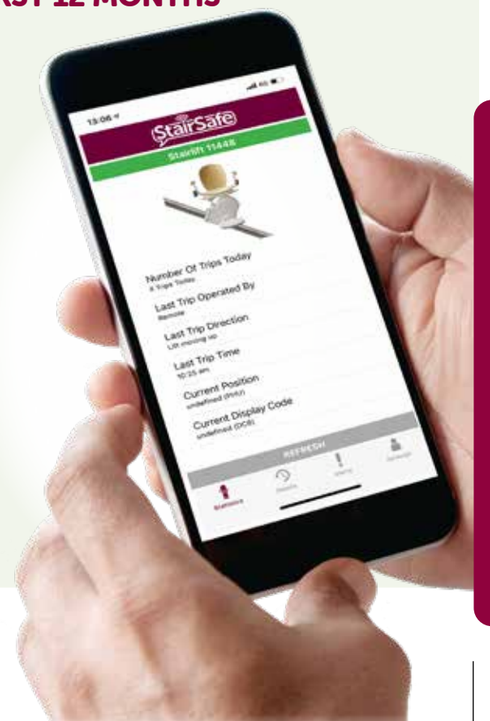
*Monthly subscription of £10 per month after the first 12 months.

How do I get StairSafe?

StairSafe is designed to work with the Acorn indoor Stairlifts.

It can be included with every new Acorn indoor installation

FREE OF CHARGE FOR THE FIRST 12 MONTHS*



Acorn Stairlifts **0800 783 0159**

Caring for your Stairlift

Having Acorn's skilled engineers service and maintain your new stairlift will bring peace of mind now and into the future

24-hour 365 days a year FREEPHONE HELP DESK



Once you've discovered how an Acorn Stairlift can make your life so much easier, and how it helps you enjoy your home to the full, you'll want to make sure it is always kept in good condition and full working order.

Regular maintenance

Acorn Stairlifts have a well-earned reputation for reliability, but like any machine with moving parts they will benefit from regular routine maintenance. That's why we recommend that your stairlift is serviced every 12 months by one of our skilled service engineers, to ensure its optimum trouble-free performance for many years to come.

Comprehensive

An annual service consists of our comprehensive 25-point check, which focuses on all the major parts of your stairlift. It gives you the peace of mind that your stairlift is in tip-top condition and should always be ready when you need it.

Highly Trained

We employ more than 75 highly-trained service engineers based all over the UK who are dedicated to servicing and maintaining our customers' stairlifts. To ensure that every Acorn employee who comes to your home is someone you and your family can trust, all our engineers are routinely checked and cleared with the Government's Disclosure and Barring Service (DBS).

Cost-effective

The most cost-effective way of making sure your stairlift is regularly and professionally maintained is by taking out one of our extended warranties. Every new Acorn Stairlift comes with a comprehensive 12-month warranty as standard. Beyond that an extended warranty can bring you complete peace of mind for up to four years at a time.

Priority attention

As well as ensuring your stairlift receives its recommended annual service, taking out an extended warranty will give you priority attention 365 days-a-year.

It means that in the unlikely event of a breakdown, one of our engineers will attend your home within 24 hours. The extended warranty also covers the cost of all callouts, parts and labour, with nothing more to pay.



Stairlift Myth

"I can't bend my knees so a stairlift's no good for me"

FACT: Acorn's Sit Stand Stairlift is specially designed for people who have trouble bending at the knees.



Support for good causes

Right from the beginning, Acorn has believed in giving something back to the wider community.

Based in West Yorkshire and with surveyors, installers and service engineers stationed throughout the UK, Acorn has always tried to give something back to the communities which have nurtured our continued growth. In real terms, this means stepping in with practical solutions to help people in compelling need overcome the difficulties facing them.

Since 2016 we've had a national partnership with Marie Curie, the UK-wide charity providing care and support for people living with terminal illness, and their families. Under this partnership, Acorn donates and installs up to 60 stairlifts per year for people being cared for by Marie Curie.

This simple solution delivers two big benefits; firstly, it allows people to remain in their own homes, surrounded by their loved ones, as failing health makes using the stairs more challenging. Secondly, it eases the demand for in-patient beds at Marie Curie's national network of nine hospices, meaning they are available for the people who need them most.

Marie Curie patron Mrs Christine Hamilton-Stewart MBE said: "To see this incredibly generous partnership between Acorn Stairlifts and Marie Curie have an impact on our patients nationally and locally is absolutely fantastic. For families where quality of life is of the essence, fast access to a free stairlift means precious time can be spent at home. I look forward to our partnership continuing to blossom into the future."

Closer to home, Acorn has a longstanding relationship with our local Manorlands Hospice, run by the Sue Ryder Charity and just a stone's throw from our West Yorkshire HQ. As well as regularly donating stairlifts so people in Manorlands' care can stay in their own homes for longer, Acorn staff have taken their local adopted charity to their hearts.



Acorn staff in Dragon Boat Race for Manorlands

They have raised more than £120,000 through a wide variety of fundraising activities – everything from regular dress down Fridays at our head offices to sponsored parachute jumps and dragon boat races!

Andrew Wood, Community Fundraising Manager at Manorlands, said: "The difference this money has made to our patients and their families is simply huge. As the number of people who need our services grows, the Acorn Stairlifts-generated income has allowed the team at Manorlands Hospice to continue providing more care for more local people when they need it most."

Manorlands is also one of two recipients of specially adapted Wheelchair Accessible Vehicles (WAVs) supplied by Acorn Stairlifts, the other being the Marie Curie Hospice for the West Midlands. Driven by trained volunteers, these versatile vehicles enable patients who use wheelchairs to access a range of day services and therapies provided at the hospices. The two WAVS are on long-term loan from Acorn Stairlifts, which also covers their insurance, road tax and servicing costs.



Acorn's Wheelchair Accessible Vehicles



As well as working with registered charities, Acorn regularly makes special one-off stairlift donations in truly exceptional cases.

For example, when we heard about a little lad, Carter Lee, who faced being separated from his friends at nursery because he couldn't manage the stairs, we had to act. While his friends could easily manage the move upstairs to the nursery's pre-school unit as they approached the age of three, Carter's cerebral palsy made the double flight of stairs an impossible challenge.

The solution was an Acorn Stairlift, and his smile says it all!

Did you know?

Acorn has a partnership with the Marie Curie, the national charity which provides care and support through terminal illness. We will donate up to 60 stairlifts per year to enable Marie Curie patients to remain in their own homes.

Marie Curie
Care and support through terminal illness

Acorn Stairlifts **0800 783 0159**

Acorn's helpful relocation service

What happens if my Acorn Stairlift is no longer needed?

Our British-built stairlifts are designed to give many years' reliable service, but in some cases the original user may regain mobility or pass away while their stairlift is still relatively new. So what do you do if your Acorn Stairlift is no longer required?

As a manufacturer of new stairlifts, rather than a retailer of used models, we do not buy stairlifts back when they are no longer needed. This is fully explained in the contract of sale (although you do have the usual 14-day 'cooling off period' to cancel your contract with us, starting the day after your stairlift is installed).

However, we can help you find a new owner for your Acorn Stairlift and, in doing so, recoup some of your investment. Our well-developed Stairlift Relocation Service is designed to help you sell and relocate your relatively new Acorn Stairlift once it is no longer needed.

It aims to guide and assist you through the process of selling your stairlift privately, and provides the professional services to remove, relocate and install the lift in its new home, together with any necessary modifications.

Our experienced Relocations Team will be able to answer your questions and provide helpful advice, together with a printed Seller's Guide which includes sample advertisements to help promote your stairlift locally. Potential buyers can contact our Relocations Team direct, saving you the hassle of negotiating and organising everything.

Once a buyer is found, expert Acorn technicians will survey the buyer's home to make sure it's suitable for your stairlift and identify any modifications needed. They will then handle the removal, transportation, installation and testing of the stairlift in its new home. All these arrangements will be made by our Relocations Team.

The fees for our relocation service are set out in our Seller's Guide, but you should include them in the sale price of your stairlift, since the main beneficiary will be the buyer. They will have the reassurance of knowing their stairlift has been fully inspected, installed and tested by the company which made it. They will also get a full three-months manufacturer's warranty.





If you would like more details of our tried-and-tested relocations scheme, including our current fees for straight and curved stairlifts, you can call our **RELOCATION DEPARTMENT** on **FREEPHONE 0800 073 9793**

Life has its ups and downs...we can help.

Take the first step towards regaining your independence, and let us do all the legwork.

We know how difficult it can be when the stairs in your home become a daily struggle. Where once you didn't give a second thought to popping upstairs, reduced mobility can turn those same stairs into a daunting obstacle; a physical challenge which can leave you in pain and breathless.

Nightmare stairs

The more you struggle on, the bigger the obstacle becomes, until eventually you might have to face the unwelcome prospect of leaving the home you love.

Help at hand

But there's no reason why your stairs should stop you enjoying the full use of your home. Not when they can be so easily conquered with a safe, comfortable and easy-to-use Acorn Stairlift.

Acorn Fact!
We can install most stairlifts NEXT DAY if necessary

Made in Britain

All Acorn Stairlifts are built in Britain to the highest quality standards, using only top quality components to a tried and tested formula. Each one is tailor-made to fit your home and to suit your individual needs and lifestyle.

Unique system

Yet Acorn's unique modular system means our stairlifts can almost always be installed within just a few days of your first contact, or even next day if you really need it. When you need a stairlift urgently, whatever the reason, you can trust Acorn to respond quickly and efficiently.

Experienced advisors

A quick call to Acorn will allow you to speak to one of our friendly and experienced stairlift advisors who will listen carefully to your needs. Stairlifts are all we do, and we've been doing them for over 25 years, so you can be sure we are specialists who have encountered every situation!

When's convenient?

We will arrange a convenient time for one of our experienced surveyors to call, often the same day. Our surveyor will measure your staircase, talk you through the various options available, and provide you with a free no-obligation quote there and then. Once you're happy with everything you can place your order and you're well on your way to regaining the freedom of your home.

Skilled engineers

In next to no time one of our skilled installation engineers will be with you to fit your bespoke Acorn Stairlift. For straight staircases it can take as little as an hour, and only a few hours for curved staircases, both options involving no messy or disruptive structural work.

Good to go!

Once the stairlift is fitted and thoroughly checked, our engineer will talk you through all of its clever design features and easy-to-use controls, then you're good to go!

Did you know?
An Acorn Stairlift can help you with 'the three Rs'... Retain your independence, Regain the freedom of your house, Remain in the home you love.

Change your life

From feeling anxious every time you face using the stairs, to riding up and down in safety and comfort, the whole process takes just a few days from start to finish.

> "Our stairlift has made life so much easier for my husband, and for me as his carer. He's much safer and I feel confident to leave him on his own now."
>
> Mrs Nicholls, Swindon



Acorn Stairlifts **0800 783 0159**

All the essentials

Acorn Stairlifts have all the features you need, and none you don't

Designed with the user in mind and built at our factories in the UK, Acorn Stairlifts incorporate a comprehensive range of essential features. At the same time, we actively avoid unnecessary features which add to the cost but don't deliver any real benefit.

Below is a checklist of essential features to look for when you're considering a home stairlift:

1. It's vital that your stairlift has safety sensors which automatically cut off power to the lift if they detect a potential obstruction, such as something left on the stairs
2. A lockable swivel seat is a real advantage in making it easy to get safely on and off the stairlift
3. Always opt for a stairlift which begins to travel and comes to a halt so smoothly that you hardly even notice
4. Choosing a stairlift powered by continually recharged batteries means it will still operate even if there's a power outage, so there's no risk of being stranded on the stairs
5. A simple switch or paddle control makes operating your stairlift extremely simple. Having this control on both arms of the stairlift makes it more versatile and adaptable for different users
6. For added peace of mind, look for a stairlift with a safety belt fitted as standard
7. A clear and easy-to-read digital display on the stairlift enables you to diagnose any simple faults or changes in the stairlift's status
8. A remote control allows you to simply call for or send the stairlift if it isn't where you or another user needs it to be. Having two remotes – one for the top of the stairs and one for the bottom – is even better

Did you know?

The swivel seat not only allows you to leave the stairlift comfortably, but also acts as a safety barrier at the top of the stairs when turned.



Acorn Stairlifts have all of the above... and more!

Customer feedback

So what do our customers think of their Acorn experience? Need we say more?

" It has given me back my independence and a new lease of life."

Maureen Rourke, Chorley

" I can carry things upstairs, such as washing. I don't mind if I forget something upstairs now as I can painlessly nip up and down."

Miss Mitchell, Harrow

" Excellent service, start to finish, my stairlift is an absolute blessing when my back and legs are hurting."

L. Shoebridge, Wallingford

" 100% quality of life improvement."

Mr Barney, Kidderminster

" The stairlift has enabled us to get out of the house and have a social life."

J. McCagney, Kingswood, Surrey

" My wife would have been bedroom-bound if we hadn't had the quick service you provide."

Mr Laverach, York

Another satisfied customer!



DENNIS WARD

After having a leg amputated, Royal Marine veteran and retired Firefighter Dennis Ward found himself confined to the ground floor of the home he shares with Val, his wife of more than 50 years.

"Surviving only with strip washes and a commode and having no freedom to go upstairs was really getting me down," said Dennis. "I was fed up."

After having their Acorn Stairlift installed, Dennis said: "It's a complete godsend, I can't stop poking my head into the bedroom upstairs as it's such a novelty to see it!

"I'm so grateful we've been able to stay in our own home – we live in such a wonderful community with helpful neighbours, neither of us could bear the thought of moving."



We love to hear from our customers, and how their Acorn Stairlift has changed their life for the better.

Visit our website for even more customer testimonials!

acornstairlifts.co.uk

or see our reviews on

Trustpilot

" I have confidence in the product and your staff. It is easy to use, comfortable and safe and has also helped my husband, who is my carer. It has lifted the worry and stress knowing we can rely on Acorn."

Mrs Reader, Bradford

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Acorn Recommendation Scheme

At Acorn we understand the importance of our owners recommending our services to others. As a result, we have created a programme that rewards you with up to £700 for recommending our lifts to your family and friends!



EARN £700 WITH JUST 5 REFERRALS*

Pass it on

- 1 in 3 new Acorn owners hear about us from a friend
- Earn valuable rewards for yourself and your friends
- Join the growing group of owners who have benefitted from passing on helpful information to people they know

How it works



You will only qualify for your referral reward if you contact us using the dedicated **Recommends Hotline** :

0800 326 5730

or by visiting the Acorn Club website: **acornclub.com**

*Total rewards earned from five referrals that each lead to the sale or rental of an Acorn stairlift. To be eligible for our referral scheme you must be an existing customer. The new customer must also be a new enquirer whose initial enquiry has been made directly to ourselves.

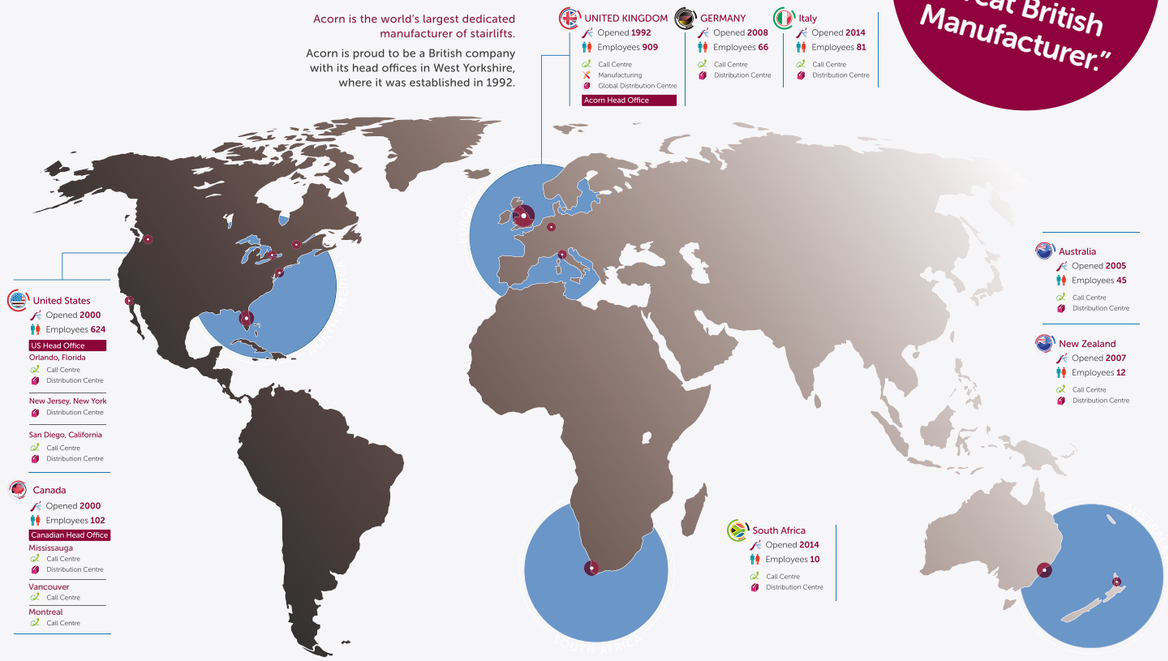
MADE IN BRITAIN

Made in Britain, sold around the world

"Regain your independence with this Great British Manufacturer."

Acorn is the world's largest dedicated manufacturer of stairlifts.

Acorn is proud to be a British company with its head offices in West Yorkshire, where it was established in 1992.



At Acorn Stairlifts we build and sell our own stairlifts.
Our entire operation around the world is focused on this alone.
We are stairlift specialists.

ACORN STAIRLIFTS

All Acorn Stairlifts are designed and manufactured in Britain, but did you know that they are also sold and installed around the world?

As a major exporter, Acorn is **flying the flag for British engineering excellence around the globe**. Two-thirds of our stairlifts are exported abroad to more than 80 countries, selling right throughout Europe and as far away as Australia, New Zealand and South Africa. By far our biggest overseas market is the United States and Canada, where Acorn is the clear market leader for home stairlifts.

Since being founded in West Yorkshire in 1992, Acorn has grown to become the world's largest company dedicated solely to the manufacture, sale, installation and maintenance of home stairlifts.

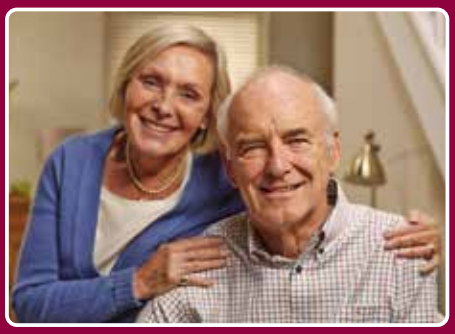
Because stairlifts are all we do, our clearly stated aim is to be the world's best stairlift provider. Somewhere in the world, an Acorn Stairlift is installed every eight minutes, helping hundreds of thousands of people overcome the obstacle of stairs in their home.

When you invest in an Acorn Stairlift, you are joining a global family of people who have realised the daily benefits it will deliver. By ensuring your safety on the stairs, your Acorn Stairlift will enable you to retain your independence, remain in the home you love and regain full use of it.

Put simply, Acorn takes pride in manufacturing and supplying what we firmly believe to be the world's best stairlifts.

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ACORN STAIRLIFTS



SOMEWHERE WORLDWIDE EVERY 8 MINUTES AN ACORN STAIRLIFT IS INSTALLED

"Extremely satisfied with my stairlift and Acorn. The agent was very informative and friendly. From first enquiry to the completed installation took only three days, the installer was fantastic, very friendly and efficient.

I will be recommending Acorn to all my friends and family with no hesitation."

M. Walker

Have we missed anything?
Is there a question you would like to ask us?
CALL FREEPHONE
0800 783 0159
We're here to help!

Arthritis Foundation Ease of Use™

Acorn Stairlifts are the first stairlift manufacturer to be awarded the Arthritis Foundation's Ease-of-Use Commendation.

All Acorn Stairlifts have been thoroughly tested by both industry experts and arthritis sufferers, and have been proven to be easy-to-use for people suffering from arthritis.

Our customers **love us!**

Trustpilot June 2022

0800 783 0159

CALL NOW FOR YOUR FREE SURVEY AND QUOTE

@acornstairlifts Acorn Stairlifts Acorn Stairlifts

Give your life a lift®
Enjoy the home you love

www.acornstairlifts.co.uk

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