

Domestic and Communal Stairlift Guidelines Relating to Entrapment

Engineers should **not** manually lift customers out of a lift that is not working. Manual handling of a person by an engineer is often prohibited or strictly limited by health and safety policies to prevent injury to both the user and the technician.

1. Use Built-in Safety Features

- **Emergency Lowering:** Most modern stairlifts have a manual or electronic emergency lowering system. This allows the engineer to move the chair slowly to the nearest floor level.
- **Manual Release:** Engineers are trained to use manual release mechanisms to move the lift by hand to a safe exit point.

2. Professional Evacuation

- **Emergency Services:** If the lift cannot be moved to a floor level and the user is in medical distress or at risk, the user should call the emergency services, as they are the only personnel legally and practically equipped to perform certain types of "rescues".
- **Risk Assessment:** Users are advised **not** to attempt to exit a stairlift while it is between floors unless it is safe and does not risk a fall.
- **Lift Engineer:** A Lift Engineer may manually wind a stairlift while a passenger is in it, but only if they are **trained and competent** to perform a "safe release" of a trapped person. In many breakdown scenarios, manual winding is the standard method for an engineer to move a carriage a short distance to a safe exit point or charging station.

3. Key Safety Guidelines

- **Professional Requirement:** Manual winding should only be undertaken by a **trained engineer** or rescue services. Untrained persons attempting this can create dangerous situations. In all cases the passenger must remain seated with their **seatbelt fastened** throughout the manual descent.
 - **Emergency Context:** Manual movement is typically reserved for emergencies where the lift has stopped travelling and the passenger cannot safely disembark due to medical distress or extreme panic.
 - **Repairs:** Following evacuation of the stairlift, the engineer's focus is returning the lift to service through technical fixes like battery resets or clearing track obstructions.
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4. Common reasons the lift may stop

Include:

- It has travelled too far (overrun).
- The overspeed governor has activated and needs resetting.
- A sensor is not working properly.
- The batteries are faulty.
- There is a power failure because the lift carriage was not returned correctly to the charging station.

LiveWest's main focus and priority is to ensure our customers' equipment is safe when using in their home. We do this with regular servicing and maintenance for all domestic and communal stairlifts.

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