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## Frequently Asked Questions

### Is The Duo Safe?

Yes. Below are all the explanations of the key safety features of The Duo.

- **Top and bottom safety pans:** When the lift is moving, two safety pans are always working to make sure nothing is obstructing The Duo as it travels. These are located above The Duo and below. So if a pet or an object were to obstruct The Duo as it travels, the lift will simply stop and only move in the direction away from the obstruction.
- **Full height light curtain:** The full height light curtain is located at the entrance to the lift. This acts as a sensor and ensures nothing crosses into or out of the lift as it travels. This prevents any dangers to passengers in the lift and also people outside the lift. In the event the light curtain is crossed, the lift will stop and will not move until the obstruction is removed.
- **Hold-to-run controls:** The Lift is fitted with hold to run controls ensuring that the occupants are in total control of the lift moving at all times. This also creates a point of contact with the lift during travel and ensures the safety of the occupants.
- **Swing Door:** The Duo is fitted with a self-closing, hinged door that provides a physical barrier during the operation of the lift. The door locks will release when the lift arrives safely at the floor of choice. Although not seen in some photographs and videos, the door is now a standard Duo feature.
- **Weight limit sensors:** The lift is restricted to a carrying capacity of 170kg, 27 stone or 375 pounds. If this weight limit is ever exceeded, the weight limit sensors will not allow the lift to travel.
- **Out of balance sensors:** If the lift for whatever reason is ever out of balance, a number of sensors will detect this and also prevent the lift from travelling. This is to ensure the safe working of the lift and all occupants.
- **Fall arrest mechanism:** Due to The Duo's unique drive system, all the weight in the lift is carried on two very strong steel cables. In the unlikely event that these cables were to break or go slack, the patented fall arrest mechanism inside the lift will activate and not allow the lift to move. This ensures the absolute safety of all occupants at all times.

- **Over speed detection:** If for whatever reason the lift travels too rapidly, the over speed sensor will stop the lift from travelling in that direction.
- **Upper Lid / Plug:** This vital piece of the lift is standard with any through the floor lift. It acts as the physical barrier to the aperture cut in the floor. This lid or plug is left behind when the lift descends, leaving a safe and neat cover over the aperture.

#### What if the power goes out whilst I am travelling in the lift?

- In the event of a power cut to the home The Duo is equipped with a battery backup facility. This comes standard with the lift and will allow the users of the lift to descend to the lower level of the home and wait until the power comes back on.

We do also offer the option of an uninterruptable power supply. This system can be installed at an extra cost but will allow for numerous trips both up and down whilst the main power to the lift is out.

#### What is the required building work?

- Unlike conventional lifts, all The Duo requires for installation is the appropriate aperture to cut out and trimmed by a professional builder. The work itself is minimal and not very time consuming; it usually takes a builder two days to complete a standard retrofit application.

#### Do I require planning permission to install The Duo?

- No. To install The Duo in your home the maximum requirement needed is a standard building notice application. This is a straightforward process that involves an inspection by an authorised independent body. This inspection is usually carried out during the building works phase. We organise the whole process on your behalf.

#### How long does it take to install The Duo?

- A basic installation is 2 -3 days. Installation is always carried out by Stiltz Limited and can only commence once the appropriate building work has been completed. The price of installation or fitting is always included in the sale price of The Duo.

#### What is the lead-time for The Duo?

- Currently the lead-time from the placement of order to project completion is 8-10 weeks. This allows enough time to cut and trim the aperture, manufacture and install the lift.

### Does The Duo take a wheelchair?

- No. The Duo does not have enough room to take a wheelchair. The Duo is designed to take 1-2 standing passengers or 1-seated passenger. As The Duo can be fitted with a fold down seat, if someone was not completely wheelchair bound, they would be able to transfer from one to the other. This process is very similar to transferring from a wheelchair to a lounge, toilet or stair lift.

### Is The Duo noisy?

- Unlike a number of lifts on the market, The Duo does not use hydraulics or loud mechanical equipment. The Duo uses a unique electric motor drive system that is located discreetly in the top of the lift car and this system is very quiet.

### How is The Duo Powered?

- The Duo simply plugs into any normal 13-amp power socket like any other household appliance. The lift itself uses less power than an electric kettle on ascent and even less on the descent. There is no requirement for any hard wiring or additional external power packs.

### How much space does The Duo require in my home?

- The Duo has a footprint that is just 0.612m<sup>2</sup>. This is the smallest footprint on the market for a residential lift. The somewhat different shape of The Duo means that the footprint is not simply a rectangle, this allows The Duo to fit in even more positions. A detailed drawing of the footprint can be found on our website, brochure and trade-pack. To give you an accurate idea of the size of The Duo and the footprint shape, we can provide you with a full size fold out template of The Duo. This template can then be used around the home to help determine possible placements.

### Does The Duo require any extra external mechanisms?

- No. The Duo uses a roped drum braked gear motor drive system. This entire drive system is neatly self-contained within the lift car itself. Unlike other lifts, all of the mechanics are in one place, hidden from view.

### Does The Duo require any load bearing walls?

- No. Our unique dual rail system creates a completely self-supporting structure. The weight of the entire structure and lift are in compression through the rails into the floor of the home. The Duo does not add any extra burden on a home thanks to this system.

### Where can I put a Duo?

- The Duo allows for an unrivalled flexibility in terms of placement. Due to the lift's size, drive mechanism and unique dual rail supports, the lift can be put in numerous places throughout a home. Never before have people had such freedom with a lift, we can simply go where other lifts cannot. The lift can be put in a cupboard, in the corner or even the middle of a room.

### How long is the warranty on a Duo?

- Each Duo comes with a standard two year parts and labour warranty. This includes two standard free of charge services. The first service is within the first 6 months; the second is scheduled for 12 months after the first service.

### What standard or code does The Duo adhere to?

- The Duo fully complies with the European Machinery Directive 2006/42/EC. This compliance allows The Duo to have a CE mark and therefore legally sold. The Duo falls into the machinery directive as it only travels at 0.15 meters per second.

### Can I change the look of my Duo?

- Yes. Each Duo can be tailored to your specific taste. The carpet, rail and car colours can all be changed to suit your home. We also offer a range of different seats and handrails. People often hang pictures as a way of interior decorating their Duo.

### What are the main benefits of The Duo?

- The Duo can carry two people from one floor to another in less than twenty seconds. To make the same journey with other products can take minutes.
- The Duo can also be used as a dumbwaiter to transport goods and heavy items between the floors.
- The Duo is a neat, compact and unobtrusive alternative to other products. The Duo does not negatively affect other areas of the home, like the stairs.
- It is not associated as being embarrassing or demeaning for an owner, it is something to be proud of.
- Allows the owner to stay in their family home.

### Why should I choose a Duo?

- The Duo is an astute addition to any home, much like a new kitchen or bathroom it can be viewed as an investment. When you install a Duo you are "future proofing" your home, allowing you the maximum time in your long-term home.

With The Duo you are also investing in your quality of life. You are giving yourself the gift easy access to your whole home. You can once again use you home to its full potential.

#### What is the Price of The Duo?

- The price of The Duo depends on various factors associated with site conditions. The only way to give an accurate quote for your home is to contact Stiltz on 0844 870 9087 and arrange a time for one of our team to visit your home and thoroughly outline the costs for you.

If you require any clarification on any of these answers or would like ay more information, please do not hesitate to contact us. Stiltz can be contacted by phone on 0844 870 9087, email - [info@stiltz.co.uk](mailto:info@stiltz.co.uk) or online at [www.stiltz.co.uk](http://www.stiltz.co.uk).