

Questions to Ask a Home Elevator Dealer

A practical list of questions to ask a home elevator or lift dealer at the site visit, quote, contract, installation, handover and service stages, and why each one matters.

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Use this list with every dealer you meet. Ask the same questions so that you can compare the answers. Get the important answers in writing. This is not legal advice. Confirm local rules with your local authority.

At the site visit

| Question | Why it matters | |---|---| | Can you visit the house before you quote? | Technical Safety BC recommends a home visit and says most contractors offer it at no charge. | | Can my architect, builder or occupational therapist be at the visit? | Technical Safety BC suggests a physiotherapist or occupational therapist attend, so the lift suits current and future needs. | | Which lift types fit this house, and why? | Elevators, platform lifts and stairlifts follow different codes and need different space. | | Is this house a private dwelling for the elevator rules here? | In Ontario, TSSA has a questionnaire to decide this. The answer changes which rules apply. |

At the quote

| Question | Why it matters | |---|---| | Which code and edition does this lift meet? | In the US, elevators follow ASME A17.1 and platform lifts and stairway chairlifts follow ASME A18.1. In Canada, CSA B44 Section 5.3, B355 or B613. In the UK, the Supply of Machinery (Safety) Regulations 2008 for stair and platform lifts. | | What is the space between the landing door and the car door or gate? | CPSC says no gap greater than four inches deep. Florida law sets a 4-inch-sphere test for private-residence elevators. | | Which permits do I need, and who applies? | In Florida and Washington, the registered or licensed elevator company applies for the permit. In BC, you will likely need a building permit, except for the simplest stair lift. | | Is the building work, electrical work and shaft in the price? | A quote for the lift alone can leave out large costs. Ask for the scope in writing. | | Are you authorised by the manufacturer for this model? | Savaria, for example, gives its warranty through the local dealer. | | Are you licensed here? Can I see the licence number? | Florida needs a registered elevator company. BC points you to a licensed class H elevating contractor. | | Who are three customers with the same model? | References show how the dealer handles delays and breakdowns. |

At the contract

| Question | Why it matters | |---|---| | What does the warranty cover, for how long, and from when? | Savaria offers 36 months on defective parts through the local dealer. Ask what is excluded and if labour is covered. | | What do I need to do to keep the warranty? | Savaria's warranty includes a requirement for regular maintenance. | | What insurance do you carry? |

New York requires elevator contractors to carry at least \$1 million in general liability insurance. Ask for certificates. | | Will you sign a statement that the work meets the code? | Technical Safety BC advises you to ask for a signed affidavit. In Markham, Ontario, the building inspector asks for a document from a TSSA-certified installer. | | What is the payment schedule? | Tie payments to stages, such as delivery and final sign-off. |

During installation

| Question | Why it matters | |---|---| | Who is the technician, and what is their certification? | In New York, the NAEC CET and CAT certifications are routes to a state licence. | | When is the inspection, and who does it? | Washington inspects new private-residence conveyances before use. Florida exempts private residences from the pre-use inspection, so ask what tests the installer does instead. | | What happens if the work fails inspection? | Agree in writing who pays for corrections. |

At handover

| Question | Why it matters | |---|---| | Can you show me the manual lowering or battery lowering system? | Technical Safety BC says a manual lowering or raising system is needed for a power cut or fault. Stiltz says its battery backup takes the lift to the lower level. | | Where are the Declaration of Conformity, compliance letters and permit sign-off? | You need these for insurance, resale and future service. | | Who keeps the door unlocking keys? | LEIA advises that unlocking keys go only to trained people. | | What daily or weekly checks should I do? | LEIA's code lists simple daily checks for lifting platforms, such as the alarm, door locks, lighting and levelling. |

For service

| Question | Why it matters | |---|---| | How many visits a year does the manufacturer require? | Technical Safety BC says the manufacturer must give you a maintenance schedule. | | Which parts are included or excluded? | LEIA says even "comprehensive" contracts often have exclusions. | | What is the call-out response time, day and night? | LEIA says the contract should define call-out cover and alarm call response. | | Do I need a thorough examination as well as a service? | In the UK, LOLER sets a 6-month thorough examination for lifts used by people at work, for example where paid carers use the lift. HSE says a private stair lift is usually outside LOLER. |

Next step

Take this list to each dealer. Then compare installers and service companies in this directory.

Sources

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- [Am I Regulated?](#), TSSA, accessed 2026-10-29.
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- [Chapter 399, Elevator Safety](#), The 2026 Florida Statutes, accessed 2026-10-29.
- [WAC 296-96-01045 Residential elevator inspections](#), Washington State Legislature, effective 1 November 2025.
- [Elevator Licensing Information](#), New York State Department of Labor, accessed 2026-10-29.
- [A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts](#), ASME, accessed 2026-10-29.
- [Passenger lifts and escalators](#), Health and Safety Executive, updated 2024-11-20.
- [LM01 2013: Maintenance requirement for lifts, lifting platforms, escalators and moving walks](#), LEIA, 13 May 2013.
- [10 Owner Essentials](#), LEIA, accessed 2026-10-29.
- [Eclipse Home Elevator](#), Savaria, accessed 2026-10-29.
- [Frequently Asked Questions](#), Stiltz, accessed 2026-10-29.

Frequently asked questions

What is the most important question to ask?

Ask which safety code the lift and the installation meet, and ask for that in writing. Technical Safety BC advises you to ask for an equipment compliance certificate and a signed installation compliance letter or affidavit.

Should I ask about the door gap even on a new lift?

Yes. The US CPSC says installers should never allow a gap greater than four inches deep between the hoistway door and the car door or gate. Ask how the dealer measures and controls it on your lift.

What should a service contract include?

The LEIA code of practice says a contract should define the number of visits, the scope of each visit, the parts included and excluded, call-out cover and the response to emergency alarm calls.