

# ASCENT LIFT FAQ'S



These are the answers to the most common questions we get asked.  
If you can't find what you're looking for, just email us and we'll get straight back to you.

## GENERAL

### Can I have Ascent Lift?

An Ascent lift can be placed virtually anywhere in your property. Upon a site inspection we can show you where best to fit your lift.

### How much space does an Ascent lift require in my home?

An Ascent lift has a footprint that is just 1180mm x 1380mm for a single entry lift & 1160 x 1380 for a Thru-Car configuration. This is one of the smallest footprints on the market for an enclosed fully automatic residential lift.

### Does my Ascent lift require a machine room?

No, our revolutionary technology and patented lifting mechanism means all our components are contained within the lift shaft.

### Do I need a pit?

The Ascent lift requires a 100mm pit, however a step up or ramp can be installed as an alternative.

### Is an Ascent lift noisy?

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

### Can an Ascent lift travel more than one floor?

Yes, we currently can go to 3 floors with travel of up to 7000mm.

### How long does it take to install an Ascent Lift?

Approx 4 working days.

### Is the lift suitable for wheelchair use ?

Yes, with an internal clear clearance of 860 x 1280 x 1950,. The Ascent can fit most wheelchairs and a carer within this space. We recommend that you check measurements of your wheelchair, before purchasing.

## SAFETY

Here are the answers to the most common safety questions we get asked. If you can't find what you're looking for, just email us and we'll get straight back to you.

### What happens in a power cut?

In the event of a power cut to the home an Ascent lift is equipped with a battery backup facility. This is a standard fitting with the lift and means the lift will automatically descend to the lower level of the home.

### 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 in to or out of the lift as it travels. This prevents any danger to passengers in the lift, as well as people outside the lift. In the event the light curtain is crossed, the lift will stop and not move until the obstruction is removed.

### Weight limit sensors

The lift is restricted to a carrying capacity of 250kg. If this weight limit is ever exceeded, the weight limit sensors will not allow the lift to travel.

### Out of balance sensors

Sensors will detect if the lift is ever out of balance and prevent the lift from traveling. This ensures the safe working of the lift and all occupants.

### **Over speed detection**

If for whatever reason the lift travels even a little too fast, the over speed sensor will stop the lift from travelling in that direction.

### **Doors Locks**

The Ascent doors have circuitry that incorporates a dual failsafe interlocking door system so if all doors are not closed and the 2 components in each door are not sending the correct signal the lift will not be operational.

## **TECHNICAL**

**Here are the Answers to the most common technical questions we get asked. If you can't find what you're looking for, just email us and we'll get straight back to you.**

### **Can Next Level organise my building work?**

Yes, and we prefer it that way, but It's up to you. We can obtain quotes for you and fully manage the building work, or we can work cooperatively with the contractor of your choice.

### **Do Next Level lifts have a warranty?**

All Next Level Ascent Lifts carry a standard two-year parts and one year labour warranty. If the service contract is taken the lift will be serviced at the end of this period.

### **Servicing / Maintenance agreements post warranty**

Next Level offers various levels of service agreements to suit all parties and applications; please contact us to find out more.

### **How is an Ascent lift Powered?**

The Ascent lift is runs off a 240v single phase supply just like any other household appliance.

### **Does an Ascent lift require any load bearing walls?**

No. The Ascent is contained in a non-structural ply lined shaft and its unique design means the entire load is transferred into the guide rails and down through the floor of the home, connections are made between floors to ensure vertical stability of the guide rails.

### **What's involved in the standard building work?**

Unlike conventional lifts, all an Ascent lift requires for installation is a pit of 100mm in depth and a shaft to our drawings by a professional builder.

### **To what code does an Ascent lift Comply?**

The Ascent lift complies with Australian standards AS1735.16.

### **What is the lead-time of an Ascent Lift?**

The current lead-time for an Ascent Lift is between 6-10 weeks depending on the customer's choice of finishes.

### **Do I have to pay for a quotation?**

No. Next Level carries out no obligation site surveys, demonstrations and quotations for anyone interested.

### **Can I have a demonstration of the Ascent before I make up my mind?**

Absolutely, please get in touch and one of our staff will be only too pleased to show you the Ascent in action.

### **How do I get more information?**

If you require any more information or would like to organise a site survey, demonstration or no obligation quote, feel free to contact us.