



## Questions to ask your Elevator and Lift supplier

### Where are their products manufactured?

We purchase our elevators and vertical platform lifts directly from RAM Manufacturing, which is located in Edmonton. Using a local supplier allows us to have quick production lead times and the peace of mind to know we are dealing with a company that truly understands the needs of Albertans. There is no out sourcing of technical support and parts can often arrive the next day. With our unique weather and local code restrictions, it just makes sense to not only buy Canadian but to **buy Albertan!**

### Are they locally owned and operated?

Uppercut Elevators and Lifts are proud to be **100% locally owned and operated**. Ownership is present every day, and is made available to address any issue or concern. **We answer to clients not shareholders.**

### Do they have the experience necessary?

We do! Many of our employees have more than 10 years' experience in the elevator and lift industry. Our owner started out doing repairs and installations, and has worked in almost every position throughout the company. This ensures that each phase of your experience with Uppercut is treated with the **respect** it deserves.

### Do they have a defined scope of work?

**We deal in residential elevators and commercial accessibility lifts – that's it.** Experience tells us that companies that try to blanket the market can often fall short. We work within a network of home medical suppliers, and B44 elevator mechanics and can redirect anything that is not our sole focus.

### What drive mechanism does my elevator or lift utilize?

Our devices either use an ACME Screw drive or a Traction Counter Weight drive system. **We do not need to utilize hydraulic fluid** and believe we have a more **environmentally friendly and efficient solution**. Our drives are simple and proven to stand the test of time.

### What can I expect for ongoing maintenance and repairs?

Unlike hydraulic elevators and lifts our products do not have any pumps, hydraulic seals, hoses, or valve control systems. Maintenance simply involves testing safeties, lubrication, and operational tests. **This can often be done in under an hour.**

### What can I expect for extra contractual costs beyond the purchase of my elevator or lift?

If you purchase a device from Uppercut Elevators and Lifts **you will not require a machine room**, and will only need a minimal 0''-3'' pit . The blocking requirements can be achieved with standard wood construction. A home elevator may require the builder to provide standard household doors while in a commercial application they are often included in the price. Electrical will need to be brought to the location of the device, but sometimes this is as simple as a 120 VAC plug. We do not require a pit drain as long as the area is water tight and **no hydraulic oil separator is necessary**. We can provide a detailed contract requirement list so that you can calculate all the costs associated with the elevator or lift.