



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?

At UpperCut Elevators and Lifts we 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 **20 years ago**, 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** you deserve. The service doesn't stop after the contract is signed!

Do they have a defined scope of work?

We deal in residential elevators/lifts, 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 can I expect for ongoing maintenance and repairs?

We believe in supporting products that are reliable and have stood the test of time. **We are an independent dealer so have a choice of what products we represent.** If you purchase a product from UpperCut Elevators and Lifts, the servicing component will be minimal once we turn the device over to you. Preventative maintenance is recommended, but the frequency will depend upon the type of device and the how often it is used. **Most maintenance visits will run 1-2 hours**

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.