What to ask any elevator installer before you sign

Putting an elevator or lift in your home is a big decision, and the company you choose matters as much as the equipment. These questions work for any company you're weighing. Ask them all, write down the answers, and compare.

Who does the work

- [ ] Who actually installs the equipment — your own employees, or subcontractors?
- [ ] Will the people who come to my home be the same people I've been talking to?
- [ ] Have your installers put in this type of equipment before?

What's in writing before I commit

- [ ] Will I get the full price in writing before I commit to anything?
- [ ] Does that price include installation, or are there separate charges?
- [ ] Will the timeline — from order to finished install — be in writing?
- [ ] Is the warranty in writing, with what it covers spelled out?

Deciding on my own time

- [ ] Can I take the quote and decide on my own time?
- [ ] Is the price only good if I sign today?
- [ ] What does your follow-up look like after the visit?

Who's responsible, by name

- [ ] Who is my point of contact, by name, from start to finish?
- [ ] Will the person responsible for my job be named in writing?
- [ ] Who is accountable if something goes wrong?

Licensing and insurance

- [ ] Are you licensed to do this work in my state, and can I see it?
- [ ] Are you insured, and can I see proof?
- [ ] Who pulls the permit, and who handles the inspection?

The warranty

- [ ] How long is the labor warranty?
- [ ] How long is the parts warranty, and who provides it — you or the manufacturer?
- [ ] What isn't covered?
- [ ] Does a warranty visit cost me anything?

Service after the install

- [ ] Do you service what you install?
- [ ] Who do I call if it stops working?
- [ ] Is maintenance recommended, and what does it cost?
- [ ] What happens in a power outage?

The work you've done

- [ ] Can you show me installs you've completed?
- [ ] Can I speak with recent customers?
- [ ] How long has your crew been doing this work?