

Our Ref: JS/TA

29th April 2009

Mr David Fazakerley
LEIA
33/34 Devonshire Street
London
W1N 1RF



Stannah Lift Services Limited
Watt Close, East Portway,
Andover, Hampshire, SP10 3SD

Tel: 01264 364311
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www.stannahliftservices.co.uk

Dear David,

STANNAH 250/260 STAIRLIFTS WITH CURVED RAILS

There have been a few instances of the top or bottom support leg weld failing at the point where it joins the rail. As a result, we have developed a simple clamp which can be fitted to strengthen these points and a global upgrade programme has commenced.

Please find attached Safety Notices PDN 08/5775 and PDN 08/5759. The latter provides photographs to assist in identifying the particular rail design that requires the clamp upgrade.

It is requested that this information is circulated to all member companies who may be involved in the servicing of these products.

If you should require any further information please do not hesitate to contact us on 01264 386783.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Jon Stannah".

Jon Stannah
Managing Director of Stannah Lift Services Limited

Copy to: Gill Collins, LEIA



INVESTOR IN PEOPLE

A Stannah family company

Reg Office: Watt Close, East Portway, Andover, Hampshire, SP10 3SD Reg No 1189799 (England)

Member of the Lift and Escalator Industry Association 



SAFETY NOTICE

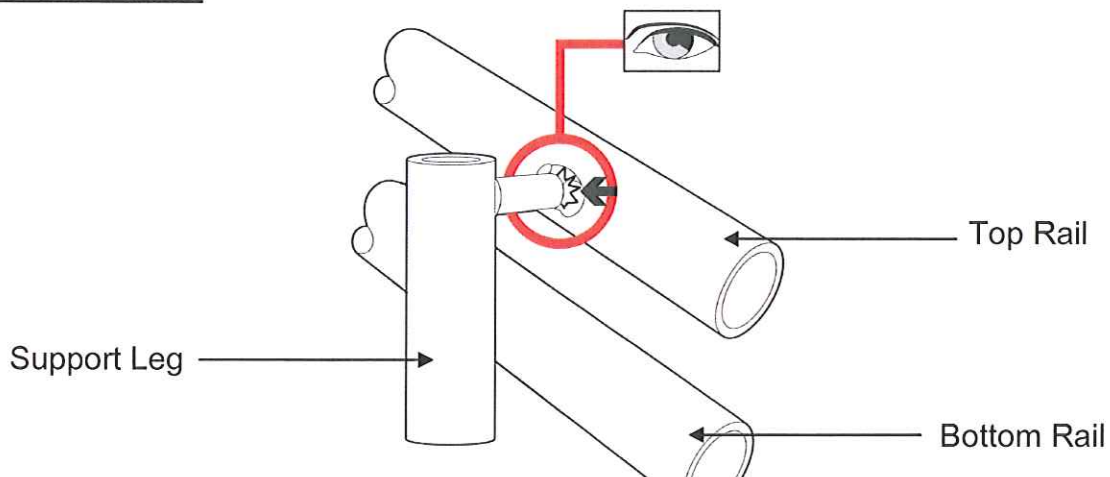
To: All Service Providers engaged in servicing Stannah 250/260 Curved Stairlifts

Important Safety Upgrade on New Stannah Curved Stairlifts Installed between June 2001 and June 2007

Background

There have been a very small number of weld failures between the rail and the support leg. Each 250/260 curved stairlift has twin rails and five or more support legs. In most cases a failure of a weld between one of the rails and a leg will have no discernible consequence for a user. However in certain circumstances, if the weld fails between the top rail and either the first and last support leg, the rail can flex and the chair can tip forward.

Details of Failure Mode



Corrective Action

Stannah has developed a simple safety upgrade kit to strengthen the first and last support legs. The complete installation can be completed in approximately 30 minutes. All parts and detailed fitting instructions are supplied in the safety upgrade kit.

Actions Required By Service Providers

1. Determine how many Stannah Model 250/260 stairlifts with curved rails that you have on service that were installed between June 2001 and June 2007.
2. Contact Denise Pidgeon on 01264 386783 or denise_pidgeon@stannah.co.uk in Stannah's Customer Services department for free of charge issue of the PL2601261 safety upgrade kit and fitting instructions.
3. The safety upgrade should be done in conjunction with a scheduled service visit within 12 months.

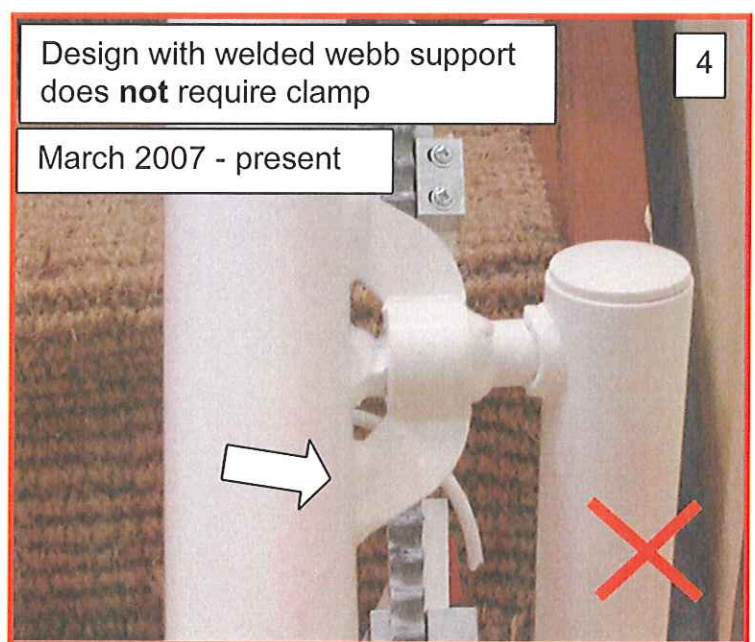
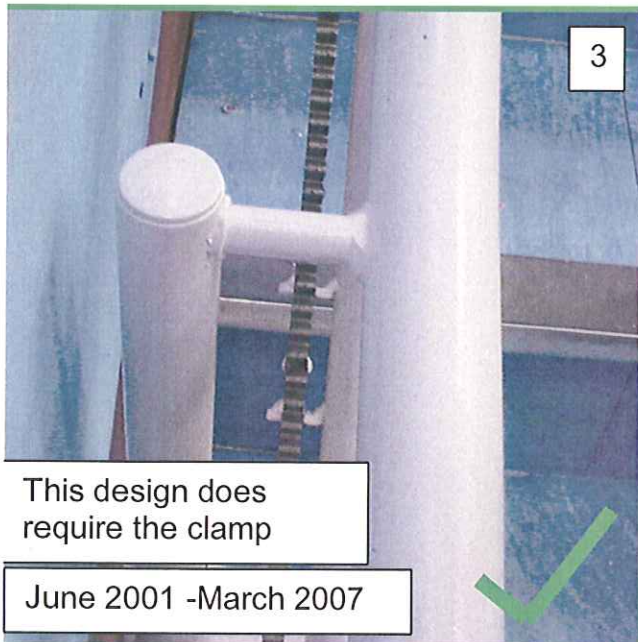
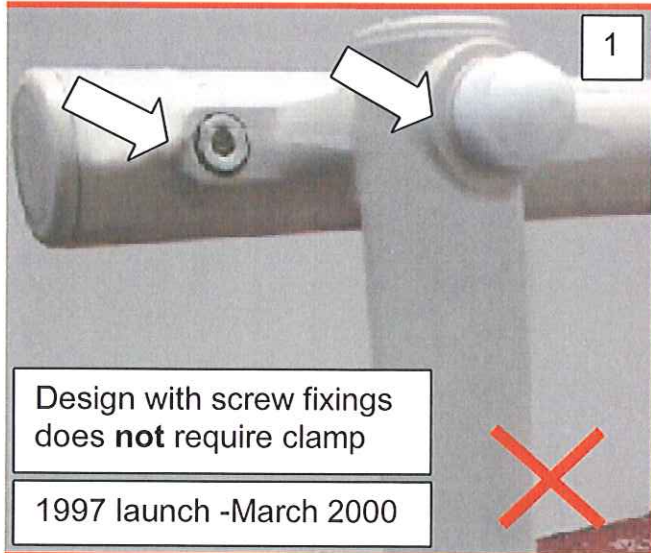
SAFETY NOTICE

This document contains important information for Service Engineers. Please ensure they all receive a copy.

Differences in 250/260 leg types

Since the introduction of the model 250 in 1997 to present day four types of leg design have been in production. The new clamp is only required for products manufactured between June 2001 to March 2007.

The images below show leg designs from 1997-2008. Only image 3 is suitable for the new clamp.



Should you have any problems, queries or training needs please contact
Technical Support on: Telephone: +44 (0) 1264 345297 Fax: +44 (0) 1264 345246
Email: worldwide_technical_support@stannah.co.uk

Date: 29-07-08

Issued By: Steve Leathley
Stannah Stairlifts Limited, Andover, England

PDN 08/5759

