



Guide to choosing a service & goods lift

Covering frequently asked
questions and regulations
to help you decide

Stannah



Hello.

We've been installing service and goods lifts in the UK since 1974. During this time, we've installed over 25,000 of them! As a recognised market leader, we're often asked for our advice.

This guide aims to answer frequently asked questions regarding service and goods lifts, which will help you decide which solution is right for you. As well as giving insight into what is involved in the process.

We hope you will find this guide helpful, and if you have any questions, please get in touch with us.

Alastair Stannah

Alastair Stannah

Contents

- 3 Introduction
- 4 Do I need a lift? Questions to answer to help find the right service & goods lift
- 6 Getting to know our service & goods lifts
- 8 Frequently asked questions
- 9 The next steps – how does installation work?
- 10 Lift ownership and the regulations that cover it

Introduction

Every day across the United Kingdom, hundreds of thousands of businesses move things from one place to another. Moving ingredients from your supplier's truck to your storeroom, transferring bulky boxes to a different location ready for shipment, and moving laundry, dishes, food, and drinks from one floor to another requires time and physical effort.

Whether these goods are heavy and bulky or fragile and precious, inefficiently moving things around daily can cost your business time and money. Also, the more you depend on people to move these things, the more it can be physically tough on staff. Staff wages increase time and cost to a business that could be used for productive work.

Installing a goods or service lift in your premises can go a long way towards mitigating the time, money and risk associated with manual handling. And in the face of staff shortages, even a smaller team can be super-efficient with the help of our hard-working lifts.



Do I need a lift?

If you are repeatedly moving goods over two or more floors by hand, a lift will improve efficiency and safety, helping you meet the Manual Handling Regulations.

You have a duty to protect your staff from potential injury caused by inappropriate manual handling and are legally responsible for the welfare of your staff during their working hours and the health and safety of everyone on your site.

The Manual Handling Operations Regulations require an employer to:

- Avoid the need for manual handling as far as reasonably practicable
- Assess the risk of injury from any manual handling that can't be avoided
- Reduce the risk of injury from manual handling as far as reasonably practicable

You can find guidance on manual handling, best lifting practices and risk assessments in our [manual handling guide](#).

What type of lift?

Six questions to help narrow down your search

What do you want to carry?

It may seem strange to start here, but the idea is to make life easier, staff safer and customers happier with your standard of service. So, if you need to serve hot food quickly or move small storage bins between floors you needs will differ from someone who regularly moves roll cages, large wheelie bins, or palletted goods from delivery to storage areas.

Where do you want to carry these goods?

Understanding building use and configuration help narrow down your search. We don't need exact measurements, but knowing how many steps or floors you need to travel between is helpful. And if you've got a rough floor-to-ceiling height, even better.

How much do you need to move in one journey?

This question identifies the weight and volume of each load and determines the capacity of the lift required. You may need to move large boxes of light objects or small boxes of heavy items. These two examples may not require the same lift car size but may need the same weight capability. Getting this right is essential, as an overloaded lift won't function efficiently.

Will you be loading at floor or waist level?

Typically this is where manual handling guidance comes in. But generally, if you plan to move heavy or awkward goods using a trolley, you'll need a floor-level loading lift. Using a lift to move laundry in a hotel or care home is a perfect example. If you're thinking about a lift to improve service in a café or restaurant, then waist-height serving is a must.

Do you need someone to accompany the goods in the lift? (larger goods lifts)

If you are considering a larger floor-level loading lift, then for ease, you can consider a goods attendant lift. An ideal solution if it's a long way to the nearest stairs or your premises has multiple floors as it becomes faster to travel with the goods than separately, improving handling efficiency.

Can your premises meet your requirements?

The best way to find out is to work with a leading lift company; they can survey your premises and help you determine how to accommodate a lift.

Getting to know our service & goods lifts

What is a service lift?

They are typically used to aid customer service. It's the dumbwaiters we all know and love, but it also covers some smaller floor-level lifts to carry roll cages, small trolleys and boxes.

What is a goods lift?

Goods lifts are bigger floor-level lifts designed to accommodate much heavier loads. Some models can also take attendants to accompany the load for ease.

Our range at a glance

Microlift

Dumbwaiter



Perfect for various tasks, including food & drink service in catering, stock transfer in retail, helping hand in a library, parts transfer in an engineering workshop and even money transfer in a casino.

Trolleylift

Service lift



Perfect for use with heavier loads on trolleys in various retail, leisure, medical and industrial environments over two or more floors.

Range comparison and consideration

Model	Loading	Capacity (kg)	Pit depth* (mm)	Headroom* (mm)	Entrances	Stops	Travel (m)	Doors
Microlift	Waist height / Floor	50-100kg	0-350	1800-3000	Single / through / adjacent	12	30	Rise & fall shutters / hinged
Trolleylift	Floor	250-500	80-600	2600-3200	Single / through / adjacent	6	12-18	Concertina / hinged
Levelmaster	Floor	Up to 2000	From 90	-	Through / adjacent	2	Up to 1.5	Hinged
Goodsmaster	Floor	500-2000	100	2500-2900	Single / through	4	9	Concertina / hinged
Goodsmaster Plus								

* There are reduced headroom and reduced pit models across the range if needed

Levelmaster

Goods lift



Perfect for the safe movement of stock over small floor level changes or a few steps that would make moving a pallet truck, trolley, bin or roll cage hard.

Goodsmaster

Goods & goods attendant lift



Perfect for transporting heavy, bulky goods on pallets, rollcages, cage trolleys or large wheelie bins between floors, with an option for an attendant to ride with the goods.

Frequently asked questions

Do I need space in front of the lift?

Lifts come with a choice of door configurations. Rise & fall shutters or concertina doors save space in front of the lift, and a hinged door enables the lift to have its largest possible opening.

Can I use the lift for a mezzanine level?

You can certainly use a lift to access a mezzanine, and our structure means it's quick and easy to install to the mezzanine floor.

What controls do these lifts have?

The controls for goods-only lifts are on the landing entrances of the lift, which you can send or call the lift from each landing. There are controls and an emergency communication device inside the lift car on goods attendant lifts.

How can I keep my food hot?

Various options are available on a Microlift that help keep food warm as it travels.

Could you use the space where I have an old lift or shaft?

Of course! Our products go on for decades, but there comes a time when reliability or parts means out with the old and in with the new. We can work with you to do a part or full replacement but will need to visit to assess the lift first.



The next steps – how does installation work?



Call us now on 01264 351922

Lift ownership and the regulations that govern it

You have a legal duty to meet all the requirements of PUWER and LOLER by taking every precaution to ensure safety for those using your lift equipment.

You must ensure the equipment is clearly marked and regularly inspected and maintained in safe working order. You should have evidence to demonstrate you have looked after the equipment according to the requirements of PUWER and LOLER.

To do so you require service cover through either a warranty (all our lifts come with 12 months as standard) or maintenance contract. Additionally under LOLER you will require someone to undertake the thorough examinations required separate to servicing cover.

Health and safety inspectors enforce the Regulations and take firm enforcement action if they are not being met.

PUWER

The Provision and Use of Work Equipment Regulations 1998 (PUWER) require any risks to people's health and safety, from equipment that they use at work, to be prevented or controlled. Any equipment used at work from knives and hammers, to lifts and motor vehicles are covered by PUWER.

The Regulations require that equipment provided for use at work is:

- Suitable for the intended use
- Safe for use (as per LOLER requirements)
- Used only by trained people, familiar with the equipment
- Accompanied by suitable safety measures such as signage, protective devices/clothing, markings and warnings



LOLER

Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) place duties on people and companies who own, operate or have control over lifting equipment.

The Regulations require that lifting equipment provided for use at work is:

- Strong and stable enough for the particular use and marked clearly to indicate safe working loads
- Positioned and installed to minimise any risks
- Used safely i.e. the work is planned, organised and performed by competent people
- And subject to ongoing thorough examination and, where appropriate, inspection by competent people

Employees using the equipment don't have any duties under LOLER. But they do have general duties under the HSW Act and the Management of Health and Safety at Work Regulations 1999, i.e. to take reasonable care of themselves and other workers through co-operation in the workplace.



How can Stannah help me?

If you'd like to reduce manual handling and increase efficiency, then a service or goods lift could be the perfect solution. We'll walk you through every step and take you beyond.

Meet the family



Stairlifts



Homelifts



Platform lifts



Passenger lifts



Service and goods lifts



Bespoke lifts



Escalators and moving walkways



Lift refurbishments, service and repair

Stannah Microlifts

Wait Close, East Portway, Andover, Hampshire SP10 3SD
Telephone: 01264 351922

www.stannahlifts.co.uk

Stannah