**Troubleshooting tips**

[**My stairlift will not move and the power light is off**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-0)

Firstly, check the on/off switch, (usually located on the arm) is on. Then check that the master power switch is on (usually located under the seat on the carriage, either at the front or back). Finally, check that the key is inserted and turned to the on position (usually located under the seat on the carriage at the front or side).

[**My stairlift will not move and the power light is on**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-1)

Check that the chair is fully swivelled back to its travelling position and that the swivel levers are in the correct position. Check whether there is anything obstructing the safety edges – if there is move the stairlift in the opposite direction, remove the obstruction and then you can continue your journey. If you have a hinged rail ensure the rail is fully lowered and locked in position.

If your stairlift still does not move:

* Turn the power key to the off position and then back on.
* Move and hold the control in the direction of travel for a few seconds after which the stairlift should start.
* If the stairlift still doesn’t work at this point call your local branch.

[**My stairlift is beeping**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-2)

Your stairlift will beep if the batteries are not being charged.

* Check the wall switch is on.
* Check that the power has not tripped.
* Check the stairlift is parked correctly at the top or bottom of the stairs.
* If you have checked these things and your stairlift continues to beep switch your stairlift off and contact us.

[**My remote control doesn't work**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-3)

Check and replace the batteries if necessary.

[**My automatic swivel doesn't work**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-4)

Contact us. Use the manual swivel levers under the seat in the meantime.

[**My hinge or retractable rail doesn't work**](https://www.stannah.co.uk/servicing-aftercare/troubleshoot-your-stairlift/#answer-5)

Contact us. If the rail is causing an obstruction you can raise the rail manually by grasping the underside of the rail.