



SKYLARK ATTIC STAIRS FREQUENTLY ASKED QUESTIONS

1. Is there a manual way to open in the event the motor goes bad? Yes! The stair lid can be unscrewed and manually lowered if anything happens, but this is very rare. Most likely, the only reason you would have to manually lower the stairs would be if the power was switched off in the loft, the stairs were running on battery backup power, and then the backup power ran out. Before the battery backup runs out you would hear a beeping sound to inform you of the low battery. In the event you hear beeping, leave your stairs open so you can access the attic space to resolve the issue.
2. Can you open/close the Skylark via bluetooth cell phone? Bluetooth connectivity is no longer available or supported.
3. Does the standard warranty include electronic parts? Each Skylark Attic Stair comes with a 10 year parts warranty from the manufacturer. While this covers almost all of the parts included with your stair, this warranty does not include the handheld remote control. Provided your Skylark was not damaged through recklessness (i.e. exceeding the max weight, etc.) there is no charge for spare replacement parts (except for handheld remote control) aside from shipping. In the event replacement parts are requested, the parts will be shipped to you, shipping costs will be charged to you, and instructions on how to change or fix the part will be supplied. If you are unable to change or fix the part yourself, you will have to pay any needed fees to hire someone to do the necessary work.
4. Do you have professional installers? Yes! Please contact us to be put in touch with one of our professional installation teams.
5. Can you provide a quote/estimate for a unit for a 10 foot ceiling height? Yes! Please contact our sales team to receive a quote for your specific install location.

MORE QUESTIONS? CONTACT US!

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