

LIFT FAQs

How do I tell which lift is right for my pool?

If your pool is in-ground with the pool edge almost flush with the deck or above-ground with a raised deck with the pool edge almost flush with the deck), you'll want an in-ground lift. If your pool is above-ground, you'll want to look at above-ground lifts. Then decide if you want independent or assisted operation. If you are still unsure which lift is right for you, the Aquatic Access customer service and engineering staff have the training and experience needed to help you decide which lift is correct for your pool or spa. They are always glad to help you if you have any questions.

Who installs your products?

Most often, our customers have their pool maintenance person handle the lift installation. Each lift ships with detailed instructions and all necessary components so anyone handy with tools can install it. For those who prefer a dealer-installation, there are hundreds of Aquatic Access dealers around the world. Call us at 800-325-5438 (502-425-5817) and we will be glad to provide contact information for your area.

What are your lifts made of?

Aquatic Access lifts are built of 316/316L and 304/304L stainless steel. The valve is brass, the seat is polypropylene, the plastic components are of UHMW polyethylene, and the hoses are reinforced vinyl.

Are all of your lifts water-powered?

All Aquatic Access lifts except one are water-powered. Water is an environmentally friendly and readily available power source that has proven to be reliable and safe. The Aquatic Access Sling Lift 20 is operated by a hand pump and offers an economical lifting alternative for situations where ADA compliance and a rigid seat are not desired.

Why aren't there electric or battery-powered lifts in your product line?

We have researched alternate power sources for our products and determined that water is the safest, most reliable, least expensive, and most environmentally-friendly power source available for lifting individuals in aquatic environments. It provides an uninterruptible power source. Batteries that have sufficient power to lift an individual are expensive, pose disposal difficulties, can run down and require recharging at inconvenient times, and are very expensive to replace when they can no longer hold a charge. There is always the risk that a person may be stuck in a pool when a battery needs recharging. Manual emergency recovery steps in such circumstances are awkward at best. Further, customers who replaced battery-powered lifts with one of our products have told

us that it is difficult to clean battery-powered or electric products because water can cause a short circuit. For these reasons, we are not currently offering electric or battery-powered lifts.

How much can I expect to pay?

Aquatic Access offers the most reasonable pricing in the industry. Our industry leader, the ADA-compliant Model IGAT-180, currently retails for under \$4,000 in its standard configuration. This price includes all components necessary for installation in an average pool setting. Our other lifts featuring powered up and down movement, with manual rotation, currently retail for less than \$3,000.00. Because we include all components necessary for installation in our base pricing and offer the most economical shipping rates in the industry, Aquatic Access lifts are the best value in the marketplace today.

Why do you need dimensional information about the pool?

Every Aquatic Access lift is built to fit a particular pool. It is important that our clients be able to make a safe and easy transfer into the seat at deck level, and to be lowered far enough into the water to allow natural buoyancy to assist them in moving to and from the seat in the water. It is essential as well, that the user's nose and mouth remain safely above the water at all times. We assess the relevant distances carefully in order to build the lift correctly so that each lift fits the pool in order to assure safety and ease of use for our customers.

Do your lifts comply with the guidelines of the Americans with Disabilities Act (ADA) and the Architectural Barriers Act (ABA)?

The complete ADA Recreational Guidelines can be found on this web site or at www.access-board.gov. The most important requirements are the possibility of independent operation, the ability to easily call the seat from the opposite location, and a minimum 300 lb. weight capacity.

The IGAT-180 family of pool lifts is fully compliant with both the ADA and the ABA. We offer three basic models in this group. The Model IGAT-180 (**In Ground Automatic Turn of 180**) has the pool to the user's right in the deck position and rotates 180 clockwise down into the water. It is also available in an opposite-turn version that has the pool on the user's left at deck level and rotates counter-clockwise down into the water.

The Model IGAT-180/135 (**In Ground Automatic Turn of 135**) is built on the IGAT-180 design, but is specially configured for in-ground pools with built-in benches around the edge. Its seat rotates clockwise 135 down onto the bench, ending up with the seat back near the outer edge of the pool and the user's feet in the deeper center area. It features a rubber bumper on the bottom of the seat to protect the spa's bench. It is also available in an opposite turn version.

The Model IGAT-180 AD (**In Ground Automatic Turn 180 Above Deck**) is designed to

accommodate pools with covers. It features a special elevated mounting that keeps the entire lift above the deck except when the seat is lowered. It is also available with the 135 seat rotation for in-ground spas with benches and as an opposite turn model. All of the IGAT-180 models can also be customized in a heavy-duty design for larger individuals or low water pressure situations.

Who has to comply with the Americans with Disabilities Act (ADA) and the Architectural Barriers Act (ABA) guidelines?

The ADA and ABA provide that all facilities for public use provide access for everyone. Private homes and some medical facilities are not required to meet the guidelines. Some states, including California and Florida, have added requirements to the standard ADA guidelines. More extensive information on this subject can be found in the [ABC's of the ADA](#) on this web site and on the government's site at www.access-board.gov.

Are there any tax breaks for small businesses making improvements such as adding a lift to comply with the ADA?

Some small business are eligible for a Disable Access Credit. This credit requires that the company meet several criteria and file Form 8826 with its taxes. You can download the form and instructions at <http://www.irs.gov/pub/irs-pdf/f8826.pdf>

Do your lifts comply with the California Building Code?

Yes, with the addition of two optional accessories, the IGAT-180 models all comply with California's Building Code. Add a seat belt and flip-up arm to any of the IGAT-180 family of lifts to meet the California Building Code specifications. We offer three basic models in this group.

The Model IGAT-180 (**In Ground Automatic Turn of 180**) has the pool to the user's right in the deck position and rotates 180 clockwise down into the water. It is also available in an opposite-turn version that has the pool on the user's left at deck level and rotates counter-clockwise down into the water.

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low water pressure situations.

What kind of warranty do you provide on your products?

Aquatic Access offers a five-year warranty on all stainless steel parts, and a one-year warranty of valves, seals, and plastic components.

After I place an order, how long will it be before my lift arrives?

Fabrication of standard lifts can be completed fairly quickly since partially completed units are usually in stock. Call for turn-around time. Time required for actual completion varies depending on the amount of customization required for a particular lift, and the number of lifts in line before yours. Because each lift is built to fit a particular pool, we do not complete assembly of the lift until we have received full dimensional information and arrangements have been made for payment.

How do I pay for my order?

Since we build each lift to fit a particular pool, we require payment in advance. Payment for domestic orders can be made by check, money order, wire transfer or major credit card. As a courtesy to our credit card customers, we do not charge their card until the lift is ready to ship.

Do you buy back used lifts?

Not at this time.

Can I trade in my older model lift for a newer or different model?

We often try to help repeat customers by offering a trade-in allowance on a new or different model. However, each situation is different. If this is of interest to you, inquire.

We are moving to a new home. Can my lift be adapted to a new pool location?

Aquatic Access maintains detailed records on each lift we build. Often, we can adapt the lift for a new location with a few simple adjustments and the installation of a new socket in the deck. Call and speak to our engineering staff about this.

Are your lifts portable?

While all of our lifts can be removed from their deck location for storage, the IGAT units are the most portable. All IGAT units, except the above deck models, feature a wheel on the base of the cylinder. When lifted from their sockets, these units can be simply rolled away. All of the lifts that mount in a deck socket include a rubber socket cover for the socket when the lift is not at poolside.

How much experience does your company have with lift products?

Aquatic Access principals basically wrote the book on water-powered lift products. John Nolan developed the first bathtub lifts in the 1960's and the first pool lift in 1981. His son, David Nolan, holds the patent on the Aquatic Access Model IGAT-180, the standard in ADA-compliant, water-powered pool lifts. For over 30 years, the Nolan name has been synonymous with quality water-powered lift products.

What is the maximum weight your products can lift?

The standard IGAT- models can lift up to 400 pounds at 55-65 PSI. The IGAT-180 AD lifts can lift up to 350 pounds at 55-65 PSI. The various manual-turn lifts can lift up to 300 pounds at 55-65 PSI. All Aquatic Access lifts, except Model IGMT, can be customized with larger diameter cylinders to lift greater weights at 55-65 PSI. Inquire for details.

What is the minimum water pressure required?

While 55-65 PSI is required to lift the maximum rated load, lower pressures will lift lesser weights. A lower pressure may be more than adequate for your needs. If you are unsure of your water pressure situation, call our engineering office.

I cannot use a rigid seat. Do you have anything else?

Aquatic Access can adapt a sling-type seat to fit our various products. There are also stretcher and spine board options available for IGAT-180 and IGRC lift models. These optional items provide access for patient who cannot sit and must be ordered at the same time as the original lift order.

How long does it take to travel on your lifts from the deck into the water, and from the water back onto the deck?

Travel time depends on a number of factors. Which lift, what water pressure is available, weight of the accessories and seat occupant, and custom design features all impact the speed of the travel from deck to water and back again. Inquire.

Can I get a cover for my lift?

We do not recommend covering our lift products at poolside. We find that such covers trap moisture around the lift and increase the likelihood of corrosion. However, a towel draped over the seat alone can help keep it clean.

How do I winterize my lift?

We recommend purging all of the water from the system before freezing temperatures are a possibility, and removal of the plastic seat shell is a good idea if the lift is to be left

outdoors over the winter. If the lift will not be used for the winter, it is a good idea to store it indoors.

Is it possible to use the lift during the winter months in a temperate climate?

Yes, if some measures are taken to protect the water in the cylinder from freezing. Most often, this question comes up when the lift is installed in an above-ground spa. For above-ground lifts, a cabinet can be built which allows the heat from the pool's heater to reach the cylinder. Some customers have installed a pump and a vessel to store and recirculate non-petroleum based liquids (e.g. windshield washer fluid) that do not freeze to power the system.

How often should I clean the lift?

Although we use marine-quality stainless steel, stains are still possible depending on the chemical concentrations in the atmosphere around the pool. To keep your lift looking new, inspect, clean and wax the lift every three months. Never use steel wool. Use a Scotchbrite plastic pad with Formula 409 or Fantastic for cleaning and a good quality car wax containing carnuba wax. Clean as needed.

I have an old Nolan or Guardian lift. Are service parts still available for it?

The original Nolan pool lift has been out of production for many years, but there are hundreds of them still in operation around the world. Because of this, Aquatic Access tries to keep some service parts for these lifts on hand. After the design was sold to Guardian in the 1980s, some modifications were made to the design. Parts for the modified lifts are a bit more difficult to match up. Call with your serial number and we will try to find parts that will work for you.

Why do I need my serial number to order parts for my lift?

Aquatic Access maintains specific records on every lift it builds. By providing your serial number to us, you enable us to send you exactly the right parts for your lift. The serial number is found on the Aquatic Access label located on the cylinder of each lift.