



The Stairclimber People – Case Study

Customer service goes the extra mile

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When you rely on assistive technology for daily life, you know how important it is that it not only works, but you have back-up should something go wrong.

The Orton family will testify that, if you need help with stairs, AAT goes the extra mile.

Their son Arthur was brain damaged as a baby, leaving him non-mobile and non-verbal.

For the past two years, mum and dad have used an AAT S-Max Sella stairclimber, supplied by their local authority as part of a wider adaptation, to ensure getting Arthur up and down stairs was safe.

The battery-powered device features kinematic wheels front and back that raise and lower to ascend or descend at a pace set by the carer, an integral seat, and adjustable control handles.

Arthur's parents can thus alter the height of the handles to their individual preference, depending who is using the piece of technology.

When mum couldn't change the height setting one morning, they contacted AAT.

Within 48 hours, the replacement part was at their home and the engineer had fitted it, all backed up by update phone calls so the Ortons knew what was happening.



Said Arthur's father Michael: "The AAT team really went the extra miles to help us out .

"Although I contacted the service manager at the wrong end of the country, the severity of the situation was understood and scaled appropriately."

You can find out more about the Sella stairclimber here: <https://www.aatgb.com/s-max-sella/>



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