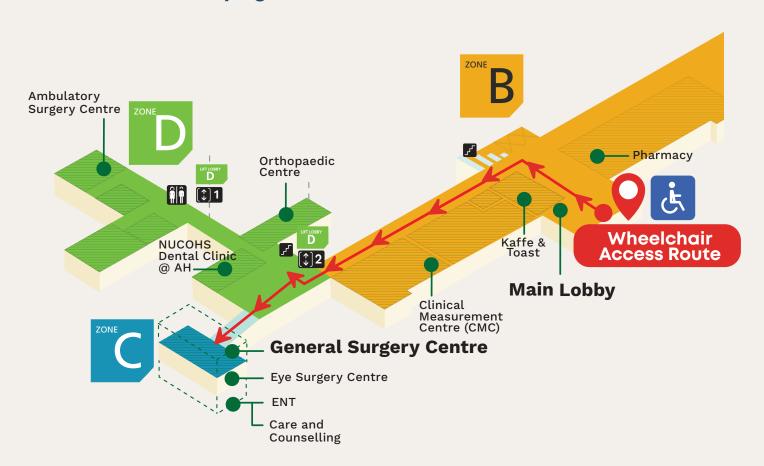


# Zone C lift will undergo upgrading and the lift will not be operational from 3 Nov 2025 - 31 Dec 2025

# Stairclimber\* will be available for wheelchair users from Zone C Level 2 & 3 going to Surgery Centre

\*See next page for more info on our stair climber



For enquiries please contact 6379 4100

Please verify the SMS received for the correct location

Thank you for your patience and understanding as we transform to serve you better.



# Stairclimber at Zone C Level 2 & 3 for wheelchair users heading to Surgery Centre





Scan QR or Click Here to watch how it works

# **Frequently Asked Questions (FAQ)**

# 1. How safe is the stair climbing process?

You'll be securely fastened to the device, and the climb is controlled and smooth. Our trained assistants will ensure your safety throughout the entire process.

#### 2. How are wheelchairs secured to the stair climber?

Your wheelchair will be firmly attached to the stairclimber using specialized safety clamps or straps for secured grip.

# 3. Will I feel stable during the climb?

While you will be gently tilted backward and forward during the process, our trained assistants will ensure stability and comfort throughout.

# 4. What should I do if I feel uncomfortable during the climb?

If at any point you feel uncomfortable, please immediately inform the assistant operating the stairclimber. They can pause the operation and address your concerns.

# 5. How long does the stair climbing process take?

The duration should last less than 5 minutes.

### 6. Is there a weight limit for the stairclimber?

Yes, the maximum weight for the stair climber is 130kg, including wheelchair and patient. Please consult with our staff for further queries.

Remember, our trained staff is always available during operating hours to answer any additional questions or address any concerns you may have about using the stairclimber. Your safety and comfort are our top priorities.