

Lift in Two Storey Villas – Communications

This document sets out an example of how telephone communications with the lift can be set up. It is based on the arrangement put in place for Villa 102, but it should not be assumed that the same arrangement would work in every villa with a lift and may not suit the needs for each owner.

If the lift motion is interrupted (eg the infrared beams across the door detect an object) the lift stops but self-corrects after 10 secs. In the unlikely event it does not self-correct, someone may be caught inside the lift in between floors. It is then necessary for the person in the lift to call someone else to come and go through the documented procedure provided at the Lift Control Cabinet to safely lower the lift.

It is the villa owner's responsibility to establish and maintain communications to the lift, using the hardware provided by the supplier. In the case of Villa 102 the communications link was set up by purchasing and activating a SIM card which was inserted into the communications module located in the Lift Control Cabinet. This then allows the person in the lift to call someone for assistance using the handset in the lift.

Question 1: I am in the lift, which is not moving, who should I call?

My friendly neighbour?	If they are not home, another option is needed.
One of the other lift owners at Maroochy Quays?	Set up a support network in advance and share contact details. Make sure the numbers for the people on your call list are in the lift.
Fire Brigade (Triple Zero)	Fire Brigade (with Ambulance if necessary) will respond to calls like this, if it's an emergency.
The lift company who did the installation?	I do not believe they provide this callout service.
Resort Managers?	Not their responsibility, and besides they may not be on site.

NB Make sure you give your helper the phone number for your lift so they can call you back.

Only call the Fire Brigade if none of the other options was successful.

Question 2: Can the person I call gain access to my Villa (if the doors are locked), and if they are not in Gemlife Maroochy Quays, how do they get access through the entry gate?

Put a spare key in a place outside your villa where it is not visible but is in an easily-explained location. (eg in the peg basket on the clothes line for instance).
Consider using a different place for next time. And what about the side gate – is it locked?
Note that if you called the Fire Brigade and they do not have access to a key, they WILL BREAK IN to your villa, but will NOT pay for any damage they cause.

Question 3: What does your helper have to do?

Come into your villa and go to the Lift Control Cabinet.	You might have to tell them where it is. (You did leave the key for the cabinet in the cabinet door lock, didn't you, or at least somewhere accessible!)
Your helper should call the Helpline for the lift installer (the number on the Control Cabinet), or simply follow the procedure for your particular lift, as per the instructions inside the cabinet door.	They will talk your helper through the procedure for lowering the lift.

The SIM Card.

A SIM which is activated as 'Pay-As-You-Go' is recommended (ie not on a plan). Numerous providers sell them, so do your research. The option chosen here is from ALDIMobile primarily because once activated it has a 365-day expiry, so it needs topping up yearly. The call rates were the lowest found, top-up costs seemed reasonable, it was not expensive to buy, and was readily available at the local ALDI store. It was labelled as a 'Starter Kit'. The SIM must be activated before inserting it. The phone number for the SIM will be provided during activation.

The process for activating the SIM also included downloading the ALDIMobile app, and setting your username and password, which you would use for managing your account and doing top-ups. So do the activation procedure on an Apple or Android device to get the correct app. Once you have set up your ALDIMobile account (part of the activation process), you should be able to access your account using a Windows PC for doing top-ups, if that is your preference.

An option to also consider is setting up the lift phone as an extension of your landline – if you have one.