



Overall Satisfaction Rating



Based on 10 reviews

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Bruno Independent Living Aids

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Consumer Reviews and Complaints



Destiny of Las Vegas, NV on Aug. 30, 2016

Satisfaction Rating



The safety is very safe for my families. I received it a few days ago and I totally love it. The adjustment is very recommended to any and everyone. I totally agree with the adjustments to this requires for this specific tool, and definitely recommended this to family and friends also. The swivel ability is perfect in my case. I am so surprised with this action. I never knew it would work so perfect. I'm totally in love with it. The value is really worth paying for. I would definitely give the value a A-plus because it's perfect for value.



Goes up and down, slow and fast. Very easy to use. Even a young child can use it. No problems so far. Easy and fast installed. Within hours was in and usable. Easy controls. Very happy so far. I love this so far. The chair easy to move around. Even has a backup when the electric goes out. It is a great investment for a handicapped person. You could even get it uninstalled to a new home if you need it to. One of the best I had, and I had one that broke down one time every other month.



It's a dependable American made stairlift. It has a swivel seat with height adjustments which makes it very easy to get on and off of. It has a soft smooth ride from start to finish. It also has a armrest rocker switch for easy operation. And a safety belt and obstruction sensor. And onboard audio diagnostics to help if something goes wrong. Adjustability is just wonderful. With a swivel seat and height adjustment makes it very enjoyable. It also has flip up arms and footrest. The swivel feature make it very nice to get comfortable and makes it very safe to use. If you want the safest and easiest stairlift to use for your money. Then look no further. Well worth the price. You get what you pay for with this stairlift. The best on the market. Other lifts may cost less. But you're not getting the best that you could.



Most amazing most fabulous most incredible product ever. Very cautious, very safe. Very much top of the line product out there. Highly recommended. Can adjust very easily. Is very flexible and easy to manage. The product comes with written and very visual descriptions so it is very easy to handle. Not too sure on the swivel ability but everything is pretty much self explanatory. Anyone who can follow simple instructions can and would be able to figure it out. The value of this product is very reasonable. You would think it was worth more than it actually is because it seems so rich because of the appearance. But that just makes it all more worth it and why I chose to use this product in the first place.



The safety features are very helpful and very understandable when I really needed help. I would totally recommend this company. They are very helpful. Its adjustability is very stable and very easy to get used to and understand. I am very satisfied with business I had with this company. No complications when you need help. Very easy to tell you. Fast and straightforward on what you need to do and how fast the process is going to be. Overall they're very good to work with except the fact that you have to fill out some paperwork but that won't take too long. The perceived value the company prevails itself is very normal. Nothing too extra or not enough to get your attention. Never leaving the site confused and not knowing if anyone can help you there.



Overall Satisfaction Rating



Based on 34 ratings out of 107 reviews

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Acorn Stairlifts

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Consumer Complaints and Reviews



maria of Burbank, CA on April 20, 2017

Satisfaction Rating



I purchase my first chair in 2005, and was happy with the purchase. During the years chair was old, and I wanted to upgrade the chair!!! BIG MISTAKE!!! The only chair they have is nothing to be happy about. The new and only chair was design by a monkey, chair is loose, you feel as if you are going to fall down forward on your face. Track makes more noise than a train at 90 miles an hour, it cracks as if the track is broken. Chair is not orthopedic design for a handicap person with joint problems, the foot rest is so small your feet don't fit in them or you have to bend your legs inward and still you don't have space for your feet. From the moment the chair was install I was not happy. And I want my money back. Your chair is as bad as it can be, a piece of trash. My mistake was not to keep my old one back, if you are looking for a lift, check first BRUNO OR AMERICAN OR GO SOMEPLACE ELSE FOR A BETTER PRODUCT. ACORN IS NOT!!!



Only problem with this company, the salesman cannot be reached once he got the order. The technician did a bad job. The chair is rumbling, stopping on its way up or down. The bottom plastic head falls off. The chair is stuck downstairs after 3 weeks of use. No support from the company. The technician has no phone number!!! The company said you can only contact him by "wire" and 411 has no listing of him. The remotes came with very old batteries, made in China, that worked only intermittently. I will have to call the fire dept to get my husband upstairs to bed tonight. Our recommendation is not to deal with Acorn. You will save yourself a lot of frustrations.



I have left multiple message with people to call me back but they never call back. They will say I will speak to my Manager or Engineering department but never call back. Very poor service - DON'T BUY from these people. Installation and design is very poorly done.



Chair has not worked properly since it was installed. The chair is junk, the warranty is junk. \$250.00 for a service call because the chair they sold me is junk, absolutely ridiculous! Never do business with this company!



Horrible Experience With This Company. DO NOT GET THIS SERVICE!!! Find alternative. Equipment Breaks Down Very easily and they con you into getting an extended warranty... Nothing but a bunch of crooks. Tried calling their customer service to deal with an issue. Got the run around, dropped calls etc. My father just got purchased an extended warranty and then right after passed away... These people would not even return the funds of that extended warranty. Caused my mother undue aggravation dealing with a funeral and these crooks.



I had the lift for 2 months. During the 2 months I had to have a serviceman over 27 times. Bad motor 3 times, the bolts stripped out from the stairs and multiple other problems. One time the tech came back and said he left a part off and didn't notice it until he was cleaning out his van. But the main reason I'm mad is at 97 years of age I was going up the stairs on the lift, it stopped and wouldn't move. I had an upset stomach and needed to use the bathroom. It's embarrassing to mention this but I feel consumers need to know. I broke wind and accidentally messed myself. God bless.