

Q: What should I know when hooking the electrical service up to my lift. How much amperage does the motor draw and what type of circuit and gauge of wire should I use?

A: Motors purchased in a 110v-1HP configuration typically found on the Hemi Road Runner or our RestoMod DX/XL parking lifts will typically pull 13 Amps under load.

These units can be plugged a household wall plug on a dedicated circuit. Our 220v configuration found on our two-post lifts or as an option on the Hemi Road Runner or RestoMod models will pull approximately 11.7 Amps under load.

In most areas it is recommended that a qualified electrician hook up lifts with a 220v motor. It is important that all wiring meets local building codes. Note that not all motors are the same.

The suggestions above are for US made Monarch power units. Off shore units typically have a different load specification and pull upwards of 30AMPS.

Q: Can the lift be directly shipped to my residence and is off loading provided?

A: We can provide shipping to a business, residence or to a local terminal. The cost may vary depending on your location and accessibility. We can have the trucking company provide off loading at an additional charge. Most people prefer to contract a local tow truck with a roll back or tilt and load style flat bed. This is usually quicker and less costly. Trucking companies charge for wait times when offloading takes longer than the allotted time. You should make preparations before hand to help avoid such charges.

Q: What do you recommend when the lift arrives at my house or garage?

A: After you have received your lift we recommend that you unpack all of the parts and carefully compare what you have received with what is shown in your operations manual. Most of our manuals can be downloaded from our web site. We give you 48 hours from the time of receipt to report missing parts

Q: What general maintenance do you recommend for my lift?

A: We suggest that you re-torque the floor wedge anchors at least four times per year. If the anchor bolts pull up out of the concrete the lift should be moved to another location or the floor should be repaired. Another alternative to wedge style anchors is "chemical" anchoring. This material can be purchased at most building supply companies.

It is recommended that wire rope lifting cables should be lubricated once every 30 days with a "non stick" penetrating oil that does not attract dust. The steel pulleys should also be sprayed at the same time. It is also recommended that every pivot point on the lift should be lubricated with light machine oil every 30 days. Lift arm pivot pins, lifting chains, and pulleys and lock release systems are examples of these components that should be lubricated.

We recommend using a 30 or 32 grade hydraulic oil in your lift. Depending on the environment, the hydraulic oil should be replaced at least every twenty four months of operation.

Q: Are there instructions provided as to how to position the lift arms under my vehicle?

A: All cars and light trucks have approved lifting points that are specified by the vehicle manufacturer.

These can be found from your dealer or by ordering a generic lifting manual offered by industry sources such as the Automotive Lift Institute (ALI). It is critical that your vehicle is positioned properly relative to the centre line of the lift and centred between the columns.

Most newer model cars are front wheel drive and can be lifted asymmetrically. This allows the car to be positioned further back from the centre line of the lift. Often a good rule of thumb is to start with the steering wheel lined up under the centre of the lift. When this is done check the position of the four arms when they are extended to the recommended lifting points.

The front lifting arm is manufactured on an angle and is considerably shorter than the rear arm. This will accommodate asymmetric loading of your vehicle.

Q: Where are the lifts made?

A: The majority of the North Americas largest lift manufacturers build some, if not all of their passenger car lifts in China.

You would be surprised at the number of major brands that had been claiming to be made in the USA, were in fact built in China.

The Lift Superstore lifts include components from China, the USA and Canada. We have found that this provides the best value and quality.

We do not compete with the importer selling a 100% Asian product with a non CSA/UL approved power unit. We can however offer you a more dependable longer lasting lift.

Q: Is everything included I will need to install the lift?

A: Yes, we even provide the anchor bolts and shim material with every lift! Unfortunately we cannot ship hydraulic oil because of environmental reasons however this is easily available at large retail store local to where you live.

Q: Are the electrical power units approved for use in Canada?

A: Yes! All of our electrical power units are purchased from a North American manufacturer (Monarch) and are CSA certified and UL listed for use in Canada. These same power units have been tested by ETL and are the same design we use on our industrial grade lifts.

Q: Does the lift have to be anchored to the floor?

A: We highly recommend that all two and four post lifts be anchored to a specified depth and strength of concrete. Although "caster wheels "are provided with all 4 post parking lifts it is still our professional opinion that the level of safety required demands proper anchoring. We strongly disagree with lift suppliers who advise the customers in their own web site manuals that the lift does not have to be bolted. How is a lift certified and not anchored to the floor?

Q:What lift is recommended for the trucks that I have?

A: What makes a good car lift does not transfer over to many of the larger extended cab style pickups. The ideal car lift has a lowered arm pad height lower than 4".

Although the overall capacity of the lift may be well within the unloaded weight of your truck, the arm reach required and weight distribution will require a heavier lift.

There are lifts available in the 11,000 lb category that has been designed to accommodate both applications well. If you're unsure of what lift you need give us a call, we will walk you through it.

Q:What Is The Right Lift For Me?

A: The old saying "the right tool for the best job is always first choice" applies to lifts as well. The following is a guide in choosing the right lift:

Standard Two Post Lift – uses the least floor space but might require a 12' ceiling height

– raises a vehicle approximately 72" with wheel free capability for under car servicing (tires, brakes, oil change, muffler, etc)

– is not the most stable choice for lifting trucks and large vans

- one of the lowest cost alternatives

Standard Four Post Lift – uses more floor space than a two post lift but raises similar height

- a more stable choice for lifting trucks and large vans
- faster vehicle positioning with drive-on / drive off capability
- good for alignment but requires rolling air jacks and turnplates
- a mid range cost alternative

Standard Scissor Lift – uses less floor space than a four post lift but raises similar height

- good stability and easier all round vehicle access with no posts
- faster vehicle positioning with drive-on / drive off capability
- good for alignment but requires rolling air jacks and turnplates
- slightly higher in cost but has no cables and pulleys to maintain

Other lifts to consider may be low rise and mid rise lifts for tire and brake work. Heavy duty two post, four post and moveable column lifts are also alternatives. Call us if you need more help in choosing the right lift 1 – 866 – 799 – 5438

Q: How Do I Get It Installed?

A: We have a list of over 200 professional lift installers that understand our products and are both insured and licensed. In many cases we can arrange to ship the lift directly to the installation company for them to deliver and install the lift at your convenience. If you have somebody locally that you have found we would be happy to assist them with technical support if you prefer. For those who are mechanically inclined our operations manuals are easy to follow and you can call us anytime with questions. After over 14 years in this business there is not much that we have not run into so please call us and let us assist you.

Q: Where Do I Call For Service?

A: First option – contact the individual who sold or installed the lift for parts and service information.
Second option – Call TLS at (314) 330-4330

Q: What Is My Warranty?

A: Most TLS lifts have the following warranty from date of purchase:

Please check the installation and service manual for confirmation or call TLS at (314) 330-4330 with any questions.

Structural Components – 5 years Accessory Items – 90 days

Hydraulic and Other Components – 1 year Labor – 1 year

The above items are warranted to be free of defects in material and workmanship to the original owner of the lift as follows: During the first year (90 days for accessories), those parts proven after inspection to be defective shall be repaired or replaced at the option of the manufacturer. Structural components only are warranted for an extended four years and if proven after inspection to be defective shall be repaired or replaced at the option of the manufacturer. This warranty does not extend to defects caused by ordinary wear, misuse, abuse, improper maintenance, shipping damage or where repairs have been attempted or made by anyone other than the manufacturer or a manufacturer certified technician. This warranty is exclusive and in lieu of all other warranties express or implied. In no event shall the manufacturer be liable for special, incidental or consequential damages for any breach or delay in performance of the warranty. The manufacturer reserves the right to change specifications, designs or add improvements to its product line without incurring any obligation to make such changes to products sold previously.

Q: How Do I Open A Liftsuperstore In My Market?

A: The Liftsuperstore is a well defined and formatted business opportunity for someone interested in selling vehicle repair equipment in their market. We have the manufacturing and marketing expertise that can deliver the complete package. Our approach has stood the test of time and we continue to grow. If you are interested in opening a Liftsuperstore in your area or are currently in the vehicle equipment business and interested in adding this to your current program, please contact Harold Yeo or Gary Di Angelo at 866-799-LIFT. We are not interested in distributors however we are looking for entrepreneurs who have a passion for this industry.