

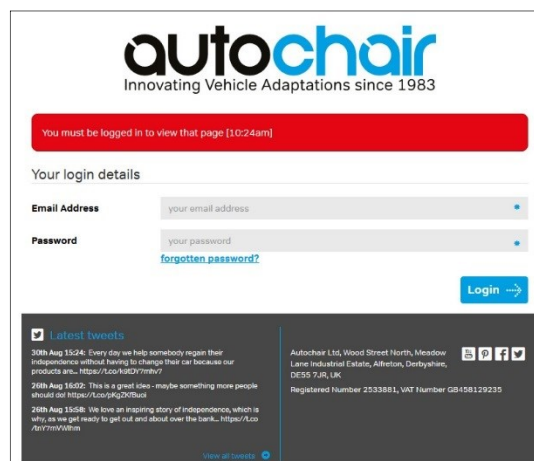
Overview

How do I access the portal?

You can reach the Dealer Portal by going to <https://dealers.autochair.co.uk>

Do I need to login to use the portal?

Yes, you will need to use your email address and password to login to the Dealer Portal. These will have been sent to you separately by Autochair. If you do not have a record of your login details, please contact Autochair directly.



When your login details are initially set up for the portal, you will receive an automated verification email from Autochair. The email contains a link that you need to click on – this process verifies that you have access to the email address used for your login. You will not be able to login to the portal until you have verified your email address.

Whenever you login to the portal, you remain logged in until a 2-hour period of inactivity passes, at which point the portal will log you out automatically.

What if I forget my password?

You can use the “forgotten password” link on the main login screen to request that a new password gets emailed to you. You will be able to login with this new password and, once logged in, you can reset your password to something of your own choosing.

Can I choose my own password?

Yes, as long as your password conforms with our password policy, which is that all passwords must be at least 8-characters long and must include at least:

- 1 uppercase character
- 1 lowercase character
- 1 numeric character
- 1 punctuation character

How do I update my login details and personal information?

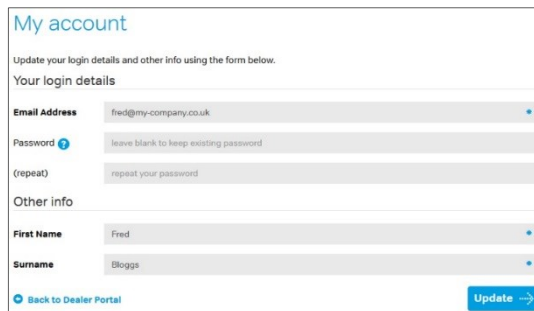
When you're logged in to the portal, you will see your name in the top right corner of all screens:

You are logged in as **Fred Bloggs - [logout?](#)**

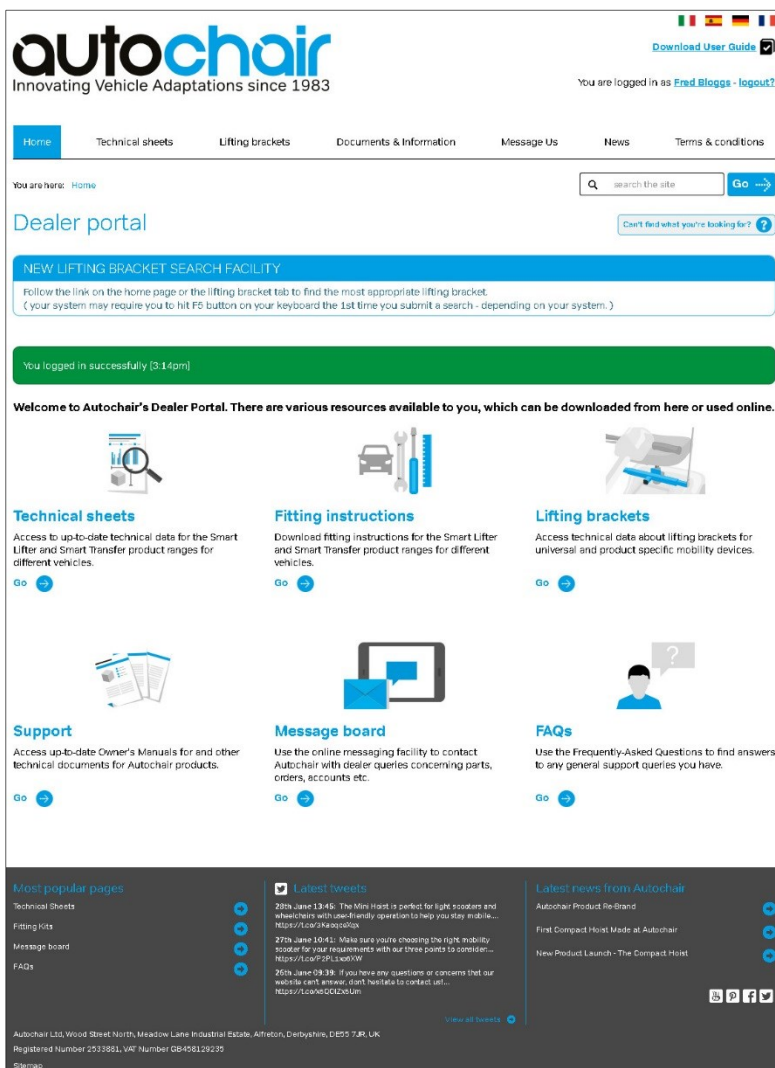
By clicking on your name, you will go to the My Account page, here you can update your:

- Email address (this is what you use to login with)
- Password
- Name

If you update your password from the My Account screen, be mindful of the password policy mentioned earlier:



How do I use the portal?



Once you are logged in, you can access key areas of the portal by clicking on the relevant icon on the portal's home page.

You can also use the navigation that runs across the top of all portal pages to find the information you're after.

How do I exit the portal?

To leave the Dealer Portal, you can click the "Logout" link in the top right corner of any page or you can just close your browser window.

Technical Sheets

What information is in the Technical Sheets section of the portal?

In the Technical Sheets section of the portal, you can access up-to-date technical data for Autochair products for different vehicles.

How do I use the Technical Sheets section of the portal?

- Click on the Technical Sheets icon on the portal's home page or choose Technical Sheets from the main navigation menu at the top of the page
- Click on the relevant Autochair product for which you want technical data
- If you want technical data for a specific vehicle, choose option 1, where you select your make and model of vehicle from the list
- If you want technical data for vehicles of a certain type, choose the relevant body style in option 2
- Alternatively, you can access technical data for all vehicles by clicking the link in option 3
- When you see the list of matching vehicles (based on your choice above), you can:
 - Click on the “More” button to see the full technical sheet for that vehicle or
 - Tick the “Compare” box against that vehicle and then click the “Add to comparison” button at the bottom of the screen to add it to a side-by-side comparison with other vehicles
- The full technical sheet provides information about that vehicle's boot dimensions, product fitting instructions and product set-up details.

1. Choose vehicle by make

2. Or by body style

3. Or list all vehicles

Matching vehicles

Make	Model	Year	Vehicle body	Hoist	Restraint	Vehicle rating	Seats	Doors	Info	Compare
Ford	Galaxy	Jan 2000 - Jan 2006	Large MPV	017		150 kg	7	5	More →	<input type="checkbox"/>
Notes: Same car as Seat Alhambra and VW Sharan										
Ford	Galaxy	Jan 2006 - Jan 2010	Large MPV	018	018	200 kg	7	5	More →	<input type="checkbox"/>
Notes: Luggage cover cannot be used										
Ford	Galaxy	Jan 2010 - Jan 2015	Large MPV	018	018	200 kg	7	5	More →	<input type="checkbox"/>
Notes: Luggage cover cannot be used										
Ford	Galaxy	Jan 2015 - today	Large MPV	316	316	200 kg	7	5	More →	<input type="checkbox"/>
Add to comparison →										

Home **Technical sheets** Lifting brackets Documents & Information Message Us News Terms & conditions

You are here: [Home](#) > [Technical sheets](#) > [Smart Lifter LP Range](#) > [Show technical sheet](#)

search the site **Go**

Smart Lifter LP Technical Sheet for Ford Galaxy (Jan 2015 - today)

Technical Sheet details are shown below.

[←Back](#)

Vehicle		Fitting		Notes
Make	Vehicle body	Fitting side	Hoist install time	
Ford	Large MPV	Right	3 hours	
Model	Seats	Kit number	Restraint install time	
Galaxy	7	316	10 mins	
Year	Doors	Hoist fitting instructions	Compatible with Smart Lifter LM Range	
Jan 2015 - today	5	click for instructions	Yes	
Kit origin	Vehicle kit exists	Restraint kit number	Smart Lifter LM Range motor position	
Yes	Yes	316	Right	
	Vehicle rating	Restraint fitting instructions		
	200 kg	click for instructions		

Boot Dimensions	
Luggage area depth - seats raised	A 930 mm
1100 mm	B 790 mm
Luggage area depth - seats down	C 590 mm
1550 mm	D 810 mm
Retain use of 6th & 7th seats	E 950 mm
Yes	F 700 mm
	G 1035 mm

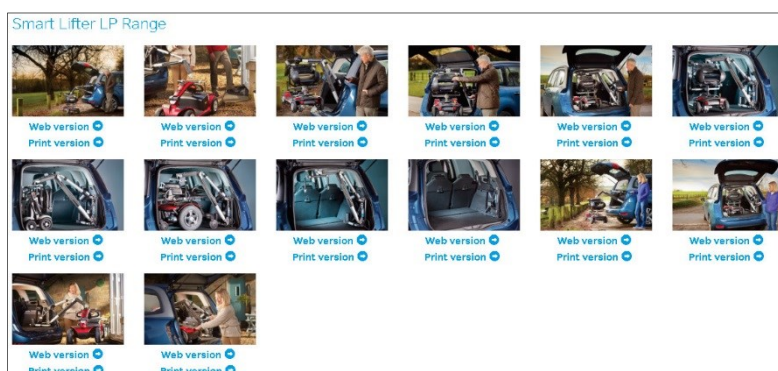
Marketing

What information is in the Marketing section of the portal?

In the Marketing section of the portal, you can access product photos in both web-ready and print-ready formats. You can use these product photos in your own online and offline marketing literature.

How do I use the Marketing section of the portal?

- Click on the Marketing images icon on the portal's home page or choose Marketing from the main navigation menu at the top of the page and then click on Marketing images
- Scroll down the page (or use the shortcut links at the top) to find the relevant Autochair product
- You can download an image by clicking on either the "Web version" or "Print version" link.



The web-ready image is saved at 72dpi, ideal for use on website and online marketing; the print-ready image is saved at 300dpi, which is a larger file more suitable for artwork and printed marketing

Is there a limit to the number of images I can download?

No, you can download as many images as you wish.

What can I use downloaded images for?

You are permitted to use images you downloaded from the Dealer Portal for your own marketing activity where that marketing expressly promotes Autochair products. Please refer to your Dealer Agreement for more details.

Support

What information is in the Support section of the portal?

In the Support section of the portal, you can access:

- Technical Documents relating to an Autochair product
- Owners' Manuals for Autochair products
- Fitting Instructions
- Frequently-Asked Questions

Technical Documents

What information is in the Technical Documents section of the portal?

The Technical Documents section of the portal contains other technical documentation about Autochair products, beyond that available in the Technical Sheets and the Fitting Instructions.

Owners' Manuals

What information is in the Owners' Manuals section of the portal?

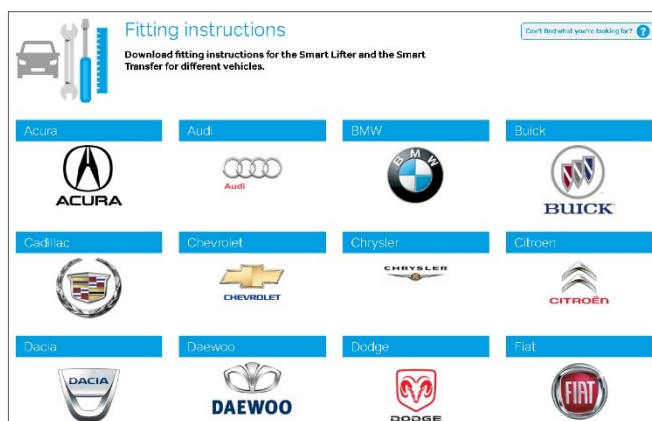
The Owners' Manuals section of the portal contains links to up-to-date product manuals for various Autochair products. You can download these to your computer as PDF files.

If you previously downloaded a product manual, you should check in the portal periodically in case a new version of a manual has been added recently.

Fitting instructions

What information is in the Fitting Instructions section of the portal?

In the Fitting Instructions section of the portal, you can access up-to-date fitting kit instructions for Autochair products for different vehicles.



How do I use the Fitting Kits section of the portal?

- Click on the Fitting Instructions icon on the portal's home page or choose Fitting Kits from the Support navigation menu at the top of the page
- Click on the manufacturer of the vehicle for which you want a fitting kit
- The available fitting kits for vehicles made by that manufacturer will be shown on screen – click on the fitting kit that you're interested in and it will download to your computer as a PDF file

Frequently-Asked Questions (FAQs)

What information is in the Frequently-Asked Questions section of the portal?

The Frequently-Asked Questions section of the portal contains list of common questions about various Autochair products. The section is split down into product categories:

FAQs

Can't find what you're looking for?

Click into the relevant Autochair product below and use the **Frequently-Asked Questions** to answer any general support queries you have.

Smart Lifter LP Range

Smart Transfer

Smart Lifter LM Range

Smart Lifter LC Range

How do I use the Frequently-Asked Questions section of the portal?

- Click on the relevant product about which you have a question
- You will see a complete list of FAQs for this product. The list may be split across multiple pages if there are too many to show on a single screen
- Click on to the question that interests you and you will see the question and its full answer

Smart Lifter LP Range

Can't find what you're looking for?

Use the **Frequently-Asked Questions** to answer any general support queries you have or search for a particular topic by entering one or more keywords in the search box below.

Q search for a particular topic by entering one or more keywords

- Are there any vehicle specific kits available for the Smart Lifter LP Range that aren't listed on the Technical Sheet?
- Are there wiring instructions?
- Can I find the make and model of a car if I have a kit number?
- Can I use a vehicle specific kit from one car for a different car?
- Can a 150kg Smart Lifter LP Range be upgraded to a 200kg?
- Can a 40 or 80kg be fitted on a universal fitting post if the technical sheet says there is no vehicle specific kit or it is not suitable?
- Can a vehicle specific Smart Lifter LP Range fitting frame with one broken pin be repaired?
- Can a vehicle specific fitting frame with one broken pin be repaired?
- Can a vehicle specific fitting kit be modified?
- Can a vehicle specific kit be altered to suit another vehicle?

Page: **1** 2 3 4 5

- Alternatively, you can use the search box shown above the list of questions if you wish to search for a particular topic:

Smart Lifter

Search for a particular topic by entering one or more keywords in the search box below.

FAQs that match: frame

- [Why would only one pin on a Smart Lifter LP Range A Frame be damaged?](#)
- [Can a vehicle specific Smart Lifter LP Range fitting frame with one broken pin be repaired?](#)
- [Can a vehicle specific fitting frame with one broken pin be repaired?](#)
- [Will a fitting kit designed for a five seat car also fit in a seven seat version?](#)
- [Can a vehicle specific kit be altered to suit another vehicle?](#)

[Back to Smart Lifter](#)

- If you cannot find the information you need in the FAQs section, use the Contact Us facility in the portal to contact Autochair Technical Support


News

What information is in the News section of the portal?

In the News section of the portal, you can read latest news from Autochair. Some news stories cover company announcements and some are product specific.

News

**IMPROVED
SCOOTER SEAT
POST BAR**




[Improved Scooter Seat Post Bar](#)

3rd June 2016

We have optimised the length of our Scooter Seat Post Bars in order to installation.

**IMPROVED
UNIVERSAL MILFORD
FITTING KIT**




[Improved Universal Milford Fitting Kit](#)

27th May 2016

After reviewing the design of our Milford Mounting Post Base we have ease and improve the installation of all Milford Person Lifts.

**NOW AVAILABLE:
NEW FOUR WAY
HANDSET**



[New Four Way Handset](#)

26th April 2016

New Four Way Handset Design

Click on a specific news story to read that item in full.

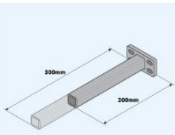
Improved Scooter Seat Post Bar

Can't find what you're looking for?

3rd June 2016

We have optimised the length of our Scooter Seat Post Bars in order to remove or reduce the need to shorten them during installation.


IMPROVED SCOOTER SEAT POST BAR



Optimised seat post bar length for easier installation...

After reviewing the installation process of our Scooter Seat Post Bars and taking into consideration feedback from both our agents and our own installers, we have reduced the standard length of the Scooter Seat Post Bar by 100mm to hopefully remove the need to cut the post down. This will simplify the installation process and reduce overall installation time.

New Seat Post Bar



- ✓ Simpler installation
- ✓ Reduced install time
- ✓ More compact design

Contact Us

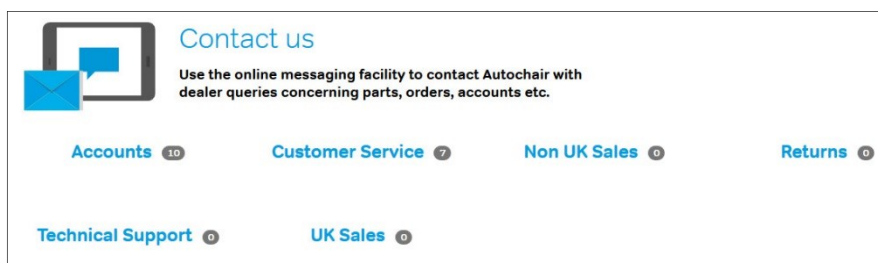
What information is in the Contact Us section of the portal?

In the Contact Us section of the portal, you can use the online messaging facility to contact Autochair with queries concerning parts, orders, accounts etc..

How do I send a new message in the Contact Us section?

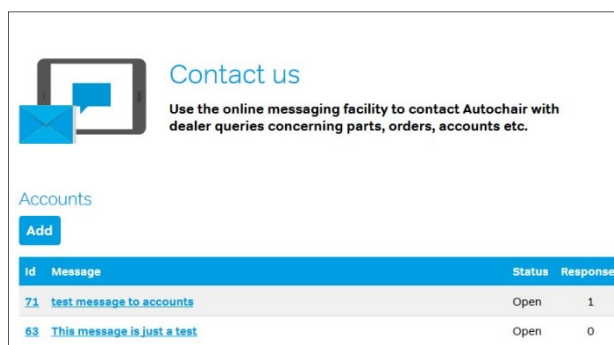
- Click on the Contact Us icon on the portal's home page or choose Contact Us from the main navigation across the top of the page

- Click into the relevant category from the available options on screen. If you have a query



relating to accounts or finance, for instance, click into Accounts

- Click on the Add button at the top of the screen to add a new message addressed to the Accounts team
- Type in your message in the box provided and, if necessary, attach up to 3 files to your message. Your attachment(s) can be any of the following file types:



- CSV file
- Word document
- JPG photo
- PDF file
- PNG photo or graphic
- PowerPoint presentation
- Text file
- Excel spreadsheet
- ZIP file

- When you have composed your message, click the Save button and it will be sent to the relevant department. You will also receive an email notification to confirm that your message has been sent

How do I know when Autochair reply to my message?

When an Autochair representative replies to your message, you will automatically receive an email confirmation to notify you. At this point, you should login to the Dealer Portal to read the response.

Can I reply to Autochair’s response?

Yes. Login to the Dealer Portal and go to the Contact Us section.

Click into the relevant category and you will see a list of your existing messages. Click on to the message in question to see the full history of responses:

The screenshot shows the 'Contact us' section of the Dealer Portal. At the top, there is a search bar with the text 'Can't find what you're looking for?'. Below this, the main heading is 'Contact us' with a sub-heading: 'Use the online messaging facility to contact Autochair with dealer queries concerning parts, orders, accounts etc.'.

The message history consists of three entries:

- Message 1 (Id 58):** Sent by 'You said:' on 11:11 30th June 2016. The content is: "This is another test message sent by Jeremy Flight in the Dealer Portal."
- Message 2 (Id 59):** Sent by 'Autochair said:' on 11:12 30th June 2016. The content is: "This is a reply to the message, added by Autochair"
- Message 3 (Id 62):** Sent by 'Marcus Robertson said:' on 11:16 30th June 2016. The content is: "Test"

At the bottom of the message history is a 'New response' form. It includes a text area for 'add your message', three attachment slots (Attachment 1, 2, and 3), each with a 'Browse...' button and the text 'No file selected.', and a 'Save' button.

Once you’ve read Autochair’s response, you can add a further reply by using the New response form at the bottom of the screen.

Can my colleagues view my messages?

Yes. Anyone set up as a user in the Dealer Portal who belongs to the same dealer (organisation) as you will be able to add, view and reply to messages in the Contact Us section.

Other

What should I do if I can't find the information I want?

There is a search facility at the top of all pages, which you can use to search the entire Dealer Portal. Search results are returned in a familiar Google-style format.

The screenshot shows the top navigation bar with links: Home, Technical sheets, Lifting brackets, Documents & Information, Message Us, News, and Terms & conditions. Below the navigation is a breadcrumb trail: "You are here: Home > Search". To the right is a search input field containing "ford fiesta" and a "Go" button with a magnifying glass icon. The main content area displays "Search results for 'ford fiesta'" and "Showing results 1 to 9 of 9". Three search results are visible, each with a blue heading and a truncated text snippet:

- Ford Grand Tourneo Seating Options**
... **Ford** Grand Tourneo Seating Options **11th** November 2016 Please check the ... number of seats for all **Ford** Grand Tourneo hoist orders. **Ford** Grand Tourneo Seating Options It has come to our ...
- News**
... **lifting** small to medium scooters. **Ford** Grand Tourneo Seating Options **11th** November 2016 Please check the ... number of seats for all **Ford** Grand Tourneo hoist orders. Improved Scooter Seat Post Bar 3rd ...
- Fitting Instructions**
... Daewoo Dodge Dodge Fiat Fiat **Ford** **Ford** GMC GMC Honda Honda Hyundai Hyundai Jeep Jeep Kia Kia Land Rover Land Rover Lexus Lexus Mazda Mazda Mercedes-Benz Mercedes-Benz Mercury Mercury Mitsubishi Mitsubishi Nissan ...

The third result is identical to the second one.

Alternatively, you can use the Contact Us section of the portal to send a question directly to Autochair.