



**Not satisfied with your Lift or Escalator service .....**

**You need to be satisfied that your lift / escalator service provider is providing you with a premium service.**

Regardless of the age of your equipment if your lifts and escalators are not serviced correctly it can be extremely frustrating. A poorly performing system will lead to:

- Unreliable lift service.
- Frustrated tenants and visitors.
- Potentially unsafe situations.
- Loss of business and revenue.
- Additional running costs.
- Below standard service for the elderly or people with disabilities.
- Injury and damages claims.

A site inspection will begin the process to improvement.

**MEC tailors audits to your requirements. With our technical experience and know how we can help you get it right and put your mind at ease.**

A Condition and Compliance Audit Report consists of a site inspection and may include the following:

- Is the lift performing at optimum level?
- Is the lift complying with contractual obligations
- Are there any safety or code non-compliance issues?
- Are you getting value for money from your service provider?
- What are the possibilities and priorities for improvements?
- Quality of maintenance being performed.
- Analysis of breakdowns and actions taken to address these.
- Report on the condition and longevity of the equipment.
- Report on latest code and regulations compliance issues.
- Requirements and suggestions for immediate and short-term improvements.
- Detailed checklist of items to be actioned.
- Suggestions for long-term improvements.
- A plan to manage it all on your behalf.

**A plan to improve your lift or escalator performance is easier than you think.**

## Why Minc Elevator Consulting?

- **Experience**  
With over 100 years experience in the lift industry, locally and internationally MEC knows the lift business. MEC knows the people, the product, the processes of lift companies and applies that knowledge for the benefit of MEC customers.
- **Quality and Safety**  
With accreditation in Pegasus and CM3 safety systems, when combined with ISO 9001 MEC is serious about quality and safety. All partners are trained in quality auditing and quality management systems, which are used throughout the MEC organisation.
- **Project Management**  
The exclusive MEC Project Management plan ensures that we manage all aspects of major works performed on your behalf, MEC will do it all.
- **Results**  
By using the MEC selection criteria ensures that we appoint the right service provider for each scope of works, this combined with the MEC initial overhaul program, ensures you get immediate improvements and results.
- **Minc Network**  
The Minc Building Services network covers over 1500 specially trained and approved tradespeople, MEC has access to that network and can ensure all work can be performed with one point of contact.
- **National and International Partners**  
MEC can service your needs in all major cities in Australia and with international alliances in many locations around the world.

## FAQ's

**Q:** What happens if I don't get my lift or escalator service reviewed?

**A:** At some stage the system will become irreparable and you will have to modernise or replace. It's best to do that with a planned and methodical approach with the least disruption and hassles.

**Q:** Is the service provider required for site inspections and audits?

**A:** No, as long as MEC has access to the lift motor room.

**Q:** Is it possible to get some immediate improvements?

**A:** In a lot of cases YES. MEC has the technical expertise which can help. Furthermore the MEC initial Overhaul Plan is designed to provide further benefits to the owner.

**Q:** What happens if my current service provider is NOT performing as contracted?

**A:** All good quality service agreements have performance criteria that cover this. MEC will advise you regarding this process.

**Q:** How much will it cost?

**A:** It's relatively inexpensive and depends on how many lifts or escalators are in the building. However, past experience has shown that in many cases we save the customer the initial cost expended.