



## Are you getting the best from your maintenance provider?

Not all lift companies are the same. Whether you have one lift / escalator or a portfolio of buildings, selecting the right company for each building is critical for an efficient vertical transport service.

You need to know that your service provider:

- Has the skilled staff to perform the day-to-day maintenance.
- Has sufficient technical support and backup.
- Has adequate resources to respond to after-hour calls and emergencies.
- Has the regulatory licences and coverage for staff to perform the works.
- Has adequate spare parts in local offices to repair the equipment.
- Has the technology and tools to perform the work.

And you need to know that you are paying the right price.

## Minc Elevator Consulting (MEC) can answer all of these questions.

Minc Elevator Consulting partners are experienced in the processes and procedures of lift companies. Staff have held senior positions both locally and internationally.

They know the products, processes and people of the industry, and use that knowledge to apply a **balanced approach** to advising who is best to service their customers' needs.

MEC has developed a unique comprehensive selection process which reviews the following to ensure that the optimum service provider is maintaining your equipment.

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| • <b>People:</b> front line staff, backup engineering and support staff.                   | • <b>Parts:</b> on hand and on location when required.                    |
| • <b>Products:</b> the correct tools and technology.                                       | • <b>Performance:</b> responsiveness to customer requests and complaints. |
| • <b>Process:</b> back up escalation and emergency repairs, safety and quality procedures. | • <b>Price:</b> market price and escalation.                              |

**Applying the above plus other critical criteria, MEC advises the best service provider in your location. This, combined with the MEC performance-based Maintenance Agreement, ensures your peace of mind.**

## 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 tradesmen, 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:** Do I have to use the original installing company to service my lifts or escalators?

**A:** No you don't, there are many choices depending upon the type of equipment.

**Q:** Are there any restrictions to servicing by 3rd party companies?

**A:** Some of the newer equipment may have lockout software which will require the original installing company to attend to site with a special tool.

**Q:** Am I paying too much for my lift service provider?

**A:** It depends, MEC can advise you. If you have been with one service provider for an extended time, you probably are paying above market price.

**Q:** Are there maintenance agreements with different options?

**A:** Yes there are many different types of agreements and this should be investigated to obtain the best deal that suits your individual needs.

**Q:** Are there any catches or special clauses which could restrict my ability to go to the market for a better deal?

**A:** Yes there are. Some contracts have automatic roll-over clauses which lock you into the current service provider for another agreement period. MEC can advise on this.