Lift and escalator expertise.
Keeping people and
goods moving.
Local support – nationwide 24/7.



Find out what Stannah Lift Services can do for you.





Wherever you need us, whenever you need us, we'll be there

Our single aim is to ensure that every one of our clients can operate their lift products safely and efficiently within current statutes and guidelines. To do this we are available around the clock. 24/7. 365 days a year. Nationwide.

Our own out-of-hours call centre is there to take your call, so we can respond to call-outs quickly, wherever they are.

Our comprehensive range of services, covering all types of lifts, escalators and moving walkways, includes:

- Preventative maintenance
- Service and repair
- Removals and replacements
- Supplementary testing of in-service lifts
- Local Authority bulk contracts
- National contracts
- Lift and escalator refurbishment/modernisation
- Standard new lift products
- Bespoke new lifts
- Advice on the latest guidelines and regulations
- In-house out-of-hours call centre



What can Stannah Lift Services do for you?

Why choose Stannah

Our priority is quite simply to meet the needs of our customers and support them as lift owners/users. We aim to provide service of the highest quality quickly and efficiently.

Our brand promise is to be 'always true to our word'

To ensure we keep our promise we continually invest in our staff and operations, enabling us to deliver outstanding customer service and safe, life-enhancing products to every one of our customers.

We believe in the pursuit of excellence through the development and training of our people and innovation in our products. We strive to be trustworthy, reliable, friendly and professional. Our aim is to be the first choice in our industry.

Our customers come first

Our directly employed, highly-trained Stannah lift engineers are here to help. Whether they are working on escalators at a major rail hub, a passenger lift in a university, a platform lift in a busy office or a stairlift in our customer's own home our engineers will always put the customer first.

Not just Stannah products

Our lift, escalator and moving walkway services cover all products from all manufacturers – not just our own products!

Environmentally responsible

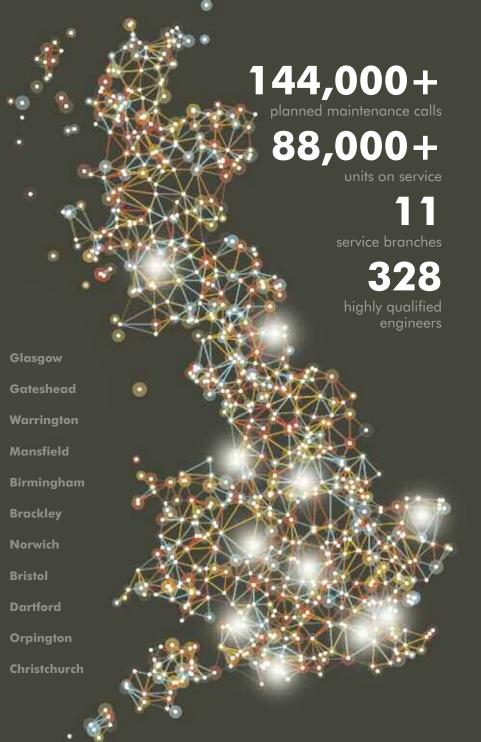
Our systems and operations always take the care of our environment very seriously. Our products use the latest technology to ensure energy is conserved and our removal and refurbishment services always include responsible recycling, wherever possible.











Local service, nationwide, 24/7, 365 days a year

We have a network of eleven service branches covering every corner of the UK. Each branch offers lift expertise within their region that includes regular maintenance, technical support, product refurbishment, product replacement and new installations. Every branch has a local team of lift engineers ensuring our customers get prompt service, wherever they are.

Specialist teams in support

To assist our nationwide network we have specialist teams for:

- Rail and infrastructure projects.
- National contracts customers with multiple sites across the UK.
- Major projects our specialist team dedicated to excellence in design, tenders, health and safety, environmental consideration, logistics and delivery.

Service, maintenance and repair

A regular service visit, as part of a maintenance contract, is essential to maintain the safety and performance of your lift.

Our lift engineers will firstly check all the safety features on your lift, to ensure your lift users' safety and their own safety when working on the lift.

The engineer will then clean, lubricate and adjust all relevant components of your lift equipment to ensure optimum performance between site visits. When the work is complete a digital service report records the scope of work carried out on the visit. Our engineers will detail the findings of their inspection of the equipment and make recommendations for repairs or improvements not included in the contract.

Before our engineers leave site, they will discuss the report with the customer and finally request a signature to confirm the planned visit has been made.



Stannah carries out over

240,000

site visits in one year across the UK





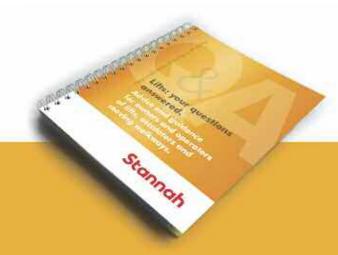
Supplementary Testing and Thorough Examination of in-service lifts

Part of your responsibility as a lift owner/premises manager is to comply with Health and Safety Law. Supplementary Tests (endorsed by the Health and Safety Executive) may be required in support of Thorough Examinations (a legal requirement). Stannah can carry out all of these examinations and issue certification, for all types of lifts from all manufacturers.

The Guidelines for these tests are set out by the Safety Assessment Federation and endorsed by the Health and Safety Executive. They advise the appointment of a 'competent person' to carry out the Thorough Examination of your equipment – someone other than your lift maintenance engineer.

At Stannah we have a wealth of lift experts and will supply a 'competent person' who is not familiar with your site or equipment to make an examination and another to carry out any Supplementary Testing.

The Guidelines are comprehensively covered, along with practical advice on all aspects of lift responsibility in our useful booklet 'Lifts - your questions answered' which can be downloaded at www.stannahlifts.co.uk



Service Contracts

Having a regular maintenance regime in place is part of your responsibility as a lift owner/operator.

Every lift product needs to be inspected and serviced regularly. The frequency will depend on where it is, the travel, the number of journeys made and the loads.

At Stannah we help our customers determine the ideal maintenance regime for their equipment and monitor any change in usage that may affect the maintenance plan.

Maintenance contracts

We offer three pre-planned maintenance contracts: Standard, Premium and Comprehensive (see opposite).

Bulk order contracts

We regularly arrange bulk order contracts with our customers, on an individual basis. We look at the number of units, the environment in which they operate and their frequency of use. Our nationwide service branches all provide 'bulk' agreements with their local customers, such as local councils, leisure venues, universities and colleges, hotels and hospitals. Please call your nearest branch to discuss your requirements (see back cover for details).

Special contracts

If your lift management need is more specialised we are happy to adapt terms to suit individual customer requirements. You may have multiple sites across the UK (our National Contracts department is dedicated to these customers), or a portfolio of products on an extended site. Our flexible terms are designed to support you with the minimum fuss.

24-hour, 7 days a week service

Our 24-hour breakdown cover is available to all our customers right across the UK, giving them ultimate peace of mind. A Stannah engineer is never far away.





Straightforward contract options

These three contract types provide a broad framework for lift maintenance. Individual requirements can also be taken into consideration to develop bespoke contracts.

Standard

This is a standard contract for regular preventative maintenance and includes:

- Regular servicing at specified intervals
- Condition report on each service visit

Premium

This is a premium contract for regular preventative maintenance and includes:

- Regular servicing at specified intervals
- Condition report on each service visit
- Emergency breakdown cover during normal working hours

Optional Extras:

- 24-hour/weekend emergency breakdown cover
- Supplementary testing of in-service lifts

Comprehensive

This is a comprehensive contract for regular preventative maintenance and includes:

- Regular servicing at specified intervals
- Condition report on each service visit
- Emergency breakdown cover during normal working hours
- Repairs

Optional Extras:

- 24-hour/weekend emergency breakdown cover
- Supplementary testing of in-service lifts



Our maintenance lift engineers look after over 88,000 units via service contracts – every type of lift from all manufacturers

Multiple site management

Our National Contracts department provides a 'single point of contact' for customers with multiple sites across the UK. Our goal is to ensure all your lifts are functioning at optimum performance levels in absolute safety.

We develop working partnerships with our clients, so we can provide information and reports that complement individual customer needs.

Dedicated Stannah personnel will manage and track the maintenance of all types of lifts on all sites, log and allocate breakdowns, deal with queries, coordinate repairs, log supplementary testing and insurance reports, and report directly to the client on a regular basis.

Portfolio management

We recognise that many of our national customers require extended portfolio management skills as they may have a wide range of lifts, escalators or moving walkways within their premises. They may require us to liaise with a team of personnel within their organisation. This service is coordinated by our National Contracts Team and Key Account Managers in order to provide the best possible service.

Market areas

Our current National Contract customers come from a wide range of market areas including:

- National transport providers
- Retail chains
- Hotel chains
- Restaurant chains
- Supermarkets
- Pub chains and Breweries
- Manufacturers
- Property Companies
- Housing Associations
- Charitable Organisations
- Facilities Management Services





Example in action

for Clarks

C&J Clark is a Stannah National Contracts customer. The famous shoe retailer has a fully Comprehensive Maintenance Service Contract, managed by a single point of contact, with maintenance engineers attending sites from local service branches.

We look after over 130 lifts on 108 sites right across the UK. The portfolio consists of passenger lifts, goods lifts, goods/passenger lifts and Stannah service lifts to assist staff with the essential movement of stock every day.

The contract includes:

- Planned preventative maintenance.
- Regular LG1 one and five year supplementary tests of in-service lifts.
- Comprehensive reactive maintenance.
- Monthly reporting, including competent person inspection report for insurance purposes.

KPIs that apply 365 days per year, 24-hours a day including:

- 4-hour response time for non-emergency call-outs.
- 2-hour response time for emergency call-outs.
- 24-hour commencement of work for unforeseen work.

The lifts attended under the contract are from a range of manufacturers, including Stannah. C&J Clark returned to Stannah after a period with another supplier and we are delighted to, once again, look after their lift stock.

"Stannah has consistently been one of our best performing contractors and we are pleased to be working with them again through our outsourced FM provider, MITIE Technical Facilities Management."

Steve Alexander Retail Maintenance Manager, Clarks Properties

A truly national rail contract

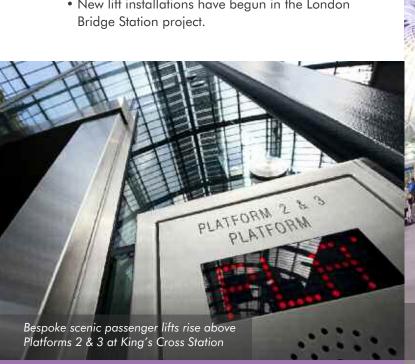
In 2014 we opened new offices in Dartford, Kent to provide a dedicated team to manage our largest national contract.

The Rail Team coordinate our branch network to provide the lift maintenance right across the UK for Network Rail and have done since 1995. The contract, renewed in 2014 to run until 2024, sees us manage more than 1060 assets in 380+ locations across the UK. With a forecast of significant growth within the contract to effectively double the team's portfolio we are ready to meet the challenge ahead.

This predicted growth reflects the huge investment being made by Network Rail as it continues to modernise/upgrade its stations. The drive to improve the customer experience includes the ongoing addition of new lifts across the network, in order to achieve step-free access for all rail travellers.

In addition to the maintenance work for Network Rail we have won competitive tenders for lift refurbishments and new lift products right across the UK such as:

- 24 new lifts at London's King's Cross Station.
- A programme of lift replacement at Edinburgh Waverley Station.
- 2 escalators and 2 lifts at London's Paddington Station.
- 14 new bespoke lifts in the busy hub of Reading Station.
- 30 new escalators and 11 lifts in the huge regeneration programme at Birmingham New Street.
- · New lift installations have begun in the London



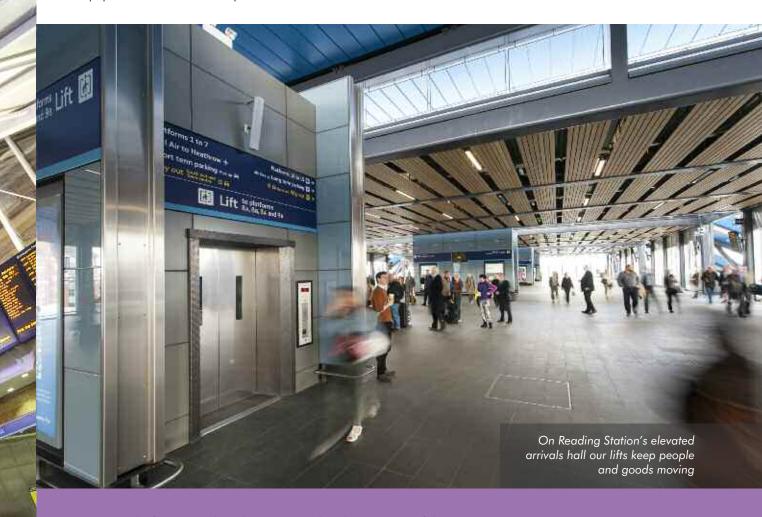


• Hundreds of lift upgrades and installations throughout the UK rail network.

The rail team regularly reports to Network Rail asset managers to review progress and key performance targets (KPIs).

The rail team also oversees a comprehensive programme of lift modernisation for Docklands Light Railway (DLR), part of Transport for London. This contract will see the replacement of 20 existing lift cars with brand new, energy-saving equipment to DLR's latest specification and 29

replacements of lift doors on landings and lift cars. In 2015 we added the contract to provide maintenance of all lift equipment on the London light railway for KeolisAmey Docklands (KAD), the DLR franchisee. A separate contract has also been awarded by CGLRail, who maintain the infrastructure from Mudchute Station, through Island Gardens, through Cutty Sark, Greenwich, Deptford Bridge and Lewisham. The portfolio currently stands at 113 units: 87 lifts and 26 escalators.



Steve Nash, for Network Rail, commented at the opening of the dedicated rail office:

"This investment demonstrates your commitment to this contract in providing a dedicated service and operation to manage and maintain Network Rail's forever growing national lift assets portfolio. The team working in this office, and in collaboration with NR, will ensure and enforce our life-saving safety rules, manage contract compliance and maximise asset availability and reliability. All these functions are key to the delivery and support for our customers and for the ever growing number of passengers requiring this type of station facility."

Local Authority tenders

We have multiple Local Authority contracts across the UK.

These are managed locally by our 11 service branches. Each contract is negotiated through a number of competitive tendering processes. Our flexible approach and exacting standards have won time and time again.

Legal frameworks

Why not take advantage of our legal frameworks, saving valuable time, cost, resource and expertise? Stannah is an approved contractor for most areas of the public sector network.

Our frameworks include:

The Essex Contract, PRO 5 – consisting of the Central Buying Consortium, Eastern Shires Purchasing Organisation, Yorkshire Purchasing Organisation, North East Purchasing Organisation, West Mercia Suppliers – Northern Housing Consortium, Fusion 21, North Wales Framework and Procurement for Housing which also covers Scottish organisations.

"We can always rely on Stannah to provide an excellent service. Their whole approach is so flexible and represents excellent value-for-money. They always keep their promises. I can call at any time knowing they will always be ready to help me out. Stannah's whole service is outstanding."

Tony Cooper Housing Officer, Adaptations, Epping Forest District Council





Example: Essex County Council

Essex County Council, incorporating fourteen district and borough councils, approach the procurement of their domestic lift stock a little differently.

In order to follow government guidelines for 'keeping people in their own homes' and achieving Value for Money (VfM), the Essex Procurement Agency decided to look at the total cost of ownership for stairlifts. The collaboration of Local Authorities looked towards securing a supply and service agreement with a single lift company that could give them best value over a 10-year period.

Stannah won the contract, under which we look after over 2,000 existing domestic lifts from a range of manufacturers and have installed more than 600 new and recycled Stannah stairlifts. Our contract with Essex County Council is broken into three packages of care to take into account varying Local Authority requirements and contracts still in place:

Work package 1 – a total turnkey solution representing very best value (BV).

A one-off payment covers the cost of supplying a new or recycled stairlift with associated electrical installation, all covered by a 10-year warranty 24-hours-a-day, 365 days a year. Straight or curve, the stairlift is manufactured and installed by Stannah. When it is no longer required it is removed, stored and prepared for recycling, saving valuable budget.

Work package 2 – a repair and maintenance contract that covers all existing stock, where an authority has all types of lifts from multiple suppliers.

Work package 3 – supply of single new or recycled stairlifts with 1-year warranty. For authorities who prefer to purchase on an ad-hoc basis with additional warranty that suits local purchasing requirements.

All work packages cover annual service, breakdown and emergency call-outs and our systems are designed to report on a variety of KPIs.



Remove, refurbish, replace

The life cycle of a lift, escalator or moving walkway can be variable.

Typically a building that is 60 years old may have had three or four upgrades or total replacements of lift equipment in that period, dependant on traffic and usage. The main reasons for upgrading equipment are safety and meeting current standards.

Remove

We remove and dispose of old equipment and can perform this service regardless of whether we are supplying the replacement equipment.

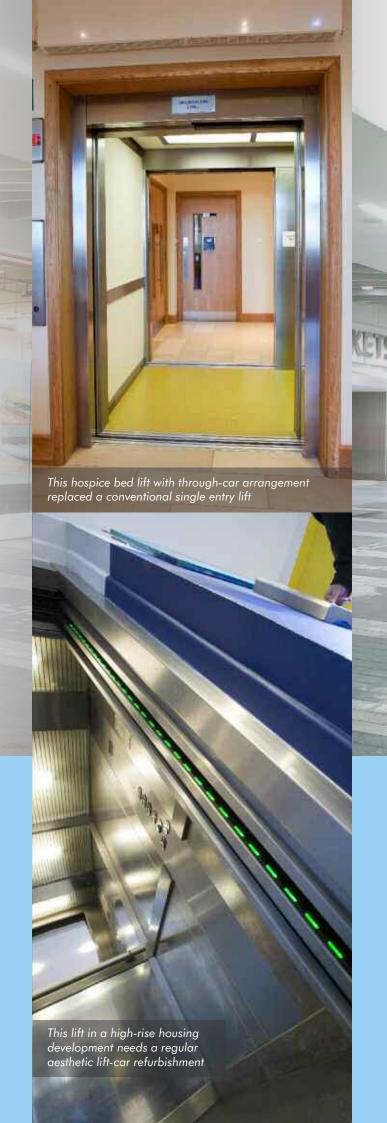
Occasionally the change of use of a building sees us removing equipment no longer required. Rest assured we dispose of removed equipment through approved channels and recycle parts wherever possible, according to ISO 18001.

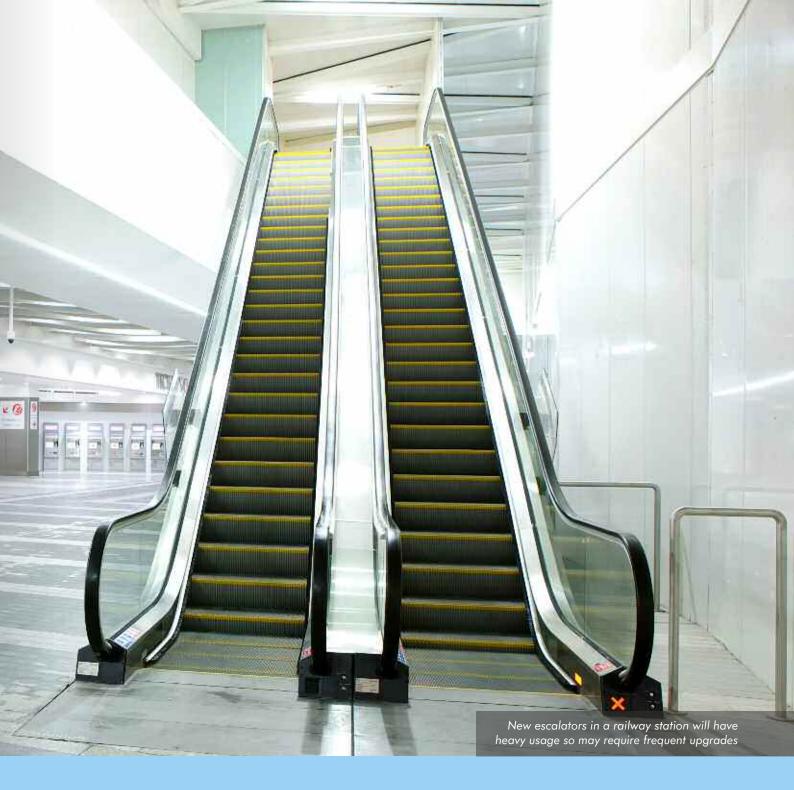
Refurbish

A full or part refurbishment is designed to increase the efficiency of lifting equipment in line with new legislation or guidelines. This may involve replacing parts in line with new technology, upgrading the controller, refurbishing the lift car, replacing the door operator, ropes and switches. Refurbishment may be necessary more often in challenging environments such as stations.

Replace

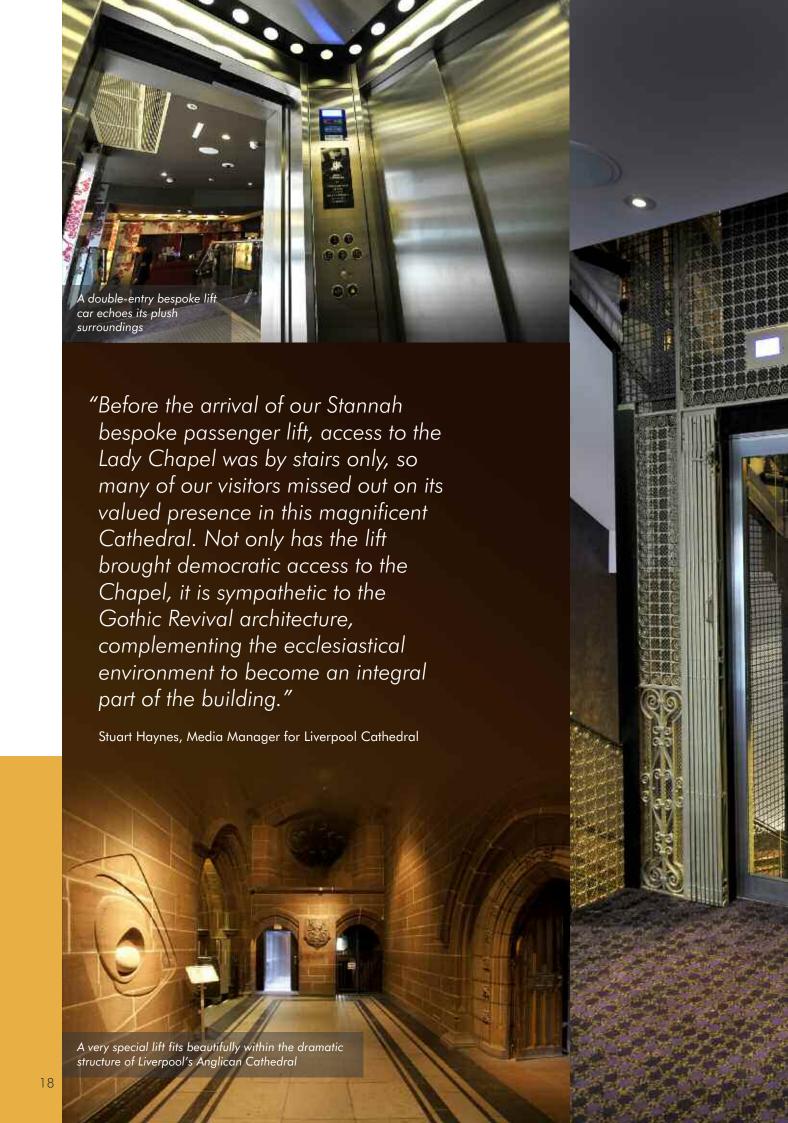
Sometimes, when equipment has had heavy use, it may be more economical to totally replace existing equipment. In this case our engineers can, and do, become the main contractor on site, overseeing the removal and replacement of the lift/escalator equipment and coordinating other contractors to do building works and decoration to suit.





"Replacement of old equipment for new can incur large building work costs. Refurbishment services can upgrade your equipment for a similar cost to removal of the old equipment, so can save budget, time and disruption to a business. We can provide the service that is best suited to your site, your users and your environment."

David Saunders, Department Manager, Stannah Escalators & Moving Walkways





New bespoke installations:

In London's famous casino 'The Hippodrome' we were asked to replace an existing and very stylish caged lift, keeping it in 'period' but ensuring it met all the current standards. The lift car needed to be entirely of glass with no ropes or pulleys on display. This required a hydraulic ram beneath the lift but, with an underground station close below, the depth of the ram was restricted. A telescopic ram was developed and the client achieved the authentic look for their lift with all the latest technology.

More conventional lifts required bespoke lift cars with all notices in Chinese as well as English. The walls are lined with intricate and colourful wall boards to echo the decoration of the venue.

In **Liverpool's Anglican Cathedral** a very special lift provides access for all visitors to the beautiful lower-level Lady Chapel. Our bespoke passenger lift ensures people of all mobility levels can access this tranquil haven to sit for a period of quietness, prayer or reflective contemplation.

Working in partnership with the Cathedral's building company and international lift consultants, the bespoke passenger lift was supplied, installed, tested and commissioned by the Stannah Lift Services team in our North West England branch.

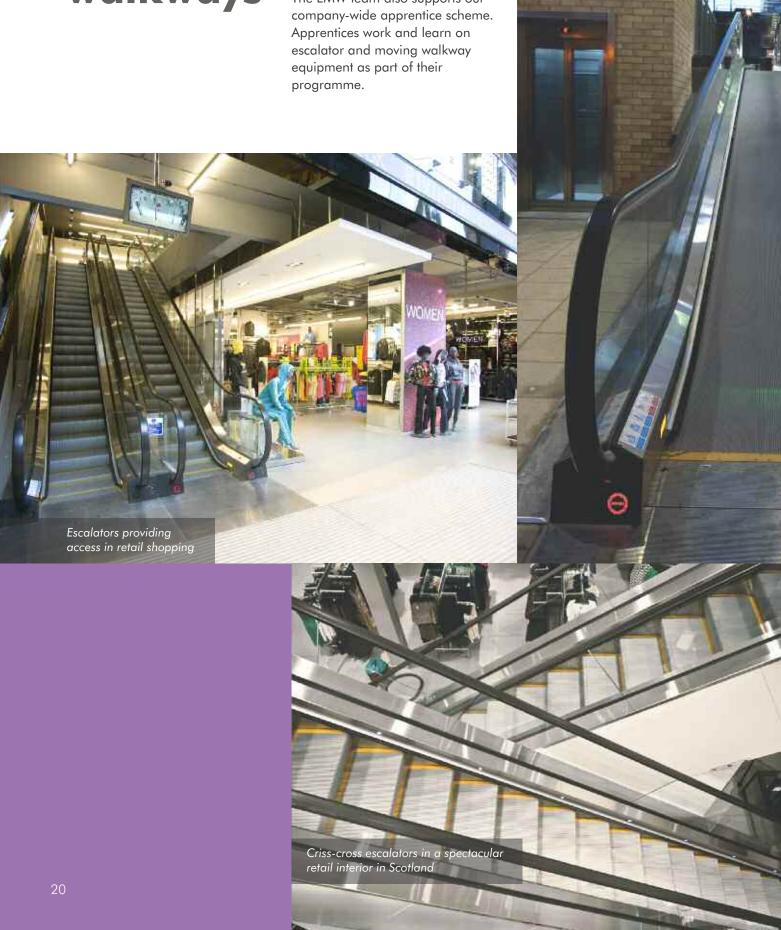
The specification demanded that: the centre line of the top floor door is central to the point of the existing stone arch; the rear of the top serving entrance is clad in plaster board; the lower level is fully glazed – to include a glass landing door – in order to minimise impact on the surrounding architecture and maximise the sense of space.

Special lifts for exceptional places are some of our favourite challenges. Our design engineers are tested by special requests to match the style in historic buildings, find a way to design a lift that enhances a striking interior or sometimes we are simply required to build a non-standard lift car in a restricted or unique space.

Escalators & moving walkways

Our dedicated Escalators and **Moving Walkways (EMW)** Department provides all the expertise needed to manage projects with a host of customers.

The EMW team also supports our





This specialised service has been provided for most of the leading supermarkets, many high-street retailers and into the rail network. We have even installed exterior moving walkways where customers need immediate access with shopping trolleys from exterior car parking into the store.

The team work in challenging environments, often in the dead of night, to coordinate their work within development sites for leading principle contractors.

Of course, once installed, these units are the principal means of transport within a busy environment, complemented by lifts for the use of people unable to use an escalator or moving walkway.





car park to store for shoppers and trolleys

"Stannah provided an excellent delivery service at Birmingham New Street during the phase 1 construction programme. The installation of the escalators to the rail platforms and retail areas were particularly difficult due to the existing building access restraints, the rail timetables and building tolerances. The project manager and delivery team excelled in both quality of delivery and programme, ensuring the switchover from the old station concourse area to the new was a huge success for our client. We are looking forward to working again with Stannah during phase 2 works and would not hesitate in working with the Stannah Group again for future projects."

Richard Thorpe, Director, Mace Ltd

Major projects



We love a challenge!

That's exactly why we have our Major Projects team. We take on out-of-the ordinary and special projects that involve so much more than the supply of lifts. From preparing tenders to surveying sites and designing bespoke solutions for special situations, our team relishes the challenge of a major project and is proud of its work on many prestigious sites across the UK.

Skills

The team exists to supply all the skills required for a project, in one tight-knit unit, with one single point of contact. Individuals within the team are skilled in: project planning and management; estimating; technical operations; logistics; product design and engineering; BIM objects/3D modelling; field management; installation engineering; health and safety and quality control, which together drive the project and ensure the successful culmination to the client's satisfaction.





Major Projects include:

- King's Cross Station
- Paddington Station
- The London Hippodrome
- Edinburgh Waverley Station
- Sainsbury's
- Tesco

- ASDA
- Со-ор
- Reading Station
- Birmingham New Street
- Cardiff Central
 Station
- M&S



Ken Price, Department Manager, Stannah Major Projects



Health and safety is our number one priority, for our customers, their lift users and our lift engineers. We are proud to have been awarded seven Gold RoSPA Awards for our outstanding safety processes.

Standards, Regulations, Health & Safety



There is a host of standards, regulations, codes of practice and guidance covering the safe and efficient operation of lifts, escalators and moving walkways. We make sure we provide our customers with the best advice to ensure they are meeting their obligations and support them to provide safe and efficient lift journeys within their buildings.

Firstly, there are the Regulations. These broadly govern the way lift products are operated to ensure the ultimate safety of the equipment, its installation and its users.

Secondly, come the Standards. These support the Regulations, and are thorough in their scope, covering every aspect of every type and use of lifts.

As lift service providers and manufacturers too, we have dedicated experts to ensure we are up-to-date with the latest legislation. In fact, as active members of and contributors to the Lifts & Escalators Industry Association (LEIA), we play a part in setting the Standards of the future. We advise our customers of their responsibilities, update them on new lift statutes and regulations at all times.

Our engineers get asked so many questions during their visits that we have put them in a handy booklet – Lifts – Your Questions Answered, available online at www.stannahlifts.co.uk or in print on request.

Stannah a family of lift expertise

240,000 site visits per year

17,500 new installs per year

1867

the year Joseph Stannah founded our company

365 days a year call-out Stannah helps people get on with their lives.
Whether it's a lift at the station, a dumbwaiter at the coffee shop, a passenger lift at the office, a platform lift at the library, an escalator in the shopping centre, a moving walkway at the supermarket, a goods lift at the pub or a stairlift at home – we are there quietly helping life happen.

We design, manufacture, supply and install lifts to help life flow. We do this with the utmost care for our customers, our passengers and our staff. Our products are quality engineered, safe and reliable and supplied in the knowledge that we can maintain them 24/7 – efficiently via our service branches right across the UK.

By continually investing in new technologies, new products and our highly trained nationwide workforce, we deliver value-for-money excellence. We are proud to be an independent family company whose specialist product and service divisions give our customers expert support right across our portfolio.



Meet the family



Passenger Lifts



Escalators and Moving Walkways



Platform Lifts



Service and Goods Lifts



Lift Refurbishment

More products in the Stannah range

Passenger lifts

We first engineered passenger lifts in the 1860s. Today we offer our customers an ever-growing choice and flexibility. Our lifts are hydraulic or traction, wall-mounted or structure-supported, travels to match any building, in models to carry from 6-64 people. This includes standard and bespoke lifts with a wealth of finishes to suit any interior.

Escalators & moving walkways

Stannah supplies, installs and maintains a range of escalators and moving walkways for applications across the UK. These products are maximising useable space in retail environments and moving people safely and efficiently in busy public areas.

Platform lifts

Our economical, space-saving platform lifts are designed to provide 'access for all'. Our vertical platform lift range provides cost-effective alternatives to traditional passenger lifts in buildings where people traffic is not constant. Choose from several designs, wall-mounted or structure-supported, to carry up to 4 people. Our inclined platforms provide overthe-stairs travel for single users.

Service and goods lifts

When it comes to moving anything from hot plates to heavy goods pallets, Stannah can provide the solution. The Microlift is Europe's best selling dumbwaiter for loads from 50-100kg.

Our Trolleylift range can handle loads up to 300kg with floor-level loading when required.
When loads up to 1500kg need to be moved the Goodsmaster range, which includes an attendant controlled lift, is the answer.
Our heavy duty solutions for loads up to 3000kg complete the range.

And last but not least...

Stairlifts

Stannah stairlifts are as stylish as they are practical. Since 1975 over 500,000 units have been sold worldwide, making Stannah global market leaders in stairlifts.







Stairlifts



Lift Service and Repair





Scotland

45 Carlyle Avenue, Hillington Industrial Estate, Glasgow G52 4XX

Tel: 0141 882 9946

2 North & North East England Wellington Road, Dunston, Gateshead,

Tyne & Wear NE11 9JL

Tel: 0191 460 0010

3 North West England & North Wales

6850 Daresbury Park, Daresbury, Warrington WA4 4GE Tel: 01928 703170

Midlands East

48 Bleak Hill Way, Mansfield, Nottingham NG18 5EZ **Tel: 01623 631010**

West Midlands & Mid Wales

Unit A6, Coombswood Way, Halesowen B62 8BH

Tel: 0121 559 2260

South Midlands & Home Counties

Unit 4, Boundary Road, Buckingham Road Industrial Estate, Brackley NN13 7ES

Tel: 01280 704600

East Anglia

Unit 27-28, Morgan Way, Bowthorpe Industrial Estate, Norwich NR5 9JJ

Tel: 01603 748021

South West England & South Wales

Unit 2, Brook Office Park, Emersons Green,

Bristol BS16 7FL Tel: 0117 906 1380

London & South East

For service of passenger lifts, goods lifts and escalators:

Unit 6-7, Swan Business Park, Sandpit Road,

Dartford, Kent DA1 5ED

Tel: 01322 287828

For service of stairlifts, small service lifts

and platform lifts:

No 1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ **Tel: 01689 822117**

10 Southern England

6 Ambassador Park Estate, Airfield Road, Christchurch,

Dorset BH23 3TQ Tel: 01202 476781





Stannah Lift Services

Head Office and Major Projects Team:

Watt Close, East Portway, Andover, Hampshire SP10 3SD

Tel: 01264 364311

National Sales Team, Network Rail Team, Escalators & Moving Walkways Dept:

Unit 8, Swan Business Park, Sandpit Road, Dartford, Kent DA1 5ED

NST Tel: 01322 299800 NRT Tel: 01322 299845 EMW Tel: 01322 425013

National Contracts:

A single point of contact for customers with lifts on multiple sites spread across the country.

No1 Ravensquay Business Centre, Cray Avenue, Orpington, Kent BR5 4BQ

Tel: 01689 883240

