

**Expert support for all lifts.  
24/7 nationwide.  
Keeping people on the move,  
safely and efficiently.  
Find out what  
**Stannah Lift Services**  
can do for you.**



**Stannah**

**144,000+**  
planned maintenance calls

**81,000+**  
units on service

**11**  
service branches

**328**  
engineers



# What can Stannah Lift Services do for you?

**At Stannah Lift Services we are dedicated to providing local lift services, nationwide. Our highly-trained engineers look after over 81,000 lifts – most types from all manufacturers.**

## Range of Services

We provide our customers with a wide range of services for their lifts, escalators and moving walkways including:

- Service and repair
- Preventative maintenance
- Supplementary testing of in-service lifts
- Local Authority bulk contracts
- National Contracts
- Lift refurbishment and modernisation
- Bespoke new lifts
- Advice on the latest guidance and regulations

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**“Stannah not only service and maintain our lifts but have kept us well informed of our ever-changing legislative responsibilities as lift owners.”**

Derby Homes



**“On Christmas Eve our lift broke down and within three quarters of an hour the engineer was with us. He worked late into the evening to try to get it running but it needed a new coil. We were very distressed over this as we desperately needed the lift the next morning. The engineer told us to ring him half an hour before we wanted to go out and he would come and lower the lift manually. This he did ON CHRISTMAS DAY!”**

Stairlift owner in South Wales

# 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 promise is 'always true to our word'. To ensure we can keep our promise we continually invest in our staff and operations.

## Mobile communications

We are constantly in touch with our engineers, via networked laptops, so your calls are dealt with quickly and efficiently.

## Qualified engineers

Our engineers are highly trained to work on all types of lifts and escalators, our own and those from other manufacturers.

## Major Projects Team

We have a specialist team of experts who manage every aspect of major projects such as refurbishments and installations in listed buildings, challenging environments and bespoke situations.

## Network Rail Team

Our extensive work for Network Rail is managed by a dedicated team who plan and implement lift maintenance, repairs, refurbishments, modernisations and new installations right across the UK rail network.

## Escalators and Moving Walkways Team

This team is dedicated to the sale and installation of escalators and moving walkways for a whole range of well-known brands.

## Health and safety

We take care in everything we do. Our in-house health and safety experts ensure we guarantee the safety of our passengers, our customers and our employees. This care has been recognised with two RoSPA Occupational Health and Safety Gold Awards and OHSAS 18001 Accreditation.

## Outstanding customer service

Our customers are our priority. We are here to help whenever you need us, wherever you need us.

## Flexibility

As an independent company for almost 150 years we delight in providing flexible solutions. We have a can-do attitude and are proud of our ability to provide bespoke services to suit all our customers' needs.

## Quality

Our processes and systems are certified to ISO9001 and we carry out regular internal and external audits to ensure our standards are maintained.

## Taking care of the environment

We are ISO 14001 accredited and aim to minimise the impact of our activities on the environment.



## Our nationwide network

The Stannah Lift Services branch network – nationwide coverage giving personal service with local knowledge.

# Maintenance, service and repair

**At Stannah Lift Services we are dedicated to providing local lift services, nationwide. Our highly-trained engineers look after over 81,000 lifts – most types from all manufacturers.**

During a service visit, our engineer will check the safety features on your lift, in addition to cleaning, lubricating and adjusting all components for optimum performance. The engineer will then complete a service report on his laptop, recording the work carried out and detailing the results of the inspection, including making recommendations for repairs or improvements not included in the contract. He will discuss the report with you, agree further visits (if required) and request a signature to confirm he has made a service visit.

## **Guidelines on the supplementary testing of in-service lifts**

Part of your responsibility as a lift owner/premises manager is to comply with Health and Safety Law. Supplementary Tests (formerly LG1), endorsed by the Health and Safety Executive, may be required in support of Thorough Examinations (a legal requirement). Stannah can carry out all these examinations and issue appropriate certificates, for all types of lifts from all manufacturers.

## **Lifts: your questions answered**

Our engineers are frequently asked for advice regarding the complicated requirements of lift ownership. Stannah has produced a booklet answering all the most frequently asked questions. Entitled 'Lifts: your questions answered', it can be downloaded from [www.stannahlifts.co.uk](http://www.stannahlifts.co.uk) or you can request a printed copy by calling Stannah.



## Ensuring that a regular maintenance contract is in place is part of your responsibility as a lift owner/operator.

### Maintenance contracts

We offer three levels of maintenance contract – see panel below.

### Bulk order contracts

We are happy to arrange bulk order contracts on an individual basis, taking into account the number of units, their level of usage and the environment in which they operate. All our branches have 'bulk' agreements with their local customers, such as hotels, leisure complexes and local councils. Please call your nearest branch to discuss your requirements.

### Special contracts

If your lift servicing need is more specialised, we are happy to adapt terms to suit individual customer requirements. You may have multiple sites across the UK or a portfolio of products on an extended site. We aim to match our customers' needs by providing the best possible service with the minimum of fuss.

### 24-hour, 7 days a week service

Our 24-hour emergency breakdown service is available to all our customers right across the UK, giving them peace of mind in the knowledge that we are always on hand. With over 250 directly employed engineers in 11 regional service branches, Stannah service is never far away.

## Lift maintenance contracts

All contracts are suitable for all makes and types of lift and can be modified to suit individual requirements.

### Standard

This is a standard contract for preventative maintenance and incorporates:

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

### Premium

This is a premium contract for preventative maintenance and incorporates:

- Regular servicing at specified intervals
- Condition report on each service visit
- Normal working hours emergency breakdown cover

#### Optional Extras:

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

### Comprehensive

This is a comprehensive contract for preventative maintenance and incorporates:

- Regular servicing at specified intervals
- Condition report on each service visit
- Normal working hours emergency breakdown cover
- Repairs

#### Optional Extras:

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

## Maintenance contracts in action

**We operate thousands of maintenance contracts all over the UK in retail, leisure, education, healthcare, infrastructure, housing, offices and catering markets; we even maintain lifts on ships! The following examples are illustrations of differing customer requirements:**

### Retail – Mothercare plc

Mothercare's mission is 'meeting the needs and aspirations of parents for their children, worldwide.' In the UK we look after 75 lifts across almost as many sites for Mothercare. The lifts are maintained in tip-top condition via a Standard & Comprehensive maintenance contract. Our National Contracts department provides a single point of contact to manage all things 'Mothercare'. The portfolio includes goods, passenger, combined goods/passenger and platform lifts. The contract covers planned maintenance, parts and labour and call-out 24/7, 365 days a year.

### Retail – ASDA

In 2007 we added the supply of escalators and moving walkways to our product range. The maintenance of other manufacturers' units were already included in our lift services. To date we have installed 59 moving walkways into ASDA stores and maintain a total of 92 moving walkways at 40 sites across the UK. As the units move shoppers with their trolleys around the store it is essential that they operate safely and efficiently with minimum interruption to the flow of 24-hour shoppers. The Comprehensive service contract simply keeps things running smoothly.

### Housing

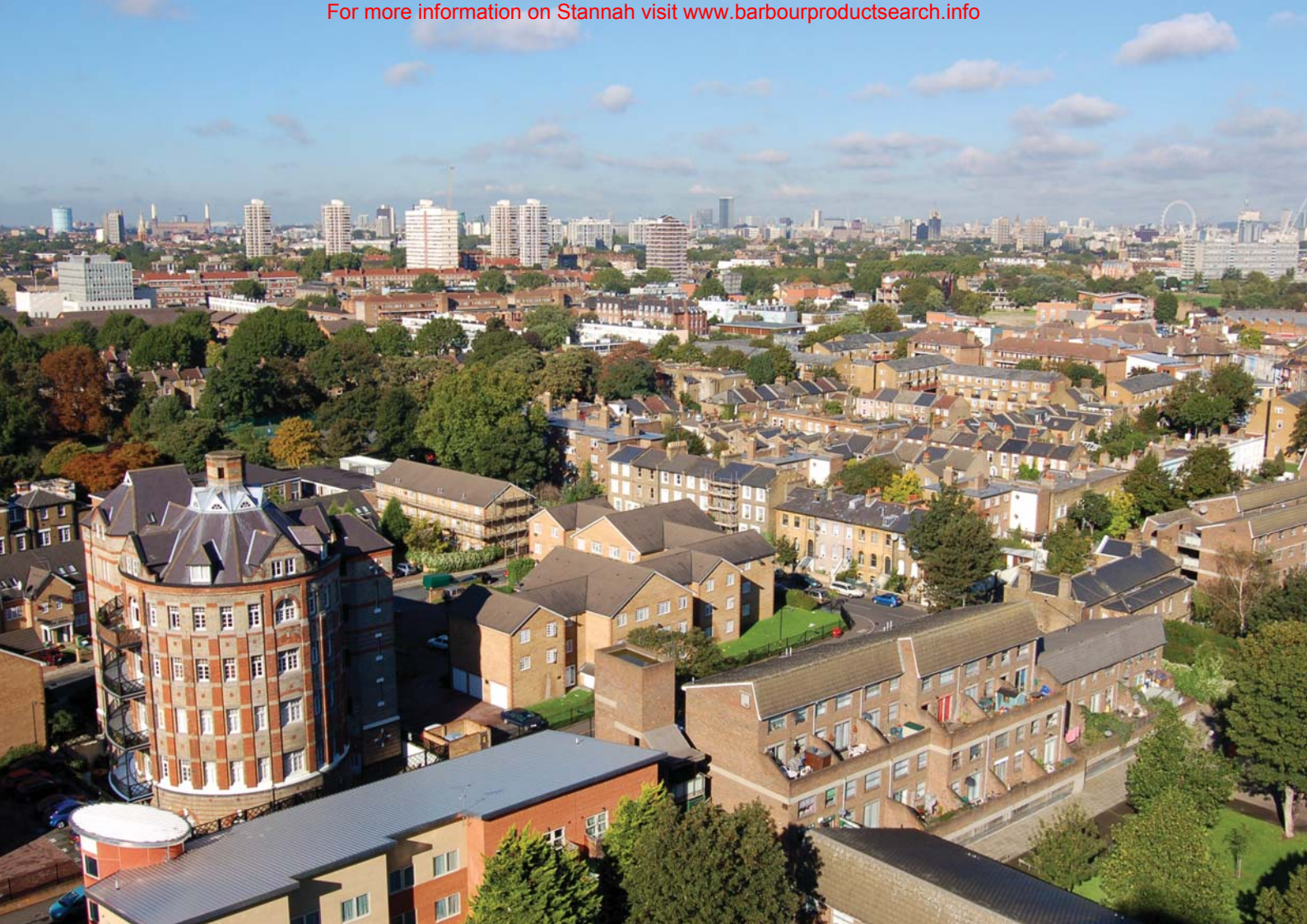
Circle Anglia provides care and support services for around 200,000 people across the UK. Providing general needs, sheltered and supported housing, Circle Anglia also has a range of responsive care, support and maintenance services. Stannah look after 383 units for Circle Anglia. These include stairlifts, all types of hoists, passenger lifts, through-the-floor lifts and all access products. Their Premium contract covers all service visits and labour at all sites, nationwide.

### Catering

The Restaurant Group, encompassing well-known brands Frankie & Bennys, Chiquito, Garfunkles, Bluebeckers and Est Café, rely on their service, goods and access lifts to maintain their reputation for excellent customer service. We look after 52 lifts across a multitude of locations in the UK. The contract is centrally managed by our National Contracts team who ensure each outlet benefits from local planned service via our service branch network.

**We look after most types of lifts, from all manufacturers: passenger, goods, goods/passenger, platform, service, step and stair lifts. We also maintain hoists, escalators and moving walkways.**





**“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

# Local Authority tenders

## Essex County Council – case study

**We have multiple Local Authority contracts across the UK. These are managed locally by one of 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.**

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.

Why not take advantage of our legal frameworks, saving valuable time, cost, resource and expertise? Stannah are approved contractors 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.



# 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, co-ordinate repairs, log supplementary testing and insurance reports, and report directly to the client on a regular basis.

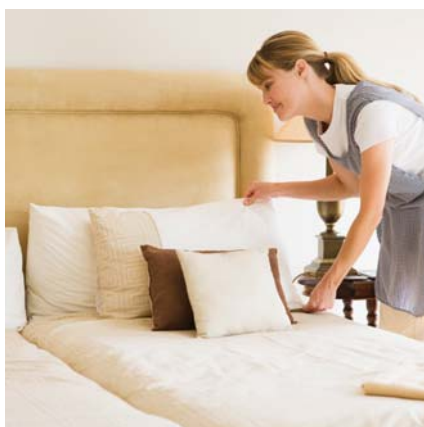
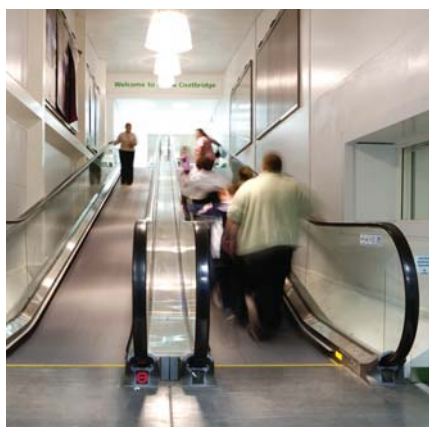
## Portfolio management

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 co-ordinated 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



## Multiple site management 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 120 lifts on 108 sites right across the UK, including Scotland and Wales. 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 lifts. C&J Clark have returned to Stannah after a period with another supplier and we are delighted to, once again, look after their lift stock.

**“Stannah have 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



# Refurbishment & modernisation

**Keeping your lift operating safely within the current lift guidelines and regulations may involve action beyond the regular maintenance and repair regime. Modernisation may mean the updating of operating switches and drive systems; major refurbishment projects usually involve the installation of an entirely new lift within an existing lift shaft.**

Stannah often takes on the role of Principal Contractor. Typical projects may include the removal of existing lifts, repair of lift shaft, replacement or refurbishment of machine room equipment, installation of new lift car and all associated building work.

## Scope of refurbishment work

Refurbishment projects are often managed locally by the nearest Stannah Service Branch to the site. The scope of many projects requires extensive expertise in specialist areas. This is provided by our Major Projects Team, experts in Health and Safety, Construction, Design and Manufacture, Technical Training, and Installation and Maintenance.

Our customers may be replacing old equipment with a new drive system, lift car and motor room, whilst others may be upgrading some features of their lift in order to meet new standards and regulations. Stannah can advise you of the best solution and provide you with projected life cycle costs.

Lift replacement in an existing shaft may include redecoration of the shaft before replacing the lifting equipment and car. Often this process will include refurbishing the approach and landing areas to ensure the safe entry and exit of passengers.

Completed projects include the relocation of motor rooms, building work to improve access to and from the existing motor room, traction or hydraulic drive system upgrades or replacements, the installation of bespoke, heavy duty lift cars in demanding environments and special solutions for historic buildings.





## Refurbishment and modernisation in action for Sue Ryder Care

**By transforming the original passenger lift into a through-car stretcher lift, Stannah's Bristol service branch played a vital role in the modernisation of the 14th century Leckhampton Court Hospice.**

This mediaeval manor house is the Cheltenham arm of Sue Ryder Care, a leading UK charity supporting people with end-of-life care as well as long-term neurological and home care.

A major development programme, including a new visitors' quiet room, a refurbished chapel area and a revamped reception, rendered the original 2-stop, single-entry lift unable to provide the essential but discreet 'behind-the-scenes' movement of deceased patients from the 16-bed unit on the first floor to the Chapel of Rest below.

With Grade II constraints ruling out a new lift, Stannah completely transformed the existing lift into a highly versatile, through-car stretcher lift for use by all. The ground-floor car door to the reception area can be locked against general access whilst the opposite car door opens into the chapel area.

Retaining only the original guides, car and sling, this 'down-to-the-guides' rejuvenation saw the installation of new entrances, pump unit and controller. This comprehensive makeover has resulted in problem-free

performance, as Hospice Head of Support Services, Steve Kirkwood, confirms: "The need to develop our facilities meant that our original lift couldn't provide the sensitive service required. Grade II Listing made a new lift impracticable, so Stannah's thorough refurbishment has given us the ideal lift for the job and is set to provide a flawless service for the foreseeable future."

**Stannah can provide bespoke solutions to suit all types of lifts in every type of building, all over the UK.**

## Bespoke lifts in action for Network Rail

**As part of the 'Access for All' programme of station improvements, funded by the DfT and delivered by Network Rail, we are helping to provide step-free access for all travellers. Our Major Projects Team is installing new bespoke lifts, designed and engineered by Stannah Lift Services to Network Rail specifications, all over the UK rail network.**

### Waverley Station, Edinburgh

A bespoke scenic passenger lift was installed in Edinburgh Waverley Station. The Stannah 16-person hydraulic lift provides access from the central level to the new Platforms 1 and 20 below. The fully automatic lift car moves within a glass-clad structure, supported by a steel framed shaft. It provides a scenic view over the famous station that sits adjacent to Princes Street, Edinburgh Castle and the Princes Street Gardens.

### Kingston Station

Two new Stannah lifts are a welcome addition to Kingston station, changing the face of a former no-go area for disabled people. The station now boasts two 16-person, 1200kg, hydraulic-drive passenger lifts with telephone links and CCTV. The lifts have operating panels on both sides to ensure all travellers can use them easily and independently.

### Birmingham International multi-storey car park

Serving the airport and the National Exhibition Centre, Birmingham International station's multi-storey car park now features two Stannah passenger lifts that enable all members of the public, including those with compromised mobility, to access all its six-storeys, and the station, safely and easily.



# Bespoke lifts

**Our bespoke lift service relates to new lift installations, often in existing buildings where no lift has existed previously. Bespoke lifts offer an exact solution to clients' needs and specifications.**

Many bespoke lift installations are very large lifts, often required to carry in excess of 50 people or equivalent goods. Installations are tailored to the individual needs of each project, with highly trained engineers working to demanding deadlines, in demanding environments. Other bespoke installations may be for unique building projects or heritage sites where the lift needs unusual finishes.

## Glasgow Sportsworld

An exceptionally bespoke lift was engineered for Sportsworld, a nationwide sports equipment retailer, in their Glasgow store.

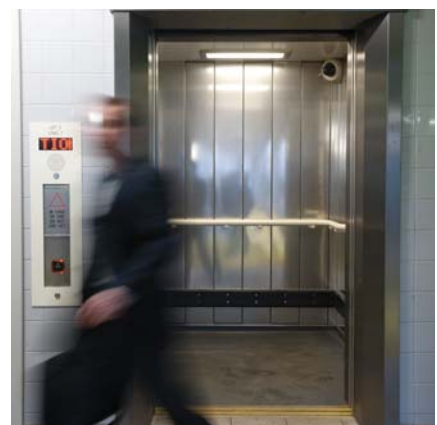
The art deco building in the centre of Glasgow presented Stannah with a very unique lift refurbishment project as Sportsworld wanted a lift to truly reflect the period of the building.

The lift had to operate within an existing shaft so a new steel structure was constructed within the existing stairwell so that the 'new' lift would comply with all the latest regulations. The structure is clad with gilt bronze mesh, the lift interior is finished to perfection in wood with brass panels and skirting and the car is completed by a stunning decorative ceiling.

The result is an efficient lift with all the latest energy-saving technology that boasts a unique 'period' lift car in perfect keeping with the origins of the building.



**Our Major Projects Team at Stannah Lift Services is a team of experts in every aspect of major contracts. Their scope includes health and safety, construction, design and manufacture, technical training and installations and maintenance. Together they create and manage bespoke solutions for our clients.**



# Stannah a family of lift expertise

Stannah help 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.

**227,499**

site visits per year

**31,109**

new installs per year

**1867**

the year Joseph Stannah  
founded our company

**365**

days a year call-out

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**



**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 more choice and flexibility. Our MRL lifts are hydraulic or traction, wall-mounted or structure-supported, low or medium rise to carry from 6-33 people and we have a wealth of finishes to enhance any interior.

### Escalators and 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 platform lifts solve thousands of access problems every day. They are a simpler alternative to a traditional passenger lift for buildings that do not have constant people traffic. Designed to carry up to 4 passengers, platform lifts are supplied in their own structure so can go almost anywhere.

### 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 50kg-100kg. Our Trolleylift service lift can handle loads up to 150kg 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. All our goods lifts help our customers meet or exceed the Manual Handling Regulations.

And last but not least...

### Stairlifts

Stannah stairlifts are as stylish as they are practical. Since 1975 over 400,000 units have been sold worldwide, making Stannah global market leaders in stairlifts.



**Bespoke Lifts**



**Stairlifts**



**Lift Service and Repair**

# Stannah



## Stannah Lift Services

### Head Office, Major Projects Team & Network Rail Team:

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

**Tel: 01264 364311**

### National Contracts Department:

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

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

**Tel: 01322 277688**



## Nationwide service from local branches:

### 1 Scotland

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

**Tel: 0141 882 9946** Fax: 0141 882 7503

### 2 North & North East England

Wellington Road, Dunston, Gateshead,  
Tyne & Wear NE11 9JL

**Tel: 0191 460 0010** Fax: 0191 460 1143

### 3 North West England & North Wales

Unit 12, Bamford Business Park, Whitehill Industrial  
Estate, Stockport, Cheshire SK4 1PL

**Tel: 0161 477 3344** Fax: 0161 477 3377

### 4 Midlands East

48 Bleakhill Way, Mansfield, Nottingham NG18 5EZ

**Tel: 01623 631010** Fax: 01623 636182

### 5 West Midlands & Mid Wales

Unit A6, Coombswood Way, Halesowen B62 8BH

**Tel: 0121 559 2260** Fax: 0121 559 8171

### 6 South Midlands & Home Counties

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

**Tel: 01280 704600** Fax: 01280 701187

### 7 East Anglia

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

**Tel: 01603 748021** Fax: 01603 743097

### 8 South West England & South Wales

Unit 4, City Business Park, Easton Road, Bristol BS5 0SP

**Tel: 0117 955 9976** Fax: 0117 955 5993

### 9 London & South East

*For service of passenger lifts, goods lifts and escalators:*

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

**Tel: 01322 287828** Fax: 01322 222720

*For service of stairlifts, small service lifts  
and platform lifts:*

Unit 46, Acorn Industrial Park, Crayford Road,  
Crayford, Kent DA1 4AL

**Tel: 01322 555777** Fax: 01322 555444

### 10 Southern England

6 Ambassador Park Estate,  
Airfield Road, Christchurch,  
Dorset BH23 3TQ

**Tel: 01202 476781** Fax: 01202 485424

