



ECL

Lifts and Escalators

MAINTENANCE CONTRACT TYPES AND INCLUSIONS

	Gold	Silver	Bronze	Caretaker
Routine maintenance visits, including adjusting and lubricating	Y	Y	Y	Y
Provide visit reports based on annual maintenance schedules	Y	Y	Y	Y
Free professional consulting on legal requirements, upgrades etc.	Y	Y	Y	Y
Free access to our 24/7 call centre	Y	Y	Y	-
Free priority access to our technical support centre	Y	Y	Y	-
Free 24/7 breakdown attendance and repair, including parts*	Y	-	-	-
Free 24/7 breakdown attendance and repair, where no parts are required*	-	Y	-	-
24/7 breakdown attendance (chargeable)	-	-	Y	-
Lifts switched off between routine visits	-	-	-	Y

*subject to standard exclusions, i.e. vandalism