

Managed SIM Service

Enabling hassle-free
and cost-effective
communication for your lift



Stannah Managed SIM Service

At Stannah, it is our constant endeavour to keep unwanted emergency situations at bay. However, should an unlikely event occur, our goal is to always be ready to support you, and to resolve the issue as quickly as possible. To further improve our service, we now offer a digital solution – Stannah Managed SIM Service. The Stannah Managed SIM Service means we assume management of the phone line for your lift.

In addition to older phone technologies becoming defunct, often managing the phone line on any lift can be difficult and costly. Several lift callouts are the result of either mistakenly turned off phone lines, or where the SIM card has expired or is without credit – with many also requiring the attendance of the client's telecommunications service provider. These failures can result in time-constrained defects being raised by the competent person during the bi-annual LOLER inspection, and in extreme cases, resulting in the lift being switched off, until the phone line is fully working again.

Complete Control with SIM Managed Service

We cover the associated costs of line rental, call cost and relieve you of the time and inconvenience of managing the lift communication options. Furthermore, in addition to any requirement for a 3 day-line test monitoring required under EN81-28, we are also able to constantly monitor the GSM connectivity in order to swiftly respond in the unlikely event of a connectivity issue.

Part of the range of Stannah connected and intelligent services, the service includes:

- ✓ Professional phone line and connectivity management through a yearly or monthly fee, which covers all technical and on-site support
- ✓ EN81-28 standard as required for remote alarm on lifts

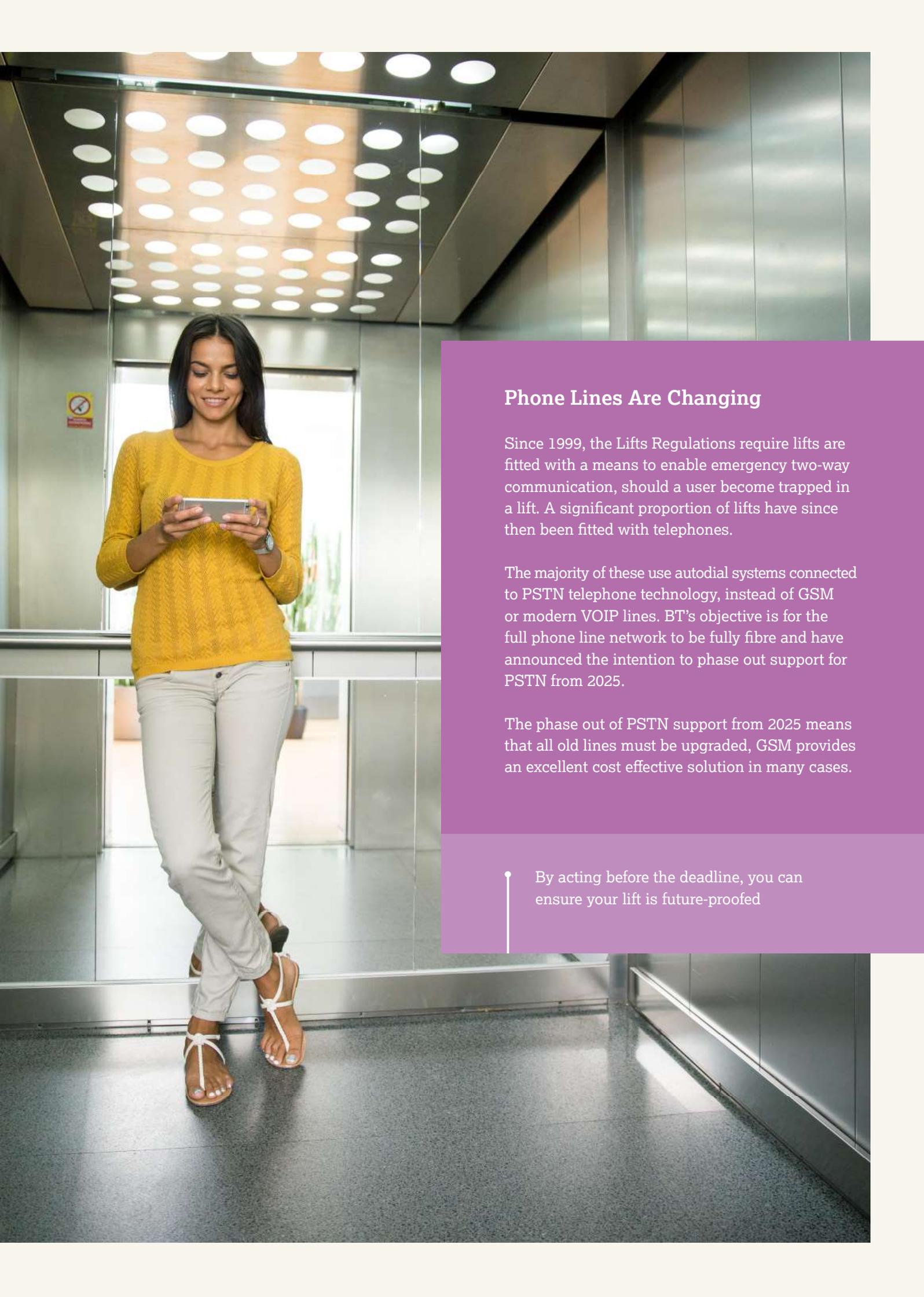
The SIM only package is available in a number of flexible contract terms to suit your requirements.

Please note there may be an upgrade required to enable the move to GSM. This may include the purchasing of GSM hardware if currently on a landline and possibly a new compatible autodialler. If needed, we will identify and cost for this separately.

Six Reasons to Make the Switch Today

1. Provides peace of mind with 24/7 management of lift communications by Stannah
2. A hassle-free option for you, with no need to manage separate suppliers for your lift communication
3. Cost-effective solution which helps to prevent callout costs for non-working phone lines and saves landline rental costs
4. 3-day autodialler* check-in compliance with EN81-28
5. Ensures rapid notification of line connection irregularities/errors via 24/7-line monitoring, meaning that issues with the line can be attended to and remedied more quickly than if monitoring the line checks in isolation
6. Future proofs your lift ready for the 2025 PSTN phone network switch off

*Subject to existing 3-day autodialler check in compatibility



Phone Lines Are Changing

Since 1999, the Lifts Regulations require lifts are fitted with a means to enable emergency two-way communication, should a user become trapped in a lift. A significant proportion of lifts have since then been fitted with telephones.

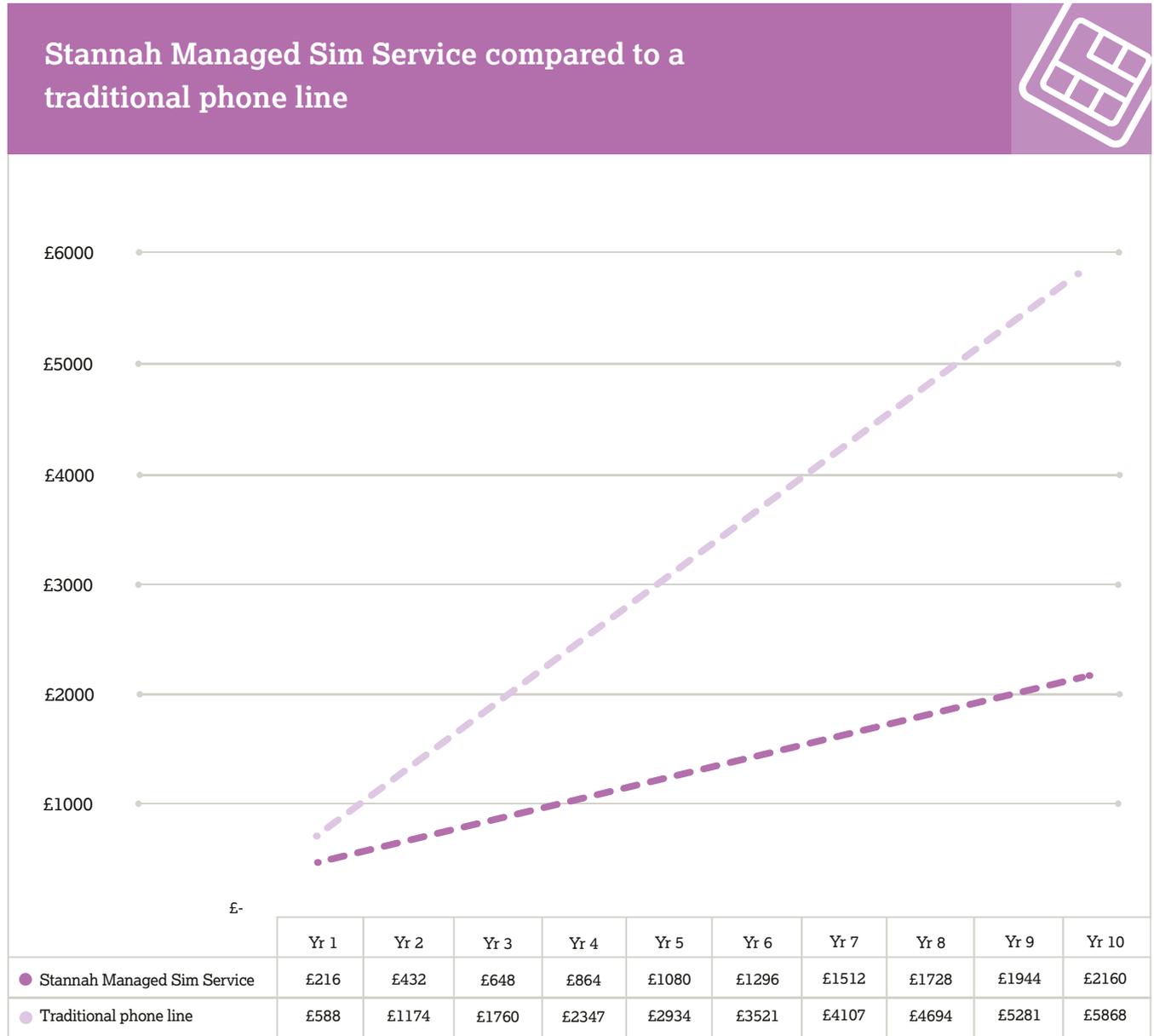
The majority of these use autodial systems connected to PSTN telephone technology, instead of GSM or modern VOIP lines. BT's objective is for the full phone line network to be fully fibre and have announced the intention to phase out support for PSTN from 2025.

The phase out of PSTN support from 2025 means that all old lines must be upgraded, GSM provides an excellent cost effective solution in many cases.

By acting before the deadline, you can ensure your lift is future-proofed

Savings From the First Year

The system is incredibly cost-effective. By signing up to the managed SIM service you not only get superior levels of connectivity, compliance and reporting, but you can also realise significant cost savings compared to the costs involved in managing and maintaining a traditional analogue landline:



● Stannah Managed Sim Service ● Traditional phone

Note: The above cost saving shows SIM replacement

Find out how you can make the switch to a Managed SIM Service by speaking to your Stannah technical sales representative



Frequently Asked Questions

Does this service prevent me from trying to coordinate BT and lift engineer at the same time?

Yes absolutely. Lift owners who have had connectivity problems in the past are painfully aware of the logistical challenge and cost of attendance when arranging multiple trades. In the event of an issue we'd manage this for you.

Will the signal strength be strong enough?

For most applications, yes. It is a permanent roaming sim which means there are multiple networks available for selection by the device selecting the one with the best signal strength. We ensure your lift is suitable as part of an initial assessment.

Can I buy my own pay as you go SIM card?

We use special SIM cards ideally suited to the lift shaft and its operating environment. Plus, with our service we manage it fully, meaning you don't need to worry about adding money and checking it works.



The Stannah Promise

**Always true
to our word**

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Meet the family



Stairlifts



Homelifts



Platform
lifts



Passenger
lifts



Service and
goods lifts



Bespoke
lifts



Escalators and
moving walkways



Lifts refurbishments,
service and repair

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