

# Your local lift service partner

Providing reliable, compliant, peace  
of mind for your service portfolio



**Stannah**



“Working with the Stannah Lift Services team has been a pleasure due to their cheerful and efficient attitude. We appreciate their willingness to take on maintenance, repair and inspections for us before the main contract start date.”

**Head of Project and Facilities, Not-for-profit care provider  
20+ units - a mix of stairlifts, passenger & goods lifts,  
contract since 2024**

## Stannah maintenance and repair services

Having a service schedule in place is part of your legal responsibility as an owner/operator of a lift, escalator, or moving walkway. At Stannah, we offer a range of flexible lift service contracts, whether it's a single lift or a full portfolio of lifts, escalators, and moving walkways at multiple sites across Great Britain.

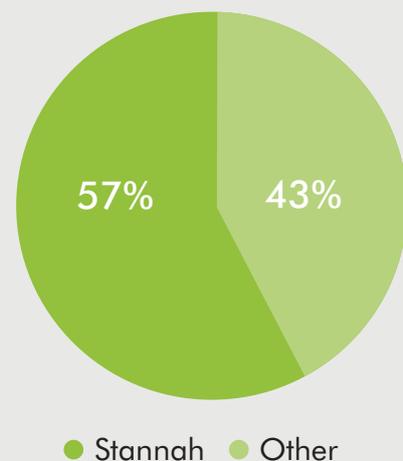
Taking care of nearly 100,000 lifts and stairlifts across Great Britain has taught us the value of personalised service – and the subtleties of collaborating effectively with our customers. Our service concept is built on ensuring reliability, safety, and passenger comfort whilst protecting the long-term value of your investment.

Our priority is simply to ensure effective preventative maintenance for the constant smooth operation of your lift assets whilst actively working to ensure safety and best practices. We have decades of dedicated experience and expertise in all aspects of lift equipment, so even if your lift portfolio includes different makes and models, we can take care of everything, all from a single source.

### Did you know we offer servicing for all makes any model

At Stannah we maintain, service, repair, modernise and refurbish all types of lift products, not only those from our own product range but also other lift manufacturers' equipment.

In fact, over 40% of the lifts we service are from non-Stannah product ranges.



## Britain's lift experts since 1867

When you contact Stannah, you're dealing with a lift company with over 150 years of experience. But more than that, you're talking to a family business – it makes a real difference.

### Nationwide leaders, local support

No matter when or where you need us, we're here. 24/7, 365 days a year. Our nationwide network of local service branches means you always have fast access to expert support to keep everything running smoothly.

### Personal, highly qualified approach that makes us different

Every branch provides a personal approach, putting you in touch with someone who knows what you want from a contract. All our lift engineers have NVQ level 3 lift engineering qualifications or equivalent and are constantly improving their knowledge through continuous training. Perhaps that's why our customers have stayed with us on service contracts for so long.

### Preventative maintenance to ensure optimum performance

Stannah believes in traditional, full preventative maintenance. For optimum performance our engineers will inspect, clean, lubricate and adjust components as part of a periodic phased maintenance plan. This service regime has been shown to increase the lifespan of the equipment, reduce the frequency of call-outs due to breakdowns, and fully optimise the condition of the assets.



### Superior levels of service, with safety first

We respond quickly, whatever the situation; with more than 350 highly trained engineers, we are close by whenever you need us. This means that we have industry-leading response times and first-time fix rates. We always work in full compliance with legal regulations and all applicable standards. We repair using open protocol parts, to give you complete freedom, and our vans and branches carry an extensive range of spare parts in stock.

### A family name trusted across Great Britain

We take pride in every lift we look after. The name you put your trust in is the name of our founder, Joseph Stannah. But it's also the name of the fifth-generation Stannah family members who continue to run the business today.

# 220,000+

**Callouts and planned maintenance visits attended each year**

# 350+

**Trained service engineers**

# 4 hrs or less

**Over 82% of callouts attended in under 4 hours and less than 1 hour for entrapments**

# 90%

**First time fix rate**

"The Stannah lifts contract and the level of support Lewis provides is first class. He is very fast to respond and so helpful when I have questions. Your team who look after the callouts are super helpful and efficient too. When we have an entrapment, they respond so quickly to help."

**Museum Operations Manager, Leisure. 5 + units - a mix of passenger and platform lifts, contract since 2022**

## Flexible service tailored to your needs

When it comes to maintenance services, one size doesn't fit all. Our service contracts offer great flexibility - designed to meet your specific needs, big or small.

All our contracts include regular preventative maintenance visits, where our engineers will inspect, clean, lubricate and adjust all necessary components for optimum performance.

When on-site, our engineers complete an electronic report detailing the work completed and identify any weak or faulty components with recommendations for component upgrade or refurbishment work.

### Ensuring you get

- Happy building users because of well maintained, reliable lifts they can depend on
- Preventative maintenance proven to increase lift lifespan, minimise breakdowns and conform to the latest standards and regulations
- Fast response for emergency breakdowns and repairs with excellent spare part availability
- Complete peace of mind with quality services and lift advice to ensure worry-free lift ownership



### National service contracts

If your business manages an extensive portfolio of lift products, you may need additional assistance. Alternatively, you may require extended portfolio management if you have a wide range of lifts, escalators, and moving walkways on premises spread across Great Britain. With the help of our National Contracts Team and a designated key account manager, we offer uniquely tailored national service contract solutions to efficiently support and manage your needs to deliver the best possible service.

## Service Portfolio Statistics

**9 years**

Average length of time customers choose to stay with us

**100,000 units +**

across our service portfolio

**1800+ units**      **+81**

Maintained across Network Rail sites, a working partnership we've held for 30 years

Rated Excellent Net Promotor Score for our lift and stairlift services

### Local authority stairlift and lift maintenance contracts

Managing service contracts for multiple Local Authorities across Great Britain is nothing new to us. Each contract is managed locally by one of our 11 service branches, meaning we can provide 24/7 support 365 days a year. We work through the tendering process, making sure we fulfil the requirements of each Local Authority - proving ourselves to be a reliable local partner to ensure the efficient performance of all types of lift equipment.

"The Stannah branch is one of the best I have worked with as communication is excellent and knowledge of the types of lift you service is also very good. Myself and the team are really happy with your performance."

**Facilities Manager, Housing Association & Developer. 400+ units - a mix of stairlift, homelift, hoist and powered equipment, contract since 2015**



## Service contracts at-a-glance

No matter how large or small your lift portfolio we will provide a contract that's right for your specific needs and budget. We provide contracts for both our own lift equipment and third-party products.

We offer 3 levels of service contract: **Standard**, **Premium** and **Comprehensive**

Contract incorporates and covers the following:			
Regular servicing at specified intervals	✓	✓	✓
Condition report on each service visit	✓	✓	✓
Preventative maintenance	✓	✓	✓
Normal working hours emergency callouts	Separate charges	✓	✓
Repairs	Separate charges	Separate charges	✓

## Additional add-ons



### Choice of repairs coverage

Have repairs included in the contract fee. Or not. It's your choice. Dependent on the age of your equipment you can choose full coverage for all components, or limit it to specific component groups or components.



### Choice of emergency callout cover

Want breakdown visits included in the fee? Weekend or 24/7 cover? Flexibly choose when corrective actions are taken and pick the appropriate response time based on your buildings' needs.



### Additional engineer visits

Have an important event the lifts are crucial for? Or need to complete your annual fire inspection checks? If you need an engineer on site to support building operation, no problem.



### Supplementary testing

Supplementary testing is a legal requirement for in-service products, such as lifts, that demonstrates that the safety components and machinery are functioning properly. Depending on the type of supplementary testing this can be included in your contract (e.g. electrical testing) or priced separately (e.g. gear test, bore-hole test).



### Phone line management

Our managed SIM service uses the latest SIM technology offering full roaming capabilities, compatible with all of the latest network changes. Ensuring the very best available signal. The service covers the associated costs of line rental and call rates and relieves you of the management burden – it's total phone line and connectivity management, including all technical and on-site support.

## The nation's lift specialist – for more than 150 years

Naturally, we want you to have the perfect lift experience. But we're aware that goes beyond just delivering a service. It also means being there when it matters most. Whether you're a homeowner or a professional, you'll enjoy a tailored service, including technical support and maintenance. In fact, we make the same four commitments to every customer:

### With Stannah, you get:

- ✓ A company you can rely on
- ✓ Superior service and ongoing care
- ✓ Costs that make sense
- ✓ Quality guaranteed

## Six steps to your ideal lift

### Lift assessment

From information you provide about your lift, or from a site survey, we'll work together to understand your needs. With this information, a risk assessment, and any site data we collect, we'll produce a detailed lift maintenance plan to discuss with you, ensuring an appropriate plan is put in place for the ongoing maintenance of your lift(s) or escalators.

### Let's create a tailor-made contract for you

You can count on us to listen to you to understand your needs and provide you with solutions that meet the needs of your equipment, business and end users. After our conversation, you'll receive an offer tailored to your needs.

### We keep you up to date

When you need help with any equipment related issues or problems, we're easy to reach, at any time. Our portal and our reports on costs and maintenance work mean you can plan budgets for maintenance and modernisation well in advance to improve reliability.

### Our teams keep your equipment at its best

Preventive maintenance helps prevent problems before they appear. Our highly trained lift engineers maintain your equipment according to a uniquely designed plan based on usage, age, and other relevant factors. With preventive maintenance, you can trust your equipment to work safely and consistently.

### Great service, whatever the situation

If your equipment malfunctions you can rely on our engineers to fix any problems as agreed. Due to the efficient spare parts logistics, our engineers have the right parts with them, and resolve most problems on the first visit.

### Continous care

We'll inform you about repair and modernisation needs, the latest standards, and our yearly reviews gather information on the condition and performance of your equipment. To improve our services, we collect feedback from you regularly.

“The engineer was very informative and reassuring with his evaluation. He made it so his work didn’t compromise access for my consumers and was very understanding and considerate when we were busy serving.

After his last visit which was just as excellent he already knew to sign in with our guidelines, and he was more than happy to answer any/all of my questions.

Our lift is a huge part of our store when it comes to buggies transporting upstairs, and he made me feel very confident it’s been properly serviced and checked.”

**Store Manager, Retail.**

**80+ units - a mix of passenger, platform and goods lifts, contract since 2012**





A family business  
since 1867

## Nationwide Service Branches

Get in touch with your local service branch:

[www.stannahlifts.co.uk/contact-us](http://www.stannahlifts.co.uk/contact-us)

- |                                                           |                                                                                                                       |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1 Scotland<br><b>0141 882 9946</b>                        | 7 East Anglia<br><b>01603 748021</b>                                                                                  |
| 2 North & North East England<br><b>0191 460 0010</b>      | 8 South West England & South Wales<br><b>0117 906 1380</b>                                                            |
| 3 North West England & North Wales<br><b>01928 703170</b> | 9 London & South East<br><i>For service of passenger lifts, goods lifts<br/>and escalators</i><br><b>01322 287828</b> |
| 4 Midlands East<br><b>01623 631010</b>                    | <i>For service of stairlifts small service lifts<br/>and platform lifts</i><br><b>01689 822117</b>                    |
| 5 West Midlands & Mid Wales<br><b>0121 559 2260</b>       | 10 Southern England<br><b>01425 561570</b>                                                                            |
| 6 South Midlands & Home Counties<br><b>01280 704600</b>   |                                                                                                                       |



## Meet the family



**Stairlifts &  
homelifts**



**Platform  
lifts**



**Passenger  
lifts**



**Goods &  
service lifts**



**Escalators &  
moving walkways**



**Refurbishment,  
service & repair**

## Stannah Lifts Services

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[www.stannahlifts.co.uk](http://www.stannahlifts.co.uk)

# Stannah