

# Elevator Maintenance

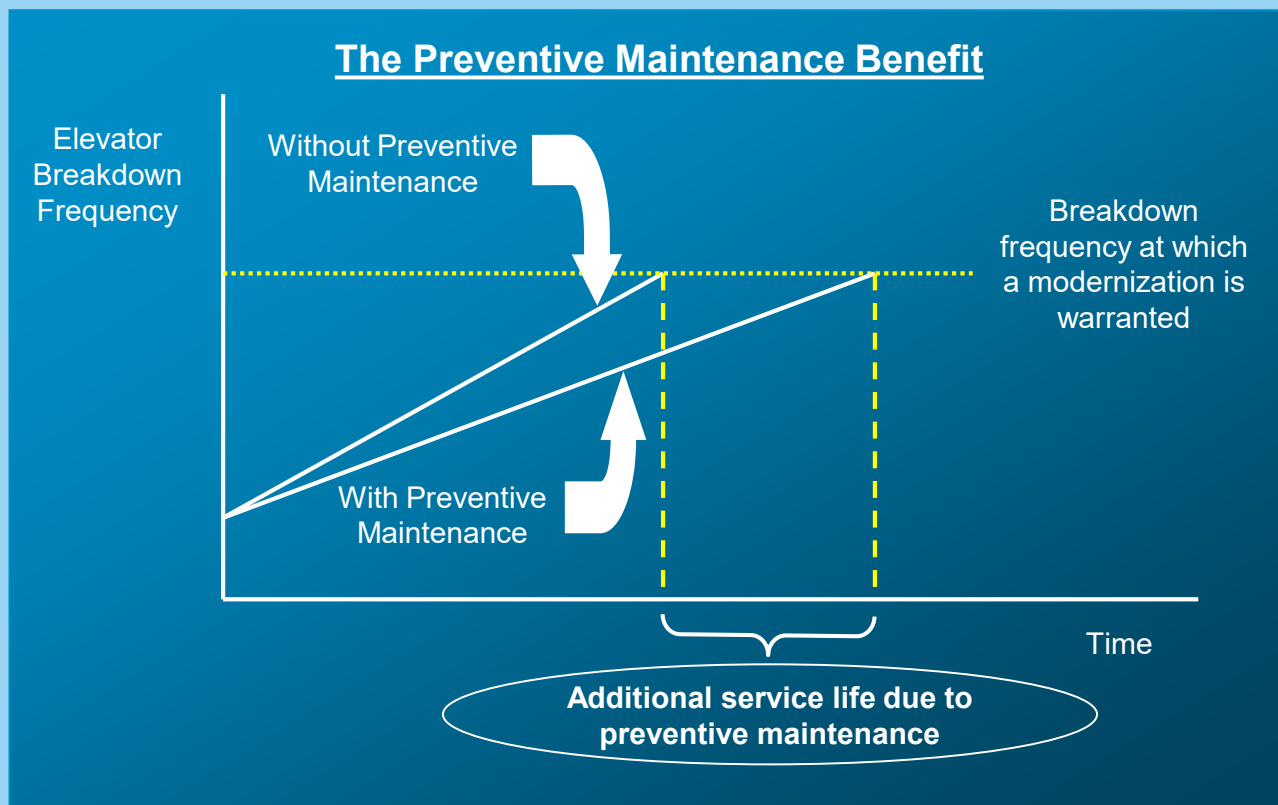
## Preventive Maintenance Program

Delta's approach to elevator maintenance is to focus on preventive maintenance, including regular on-site visits on a monthly or quarterly basis depending on the characteristics of elevator being serviced.

With a full preventive maintenance program in place, many elevators will be in service for 20 years or more before requiring a major modernization expenditure.

Regular on-site preventive maintenance has several benefits:

- It provides a higher level of reliability by addressing issues before they result in shut-downs.
- It extends the service life of the elevator by replacing or repairing parts before they cause additional wear on other components.
- It allows for better financial planning by smoothing expenses rather than incurring unplanned repairs.



Delta's preventive maintenance packages:

- Meet your unique needs
- Improve your elevator's reliability
- Extend your elevator's life cycle



## Maintenance Contract Types

Delta has three basic elevator maintenance contract service levels:

**Labour, Oil & Grease (LOG)** contracts provide the minimum service level required to comply with TSSA requirements, including routine maintenance during regular visits (cleaning, lubricating, minor adjustments, and visual inspections) and safety tests. Repairs and callbacks are not included.

**Full Maintenance (FM)** contracts provide the benefits of the LOG contract plus a full preventive maintenance program on most major elevator components, including repairs. Callbacks during regular working hours are also included.

**Full Maintenance Extended (FMX)** contracts provide the benefits of the FM contract, with the addition of all callbacks being included regardless of time of day or week.

Type	Callbacks	Price	PM Repairs
LOG	Extra	Low	Extra
FM	Included (during regular hours)	Medium	Included
FMX	Included	Premium	Included

## Maintenance Supervisor

Each Delta mechanic is registered with the TSSA and is thoroughly trained in preventive maintenance, repairs, and troubleshooting.

As well, Delta has dedicated Maintenance Supervisors on staff to provide additional coverage and troubleshooting resources as circumstances require. These senior mechanics provide timely assistance to the route mechanics on difficult elevator issues, as well as ensuring high quality and consistent service throughout Delta's portfolio.

## Trouble Calls

Because of our emphasis on preventive maintenance, Delta has one of the lowest trouble call ratios of all elevator contractors in Ontario. On average, a Delta-maintained elevator has less than two equipment related calls per year.

## Response Times

Delta can respond quickly and effectively to unplanned service calls. With a large presence throughout Southwest and Central Ontario, one of Delta's GPS-equipped mechanics is always available to respond to your emergency needs.

## Payment Options

Delta provides multiple payment options to suit the needs of your business. Billing frequency can be monthly, quarterly, or annually. Payment can be made by cheque or direct bank debit.

## Telephone Monitoring

Delta can also provide monitoring of your elevator telephone. Delta provides live answering from its Kitchener office during business hours and through a dispatching service at other times.

## Repairs & Modernizations

Delta has the resources, contacts, and expertise to repair or modernize most elevators.

We can provide timely, competitive quotes for full modernization projects, for repair items, or for TSSA-mandated upgrades and retrofits.

