

Elevator Maintenance

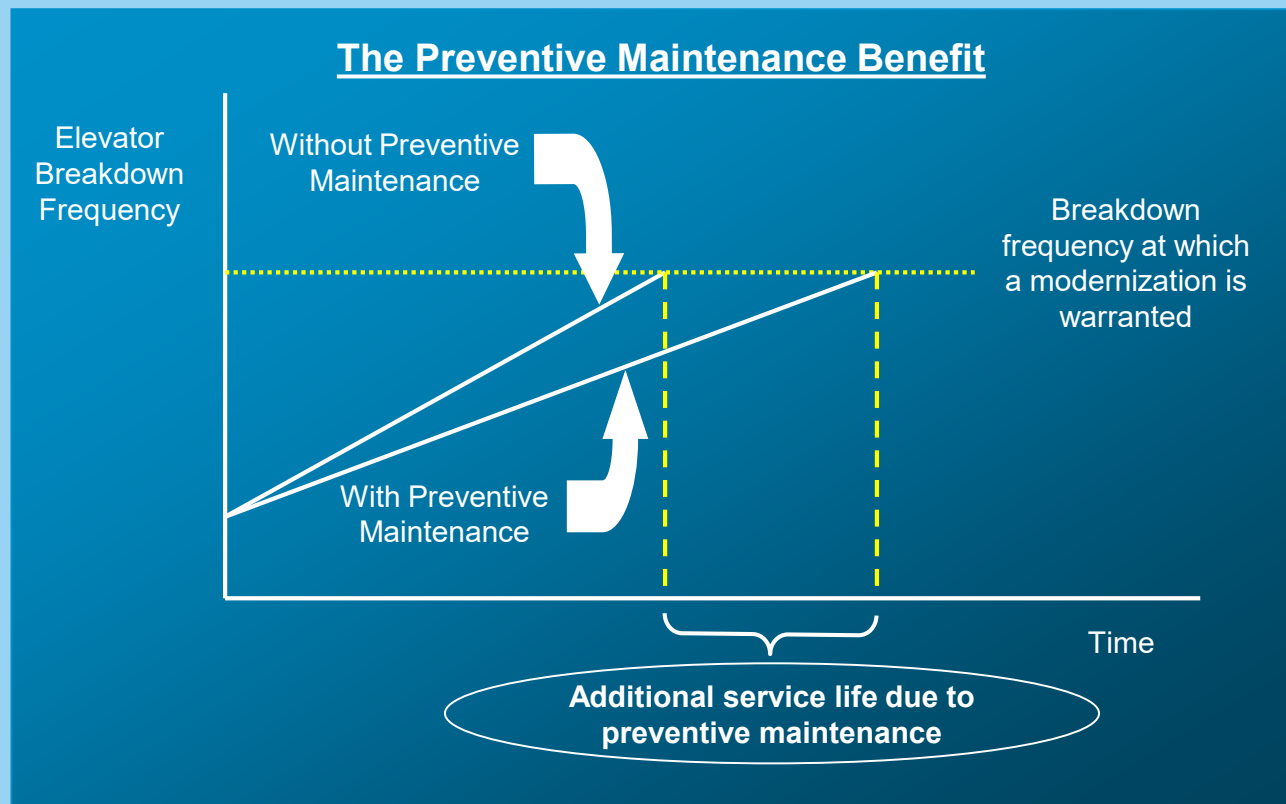
Preventive Maintenance Program

Delta Elevator's approach is to focus on **preventive maintenance**, including on-site visits on a regular basis dependent 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 Elevator's preventive maintenance package:

- Meets your unique needs
- Improves your elevator's reliability
- Extends your elevator's life cycle

Maintenance Contract Types

Delta Elevator has two maintenance service levels:

Basic MCP (BAS)

These contracts provide the minimum service level required to comply with TSSA requirements. Specifically, our mechanic will update the Maintenance Control Program (MCP), perform routine maintenance during regular visits (cleaning, lubricating, minor adjustments, and visual inspections), and undertake annual safety tests. Repairs and callbacks are not included.

Premium Preventive Maintenance (PRE)

These contracts provide all the benefits of the BAS contract **plus** a full preventive maintenance program on most major elevator components. Repairs, callbacks, and 5-year safety tests are also included.

Type	BAS	PRE
MCP	Included	Included
Callbacks	Extra	Included
Repairs	Extra	Included
Annual Tests	Included	Included
5-Year Tests	Extra	Included
Price	Lower	Higher

Maintenance Supervisor

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

As well, Delta Elevator has dedicated Maintenance Supervisors on staff in each branch to provide additional coverage and trouble-shooting 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 our portfolio.

Trouble Calls

Because of our emphasis on preventive maintenance, Delta Elevator 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 Elevator 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 Elevator 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 Elevator can also provide monitoring of your elevator telephone - including text and video monitoring. Delta provides live answering from its head office in Kitchener during business hours and through a dispatching service at other times.

Repairs & Modernizations

Delta Elevator 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.

