

LIFT SERVICE & MAINTENANCE

performance
you can rely on — every day

ACUTE

ELEVATORS



lift servicing that works

**keep your lift running.
protect your building.**

reliable performance. predictable costs. total peace of mind.

A smarter way to manage your lift — with proactive servicing, not reactive repairs.







introduction

maintenance made simple

Looking after your lift shouldn't be complicated — but too often, it is.

At Acute New Elevators, we deliver lift servicing that is clear, proactive, and built around your building.

Whether you're managing a residential block, commercial property, or public building, we make sure your lift stays safe, reliable, and fully operational.

No jargon. No hidden extras. Just structured maintenance that works.

From day one, everything is designed around one goal — **keeping your lift running without disruption.**

BEFORE VS AFTER MAINTENANCE

REACTIVE MAINTENANCE

- ✗ Frequent breakdowns
- ✗ High repair costs
- ✗ Longer downtime
- ✗ Unhappy users
- ✗ Unpredictable spend



PLANNED MAINTENANCE

- ✓ Fewer breakdowns
- ✓ Lower repair costs
- ✓ Minimal downtime
- ✓ Satisfied users
- ✓ Predictable spend

VS





built for everyday use.
maintained to last



smooth, reliable
journeys - every day

is your lift performing as it should?

your lift is talking — are you listening?

Most lift failures don't happen suddenly — performance declines over time.

Sound familiar?

- Breakdowns becoming more frequent
- Increasing callouts and repair costs
- Slow response or poor levelling
- Complaints from users or tenants
- Missed service visits or poor reporting

If you're seeing this, your maintenance isn't working effectively.

The good news?

With the right service partner, these issues are preventable — not inevitable.



Most performance issues don't require expensive repairs. With the right maintenance, you can resolve common faults, improve reliability, and extend the life of your lift — all while keeping disruption to a minimum.



how we manage your lift

structured. proactive. fully controlled.

We've refined our process to keep things simple and stress-free.

step 1 – detailed asset review

We assess your lift condition, usage, and risk profile.

step 2 – tailored service plan

You get a contract aligned to your building, usage, and compliance needs.

step 3 – planned maintenance delivery

Scheduled visits, tracked through our CRM system — nothing missed.

step 4 – reporting & performance tracking

Clear reports, condition updates, and KPI monitoring.

step 5 – ongoing reliability

A lift that performs consistently — not reactively.

It's that simple.



- 1, SCHEDULE**
Planned visits scheduled around your building
- 2, INSPECT**
Engineers inspect, test and assess all critical components
- 3, REPORT**
Detailed reports logged in our CRM system
- 4 ACTION**
Issues addressed proactively before they become problems
- 5, IMPROVE**
improved reliability, uptime and user satisfaction



reliability, built in



consistent performance, built
into your building



your service options

**cover that fits your building -
not a one-size solution**

'A' cover – essential compliance

- Planned maintenance visits
- Oil, grease & adjustments
- 24/7 breakdown line
- Condition reporting
- Consumables included

'B' cover – standard operational cover

- Includes callouts (Mon–Fri)
- All 'A' cover benefits
- Ideal for general building use

'C' cover – fully comprehensive

- Full labour & call out cover
- Predictable budgeting
- Maximum uptime protection

We recommend what's right — not what's most expensive.



PERFORMANCE YOU CAN RELY ON.

Proactive service today. Reliable performance every day.



**2 HOUR
RESPONSE**



**UP TO
99% UPTIME**



**90%+
FIRST TIME FIX**



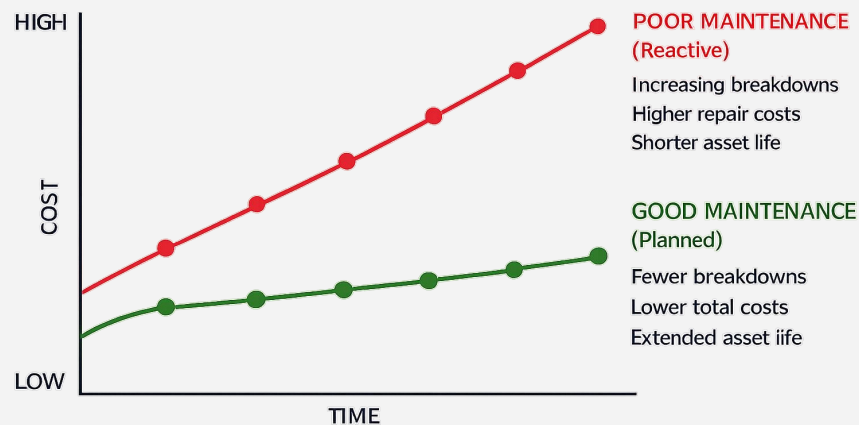
**100%
TRACKED VISITS**



**24/7
SUPPORT**

what you'll notice first

more uptime. fewer issues. total control.



The difference with structured servicing is immediate:

- Reduced breakdown frequency
- Faster response times
- Accurate levelling and smoother operation
- Lower lifecycle costs
- Improved user satisfaction

This isn't just maintenance —

it's performance management.

compliance you can trust

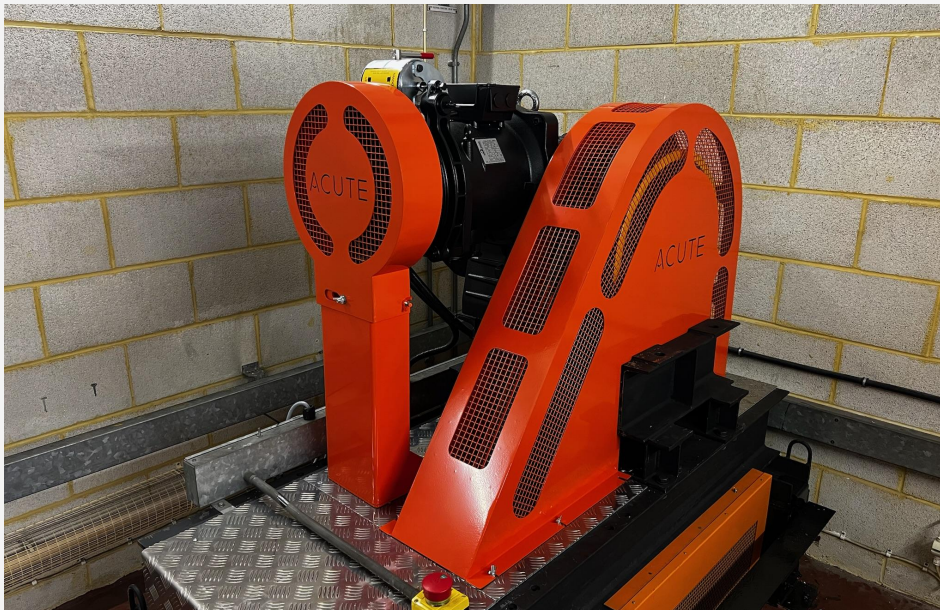
safety. standards. accountability.

Your lift must meet strict safety and regulatory requirements.

Our servicing ensures:

- Compliance with current UK regulations
- Regular safety inspections and reporting
- Fully documented maintenance records
- Support with insurance and statutory obligations

For building managers, that means less risk — and full confidence.





a lift that reflects your building

first impressions matter

A well-maintained lift doesn't just perform better — it enhances your building:

- Clean, presentable equipment
- Reliable operation
- Reduced downtime complaints
- Better user experience

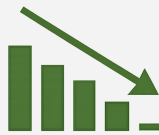
Because maintenance isn't just technical —

it's part of your building's reputation



**100%
SCHEDULED VISITS
TRACKED**

Managed through our
CRM system - no missed
maintenance



**UP TO 70%
FEWER
BREAKDOWNS**

With structured servicing
and proactive maintenance



**FULL
COMPLIANCE
SUPPORT**

Maintenance aligned with UK
regulations and insurance
requirements



small actions. big
impact



every component. professionally maintained



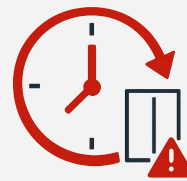
minimal disruption. maximum control

**We understand your building
operates 24/7.**

Our service delivery is designed to:

- Work around occupancy
- Maintain safe access at all times
- Provide clear schedules and communication
- Deliver efficient, controlled visits

No surprises. No disruption. Just consistent service.



**2 HOUR
RESPONSE**

Emergency passenger
release



**24/7
BREAKDOWN
SUPPORT**

Always available when
your building needs it



**SAME DAY
RESPONSE**

Non-critical breakdowns
Fast attendance to
minimise disruption

a smarter way to manage cost

predictable spend. reduced risk.

Reactive maintenance is expensive.

A structured service contract gives you:

- Fewer emergency callouts
- Reduced repair costs
- Longer asset lifespan
- Better budget control
- Improved asset planning

You don't just save money — you avoid problems.



UP TO 99% UPTIME

Driven by planned preventative maintenance and KPI tracking



REDUCED LIFECYCLE COSTS

Preventative maintenance reduces expensive reactive repairs



90%+ FIRST TIME FIX

Issues resolved quickly – fewer repeat visits



Many building owners delay maintenance due to concerns around cost or disruption. In reality, a well-planned maintenance schedule reduces long-term spend, improves reliability, and avoids the risk of unexpected failures.



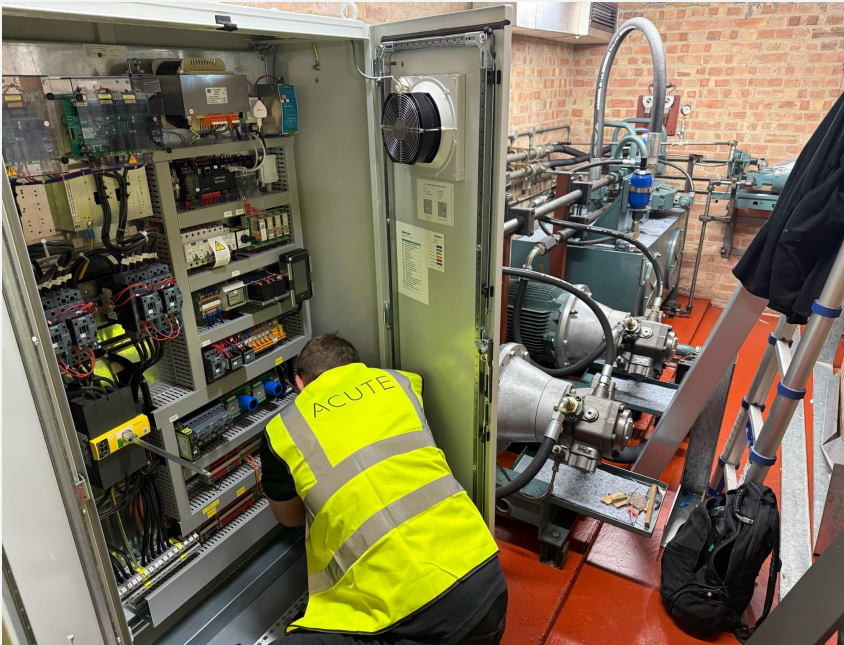
real buildings.
real reliability

Door

CAUTION
All Doors
Are Closed

case study

when uptime matters — service that
delivers



high-capacity lorry lift – ongoing maintenance solution

Not every lift maintenance visit is straightforward — especially when you're dealing with high loads, live environments, and ageing infrastructure.

In this case, a heavily used lorry lift within a busy London theatre had become unreliable, outdated, and increasingly difficult to maintain. Following a modernisation and with an expert planned maintenance schedule things are now very different.

the challenge

- High usage, heavy loads
- Increasing downtime
- Poor historical maintenance
- Critical operational dependency

our approach

- We delivered a complete electrical modernisation — upgrading the lift without the need for full replacement.
- Implemented structured service regime
 - Introduced planned preventative maintenance
 - Upgraded critical safety components
 - Established KPI-based response targets

the result

- Improved uptime and reliability
- Reduced reactive repairs
- Full compliance achieved
- Predictable maintenance costs



why clients choose acute new elevators

a different kind of lift company

We're independent and not tied to one manufacturer — and that's exactly how we deliver better outcomes.

- Independent — we maintain all lift types
- Fast response times and real accountability
- Clear reporting and communication
- KPI-driven service delivery
- Dedicated CRM system tracking all activity
- No missed visits. No hidden gaps.

We don't just service lifts —

we manage performance.

ready to improve your lift performance?

If your lift isn't performing the way it should, now's the time to act.

A structured service plan today prevents costly issues tomorrow.

Speak to our team for a **free service review and condition assessment.**



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