



United Welsh Housing Association & Beacon Cymru Group

Vertical Transportation Maintenance & Performance Specification

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This specification defines the maintenance, operational and performance requirements for the vertical transportation systems included within the contract scope.

The document has been prepared to support safe operation, equipment reliability, asset preservation and consistent service delivery across the portfolio.

The Service Provider shall implement the engineering resources, maintenance methodologies and operational arrangements necessary to achieve the requirements defined within this specification.

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INTRODUCTION

1.0 Introduction

1.1 Overview

This specification defines the maintenance, operational and performance requirements for the vertical transportation systems identified within the associated Equipment Schedules.

The specification shall be read in conjunction with all documents forming part of the Contract, including the Invitation to Tender (ITT), Contract Particulars, Equipment Schedules, Pricing Schedules, Appendices, Terms and Conditions and any other associated procurement or project documentation.

The requirements of this specification establish the standards for the delivery of maintenance and support services necessary to ensure the safe operation, statutory compliance, reliability and availability of the equipment throughout the term of appointment.

Services shall be delivered on a performance-based basis, with emphasis placed on equipment availability, operational reliability, engineering quality, compliance with statutory obligations and the achievement of defined service outcomes.

The Service Provider shall provide all management, supervision, labour, materials, tools, equipment, specialist resources and operational arrangements necessary to fulfil the requirements of this specification and achieve the service standards and performance criteria identified herein.

1.2 Scope of Services

The services described within this specification relate to the ongoing maintenance and support of the vertical transportation systems identified within the associated equipment schedules.

Services may include planned preventative maintenance, reactive maintenance, breakdown attendance, repair works, testing, technical reporting and associated engineering support activities necessary to maintain the equipment in a safe and operational condition.

The specific maintenance requirements, response criteria, frequencies and performance standards applicable to the equipment are defined within the relevant sections of this specification.

1.3 Equipment Portfolio & Asset Changes

The vertical transportation systems identified within the associated Equipment Schedules may comprise equipment of varying age, condition, manufacturer, technology, duty and operational complexity.

The Service Provider shall familiarise itself with the equipment portfolio, site conditions, operational constraints and available asset information prior to commencement of the Services.

Existing equipment records, drawings, maintenance histories and technical information may not be available for all installations. The Service Provider shall make all reasonable endeavours to obtain, develop and maintain appropriate equipment records necessary for the effective delivery of the Services.

The Equipment Schedules are intended to identify the equipment known at the commencement of the Services. During the Contract Period, equipment may be added to, removed from, replaced within or otherwise amended as a result of refurbishment works, replacement programmes, building alterations, acquisitions, disposals or other operational requirements.

The Service Provider shall maintain sufficient resources and operational flexibility to accommodate reasonable changes to the equipment portfolio throughout the Contract Period.

1.3.1 Incorporation of Additional Equipment

Where additional equipment is proposed for inclusion within the maintenance arrangements, the Client may require such equipment to be incorporated into the Contract.

Prior to incorporation, the Service Provider may undertake a condition survey and dilapidation assessment to establish the general condition, maintainability, statutory compliance status and any existing defects or abnormal maintenance liabilities associated with the equipment. Any deficiencies, outstanding repairs, statutory non-compliances or modernisation requirements identified during such assessment shall be reported to the Client.

Unless otherwise stated within the Contract Particulars, Pricing Schedule or other Contract documents, maintenance services for additional equipment shall be provided at the tendered rates applicable to the relevant equipment type for the remainder of the Contract Period.

Where equipment is added to or removed from the Equipment Schedules, the maintenance requirements, frequencies, service delivery arrangements, Contract

Sum and associated service provisions shall be adjusted accordingly in accordance with the provisions of the Contract.

1.4 Applicable Legislation, Standards & Guidance

The Service Provider shall undertake all maintenance, inspection, testing, repair and associated activities in accordance with all applicable legislation, regulations, standards, codes of practice, guidance documents and manufacturer recommendations relevant to the equipment being maintained.

Unless otherwise specified, references to legislation, standards and guidance documents shall include all amendments, revisions, replacements and successor documents in force at the time the services are undertaken.

The applicable requirements may include, but shall not be limited to:

- Health and Safety at Work etc. Act 1974;
- Management of Health and Safety at Work Regulations 1999;
- Electricity at Work Regulations 1989;
- Provision and Use of Work Equipment Regulations 1998 (PUWER);
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER);
- Work at Height Regulations 2005;
- Control of Substances Hazardous to Health Regulations 2002 (COSHH);
- BS EN 81 Series Safety Rules for the Construction and Installation of Lifts
- BS EN 115 Series;
- BS EN 13015;
- BS 7255;
- SAFed LG1 Guidance;
- SAFed Supplementary Tests of In-Service Lifts;
- Applicable manufacturer instructions and maintenance requirements.



DEFINITIONS

2.0 Definitions

Any capitalised terms used within this specification but not specifically defined herein shall have the meaning identified within the associated client documentation, service arrangement or project-specific agreement where applicable.

Term	Definition
Authorised Representative	Any person, consultant, managing agent or organisation authorised by the Client to act on its behalf in relation to the services.
Breakdown	Any failure, defect, abnormal operation or unsafe condition that results in equipment being wholly or partially unavailable for normal operation.
Breakdown Attendance	Attendance by the Service Provider in response to a reported breakdown condition.
Client	The organisation responsible for the procurement and management of the services.
Competent Person	A person possessing the appropriate practical and theoretical knowledge, training and experience necessary to undertake the activities required by this specification.
Equipment	The lifts, escalators, moving walks, platform lifts, stairlifts, ceiling track hoists, goods lifts, service lifts and other vertical transportation systems identified within the equipment schedules.
Equipment Downtime	The period during which equipment is unavailable for normal operation due to breakdown, fault, isolation, inspection, testing, repair works or other operational restrictions.
Equipment Schedule	The schedule identifying the equipment included within the scope of the services.
Entrapment	An incident in which a passenger becomes trapped within a lift car and cannot exit without assistance.
Entrapment Attendance	Attendance by the Service Provider for the purpose of releasing trapped passengers and restoring the equipment to service where practicable.
Evacuation Lift	A lift provided with specific functions intended to support the evacuation of building occupants during an emergency.
Firefighters Lift	A lift provided with specific functions intended to support firefighting and rescue operations.
First Time Fix	Restoration of equipment to normal operation during the initial breakdown attendance without the need for a subsequent attendance to rectify the same fault.
In-Hours Breakdown	A breakdown reported during the Normal Working Hours applicable to the services.
LOLER	The Lifting Operations and Lifting Equipment Regulations 1998, as amended.

Term	Definition
Less-Abled Lift Equipment	Platform lifts, stairlifts, hoists and other access equipment provided to assist persons with reduced mobility or disabilities.
Maintenance Visit	A planned maintenance attendance undertaken in accordance with the maintenance frequencies identified within this specification and associated appendices.
Misuse, Abuse or Vandalism	Damage, deterioration, operational issues or equipment failures resulting from deliberate acts, accidental damage, improper use or malicious activity.
Normal Working Hours	The hours identified within the service arrangements, equipment schedules, appendices or project-specific requirements during which routine maintenance activities are normally undertaken.
Out-of-Hours	Any period outside the defined Normal Working Hours.
Out-of-Hours Breakdown	A breakdown reported outside the defined Normal Working Hours.
Out of Service	Equipment that is unavailable for normal operation, whether due to breakdown, isolation, repair works, inspection activities, testing activities or other operational restrictions.
Planned Preventative Maintenance (PPM)	The systematic inspection, testing, adjustment, cleaning, lubrication and servicing of equipment undertaken at predetermined intervals to maintain safe and reliable operation.
PUWER	The Provision and Use of Work Equipment Regulations 1998, as amended.
Response Time	The period between notification of an incident and arrival on site by the Service Provider.
SAFed LG1	The current edition of the SAFed Guidance for the Thorough Examination and Testing of Lifts.
SAFed Supplementary Tests	The supplementary examinations and tests identified by the Competent Person as part of the thorough examination process or applicable guidance documents.
Service Provider	The organisation responsible for delivering the maintenance services described within this specification.
Statutory Inspection Report	A report issued following a thorough examination undertaken in accordance with LOLER.
Supplementary Testing	Periodic examinations, inspections and tests undertaken in accordance with applicable legislation, standards, guidance documents and statutory requirements.
Vertical Transportation Systems	Collectively refers to lifts, escalators, moving walks, platform lifts, stairlifts, ceiling track hoists, hoists, goods lifts, service lifts and associated accessibility equipment included within the equipment schedules.



Term	Definition
Working on Arrival (WOA)	A reported breakdown condition where the equipment is found operational upon attendance, but where the underlying cause of the reported fault may not have been resolved.



MAINTENANCE REQUIREMENTS



3.0 Maintenance Requirements

3.1 General Maintenance Requirements

The requirements identified within this specification establish the maintenance, inspection, testing and reporting obligations associated with the delivery of maintenance services for the vertical transportation equipment identified within the associated equipment schedules.

The Service Provider shall maintain the equipment in a safe, reliable and operational condition in accordance with applicable legislation, relevant standards, manufacturer recommendations and the requirements of this specification.

Maintenance activities shall be undertaken using suitably competent personnel and shall be planned and executed to minimise disruption to building operations, maximise equipment reliability and preserve the operational life of the assets.

The Service Provider shall maintain sufficient records, documentation and supporting information to demonstrate compliance with the maintenance requirements identified within this specification. Such records shall be made available to the Client and/or Authorised Representative upon request.

Requirements relating to service performance, response times, equipment availability, reliability, Key Performance Indicators (KPIs) and associated reporting arrangements are detailed within Section 4 of this specification and any associated appendices.

3.2 Maintenance Service Arrangements Comprehensive

3.2.1 Comprehensive Maintenance Cover

Comprehensive Maintenance Cover shall include all labour, replacement parts, consumable materials, plant, maintenance services, repair services, breakdown attendance, testing, specialist support services and associated works necessary for the maintenance and operation of the equipment in accordance with the requirements of this specification.

The following requirements shall apply to Comprehensive Maintenance Cover:

- 1) Replacement parts, repair works and associated component replacement activities shall be included within the maintenance arrangement unless otherwise identified within associated exclusions, appendices or project-specific requirements.
- 2) Maintenance visits shall be undertaken at the frequencies identified within Appendix C and associated appendices where applicable.
- 3) Maintenance visits shall be completed within each calendar month / or agreed intervals and shall not be carried over into subsequent periods. Multiple routine maintenance visits undertaken within the same calendar month shall not be accepted as compliance with the required maintenance frequency.
- 4) All SAFed supplementary tests identified as included within the maintenance arrangement shall be undertaken at no additional cost to the client.
- 5) A 24-hour breakdown and entrapment attendance service shall be provided in accordance with the response requirements identified within Appendix C. Breakdown attendance, fault investigation and associated repair works shall be included within the maintenance arrangement except where specifically identified as excluded within this specification.
- 6) Comprehensive Maintenance Cover shall include all routine maintenance consumables, replacement components and spare parts necessary for the maintenance and continued operation of the equipment unless specifically excluded within this specification.
- 7) Lifts provided with firefighting, evacuation or other specialist operational functions shall be maintained and tested in line with this maintenance specification or client requirements to ensure their continued availability and correct operation. This



shall include all associated controls, indicators, switches, interfaces, communication systems and ancillary equipment necessary for the effective operation of such functions.

- 8) Attendance shall be provided, where necessary, to support maintenance, fault investigation or operational issues associated with lift emergency communication systems, auto-dialler systems, telephone interfaces and associated equipment located within lift cars, machine rooms or associated control spaces.

Included within the Service Provider's maintenance responsibilities shall be the routine inspection, adjustment, servicing, repair and replacement of lift equipment and associated components where necessary to maintain the continued safe and reliable operation of the installation, including but not limited to:

Lifts

- a) Suspension / compensation - ropes, belts, chains, governor ropes and associated rope fixings and anchorage systems.
- b) Brake assemblies, brake linings, brake coils and associated brake components.
- c) Guide shoes, guide rollers and associated guide components.
- d) Door gear, suspension rollers, pick-up rollers, door tracks, guides and associated door equipment.
- e) Controllers, control equipment, relays, transformers, contactors, resistors and associated electrical components.
- f) Variable voltage and variable frequency drives (VVVF), soft start systems, hydraulic control systems and associated control equipment.
- g) Selector systems, positioning systems, inductors, magnetic devices, shaft switches, limit switches and associated levelling equipment.
- h) Travelling flexible cables, lift wiring and associated electrical connections from the main isolator to the lift equipment.
- i) Conductors, indicators, push buttons, landing fixtures, car operating panels and associated indication equipment. Additionally, Destination Control systems, landing operating units, associated dispatch equipment and observation PC / equipment.



- j) Car lighting, lift shaft lighting, emergency lighting and associated fittings.
- k) Gearbox oil, hydraulic oil, lubricants and associated consumable materials.
- l) Hydraulic valve assemblies, seals, hydraulic control equipment, hydraulic pipework within the lift installation and associated operating equipment.
- m) Hydraulic oil coolers, pumps, filters and associated hydraulic operating equipment where applicable.
- n) Lift alarm systems, emergency communication systems, auto-diallers, intercom systems and associated monitoring equipment.
- o) Door protective devices, light curtains, safety edges and associated safety equipment.
- p) Emergency lighting systems, battery units and associated charging equipment including lighting UPS's.
- q) Fire service controls, evacuation controls, recall controls and associated operational devices where applicable.
- r) Safe release devices, emergency access devices and associated safety systems where applicable.
- s) Car fans, ventilation equipment and associated operating components where fitted.
- t) Re-securing of any internal car enclosure fixtures including handrails, car operating panels, ceilings and or any other fixtures not caused by acts of vandalism.
- u) Cleaning of lift equipment located within machine rooms, machinery spaces, lift shafts, pits and wheelhouses where applicable, including removal of debris, waste and potentially combustible materials.
- v) Replacement of routine consumable components including lamps, starters, batteries, filters, fuses and associated service items.
- w) Adjustment, lubrication and routine servicing of lift equipment necessary to maintain the safe and reliable operation of the installation.
- x) Routine testing and adjustment of operational and safety systems associated with the lift installation.



Less-abled Access Equipment

- a) Drive systems including screw and nut drives, hydraulic drive systems, chain and sprocket drives, traction drive systems, gearboxes, associated transmission equipment and drive control systems where fitted.
- b) Hydraulic power units, pumps, valves, cylinders, seals, pipework, oil coolers and associated hydraulic operating equipment where fitted.
- c) Suspension ropes, belts, chains, brake assemblies, brake linings, brake coils, guide shoes, guide rollers and associated lifting and guide equipment where fitted.
- d) Door operators, door gear, gate equipment, locking devices, suspension rollers, door protective devices, safety edges, obstruction sensors and associated entrance and safety equipment where fitted.
- e) Controllers, relays, transformers, contactors, drives, resistors, variable voltage variable frequency drives, inverter drives, soft start systems and associated electrical and control equipment where fitted.
- f) Selector systems, positioning systems, inductors, magnetic devices, shaft switches, limit switches, levelling equipment and associated operating devices where fitted.
- g) Travelling flexible cables, lift wiring, electrical connections, conductors, indicators, push buttons, operating panels, landing fixtures and associated indication equipment.
- h) Platform or cabin lighting, machinery space lighting where applicable, emergency lighting, batteries, charging systems, emergency lowering systems and associated standby equipment where fitted.
- i) Lift alarm systems, emergency communication systems, auto-diallers, intercom systems and associated monitoring equipment where fitted.
- j) Safe release devices, emergency lowering systems, emergency access devices and associated safety systems where fitted.
- k) Platform ventilation equipment, cooling fans, lubricants, oils and associated consumable materials required for the maintenance of the installation.
- l) Cleaning of lift equipment located within machinery spaces, lift shafts, enclosures and associated operating areas including removal of debris, waste and potentially combustible materials.

- m) Replacement of routine consumable components including lamps, batteries, filters, fuses and associated service items.
- n) Adjustment, lubrication, routine servicing, testing and adjustment of operational and safety systems necessary to maintain the safe and reliable operation of the installation.

Unless otherwise identified within the maintenance arrangement, the following items shall generally be **excluded** from the Service Provider's maintenance responsibilities except where damage or failure arises directly from defective maintenance activities, maladjustment or negligence associated with the service provision:

- a) Decorative finishes associated with lift cars, car interiors, landing entrances and associated architectural finishes.
- b) Buried hydraulic pipework and associated concealed building services.
- c) Modifications, alterations or additions to lift equipment undertaken by others during the maintenance period.
- d) Incoming mains power supplies and associated building electrical infrastructure serving the lift installation.
- e) Smoke detectors, smoke detection wiring and associated building fire alarm infrastructure.
- f) Damage, deterioration or failure arising from vandalism, misuse, abuse, fire, flooding, water ingress or other external causes not associated with defective maintenance activities.
- g) Where attendance, repairs or replacement works fall outside the scope of the maintenance arrangement, charges may apply for labour and materials associated with the works undertaken. Unless otherwise identified within associated schedules or appendices, travel time shall be deemed included within the applicable labour rates.

3.3 Maintenance Responsibilities

3.3.1 Spare Parts & Replacement Components

The Service Provider shall maintain appropriate arrangements for the procurement and supply of spare parts, replacement components and specialist equipment necessary to support the maintenance and operation of the equipment throughout the Contract Period.

Where replacement parts are required to restore equipment to service, all reasonable steps shall be taken to procure and install such parts within the shortest practicable timescale in order to minimise equipment downtime.

Original Equipment Manufacturer (OEM) components shall be utilised wherever reasonably available and practicable. Where OEM components are obsolete, discontinued, unavailable or subject to excessive lead times, suitable alternative components may be proposed.

Where spare parts are recovered from existing installations for refurbishment or future use, such parts shall remain the property of the Client and shall not be utilised on other installations without the prior agreement of the Client.

Suitable alternative components shall be compatible with the equipment concerned and shall not adversely affect the safety, reliability, functionality, performance, maintainability or regulatory compliance of the installation.

Where alternative components, software revisions, upgraded equipment or engineering modifications are proposed, the Service Provider shall advise the Client of any implications relating to equipment performance, future supportability, certification requirements, UKCA and/or CE conformity, statutory compliance or the ongoing safe operation of the installation.

No component substitution, software modification or engineering change shall be undertaken that materially alters the original design, safety functions, certification status, UKCA and/or CE conformity, or compliance status of the installation without the prior agreement of the Client.

3.3.2 Obsolescence and Major Component Failures

The Service Provider shall maintain an awareness of equipment obsolescence risks and shall take reasonable steps to monitor the availability of critical spare parts and replacement components necessary to support the continued operation of the equipment.

Where a component, assembly or item of equipment is identified as obsolete, discontinued, subject to supply constraints or otherwise at risk of becoming unavailable, the Service Provider shall notify the Client and/or Authorised Representative at the earliest opportunity and provide supporting information where available.

Where the Service Provider reasonably believes that the continued maintenance of an item of equipment may be adversely affected by component obsolescence or the future unavailability of spare parts, the Client shall be notified as soon as practicable and, where reasonably possible, not less than twelve months prior to the anticipated loss of support.

Such notification shall identify the affected equipment, the known or anticipated obsolescence risks, the likely operational implications and any recommendations regarding refurbishment, modernisation or equipment replacement. Budget cost information shall be provided where reasonably available.

The Service Provider shall not be responsible for maintaining, repairing or restoring equipment where suitable spare parts, replacement components or specialist support services are no longer reasonably obtainable, provided that the Client has been notified of the relevant risks in accordance with this specification.

Where major component failures occur, all reasonable measures shall be taken to minimise equipment downtime and restore service using components, repair methods and specialist support arrangements that are reasonably available at the time.

3.3.3 Materials & Quality of Service

Materials, components and replacement equipment utilised in connection with the maintenance services shall be suitable for their intended application and compatible with the equipment concerned.

All materials and replacement components shall comply with applicable legislation, relevant standards and recognised industry practice where applicable.

The Service Provider shall ensure that all maintenance, repair and replacement activities are undertaken using appropriately selected materials, components and

engineering methods that support the continued safe operation, reliability and performance of the equipment.

Where replacement components are sourced from alternative manufacturers or suppliers, the Service Provider shall ensure that such components are technically compatible with the installation and provide an equivalent or improved level of functionality, reliability and performance.

The use of substitute materials or components shall not adversely affect the safety, operation, maintainability or regulatory compliance of the equipment.

Where there is any significant change to the original design, functionality or operational characteristics of the equipment, the Service Provider shall notify the Client and/or Authorised Representative in the first instance and provide appropriate supporting information and recommendations.

3.3.4 Plant, Tools & Diagnostic Equipment

The Service Provider shall provide all plant, tools, testing equipment, diagnostic devices, access equipment and specialist equipment necessary to undertake the maintenance, testing, fault diagnosis, repair and adjustment of the equipment in accordance with the requirements of this specification.

All tools, testing equipment and measuring devices utilised in connection with the maintenance services shall be suitable for their intended purpose and maintained in an appropriate condition.

Where specialist tools, software, programming devices, access equipment or proprietary diagnostic systems are required to maintain, interrogate, adjust, commission or fault-find equipment, the Service Provider shall ensure that such equipment is available and utilised as necessary to support the continued operation of the installation at no extra cost to the client.

The Service Provider shall provide, maintain and utilise all diagnostic tools, software licences, programming devices and associated equipment necessary for the maintenance of controllers, drive systems, door operators, emergency communication systems, destination control systems and other specialist equipment incorporated within the installation.

The Service Provider shall provide all temporary lifting equipment, access equipment, scaffolding, lifting beams, gantries and associated temporary works necessary to undertake maintenance activities, repairs, testing or component replacement works unless otherwise identified within the maintenance arrangement.

The use of specialist tools, diagnostic equipment or proprietary software shall not constitute grounds for additional charges where such equipment is necessary to undertake the maintenance services associated with the installation.



3.3.5 Technical Information, Records & Documentation

The Service Provider shall maintain appropriate maintenance records for each installation throughout the maintenance period.

Maintenance records shall include details of planned maintenance activities, breakdown attendances, defects identified, repairs undertaken, replacement components installed, testing completed and recommendations arising from maintenance activities.

Where maintenance log cards are provided, they shall be completed following each attendance, whether planned preventative maintenance or reactive maintenance, and retained within the machine room, machinery space or other location agreed by the Client.

Maintenance records, logbooks, drawings, manuals and associated technical documentation shall be maintained in good condition and shall not be removed from site without the prior written agreement of the Client.

All entries shall be completed clearly and legibly using permanent ballpoint pen. Entries made using pencil, marker pen or other non-permanent writing instruments shall not be accepted. Where records have been completed in an unacceptable manner, the Service Provider may be required to replace the affected log cards or records at no additional cost to the Client.

Where equipment incorporates diagnostic, monitoring, event logging or fault recording facilities, such information shall be utilised to support maintenance activities, fault investigations and reliability improvement initiatives.

The Service Provider shall maintain appropriate records of recurring faults, intermittent faults, equipment deficiencies and recommended remedial actions and shall make such records available to the Client and/or Authorised Representative upon request.

Where technical information, manuals, drawings or maintenance instructions are identified as missing, incomplete or inaccurate, the Service Provider shall notify the Client and/or Authorised Representative and provide recommendations where additional information is considered necessary to support the continued maintenance and operation of the equipment.



3.4 LOLER Thorough Examinations, Defects & Supplementary Testing

3.4.1 General

Vertical transportation equipment subject to the Lifting Operations and Lifting Equipment Regulations (LOLER) shall undergo periodic Thorough Examination by an independent Competent Person at the prescribed intervals.

The purpose of the Thorough Examination is to identify defects, deterioration or conditions that may affect the continued safe operation of the equipment and to determine whether supplementary testing or further investigation is required.

The Service Provider shall review and act upon findings arising from Thorough Examination reports relevant to the equipment included within the maintenance services.

3.4.2 Defects Identified During Thorough Examination

Upon receipt of a Thorough Examination report, the Service Provider shall review the findings and acknowledge receipt to the Client and/or Authorised Representative within:

- **24 hours** where immediate defects are identified; and
- **2 working days** (48 hours) where reports list all other defects.

Where defects fall within the scope of the maintenance arrangement, the Service Provider shall undertake the necessary remedial works and provide written confirmation upon completion.

Where defects are classified as Immediate Defects, appropriate action shall be taken without delay, and the necessary remedial works shall be completed as soon as reasonably practicable.

Where defects are subject to a specified rectification period, remedial works shall be completed no later than the date specified by the Competent Person.

Where no specific rectification period has been identified, remedial works shall be completed within **60 days** unless otherwise agreed with the Client and/or Authorised Representative.

Where minor or non-immediate defects fall outside the scope of the maintenance arrangement, the Service Provider shall provide recommendations and a quotation for the proposed remedial works within 48 hours of identifying the defect, unless otherwise agreed.

Where a defect presents an immediate safety risk, results in equipment being withdrawn from service, gives rise to a statutory compliance concern, or significantly impacts building operations, the Service Provider shall notify the Client immediately



upon identification. Initial recommendations proposed remedial actions and an estimated cost shall be provided within one Working Day, with a formal quotation submitted within two Working Days unless otherwise agreed.

Upon completion of remedial works, the Service Provider shall provide written confirmation detailing:

- the date of completion;
- the works undertaken;
- the relevant defect reference from the Thorough Examination report; and
- any observations or recommendations arising from the remedial works.

The Service Provider shall maintain records of all defects identified during Thorough Examination together with details of remedial actions undertaken and their completion status.

Where an Immediate Defect Notice or equivalent notification is issued by the Competent Person, the Service Provider shall immediately notify the Client and/or Authorised Representative of the actions being undertaken together with the anticipated timescales for resolution.

3.4.3 Attendance During Thorough Examination

Where required, the Service Provider shall provide attendance during Thorough Examinations, supplementary testing and associated inspection activities.

Attendance shall include the provision of suitably competent personnel together with any necessary tools, test equipment, access equipment and operational assistance required to facilitate the examination or testing activities.

Where necessary, the Service Provider shall remove and reinstate covers, guards, access panels, decking, balustrade panels or other equipment required to facilitate inspection and testing activities.

The Service Provider shall provide access to machinery spaces, lift wells, lift pits, and other areas necessary to facilitate the examination or testing process.

3.4.4 Supplementary Testing

The frequencies and testing intervals identified within this specification are provided for guidance only. The Competent Person shall determine the specific tests, scope of testing and testing frequencies necessary to satisfy the requirements of the Thorough Examination process and applicable industry guidance.



The Service Provider shall undertake all supplementary examinations, inspections and tests specified by the Competent Person in accordance with the applicable guidance, standards and recommendations relevant to the equipment concerned.

For lifts, the Service Provider shall undertake supplementary tests in accordance with the current edition of the SAFed Guidelines on the Supplementary Tests of In-Service Lifts. Supplementary tests identified as included within the maintenance arrangement are identified in the **Pricing Matrix Document**.

The Service Provider shall provide all labour, supervision, plant, tools, test equipment and specialist resources necessary to undertake the specified testing activities.

Upon completion of any examination, inspection or test, the Service Provider shall provide signed and dated test records and certification. Copies shall be retained within the site records and provided to the Client and/or Authorised Representative.

Where any examination, inspection or test identifies a defect, failure or condition requiring remedial action, the Service Provider shall notify the Client and/or Authorised Representative without delay and provide recommendations together with proposed timescales for rectification.

Where any examination, inspection or test identifies a condition presenting an immediate risk to the safe operation of the equipment, the Service Provider shall take appropriate action without delay and shall notify the Client and/or Authorised Representative immediately, followed by written confirmation within two hours.

3.5 Operational Safety Systems

3.5.1 General

The Service Provider shall inspect, maintain, test and adjust all operational safety systems associated with the equipment to ensure their continued safe and reliable operation.

The requirements of this section shall apply where the relevant operational safety systems are provided as part of the equipment installation.

Operational safety systems shall be maintained in accordance with applicable standards, manufacturer recommendations and any specific requirements associated with the equipment installation.

Any defect affecting the performance, functionality or reliability of an operational safety system shall be investigated and rectified without delay.

3.5.2 Emergency Alarm and Communication Systems

Emergency alarm systems, emergency communication systems, auto diallers, GSM communication devices, intercom systems and associated monitoring equipment installed as part of the equipment shall be inspected, tested and maintained during each planned preventative maintenance visit.

Testing shall verify the correct operation of alarm functions, emergency communication facilities, monitoring systems and any associated remote signalling services.

Testing shall be undertaken under both normal power conditions and loss-of-mains conditions to verify the correct operation of secondary power supplies, emergency communication equipment, alarm functions, visual indicators and associated systems.

The testing process shall confirm that alarm devices, emergency communication systems and associated indicators operate as intended and remain clearly visible and functional during both normal and emergency operating conditions.

Testing shall also verify that the receiving monitoring station, call centre or other designated recipient can correctly identify the equipment from which the alarm call or emergency communication originates.

Where communication systems utilise GSM, cellular, IP-based or other remote communication technologies, arrangements shall be maintained to ensure the continued operation and connectivity of such systems. This shall include the management of SIM cards, communication subscriptions, network connectivity and associated service arrangements where these form part of the maintenance agreement.

The Service Provider shall notify the Client of any known or anticipated issues affecting communication services, including network changes, service withdrawal, equipment obsolescence, SIM card expiry, subscription expiry or other matters that may affect the continued operation of emergency communication facilities.

Any defect affecting the operation, reliability or effectiveness of an emergency alarm or communication system shall be rectified without delay to ensure the continued safety of passengers and users.

Where a defect cannot be rectified immediately, or where the system cannot be restored to full operational service during the attendance, the Client and/or Authorised Representative shall be notified immediately. Such notification shall detail

the nature of the defect, any interim control measures implemented, the potential impact on equipment operation and the proposed timescale for rectification.

Records of all inspections, testing activities, defects identified and remedial actions undertaken shall be maintained and made available to the Client upon request.

3.5.3 Emergency Lighting Systems

All emergency lighting systems associated with the equipment shall be maintained, inspected and tested to ensure their continued operation and effectiveness.

Testing shall verify the correct operation of emergency luminaires, battery units, charging equipment, control devices and associated emergency lighting circuits.

Emergency lighting systems shall remain capable of providing illumination for the duration specified by the equipment manufacturer and applicable standards in the event of a loss of normal power supply.

Defective components shall be repaired or replaced as necessary to maintain the continued operation of the emergency lighting system.

Records of testing, inspections and any defects identified shall be maintained and made available to the Client upon request.

3.5.4 Fire Recall, Firefighting and Evacuation Functions

Where equipment incorporates fire recall functionality, the Service Provider shall maintain and test all associated lift controls, switches, indicators and operational functions to verify their correct operation as per manufacturers recommendations.

Where lifts are designated as Firefighters', Firefighting or Evacuation Lifts, the Service Provider shall maintain, inspect and test all associated operational functions, controls, communication systems, indicators and safety features in accordance with manufacturer recommendations and applicable standards.

Testing shall be undertaken at the frequencies specified within the maintenance schedules, applicable standards or client requirements, whichever is the more stringent requirement.

The Service Provider shall maintain records identifying all equipment incorporating fire recall, firefighting or evacuation functionality and shall make such records available to the Client upon request.

Any defects affecting fire recall operation, firefighting functions or evacuation functions shall be rectified without delay. Where immediate rectification is not

possible, the Service Provider shall immediately advise the Client and/or Authorised Representative, providing details of the defect, any interim control measures implemented and the anticipated timescale for rectification.

3.5.5 Door Protection Systems

Door protective devices and associated safety systems shall be inspected, tested and maintained in a fully operational condition. Their correct operation shall be verified during each planned preventative maintenance visit.

Door protection systems shall include, where fitted, light curtains, photocells, safety edges, obstruction detection devices, door reversal systems, closing force protection devices, door open button functionality and associated control equipment.

Any defects affecting such systems and where immediate rectification is not possible, the Service Provider shall immediately advise the Client and/or Authorised Representative, providing details of the defect, any interim control measures implemented and the anticipated timescale for rectification.

3.5.6 Safe Release and Emergency Rescue Systems

The Service Provider shall maintain, inspect and test all safe release devices, emergency lowering systems, emergency rescue equipment and associated safety functions incorporated within the equipment.

Testing shall verify that such systems remain fully operational and capable of performing their intended function in the event of an emergency or equipment failure.

Any defects affecting such systems and where immediate rectification is not possible, the Service Provider shall immediately advise the Client and/or Authorised Representative, providing details of the defect, any interim control measures implemented and the anticipated timescale for rectification.

3.5.7 Stopping Accuracy and Levelling Performance

Stopping accuracy, floor levelling and re-levelling performance shall be maintained within safe operating tolerances and shall not give rise to conditions that could adversely affect passenger safety, accessibility or ride quality. Any deviation from acceptable operating limits shall be investigated promptly and rectified as soon as reasonably practicable.

Persistent levelling defects, nuisance faults or passenger complaints associated with stopping accuracy shall be treated as indicators of deteriorating equipment performance and shall be investigated to determine the root cause. Repeated levelling faults, floor misalignment or re-levelling failures shall be addressed as



reliability defects in accordance with the requirements of this specification.



SERVICE DELIVERY REQUIREMENTS

4.0 Service Delivery Requirements

4.1 Breakdown Management

General

For the purposes of this specification, a Breakdown shall mean any failure, defect, abnormal operation or unsafe condition that results in the lift, or associated equipment being wholly or partially unavailable for normal operation.

The Service Provider shall implement appropriate maintenance procedures, engineering resources and operational arrangements to minimise breakdowns and maintain the continued reliability and availability of the equipment.

Breakdowns shall be monitored and analysed as part of the overall asset management and maintenance strategy. The occurrence of repeated, intermittent or recurring faults shall be regarded as an indicator of equipment condition, maintenance effectiveness and potential underlying technical issues requiring escalation and investigation.

Unless otherwise identified within the Key Performance Indicators or client requirements, breakdowns attributable to equipment failure shall not exceed:

- Six breakdowns per item of equipment in any rolling 12-month period; and
- Three breakdowns per item of equipment in any rolling 30-day period,

excluding breakdowns arising from misuse, vandalism, malicious damage, loss of incoming power supply, fire, flooding or other external causes beyond the reasonable control of the Service Provider.

4.1.1 Breakdown Attendance and Restoration of Service

Upon receipt of a breakdown notification, the Service Provider shall respond in accordance with the response times identified within this specification and associated Key Performance Indicators.

The Service Provider shall make all reasonable efforts to restore the equipment to normal operation at the earliest opportunity.

Where the equipment cannot be returned to service during the initial attendance, the Service Provider shall notify the Client and/or Authorised Representative as soon as reasonably practicable and provide details of:

- the nature of the fault;
- any temporary measures implemented;
- the actions required to restore service; and
- the anticipated timescale for completion.

Where equipment remains out of service for more than 24 hours, the Service Provider shall provide progress updates to the Client and/or Authorised Representative at agreed intervals until normal service is restored.

4.1.2 Recurring Faults and Diagnostic Investigation

The Service Provider shall investigate and identify the root cause of recurring, intermittent or latent faults.

Repeated fault attendance records indicating "working on arrival", "running on arrival", "unable to replicate fault", "fault not found" or similar descriptions shall not be accepted as evidence that the underlying defect has been resolved.

The Service Provider shall maintain sufficient supervisory, technical and specialist engineering resources to support field engineers undertaking maintenance, fault diagnosis and repair activities. Such resources shall be available to assist with complex faults, recurring failures, equipment-specific technical issues, software-related faults and other matters requiring specialist knowledge or intervention.

Where recurring or intermittent faults are identified, suitably experienced personnel and appropriate diagnostic equipment shall be deployed to determine the root cause and implement corrective actions intended to prevent recurrence.

Where an item of equipment experiences three or more breakdown attendances within any rolling four-week period, an automatic technical escalation process shall be initiated. Such escalation shall include attendance by a suitably qualified technician, supervisor, technical support engineer or other appropriately experienced resource capable of undertaking detailed fault diagnosis and root cause investigation.

Following such attendance, a written report shall be provided to the Client and/or Authorised Representative detailing:

- the fault history and breakdown attendance record;
- findings from the investigation;
- the identified or suspected root cause;



- any corrective actions undertaken;
- any further actions recommended; and
- any recommendations relating to repair, component replacement, modernisation or other measures necessary to prevent recurrence.

Where control systems, drives or other equipment incorporate fault diagnostic, event logging or monitoring facilities, these shall be utilised as part of the fault investigation process. Diagnostic records and fault logs shall be retained where necessary to support fault diagnosis and shall not be deleted where this may compromise subsequent investigation.

Where specialist technical support, manufacturer assistance, software interrogation, diagnostic equipment or additional engineering resources are necessary to restore service or resolve recurring faults, such assistance shall be arranged without undue delay.

Where replacement parts, specialist tools or proprietary equipment are required to restore service, the Service Provider shall take all reasonable steps necessary to procure and deploy such items at the earliest opportunity in order to minimise equipment downtime.

4.2 Out of Service Equipment

Where equipment remains out of service following a breakdown, defect, statutory inspection, supplementary test, component failure or other operational event, the Service Provider shall actively manage the restoration process and take all reasonable steps necessary to minimise downtime.

Where equipment remains out of service for a period exceeding 24 hours, the Service Provider shall provide regular progress updates to the Client and/or Authorised Representative detailing the current status, actions undertaken, outstanding issues and anticipated timescale for restoration.

Where prolonged downtime is anticipated, the Service Provider shall provide a recovery plan identifying the actions necessary to restore service, including any specialist resources, replacement components or additional works required.

The Service Provider shall immediately notify the Client and/or Authorised Representative of any circumstances likely to significantly affect restoration timescales, including obsolescence issues, manufacturing delays, specialist resource constraints or third-party dependencies.

4.3 Misuse, Abuse and External Events

The Service Provider shall notify the Client and/or Authorised Representative where equipment damage, failures or operational issues are believed to have resulted from misuse, abuse, vandalism, accidental damage, malicious damage or third-party interference.

The Service Provider shall provide sufficient information to support the assessment of such events and shall identify any corrective works considered necessary.

Failures resulting directly from loss of incoming electrical supply, flooding, fire, building defects, utility failures or other external influences beyond the reasonable control of the Service Provider shall be reported to the Client and/or Authorised Representative without delay.

Where equipment is found operational upon attendance following a reported breakdown, the Service Provider shall investigate the likely cause of the event and record all findings within the service report.

Repeated incidents of equipment being operational upon attendance shall not remove the Service Provider's obligation to investigate intermittent faults, recurring defects or abnormal operating conditions.

4.4 Performance Reporting and Communications

The Service Provider shall maintain effective communication with the Client and/or Authorised Representative throughout the duration of the Contract.

The Service Provider shall submit performance reports at the intervals specified by the Client.

Reports shall include, as a minimum:

- performance against applicable Key Performance Indicators;
- breakdown activity and trends;
- recurring fault investigations
- equipment availability and reliability performance;
- outstanding defects, quotes and recommendations;
- outstanding defects, quotes and recommendations; and
- recommendations intended to improve equipment performance, reliability or service delivery.



All reports required by this specification shall be provided in an agreed electronic format unless otherwise instructed by the Client.

4.5 Audits, Reviews and Technical Assistance

The Client and/or Authorised Representative reserves the right to undertake audits and inspections of the maintenance services, maintenance records, procedures and equipment condition during the Contract period.

The Service Provider shall provide reasonable assistance and access to records, documentation and personnel as necessary to facilitate such audits.

The Service Provider shall provide technical assistance relating to the operation, maintenance, condition and performance of the equipment, including attendance at meetings, provision of technical reports, assistance with investigations, asset condition reviews and support relating to statutory compliance matters.

The Service Provider shall attend performance review meetings as reasonably required by the Client.

4.6 Site Administration and Working Arrangements

The Service Provider shall comply with all site-specific security requirements, access procedures, permit systems and operational restrictions applicable to the premises.

The Service Provider shall coordinate maintenance activities with the Client and/or Authorised Representative to minimise disruption to building operations and users.

The Service Provider shall take all reasonable precautions necessary to protect the equipment, building fabric, finishes, services and other assets from damage arising from maintenance activities.

Any damage caused by the Service Provider shall be reported immediately and reinstated at the Service Provider's expense.

The Service Provider shall maintain work areas in a clean and orderly condition and shall remove waste materials arising from maintenance activities in accordance with applicable legislation and site requirements.

Personnel employed in connection with the Contract shall conduct themselves in a professional manner at all times and shall comply with all applicable site rules and requirements.

Maintenance activities shall be undertaken during agreed working hours unless otherwise required by the Client, operational circumstances or emergency situations.



4.7 Service Transition and Dilapidation

Where requested by the Client, reasonable assistance shall be provided in relation to inspections, condition assessments, dilapidation surveys and asset reviews undertaken prior to the expiry, replacement or transfer of the maintenance services.

Relevant maintenance records, defect histories, supplementary testing records, statutory inspection reports and other information reasonably required to facilitate the assessment of the equipment condition and maintenance status shall be made available to the Client and/or Authorised Representative.

Where defects, maintenance omissions, outstanding recommendations or other matters affecting the condition or operation of the equipment are identified, details of the actions necessary to rectify such matters, together with indicative timescales for completion, shall be provided.

Reasonable access shall be afforded to enable inspections, condition assessments and dilapidation surveys to be undertaken.

Cooperation shall be provided to the Client and any incoming service provider to facilitate the orderly transfer of maintenance information, records, asset data and operational knowledge, and to minimise disruption to the continued operation of the equipment.

4.8 Post-Mobilisation Condition Assessment

Following contract commencement, the Service Provider may undertake condition assessments, dilapidation surveys and maintenance reviews to establish the condition of the equipment and identify any pre-existing defects, deficiencies, maintenance omissions, statutory non-compliances or abnormal maintenance liabilities.

Any defects, deficiencies, maintenance omissions or other matters considered to pre-date the commencement of the maintenance arrangement shall be documented and notified to the Client within **60 days** of the Contract Commencement Date. Such notification shall be supported by appropriate evidence and technical justification.

Matters not notified within this period may be deemed to have been accepted by the Service Provider as forming part of the equipment condition at the date of takeover and shall not subsequently be presented as pre-existing defects unless otherwise agreed by the Client.

Where defects, deficiencies or maintenance omissions are identified during the post-mobilisation condition assessment, recommendations shall be provided regarding any remedial works considered necessary, together with an indication of the associated risks, priorities and recommended timescales for rectification.



KEY PERFORMANCE INDICATORS & SERVICE LEVELS

5.0 Key Performance Indicators & Service Levels

Subject to procurement route

The Key Performance Indicators (KPIs) and Service Levels identified within this Section shall be used to assess compliance with the requirements of this specification.

Performance shall be assessed using maintenance records, breakdown reports, statutory inspection reports, supplementary testing records, service reports and other supporting information submitted by the Service Provider.

Applicable KPI targets, response times and performance thresholds shall be identified within the Contract Particulars, Equipment Schedules or associated appendices.

5.1 Key Performance Indicators

KPI Category	Performance Measure	Assessment Criteria
Planned Preventative Maintenance Compliance	Completion of planned maintenance activities within the required period.	Percentage of planned maintenance visits completed within the applicable maintenance frequency.
Breakdown Response	Attendance to equipment breakdowns within the required response period.	Percentage of breakdown attendances achieved within the applicable response times.
Entrapment Response	Attendance to passenger entrapment incidents within the required response period.	Percentage of entrapment attendances achieved within the applicable response times.
First Time Fix Rate	Restoration of equipment to normal operation during the initial attendance.	Percentage of breakdown attendances resulting in restoration of service during the first visit.
Equipment Availability	Availability of equipment for normal operation.	Calculated using the agreed availability formula and downtime criteria.
LOLER Defect Completion	Completion of defect rectification arising from Thorough Examination reports within the prescribed timescales.	Percentage of defects rectified within the timescales specified within the specification.
Supplementary Testing Compliance	Completion of supplementary examinations, inspections and tests.	Percentage of required examinations, tests and certification completed within the required period.
Reporting Compliance	Submission of reports and supporting documentation.	Percentage of reports submitted within the timescales specified within the specification



5.2 KPI Review

Performance against the Key Performance Indicators and Service Levels shall be reviewed at intervals determined by the Client.

Where performance falls below the required standard, the Client may require the Service Provider to provide details of the causes of underperformance together with proposals for corrective action.

The Service Provider shall cooperate with the Client and/or Authorised Representative in the implementation of agreed actions intended to improve service delivery and overall performance.



SCHEDULE'S & APPENDICES



Appendix A -

Asset List will be found in the following Schedules

- **Schedule 2 United Welsh Housing Association Pricing Matrix.**
- **Schedule 3 Beacon Cymru Group Pricing Matrix.**

Appendix B -Frequencies of Maintenance

The following outlines the minimum maintenance requirements and frequencies applicable to the equipment identified within the associated equipment schedules

The Service Provider shall provide a maintenance report following each planned maintenance visit, confirming as a minimum the date of attendance, equipment attended, activities undertaken and the actual time spent undertaking maintenance activities.

The maintenance report shall provide confirmation that all applicable maintenance tasks identified within the relevant maintenance schedule have been completed. Where maintenance activities are deferred, omitted or cannot be completed, the reasons shall be clearly recorded together with any recommendations for further action.

Where the original equipment manufacturer specifies maintenance procedures, inspection requirements, testing activities or maintenance frequencies for particular equipment, components or systems, such requirements shall be incorporated into the maintenance regime. Manufacturer's recommendations shall be regarded as supplementary to, and not in place of, the requirements identified within this specification unless otherwise agreed by the Client.

The Service Provider shall make all reasonable endeavours to obtain and maintain access to relevant manufacturer's documentation, maintenance instructions, technical manuals, drawings and maintenance schedules where such information is not readily available. Where documentation cannot be obtained, the Service Provider shall apply appropriate industry good practice and the requirements of relevant standards, guidance and legislation applicable to the equipment concerned.

Frequency Abbreviations are as follows:

- Monthly (calendar) M
- Every other month BM
- Quarterly Q
- Annually A
- Bi-annual BA
- Manufacturer Specific MS

All times indicated are on a per lift/per visit basis and do not include travelling time to and from the site or the time required for repair or replacement of any component parts and refer to time engaged in applied maintenance only. All reference to doors must be read as gates for goods lifts or manually operated service lifts.

PASSENGER / GOODS / PLATFORM LIFTS	
DESCRIPTION	FREQUENCY
MACHINE ROOM	
Safe Release Equipment All equipment provided for the purpose of safe release of trapped passenger must be checked during each maintenance visit. This includes but is not limited to; manual brake release levers, winding wheels, release keys, switches, batteries, driving mechanisms and brake operating cables, UPS systems, floor level position indicators and sounders etc.	M
Gear Box The gearbox must be regularly cleaned. Inspection cover removed and crown wheel checked for marking. Any running noise must be noted and wear to the thrust race and other bearings reported and replaced when conditions warrant. The gearbox oil must be checked for viscosity and condition, when degradation is evident it must be replaced.	BA
All lubricants must be maintained to the manufacturer's recommended levels at all times and only the lift manufacturer's recommended lubricants or equivalent must be used.	M
Controllers All control equipment must be thoroughly inspected, cleaned and adjusted to the manufacturer's specification.	BM
Motors/Gearless Machines Motor bearings must be checked for wear and correct lubrication levels and where applicable must be adjusted. The motor fixings, isolation pads, wiring and securing brackets must be checked. All AC motors are to be checked for condition, as far as is practicable, to ensure that there is no evidence of overheating or rotor bars or permanent magnets coming loose and if found, corrective action must be taken immediately.	BA
Traction Sheaves / Diverting Pulleys All tractions sheaves or diverting pulleys must be checked for wear and bearings checked for correct lubrication or smooth running operation and to ensure no excessive heat. All securing keyways, fixing bolts and supporting brackets must be checked for security.	Q
Cleaning of machinery, machinery area and associated areas.	M

BRAKE

The brake drum/disc and coil casing must be thoroughly cleaned, adjusted and checked for minimum lift and air gaps set according to the manufacturers' instructions. Brake switches must be checked for correct operation and Brake linings/pads must be checked for security and, when worn, must be replaced. Stopping level accuracy of the lift car must be checked and adjusted to comply with all design parameters (or better if achievable) after any adjustments have been carried out to the brake.	BM
HYDRAULIC UNIT	
The pump, valve block, motor and associated equipment must be regularly cleaned. All filters must be cleaned/changed in accordance with the manufacturer's instructions.	BM
The oil must be checked for viscosity, contamination and oxidation when the original characteristics are degraded. The oil must be replaced at least every 5 years.	BM
Oil level must be checked and if necessary topped up using fresh oil in accordance with manufacturer's specification or equivalent alternative if suitable.	M
The valve block characteristics must be checked against the original specification as necessary for acceleration, deceleration, top speed and levelling accuracy in accordance with the design parameters.	M
CAR ENCLOSURE	
All operating devices and indicators within the lift car must be checked for their correct operation then repaired/replaced as necessary.	M
A functional check of the alarm bell and, if fitted car telephone or any communication system is to be carried out.	M
Door operators are to be electrically and mechanically adjusted to give smooth and efficient operation along with all associated devices, such as detectors, safety edges and light rays. The door operating casings must be cleaned of all extraneous oil, lubricants and dust.	M
The door closing pressure and kinetic energy must be checked and adjusted, as necessary, to ensure compliance with the current British Standards.	M
All signal and operating lamps, car lighting and, emergency lighting, must be functionally checked and replacement lamps and tubes fitted as required.	M
All electrical switches must be cleaned and checked for operation	M
Car guide shoes must be checked for wear and any surface oil or grease removed from the outer casing and they should be adjusted to give the best attainable ride within the lift car, commensurate with the minimum running clearance to the blade of the guide rail.	Q
The safety gear, overspeed governor, tension weight and all associated devices and pick-up points must be checked thoroughly for integrity.	BA
The main safety circuit must be functionally checked to ensure that it is fully operational.	M

CAR & LANDING ENTRANCES	
All door suspension rollers and associated equipment must be inspected for wear and tear and replaced as necessary.	M
All lock pick-up rollers and associated equipment must be checked for integrity and when conditions warrant, replaced.	M
Locks must be inspected for mechanical and electrical operation. All electrical terminals must be checked for tightness and internal parts cleaned.	BA
All bottom tracks must be cleaned.	M
All top tracks must be lightly lubricated (where OEM instruction allows).	A
Check operation of all landing pushes and indicators and replace/repair as necessary.	M
All clearances between door panels, architraves, returns, etc., must be checked and adjusted as necessary to ensure compliance with current British Standards.	M
LIFT SHAFT, COUNTERWEIGHT & PIT	
Lift shaft lighting, where fitted and car top lighting must be checked and lamps replaced as necessary and left in a working condition.	M
All suspension rope termination points must be inspected for integrity and split pins fitted in all eye bolts where required and the lock nuts checked for tightness.	Q
Suspension ropes, governor ropes and compensating ropes (where fitted) must be inspected and the number of splinters reported in accordance with Safed guidelines 2006	Q
Suspension belts, traction media and or any other belt suspension system utilised shall be inspected in accordance with the equipment manufacturer's recommendations. Belt condition shall be monitored for signs of wear, deterioration, damage or other abnormal conditions.	Q
Suspension chains and compensating chains (where fitted) shall be inspected in accordance with applicable standards and manufacturer recommendations. Chain condition shall be monitored for wear, elongation, corrosion, damage and other abnormal conditions.	Q
Limit switches must be internally inspected, contacts checked and cleaned with appropriate lubrication to be applied if applicable.	A
Counterweight must be checked for integrity and the shoes and suspension pulleys, where fitted, must be checked for wear and the appropriate adjustments carried out.	A
Compensating weight pulley bearings (where fitted) must be lubricated to the manufacturer's requirements and a functional check carried out to ensure that the compensating weight is moving freely within its guide rails.	A
Compensating weight electrical interlock switch must be checked for its lock-off operation and the internal parts cleaned.	A
Check sheave bearing lubrication where applicable.	BM

Compensation chains (where fitted) must be checked for security and integrity. Any guide rollers must be checked for free operation and wear with replacement as necessary.	A
Counterweight safety gear, overspeed governor, tension weight and associated devices, pick up points, etc., must be checked for integrity.	Q
Cylinders, ram seals, hydraulic rope suspension points to be checked for condition and integrity.	M
Rupture valves and associated hoses and adaptor valves, connection points or splitters checked for condition and integrity.	M
Cleaning of lift well, cartop area, pit and associated areas.	M
Manufacturers specific maintenance instructions must be detailed in addition to all other items above and must also include details of the component that has been checked/adjusted/maintained all in accordance with the frequency outlined by the manufacturer.	MS

FIRE RECALL, FIRE-FIGHTING & EVACUATION LIFTS	
DESCRIPTION	FREQUENCY
All fire / evacuation recall control switches, fire service switches, evacuation control switches and associated operating devices shall be checked for condition, security, correct labelling and operation.	M
The operation of the recall function shall be verified to ensure the lift responds correctly to fire alarm signals and/or fire service / evacuation control switches and returns to the designated floor in accordance with the intended operating sequence.	M
All firefighting controls, indicators, status lamps, override functions and associated operating devices shall be inspected and tested for correct operation.	M
All evacuation control devices, indicators, status lamps and associated operating functions shall be inspected and tested for correct operation.	M
Communication systems between the lift car, firefighting access level, machinery spaces, refuge areas, management points or other designated locations shall be inspected and tested for correct operation.	M
Secondary power supplies, standby power systems, UPS systems, batteries, chargers and associated equipment serving firefighting or evacuation functions shall be inspected and tested for condition and operation.	BM
Where secondary power supplies are provided, the transfer arrangements and operation of the lift following loss of the primary power supply shall be verified.	Q
Interfaces between the lift controls and fire detection systems shall be inspected and tested to verify correct operation of recall, parking, override and associated functions.	CLIENT
The operation of landing and car doors following initiation of fire recall, firefighting or evacuation functions shall be verified and confirmed.	BM

FIRE RECALL, FIRE-FIGHTING & EVACUATION LIFTS	
DESCRIPTION	FREQUENCY
Where provided, measures intended to prevent water ingress affecting lift operation, including drainage arrangements, sump pumps, float switches and associated equipment, shall be inspected and tested.	M
Emergency lighting serving lift cars, firefighting access levels, refuge areas, machinery spaces and associated locations shall be inspected and tested. M	M
Machinery space lighting, shaft lighting, access equipment, signage, notices and associated facilities required for firefighting or evacuation lift operation shall be inspected and tested.	M
Where provided, rescue hatches, ladders, access arrangements, operating switches and associated rescue equipment shall be inspected and tested for condition and operation.	M
All firefighting, evacuation, rescue, operating and warning notices shall be inspected to ensure they remain present, legible and securely fixed.	M
A full operational test of firefighting or evacuation lift functions, including controls, communications, indicators, power supplies and associated safety systems, shall be undertaken.	A
Records of inspections, tests and certification relating to firefighting or evacuation functions shall be maintained and made available to the Client upon request.	On Request

PLATFORM LIFTS	
DESCRIPTION	FREQUENCY
Landing Doors, Gates and Interlocks Check condition, operation and security of all landing doors, gates, locks, latches, interlocks and associated safety devices.	Q
Door Closing Devices Check operation and condition of door closers, springs, hinges and associated mechanisms.	Q
Platform Gates and Barriers Check operation, condition and security of platform gates, barriers and associated locking arrangements.	Q
Platform Controls Check operation and condition of all platform, landing and attendant controls.	Q
Call Stations and Indicators Check operation and condition of call stations, indicators and associated signalling devices.	Q
Emergency Alarm System Check operation of alarm devices, communication systems and associated emergency call facilities.	Q
Emergency Lowering and Rescue Functions Check operation of emergency lowering, emergency release and rescue systems.	Q

Drive System Check condition and operation of drive motor, gearbox, belts, chains, screws, hydraulic equipment or traction equipment as applicable.	Q
Guide System Check condition of guide rails, guides, rollers, shoes and associated guidance equipment.	Q
Suspension and Lifting Components Check condition and operation of suspension systems, ropes, chains, belts, hydraulic cylinders and associated components as applicable.	Q
Safety Devices Check operation of all safety devices, switches, circuits and protective devices.	Q
Overspeed and Safety Gear Equipment Check condition and operation of overspeed protection devices, safety gear systems and associated components where fitted.	Q
Limit Switches and Final Limits Check operation and condition of normal limits, final limits and associated switching devices.	Q
Battery Systems Check condition and operation of batteries, chargers and associated charging systems.	Q
Lighting Check operation and condition of platform lighting, emergency lighting and associated fittings where provided.	Q
Structural Components Check condition of platform structure, flooring, handrails, ramps, enclosures and associated components.	Q
Fixings and Supports Check security and condition of all structural fixings, supports, brackets and mountings.	Q
Lubrication Lubricate components in accordance with manufacturer's recommendations and remove excess lubricant where necessary.	Q
Cleanliness Check cleanliness and general condition of equipment, machine spaces, enclosures and associated areas.	Q

Appendix C - Service Delivery Schedule

C.1 Planned Maintenance Requirements

The Service Provider shall provide the planned maintenance frequencies, number of visits and anticipated maintenance hours necessary to maintain the equipment in accordance with the requirements of this specification.

The maintenance frequencies identified shall represent the minimum planned maintenance attendance requirements. Additional visits considered necessary by the Service Provider to satisfy the maintenance obligations of this specification shall be provided at no additional cost.

Equipment Type	Maintenance Frequency	Planned Visits (per annum)	Anticipated Hours (per visit)
Good or Passenger Lift less than 3 floors	Bi-monthly	6	1.0
Goods or Passenger Lifts over 3 floors	Monthly (missing June & December)	10	1.0
Firefighting and evacuation lifts	Monthly	12	1.0
Platform Lift	Quarterly	4	1.0
Through Floor - Vertical Platform	Quarterly	4	1.0

C.2 Breakdown Response Requirements

The Service Provider shall provide the planned maintenance frequencies, number of visits and anticipated maintenance hours necessary to maintain the equipment in accordance with the requirements of this specification.

The maintenance frequencies identified shall represent the minimum planned maintenance attendance requirements. Additional visits considered necessary by the Service Provider to satisfy the maintenance obligations of this specification shall be provided at no additional cost.

Service Requirement	Response Time
Entrapment Standard Working Hours	1 Hour
Entrapment Outside of Standard Working Hours	1 Hour
Breakdown Standard Working Hours	2 Hours
Breakdown Outside of Standard Working Hours	4 Hours

C.3 Defect Rectification Requirements

Service Requirement	Response Time
Immediate Risk / Safety Critical Defects	Same day as notification.
LOLER Immediate Defects	In accordance with statutory requirements.
LOLER Time-Constrained Defects	Prior to expiry of specified timescale.
LOLER Non-Time Constrained Defects	Within 60 days of notification

Appendix D - Key Performance Indicators (Targets)

KPI Category	Report Detail Required	Frequency	Period	Target
Planned Preventative Maintenance Compliance	Details of all equipment together with planned maintenance visits due and completed during the reporting period. Missed visits shall be identified together with reasons for non-completion and proposed recovery actions.	Monthly	Rolling 12 Months	100%
Breakdown Response Compliance	Details of all breakdown attendances including response achieved and any response failures.	Monthly	Rolling 12 Months	95%
Entrapment Response Compliance	Details of all passenger entrapment incidents including attendance times and any response failures.	Monthly	Rolling 12 Months	100%
First Time Fix Rate	Details of breakdown attendances identifying whether service was restored during the initial attendance.	Monthly	Rolling 12 Months	95%
Equipment Availability	Details of equipment availability, downtime and reasons for loss of service for each asset.	Monthly	Rolling 12 Months	98%
LOLER Defect Completion	Details of all defects arising from Thorough Examination reports together with current status, completion dates and outstanding actions.	Monthly	Rolling 12 Months	100%
Supplementary Testing Compliance	Details of all supplementary examinations, inspections and tests together with certification dates and outstanding actions.	Monthly	Rolling 12 Months	100%
Reporting Compliance	Details of reports, certificates and documentation submitted during the reporting period together with any late or outstanding submissions.	Monthly	Rolling 12 Months	100%

Appendix E - SAFed Supplementary Testing (Lifts)

ITEM DESCRIPTION	FREQUENCY
Annex A.1 – Earth Continuity	On Request
Annex A.2 – Electric Safety Devices	Annually (Included)
Annex A.3 – Terminal Speed Reduction Systems	On Request
Annex A.4 – Landing Door Interlocks	Annually (Included)
Annex A.5 – Lift Machine (Investigation) – Type A	On Request
Annex A.6 – Lift Machine (Comprehensive Test) – Type B	On Request
Annex A.7 – Overspeed Governors	On Request
Annex A.8 – Governor Operated Safety Gear (Instantaneous)	On Request
Annex A.9 – Governor Operator Safety Gear (Progressive)	On Request
Annex A.10 – Safety Gear Operated by Other Means	On Request
Annex A.11 – Devices to Prevent Overspeed of the Ascending Car	On Request
Annex A.12 – Unintended Car Movement Protection (UCMP)	On Request
Annex A.13 – Energy Dissipation Buffers	On Request
Annex A.14 – Suspension Systems	Annually (Included)
Annex A.15 – Car Overload Detection Devices	On Request
Annex A.16 – Hydraulic Systems	On Request
Annex A.17 – Hydraulic Cylinders in Boreholes or Similar Locations	On Request
Annex A.18 – Hydraulic Rupture / Restrictor Valves	On Request
Annex A.19 – Electrical Anti-creep Devices	Annually (Included)
Annex A.20 – Mechanical Anti-creep Devices	On Request
Annex A.21 – Low Pressure Devices	Annually (Included)
Annex A.22 – Traction, Brake and Levelling	On Request
Annex A.23 – Car / Counterweight Balance	On Request
Annex A.24 – Automatic Power Operated Doors	Annually (Included)

