



# Imperial College London, SW7

Project Reference: Lift Maintenance

- > Multi manufacturer lift maintenance
- > Ongoing relationship, including modernisation and maintenance
- > Locally based directly employed engineers
- > 24/7 emergency call-out



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## Lift maintenance to ensure lift availability during high peaks of passenger flow

### Background

Imperial College London is a public research university positioned as one of the top 10 universities worldwide, with its primary location in South Kensington. The university's campuses can be found at White City, Charing Cross Hospital, Chelsea and Westminster Hospital, Hammersmith Hospital, Royal Brompton Hospital, St. Mary's Hospital in Paddington, Silwood Park, Northwick Park and St Mark's Hospitals, and Harrow and Central Middlesex Hospital. management for a period of time.

### Our approach and solution

As with other opportunities of this kind, we allocate locally based directly employed engineers to maintain the lifts to ensure they function both safely and reliably. Apart from these two key responsibilities we have, our

engineers are tasked in keeping the lifts available for use during high peaks of passenger flow to maintain the smooth operation of the building they are situated in.

### The Result

For some time Temple Lifts, through our London offices, has refurbished/modernised several of the 150 plus lifts located across the University and its campuses. All of the mixed technology lifts are under a visit-based service commitment, which is undertaken by a dedicated team

of directly employed and experienced lift engineers. We inspect and service each lift every month. We support this with regular performance reports detailing lift availability and status. Additionally, we provide a 24/7 service to respond to emergency call-outs.