



**Schindler Excellence.**

Top class service for pedigree performance.





# Quality

We are passionate about quality. As a world-leading provider of elevators and escalators we build it into our design, manufacturing and installation processes. And as a company that takes responsibility for the high performance of those products throughout their design life it is the cornerstone of our maintenance offering.



The image shows the interior of a modern elevator. The walls are made of large, reflective glass panels. A polished metal handrail runs horizontally across the middle of the frame. In the foreground, the back of a metal chair with a blue seat is visible. The lighting is bright and even, highlighting the clean, industrial design of the space.

# Reliability

Breakdowns can have serious consequences. Our goal is to provide you with an elevator which is always available to serve your passengers' needs and does so while conforming to the stringent safety standards that they expect and your "duty of care" requires them to have.





## Responsiveness

If the unexpected does happen, we're always ready. With 24/7 nationwide coverage coordinated by our UK-based national call centre we can respond rapidly and effectively to address any problem that may arise with a Schindler-trained engineer backed by a combination of technical expertise and spare parts availability that only a company of our strength can provide.



# Transparency.



Hiding behind platitudes just isn't our style. We believe that transparency is at the heart of long term client relationships. We are committed to conducting business openly and honestly and always in the best interests of our customers.



# Total Peace of Mind.



Proper elevator maintenance is far too important to be left to just anyone. When you invest in a Schindler Excellence GOLD Maintenance Contract we take care of virtually all component replacement, including major components, as well as providing all of the required product-specific preventative maintenance to keep your equipment operating like new for the life of the contract.

As an owner or operator of new Schindler equipment you are qualified to purchase the GOLD Contract at a price comparable with much lower levels of coverage available elsewhere. In fact when the total cost of ownership is taken into account, the GOLD Contract is normally by far the lowest cost option available to you.

Technology and expertise  
make the difference.

Coupled with an understanding of your perspective to achieve  
excellent performance.



## Technology

We will provide a maintenance regime tailored specifically to the equipment that is in your building. Each Schindler elevator system has an associated set of maintenance procedures determined at the design stage which allows it to remain at peak performance, while requiring the minimum possible downtime.

The application of this regime by Schindler-trained technicians using our purpose-designed processes and OEM spare part delivery system ensures that your investment is protected throughout its design life

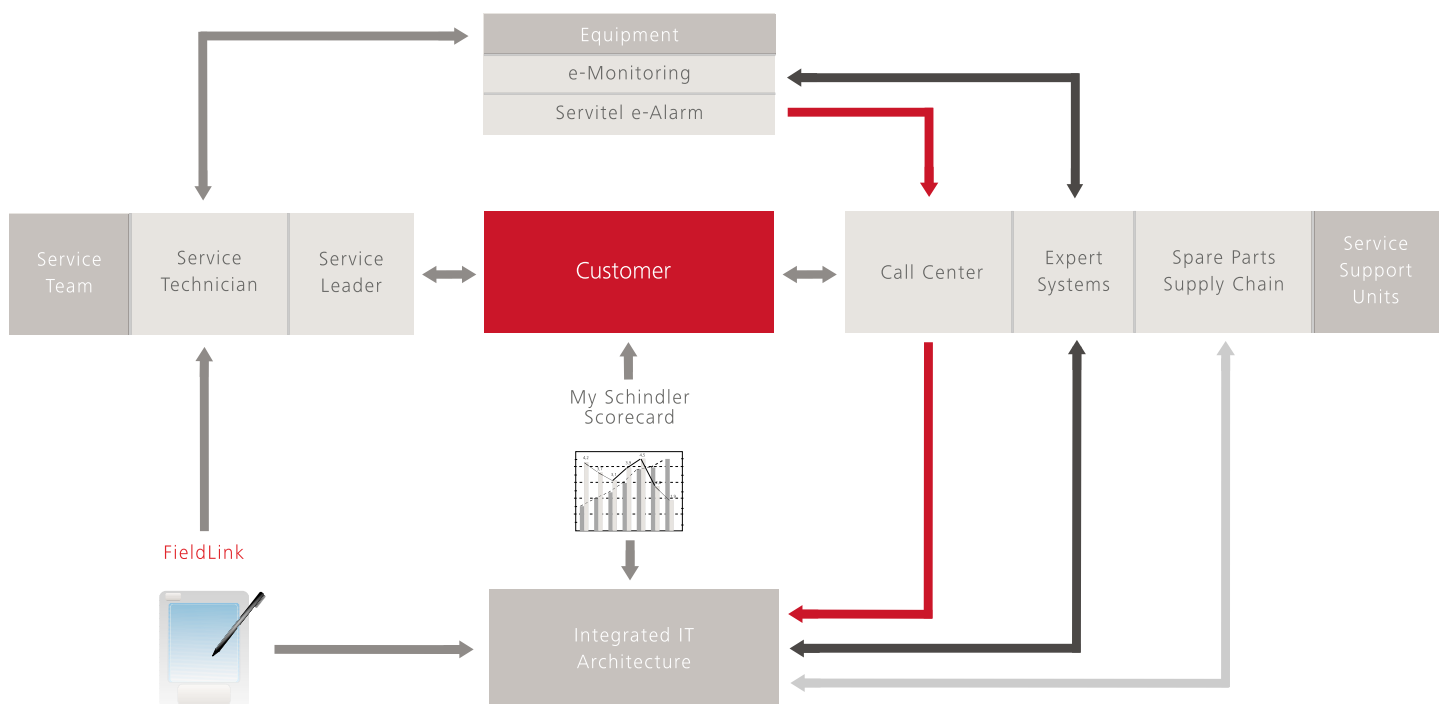
## Expertise

We have a deep understanding of your elevator. We either built it or have used the experience we have gained from maintaining nearly one million units worldwide to develop the know-how necessary to operate it at peak performance.

Our maintenance methodology puts the focus on prevention by constantly focussing on the running condition of the equipment and what is required to pre-empt breakdowns or performance degradation.

Our continuous corporate training and development programs focus on keeping our entire workforce updated on the latest technical developments so they are always in a position to offer you the very highest levels of expertise.

Schindler's next generation total maintenance process includes many innovative developments which will be phased in over the next few years for the increased benefit of our customers.



# Our values, backed up by commitment.

## The determination and ability to deliver

Every member of our service team, starting with our chairman, Alfred N. Schindler is personally committed to providing the highest levels of service to all of our customers.

We aim to build relationships based on the quality of our service offering, the transparency of our business dealings and a clear focus at all times on your needs.

When you sign a maintenance contract with Schindler the entire organisation is focussed on one thing – delivering the service you expect, always.

## The key features that you need

When you choose a Schindler GOLD Contract, the following features are all included as standard:

**Preventive Maintenance** – and we mean preventive. Our goal is to replace components before they wear out, not when they cause a breakdown.

**All Components** – with minor exceptions are covered. Whatever the cost or difficulty to fit, we will take care of it, and with thousands of certified Schindler parts in stock, downtime is always minimised.

**24/7 Callout Coverage** – if an unexpected breakdown does occur, our national coverage by Schindler-trained engineers will ensure that the problem is quickly rectified as soon as possible.

**Long Term Commitment** – we are willing to enter into GOLD Contracts from a period of 5 to a maximum of 20 years – this is our commitment to you that says your unit will be performing as well as the day it was installed, up to 20 years into the future.

**Fixed Annual Price** – when you buy a GOLD Contract the annual price is fixed with the only variation being based on industry inflation indices. Your total cost of ownership is therefore known right from the start – no hidden surprises.

**The Schindler Difference** – embodying everything we stand for as one of the world's leading elevator and escalator companies.



# A long term commitment to building excellence.

For further information including the location of the  
nearest Schindler office please visit:  
[www.schindlerlifts.co.uk](http://www.schindlerlifts.co.uk)

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