

QUALITY CHARTER FOR CUSTOMER SERVICE

This charter cannot be imposed to companies not being directly members of ELA, but can be a guidance for the national associations which can address to their own members.

The member companies **of the national associations which, in turn, are Members** of the European Lift Association recognise the importance of offering a high quality and safe service and commit themselves to complying with the following,

for each passenger or goods lift, escalator or moving walk maintained by them:

- **Safety being the absolute priority, to actively promote quality & safety of both users and maintenance workers, in line with norm EN 13015 (Rules for maintenance Instructions) and norm EN 81-80 (Rules for the improvement of safety of existing passenger and goods passenger lifts).**
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- **To have an open dialogue with the customer, handle any request within a reasonable time and provide – upon request by their customers – information on breakdowns having taken place within the last twelve months.**
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- To be adequately insured for all risks incurred in their activities.
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- To provide a 24 hour call back service, and to ensure a fast release from entrapment, in line with European standard EN 81-28 (Remote alarm on passenger and goods passenger lifts).
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- To regularly train service staff to ensure their competence and update their technical knowledge and safety education.
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- To observe, inform and advise on all changes in European regulations relating to health, safety and the environment relevant to the Lift Industry.
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- To provide, on request from the customer, a Quality and Safety Audit on the installations that are maintained.
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- To offer to the customer the benefit of the most advanced maintenance techniques.
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- To keep an updated technical dossier of each installation and its maintenance history, in line with regulatory requirements.
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- To provide the customers with the most cost effective method of certification and inspection.

