

CELEBRATING 18 YEARS



The 9th September 2010 was a very special date as far as PIP Lift Service Ltd is concerned; it marked their 18th Anniversary and the fact that they have now certainly 'come of age'.

PIP Lift Service Ltd is a London based, independent lift company, offering National coverage for all major lift manufacturers; they specialise in design, installation, modernisation, repair and maintenance of all types of lifts; providing a 24 hour, 365 days a year service.

During the past 18 years, PIP Lift Service Ltd have strived to provide its Clients with an encompassing professional service, good communication, value for money and total dedication to its contracts, whether large or small.

Their efforts are certainly starting to pay dividends now; they are proud to be able to boast a 50% increase in growth over the last 3 years with 2009 being their best year ever.

The secret of their success lies in fact that they really do operate as a single Team; all working together to satisfy the Clients requirements.

Managing Director Paul Masterson said: "During the last 18 years, we have managed to build a quality team by 'cherry picking' our staff and then providing the right framework for them to want to stay at PIP and be part of its success. The team have a common interest in the company and they really do care about the way the Client perceives them and the quality of service offered".



This Quality Team/Quality Service concept is reflected in the fact that 90% of the company's business is repeat business from its existing Client base.

PIP Lift Service Ltd currently maintains approximately 1500 lifts on Service offering coverage across the UK with engineers who are locally based and qualified to a minimum of NVQ level 3. For security purposes all engineers wear full company uniform, carry photo identification cards and all service vehicles are sign-written. They have experience and knowledge to service and repair Otis, Kone, Schindler, Thyssen, Doppler, Orona, Stannah, plus many others.



PIP Lift Service Ltd believes regular lift maintenance/servicing not only ensures the safety of lift users and the reliability of the equipment, it also enhances its life expectancy, protecting the client's investment. Safety Assessment Audits are therefore performed at sites to ensure that EN81-80 standards are met, and that lifts comply with the Provision and Use of Work Equipment Regulations 1998 (PUWER) and the Lifting Operations and Lift Equipment Regulations 1998 (LOLER).

PIP Lift Service Ltd operate a computerised elevator service management system that monitors all service units, ensuring that preventative maintenance programmes are utilized in reducing breakdowns.

When it comes to repairs, PIP Lift Service Ltd has dedicated teams of experienced repair engineers, who are able to repair any type of lift regardless of installer/manufacturer.

All repair work is tracked and monitored through our Elevator Service Management System, ensuring that both the Client and Repairs Supervisors know the exact real-time status of any job in hand as well as building a lift history for analysis and reference.

To guarantee reliability PIP Lift Service Ltd has nurtured excellent relationships with UK and European suppliers over the past 18 years, enabling the swift procurement and delivery of required components.

Modernisation is an area of expertise for PIP Lift Service Ltd; having full ISO9001:2008 accreditation our Modernisation Department undertake the embodiment, design, installation and modernisation of existing passenger and goods lifts.

For any lift improvements and lift upgrades, our Construction General Manager Bob Suff will carefully monitor the program of works from commencement until completion, and with our specialist abilities, the client's time-consuming involvement with subcontractors will be avoided.

We modernise and install lifts for all business sectors including Large Residential, Industrial, Commercial companies, Facility Management to NHS, Hotels, Universities, Retail shops.

PIP Lift Service Ltd boasts experienced installation engineers and highly trained project management teams to ensure efficient project delivery, upon work completion our accredited Technicians ensure that each installation is fully tested to the relevant standards before commissioning and handover.

As with repairs and modernisation, PIP Lift Service Ltd has nurtured strong relationships with architects, designers, specifiers, engineering consultants and contractors to deliver end-to-end installation projects

PIP have been accredited to ISO9001 since December 1999 and are currently in the process of gaining accreditation to the Environmental Management Standard – ISO 14001, which in their opinion is a vital element in demonstrating that they are a responsible player in the UK lift industry.

In practical terms, they are already demonstrating their responsibility to the environment; apart from one van, all of their company vehicles are either gas converted or hybrid, which reduces their impact on the environment.

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CASE STUDY: East London



PIP Lift Service Ltd were awarded the contract through ILECS the lift consultant to totally modernise the group of 3, 10 floor Otis passenger lifts including new traction machines, VF control panels, safety gears, VF GAL door operators, DDA compliance and car refurbishment which consisted of back painted glass walls, Amtico flooring and linen stainless steel. This work had to be carried out causing as little disruption as possible to the lift service in the building, keeping the existing 40 year Otis equipment working on 2 lifts whilst we modernised the first lift in conjunction with keeping the noise to a minimum as the top 2 floors were occupied by a 24 hour Metropolitan Police call desk. The specification called for high performance and finishes which was achieved by using Sassi MF82 machines, Almega drives and GAL VF car and landing equipment coupled with LCD indication in the car and

on all floors assuring compliance with DDA. Even with the detailed specification the works were completed within the contract period.



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