



a CAPITAL success

Museum of London

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Contract Overview

Client: Museum of London

Apex Lifts are proud to hold an ongoing and long-term partnership with the Museum of London, providing a fully comprehensive maintenance contract for the lifts and associated lifting equipment within the Museum's properties' 17 passenger lifts, 3 service lifts and 2 scissor platform lifts.

The Museum of London has two sites, located in the City of London on the London Wall and in the Docklands area of London, Canary Wharf. Apex Lifts strive to maintain operational status of the Museum's lifts throughout the busy, occupied public buildings.

Scope of Works

- > Proactive delivery of a fully comprehensive, planned preventative maintenance, 24 hour rapid response emergency call-out and reactive repair service - with a first-fix approach. Including bespoke servicing times for particular lifts outside of Museum opening hours.
- > Allocation of a consistent service and emergency call-out engineer, with strong equipment and technical knowledge, dedicated to the contract.
- > Provision of an experienced Contract Manager, Service Coordinator and Senior Escalation team - offering cross-skilled technical expertise 24/7/365.
- > Comprehensive knowledge of the Museum of London's varying equipment (e.g. closed protocol systems) and source stock of spare parts and equipment, stored within our in-house manufacturing facility.
- > The provision of SAFed inspections, lift condition reports and the undertaking of a maintenance, repair and performance quality audit of each lift.
- > Monthly contract meetings with provision of tailored KPI performance monitoring. This includes breakdowns, attendance times, entrapments and, reactive repair works- quoted, ordered or completed.



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