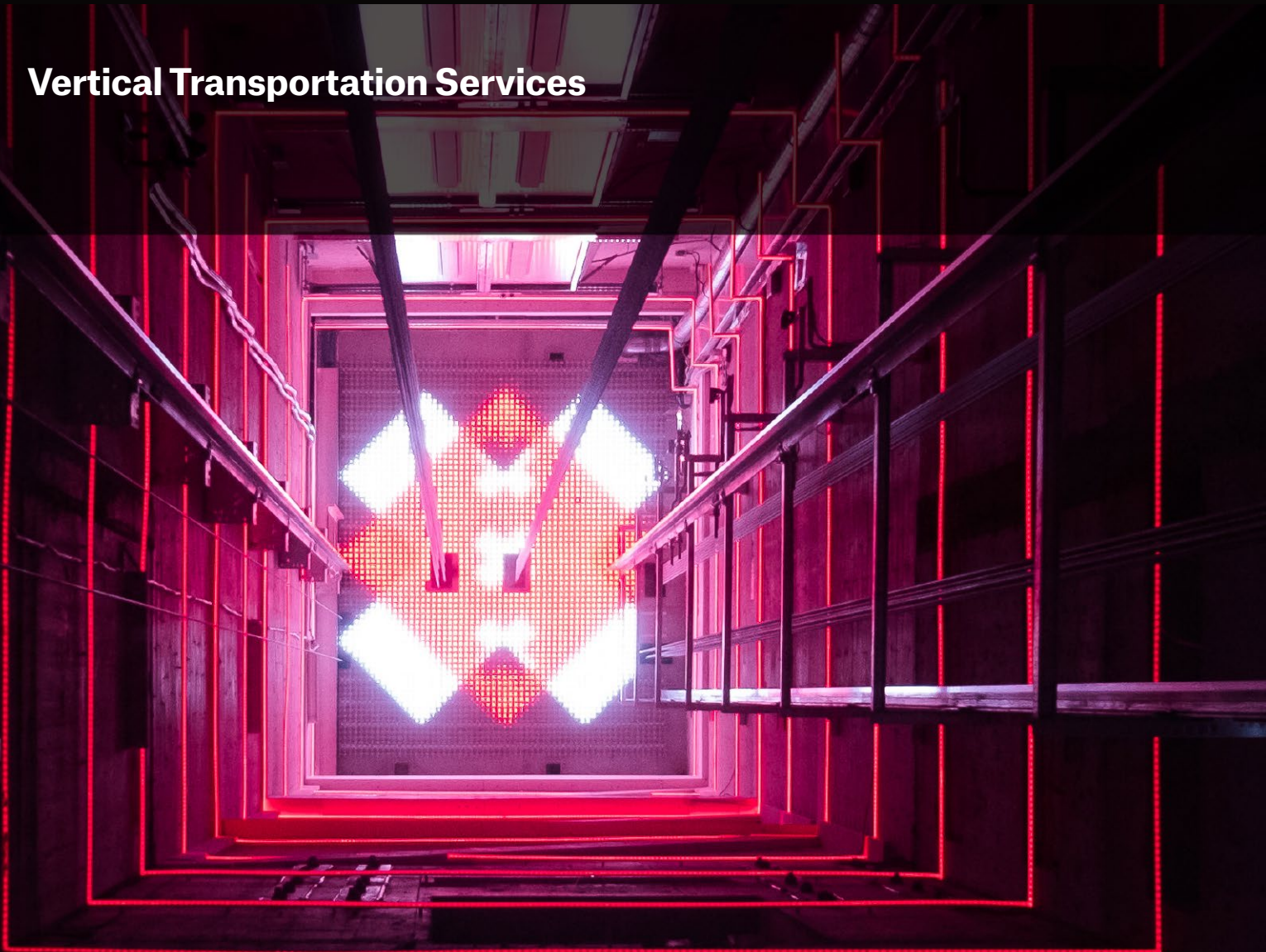


HSB Risk Management Solutions

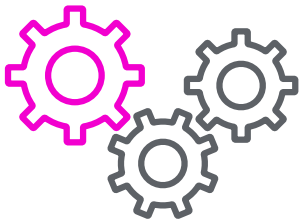
# Protecting lift and escalator installations

**Vertical Transportation Services**



# Improve lift and escalator efficiencies, reduce maintenance and energy costs

We can help businesses to:



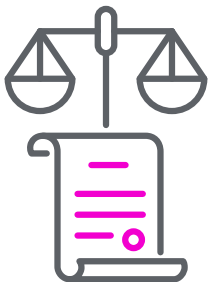
## Reduce downtime

By analysing machine health, the effects on a business's productivity and bottom line (due to both planned and unplanned repair downtime) can be reduced.



## Calculate financial projections of running costs

Enable future financial planning and identify potential financial impacts that are expected in the future.



## Achieve regulatory compliance

Our services can assist businesses in their compliance with applicable legislation.





**We can project life  
expectancies for  
critical components**

# Our services are split into seven key modules

## 1

### Full condition survey

Lifts and escalators play a vital role within buildings. They can, however, often be one of the most costly parts of a building, with rising component costs and aging lift and escalator installations.

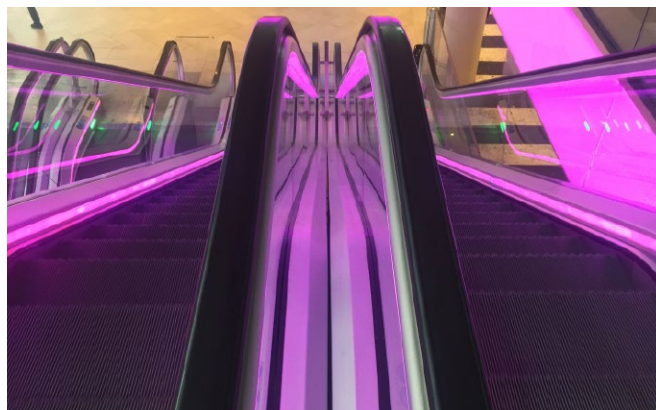
#### The service

The scope of our service provides an impartial lift and escalator condition assessment (also known as a 'full condition survey'). The technical assessment will provide a detailed condition report which identifies all technical areas of the installed system.

Focused on component condition (e.g. motor, gearbox, controller), wear rates, identification of underlying faults and poor performance, and projected life expectancy of critical components (including provision of an 'asset life plan'), our report will enable future financial planning and identify potential financial impacts that are expected in the coming years.

#### The benefits

- Advice on financial exposure and obsolescence of key components
- Life cycle costing and future forecasting associated with running costs
- Increased efficiency and less downtime, which can lead to cost savings
- Assistance in achieving compliance with applicable legislation
- Potentially reduce the risk of accidents
- Clear understandable advice, enabling customers to successfully manage their lifts and escalators



## 2

### Maintenance audits

With the rising cost of maintenance activities and the complexity of contracts, looking after a lift or escalator whilst at the same time fulfilling responsibilities as a duty holder can be a heavy financial burden.

#### The service

The scope of our service is to offer an impartial technical assessment of the maintenance regime and activities associated with an in-service lift/escalator. The service will assess the maintenance activities supplied by a lift/escalator service provider to either confirm compliance with the maintenance contract or identify shortfalls where appropriate. Where service falls short of the service agreement, there is the option to engage HSB to manage the maintenance services of the lift service company.

The service will also identify where maintenance may be excessive and if financial savings could be realised with no impact on safety or condition.

Our service will also make recommendations if any other shortfalls are identified (e.g. health and safety, disabled access) and advise if further surveys are required.

#### The benefits

- Full assessment of installation to highlight shortfalls in comparison to current build standard
- Recommendations for retrofit options to existing equipment
- Highlight new industry products with improved benefits
- Added safety for engineers and other personnel working on the equipment
- Ensures added safety features for passengers are provided for, resulting in reduced risk of accidents, downtime and potential claims
- Assistance in achieving compliance with applicable legislation
- Clear, understandable advice that helps businesses to successfully manage their lifts and escalators



# 3

## Witness testing and snagging

A survey of the installed system which identifies any areas which would prevent the system being commissioned and handed over to the customer.

### The service

The scope of our witness testing and snagging survey consists of a rigorous examination of the installed system. This service ensures lifts and escalators are commissioned in accordance with the manufacturer's guidelines, and also comply with applicable standards and health and safety regulations (in accordance with standard BS-8486\*).

Using our technical expertise to assess the end-of-defects liability period (also known as 'rectification period'), any snags identified are outlined in a detailed report; which will recommend remedial action required by the lift/escalator installer.

### The benefits

- Verification of testing data
- Impartial tests, carried out in accordance with industry and regulatory requirements
- Provision of an impartial account of activities
- Assistance in complying with applicable legislation
- Clear, understandable advice to help businesses successfully manage lifts and escalators

\*For Northern Ireland and the Republic of Ireland, similar legislative/regulatory acts and standards are applicable.

# 4

## Pre-handover surveys

It is essential that a recently installed lift or escalator has been handed over in a suitable condition, with no underlying faults or defects that would prevent operation at optimum parameters.

### The service

The scope of our service is to carry out (alongside an initial thorough examination and a commissioning process) a pre-handover survey, identifying any outstanding defects or shortfalls that would prevent an installed lift or escalator being handed over as 'Complete' to the customer.

Our report will provide detailed, impartial verification that the vertical transportation system is of a satisfactory standard in order to enable handover.

### The benefits

- Ensures that defects existing prior to practical completion are rectified and not moved into the 'end of defects liability' period
- Assistance in complying with applicable legislation
- Triggers start of defects liability period
- Review of test and commissioning documentation
- Reduced risk liability

## Case study

Following the refurbishment of a hotelier's five-floor hydraulic lift, the hotel group requested a pre-handover survey be performed. HSB's in-house Engineering Consultants attended with the lift installer and test engineer to ensure the lift had been installed and commissioned in accordance with both the contract and applicable legislation.

Our survey found that the lift commissioning process had not been completed and that the lift continually experienced a fault. HSB worked with the lift installer and test engineer to ensure the lift was free from faults before it was then handed over to the customer. In addition, an end of defects liability survey was performed to ensure all defects had been rectified prior to commissioning.

Case study is for illustrative purposes only.

# 5

## End of defects liability

Ensuring an installation is free from defects before the end of its defects liability period could prevent the financial burden of resolving any defects found after the liability period ends.

### The service

The scope of this module involves utilising our technical expertise to assess the end of defects liability period (also known as 'rectification period'); the period during which any defects or repairs identified should be addressed by the installer/service provider. The defects liability period is triggered by the issue of a completion certificate.

Usually carried out during the final month(s) of the defects liability period (which, typically, lasts for 12 months depending on the contract type), a full assessment of the installation and associated documentation will be performed. This is to identify any defects or repairs that should be addressed and rectified during the defects liability period, preventing repair costs being incurred after the period ends.

### The benefits

- Ensures any defects or repairs identified pre practical completion are not rolled into the end of defects liability period
- Identifies defects that should be resolved during the defects liability period; preventing costs being incurred
- Review of defects liability agreement
- Ensures contractual agreements have been met
- Provision of expert advice on component costs and labour time associated with any rectifications

# 6

## Health and safety compliance

Health and safety compliance is of critical importance for all businesses, with the examination of lifts and escalators essential to comply with various legislation. Failure to comply can have serious consequences, such as reduction in workforce efficiency, increased risk of accidents and ill health, enforcement by health and safety regulators and heavy fines or even imprisonment.

### The service

The scope of our service is to assess existing lift/escalator installations for health and safety shortfalls under BS EN 115-1\* (escalators) and BS EN 81-80\* (lifts). Our assessment will detail any improvements that are required to achieve compliance with the applicable standard.

### The benefits

- Full assessment of installation to highlight shortfalls in comparison to current build standards
- Confirmation of compliance to applicable legislation
- Retrofit options to existing equipment, highlighting new industry products with improved benefits
- Ensures added safety features for passengers are provided for, resulting in reduced accidents, downtime and potential claims
- Added safety for engineers and other personnel working on the installation
- Clear, understandable advice that can help successfully manage lifts and escalators

\*For Northern Ireland and the Republic of Ireland, similar legislative/regulatory acts are applicable.

# 7

## Disabled access surveys

By performing a disabled access survey on lift and escalator installations, employers, building owners and duty holders can ensure compliance with the Equality Act 2010\*; specifically, in relation to disability rights under the Act.

### The service

The scope of this service is an assessment which provides advice regarding lift and escalator installations in relation to the Equality Act 2010\*.

The service is carried out by assessing all points of interaction and environmental elements encountered by disabled people whilst using the particular lift/escalator system.

On completion of the assessment, a detailed report is issued which will reference any non-conformities and the related specific regulatory clauses.

### The benefits

- Access to expert knowledge of the regulatory requirements of the Equality Act 2010\*, and British Standards BS EN81-70\*
- Lighting level requirement reporting and contrasting surface appraisals
- Appraisal of areas of user interaction with the installation (e.g. tactile areas, clear openings)
- Recommendations for environmental element improvements
- Full report on shortfalls to each standard, and advice on retrofit options required to achieve compliance
- Full assessment for people with varying disabilities (e.g. impaired mobility, vision, hearing)
- Clear understandable advice that can help businesses to successfully manage lifts and escalators

\*For Northern Ireland and the Republic of Ireland, similar legislative/regulatory acts are applicable.

## Case study

A building owner requested a disability access survey be performed on the lift system at one of their offices. HSB's in-house Engineering Consultants conducted an impartial appraisal of the system and identified shortfalls which could prevent disabled access to all areas of the building.

HSB's recommendations for improvements to tactile areas were actioned by the building owner, which enabled them to become compliant with applicable legislation.



Case study is for illustrative purposes only.

## Why choose HSB?

- A leading specialist provider of engineering and technology inspection services in the UK and Ireland
- Risk management services carried out by our network of in-house, technically-expert Engineering Consultants located throughout the UK and Ireland
- UK-based arm of HSB Group, the equipment breakdown insurance and inspection market leader since 1866
- A member of the Institute of Customer Service, demonstrating our commitment to continually improving customer service performance and professionalism

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Picture credits: Getty Images

This is an overview of HSB's Vertical Transportation risk management services. For full details of the services available and for further information, please contact your local HSB office.

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