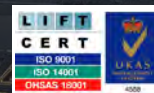




# MURRAY LIFT GROUP LTD

LIFTING THE INDUSTRY TO NEW HEIGHTS







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# ABOUT US

Murray Lift Group was established in 2005 by Paul and Sally Murray and remain 100% independently owned. From the head offices in Sidcup, Kent, the business has become one of the most reputable Lift specialists in the UK.

Our services include maintenance, repairs, modernisation, refurbishment and installation of all types of lifts across south-east England.

Our business covers all sectors; residential, commercial and public including: hotels, hospitals, care homes, schools, universities, cathedrals, mosques, private residences and apartment blocks, offices, warehouses, government buildings and laboratories.

The variance of these sectors mean that we have to adapt our service to suit and our site operatives and office staff have extensive, versatile experience.

## Complete Client Satisfaction

Our business is built on our core foundational values of; Honesty, Trustworthiness, Quality and Safety.

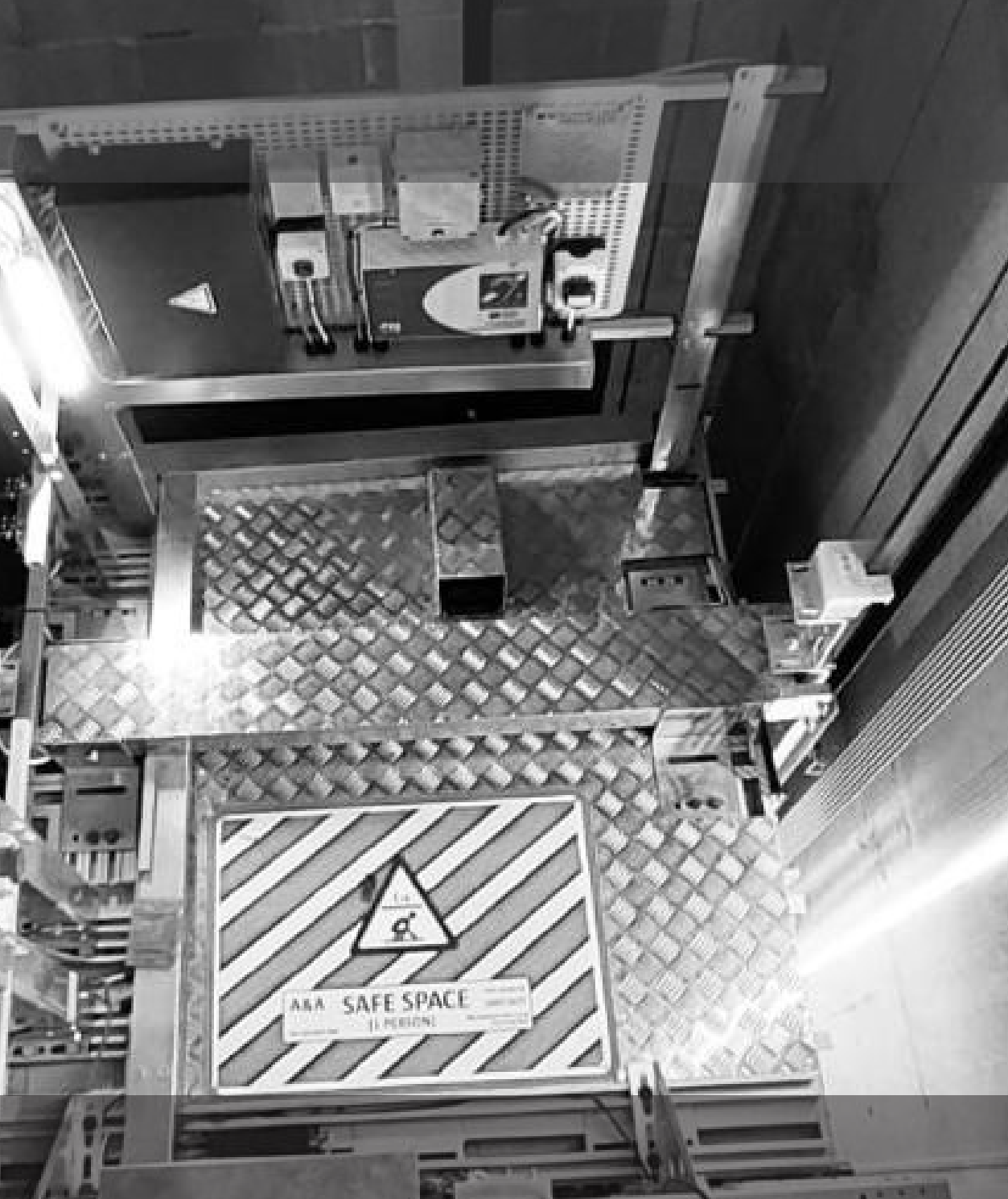
We strive to provide our clients with 'complete satisfaction' by our professional consultative approach to ensure the best advice is given. We aim to have the client's best interests at heart and will always source the market for the most cost-effective and innovative solutions to their needs and achieve value for money.

'To avoid saying we CAN'T, and to look at every option we have available to say YES.'

At Murray Lift Group we pride ourselves on delivering on our promises and achieving the very highest standards that fulfils the client's expectations. By doing all of the above, this enables us to build lengthy working relationships with our clients, some of which have lasted from the foundation of the company.

'To be a successful business the relationship with its client has to be at the forefront. The aim always being to deliver, retain and grow and this can only be done by ensuring that our promises are delivered, and our clients requirements and expectations are met.'





# HEALTH AND SAFETY

Health and Safety is of paramount concern to us for our employees, clients and lift users.

Our lift operatives (technicians, engineers and trainees) are qualified to NVQ levels 2, 3 and 4 and we offer training to all members of staff to ensure their safety and well-being and assist their personal development.

We strive to meet our zero-accident rate through our comprehensive HSEQ Policy and by employing a full-time, qualified H&S consultant to ensure all our practices are in line with regulation and best practice.

Murray Lift Group holds UKAS accredited certification to ISO 9001, ISO 14001 and ISO 45001 and are fully accredited members of the SAFE CONTRACTOR, CHAS and CONSTRUCTION LINE Health and Safety schemes.



# PLANNED PREVENTATIVE MAINTENANCE

Murray Lift Group have extensive experience in maintaining all ages and types of lifts across Greater London and south-east England including; electric traction lifts, hydraulic lifts, machine room-less lifts, fire-fighting lifts, goods/service lifts, platform lifts, scissor lifts, stairlifts, kitchen lifts and dumbwaiters.

We offer bespoke contract and invoicing options based around our three core contracts; Standard, Premium and Comprehensive which all include planned preventative maintenance at regular intervals from the same engineer to breed familiarity with the equipment and site requirements. Our time spent on site is devoted to reducing lift failures, prolonging the equipment's lifespan and maximising lift performance.

'We provide a FREE, no obligation site-survey and quotation with any maintenance enquiry.'

All contracts have access to our 24 hour helpdesk (020 8300 0614) with response times no greater than four hours 24/7/365. For entrapments an engineer will be on site within one hour.

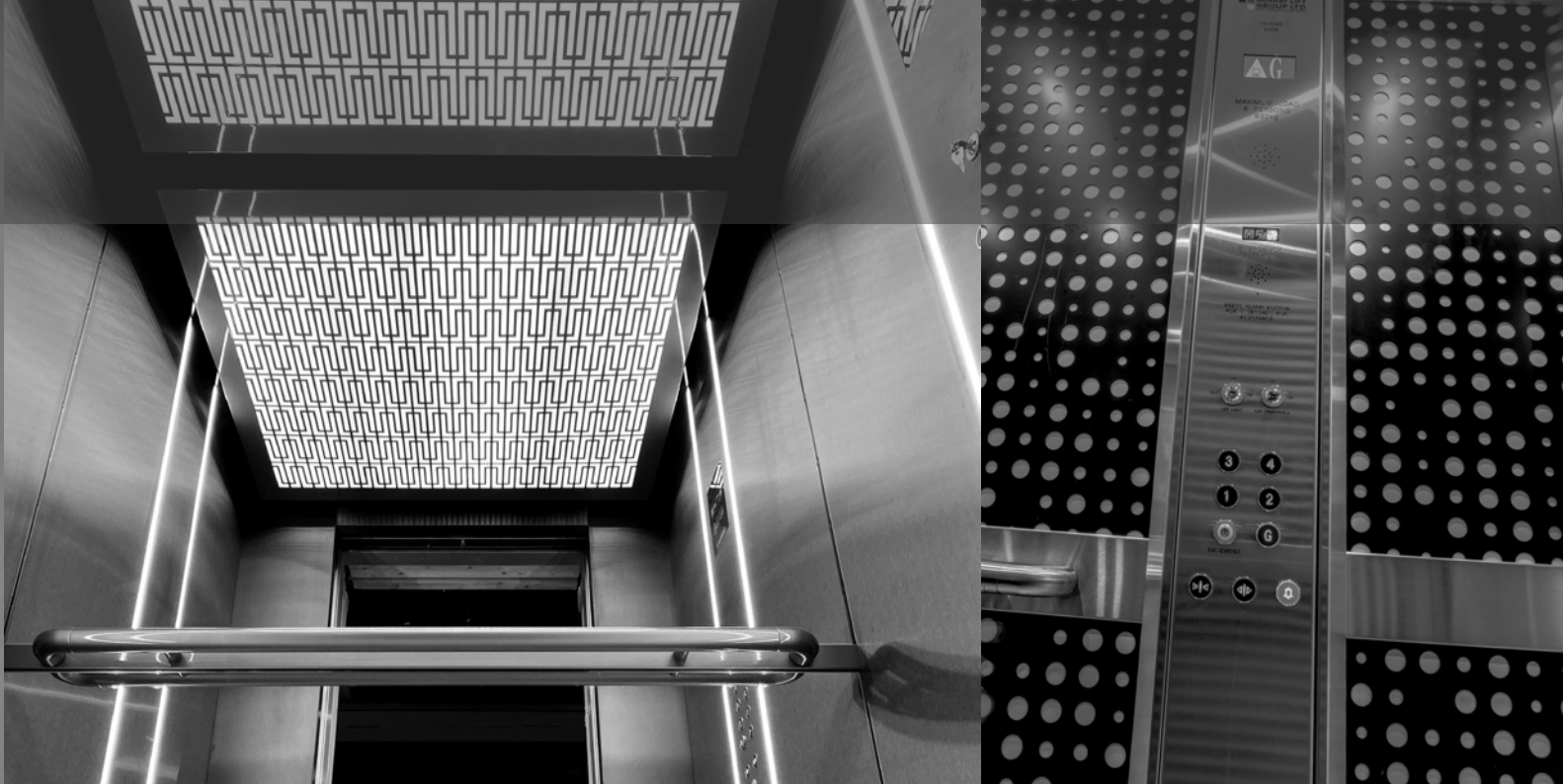
After every site attendance the engineer's electronic worksheet will be issued to the client by the next working day, as well as a physical record noted in the on-site log card.

We offer full management of your LOLER Thorough Examination reports and will regularly advise the client on recommendations to improve reliability or comply with latest HSE, LEIA or BS regulations.

## Reporting

Our electronic lift management software enables us to provide bespoke reports covering all service visits, callouts, repairs and insurance items. This can detail anything from exact response times to general trends across a large and varied portfolio. Our management team are available to routinely meet with our clients in person or via video calls to regularly review the contract performance and give peace of mind that the lifts are being comprehensively maintained.











# TECHNICAL SUPPORT AND REPAIRS

No matter how new or well-maintained the equipment is, lift failures and issues can still occur. In all cases our aim is a first-time fix as we understand how integral lifts are to the smooth operation of most buildings.

Our response is led by our office-based managers and on-site technicians, all trained to NVQ Level 4. Within this team are the maintenance and repair co-ordinators who provide instant and regular updates via telephone and email and our teams of lift maintenance and repair engineers.

Our on-site repair teams have extensive and varied experience with all types and manufacturer of lifts, not just limited to the equipment that we install ourselves and they are fully conversant with the latest technologies.

We have access to a vast range of spare components and accounts and contacts with all major and minor suppliers and manufacturers across the UK, Europe and beyond. We can also offer to provide a comprehensive list of critical spares to be kept on site to minimise lift down-time.

'Investigate, review, diagnose, repair, and reinstate.'

# LIFT REFURBISHMENT AND MODERNISATION

We undertake upgrade works to all makes and types of lifts, with works ranging from door gear upgrades to major modernisation.

Our experienced team will guide you throughout the process providing you with the very best proposals and solutions to meet your requirements and needs.

The emphasis is always to use high quality equipment and where practically possible to use UK manufactured equipment. This ensures that on completion the performance and reliability of the lift can be assured.

Our management team will take away the stress of managing the project with the use of our in-house project management system provide continuous updates throughout the project to ensure the client is kept fully up to date.

All works shall be completed by our directly employed team members and in accordance with the latest standards and regulations.

“Modernisation of any equipment should result in the end user experiencing noticeable improvements in performance and reliability.”







# NEW LIFT INSTALLATIONS

We are a lift company offering complete traction and hydraulic lift systems, both with and without machine room, from initial concept through development to final completion. Our project management team will be with you from start to finish and our aim is to hand over a lift 'snag-free'.

From major-scale ventures with high-end specification objectives and short turnarounds, to cost-effective, compact and hard-wearing business solutions or affordable private residence projects, we will work with you to develop the ideal product.



With collaboration with our world supply partners we can offer solutions for all types of lifts up to 30,000kg load capacity and 7 m/sec speed, including electric traction lifts, hydraulic lifts, machine room-less lifts, hall-call destination, fire-fighting lifts, goods/service lifts, platform lifts, scissor lifts, kitchen lifts and dumbwaiters.

Our products are manufactured to the very highest standards and comply with all current standards and regulations.

Our in-house design portal allows us to provide quotations for standard lifts and also standard installation drawings and cabin design drawings within 48 hours.

Our products are suitable for all applications and all sectors including Hotels, Hospitals and care facilities, retail units and shopping centres, offices and residential dwellings.

All lifts installed will be CE / UKCA marked and include 12 months parts warranty and maintenance within the contract price.

We work with leading industry suppliers...




# CONTACT US

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 MurrayLifts

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