

Your Emergency is Our Urgency

Repair ▶ Availability ▶ Maintenance Options

“If it’s broken, we will fix it” is our promise to our customers, because we know that time is of the essence when it comes to elevator outage and the resulting downtime.

### How to Reach Us

You can contact our repair hotline at **(859) 254-8224**. During our office hours, we will address your needs right away – after hours we will communicate your concern to our next available elevator technician.

The Q&A section on our website at [www.dcelevator.com/repair/](http://www.dcelevator.com/repair/) provides detailed information.



In case of an emergency, please dial

**9-1-1**



Please call or email me with questions, thoughts, and ideas.

**David Fryman**  
Business Development Manager  
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## Cause and Impact

Failing elevator technology can lead to sudden stops, rough landings, failure to open, floor shifting, and elevator lurching. As technology ages, elements of the elevator can become unreliable. Power failures are common, too, and often can be traced back to power fluctuations. These can cause breakdowns, leading to elevator downtime.

When an elevator is in need of repair, it quickly becomes an inconvenience for passengers and a costly and frustrating endeavor for the building owner or manager. DC Elevator can help ease these issues because we not only have the know-how to diagnose the cause of the failure, but also have access to a vast network of vendors that can quickly supply the parts needed for the repair.

## Maintenance is Key

Prevention is the best way to avoid elevator failure; regular maintenance of parts, periodic lubrication, and planned examination help keeping your vertical transportation unit performing according to specifications, and your passenger and goods moving unhindered and reaching their destination on time, and in time.

**Please contact us to get a quote, schedule a site evaluation, or learn more about repair and maintenance options.**



DC ElevatorHQ in Lexington, KY

## Full Maintenance

The Full Maintenance contract provides monthly scheduled maintenance visits. During these visits, all parts outlined in the service agreement are maintained.

We offer the full maintenance contract with two options:

- Call back service available seven days/week and 24 hours/day
- Optional call back service after 5:00 p.m.

An annual safety/pressure test is part of the agreement.

## Examination and Lubrication

Our Examination and Lubrication Agreements include scheduled maintenance visits, performed at selected intervals. Options include monthly, quarterly, semi-annually examination and lubrication as recommended per manufacturer. A safety/pressure test is part of the agreement, independent from the service interval.\*

\* Restrictions may apply

## Site Assistance

As a critical step in planning and coordinating future elevator modernizations, DC Elevator offers complimentary site surveys. These include:

- Analysis of the existing elevator system condition
- Evaluation of remaining useful service life of major components
- Measurement of the current ride quality
- Opportunities for future energy conservation

We also take aesthetics into consideration and look to the renovation of the elevator interior as a mean to increase building quality, for example upgrading elevator cab lighting or features. An up-to-date elevator adds aesthetic value and a positive note to the perception of the whole building.

We can work closely with your architect or builder to evaluate your specific needs, allowing us to offer a customized elevator or accessibility solution for your space.



DC Elevator Technician Inspecting an Elevator Motor

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