

Emergency Service Requests

- Stuck Elevator** - The elevator is stuck between floors, and users are trapped inside. Immediate assistance is required to free the users and fix the elevator.
- Power Failure** - The elevator has lost power, causing it to halt unexpectedly. Urgent repair is needed to restore power and ensure safe operation.
- Door Malfunction** - The elevator doors are not opening or closing properly, posing a safety hazard to users. Immediate attention is needed to fix the issue.
- Alarm Activation** - The emergency alarm inside the elevator has been activated, indicating a potential safety issue. Quick response is necessary to assess and resolve the problem.
- Unusual Noises** - The elevator is making loud, unusual noises that suggest a mechanical failure. Prompt inspection and repair are required to prevent further damage.

AMC (Annual Maintenance Contract) Service Requests

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| Routine Inspection | - Regular inspection of all elevator components as per the annual maintenance schedule to ensure everything is functioning correctly and safely. |
| Lubrication of Parts | - Periodic lubrication of mechanical parts to reduce wear and tear and ensure smooth operation of the elevator. |
| Safety System Check | - Comprehensive check of all safety systems, including emergency brakes, alarm systems to ensure they are in working order. |
| Component Replacement | - Replacement of worn-out components such as cables, pulleys, and control systems as part of preventive maintenance. |
| Performance Testing | - Conducting performance tests to evaluate the elevator's speed, load capacity, and smoothness of operation, ensuring it meets safety standards. |

Scheduled Maintenance Service Requests

- General Cleaning** - Regular cleaning of the elevator cabin, doors, and control panels to maintain a clean and hygienic environment for users.
- Minor Repairs** - Work on minor issues such as loose buttons, worn-out floor mats, and small electrical problems.
- Software Updates** - Updating the elevator control software to the latest version to enhance performance and incorporate new safety features.
- Interior Refurbishment** - Scheduled refurbishment of the elevator interior, including lighting, and replacing old fixtures to keep the elevator looking new and inviting.
- System Calibration** - Regular calibration of the elevator's control systems to ensure accurate floor leveling, smooth stopping, and precise door operation.