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| --- |
| **{{PROJECT\_NAME}}**  **{{BUILDING\_ADDRESS}}**  **Elevator / Escalator**  **Inspection / DLP Report**  For  **{{CUSTOMER\_NAME}}**  **Date of Inspection: {{INSPECTION\_DATE}}**  **Date of Report: {{REPORT\_DATE}}**  A black and green logo  Description automatically generated  Prepared By: David McInerney / Steve Caratzas  *Commercial-in-Confidence* |

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# EXECUTIVE SUMMARY

**1.1 Scope of Report**

CMG Elevator Management (CMG) were engaged by {{CUSTOMER\_NAME}} to conduct an inspection and provide a report of the vertical transportation equipment for {{LIFT\_NAMES}} at {{PROJECT\_NAME}}, {{BUILDING\_ADDRESS}}.

The purpose of our inspection was to **(Maintenance - Premium, Class A, B & C Buildings)** *determine the equipment condition and level of maintenance being provided by {{CONTRACTOR\_NAME}}. Our inspection also included the testing of safety devices to evaluate reliability as well as the measurement of performance parameters against the contract and industry standards.*

*This report contains Risk management, Sustainability, areas for improvement, general site data and recommendations.*

***(Construction / Mod - Handover and DLP)*** *determine the installed equipment condition provided by the {{CONTRACTOR\_NAME}}. Our inspection included validation of the testing of safety devices, quality of installation as well as the measurement of performance parameters against the contract and industry standards.*

*This report contains Risk management, defective item list, areas for improvement, general site data and recommendations.*

**1.2 Equipment Inspected**

{{TABLE\_EQUIPMENT\_LIST}}

**1.3 Executive Dashboard**

We are pleased to provide the following Executive Dashboard for your quick reference of our findings:

{{TABLE\_EXECUTIVE\_DASHBOARD}}

|  |  |  |  |
| --- | --- | --- | --- |
| **Legend** | **Urgent Attention Required** | **Attention required** | **Compliant** |

**1.4 Summary**

In our opinion, the quality of maintenance being delivered by {{CONTRACTOR\_NAME}} considered to be of an acceptable standard, with some noted exceptions that need to be addressed.

Paragraph regarding findings related to Housekeeping and safety risks

Paragraph regarding Reliability risk, failure rates and Extended Outage risk…. The overall level of reliability for the lifts during the reporting period was found to be satisfactory; however, it should be noted that the upgrade of the goods lift (Nº 18)

Paragraph regarding Passenger comfort and usability (ease of use).

Paragraph regarding Compliance with latest code.

Paragraph regarding Sustainability (Energy use, Obsolescence, End of Life, capital planning)

# GENERAL MAINTENANCE AND HOUSEKEEPING

The standard of maintenance being delivered by {{CONTRACTOR\_NAME}}, in our opinion, is considered to be of an **acceptable/ unacceptable** standard.

Our inspection revealed that several areas require rectification or repair by the lift contractor. We have noted the priority actions for General maintenance and Housekeeping below:

* {{HOUSEKEEPING\_BULLET\_LIST}}

These items are to be attended to by the service company as a matter of urgency / as part of on-going maintenance tasks.

Additional to the noted items above, the following items require the attention of Building Management:

* {{OWNER\_BULLET\_LIST}}
* Building items stored in hallway / machine room.
* Roof leaking

# SAFETY RISKS

All of the **safety devices** and systems were validated during our inspection and all / most operated in line with their design intent. It was identified that the following items did not operate in line with their design intent:

* {{SAFETY\_DEVICES\_BULLET\_LIST}}

We have identified areas of **safety risk** throughout our inspection and would like to draw your attention to the item(s) requiring urgent attention to ensure a safe environment for those maintaining and using the equipment. We have noted the priority actions for safety risks below:

* {{SAFETY\_RISKS\_BULLET\_LIST}}

{{CONTRACTOR\_NAME}} has been made aware of the above items and the need to address them as a matter of urgency.

Additional to the noted items above, the following items require the attention of Building Management:

* Various lights inside the lift machine room for lift Nos. M1 to M5 and H1 to H7 are not working and require replacement.
* No SWL labelling on lifting beams
* Trip hazards (lifting tiles, carpet)

# RELIABILITY AND OUTAGE RISKS

The identification of items that present significant risk to the availability of the equipment have been reviewed in our inspection. When conducting the inspection we reviewed items that are likely to cause ongoing reliability issues and items that may lead to lengthy outage times. The main contributors to these are component wear / fatigue, spare part availability, obsolescence and major repairs requiring additional labour.

The items identified under this Reliability and Outage Risk category are noted below.

* {{RELIABILITY\_AND\_OUTAGE\_RISKS\_BULLET\_LIST}}

These have been provided to {{CONTRACTOR\_NAME}} and CMG have requested a pro-active management plan to be presented to ensure failure does not occur.

Additional to the noted items above, the following items require the attention of Building Management:

* Machine room ventilation
* Obsolescence Risk
* Spare parts availability

# MAINTENANCE VISITS AND FAILURE RATE

**5.1 Maintenance**

The current maintenance Agreement specifies the following Maintenance frequencies:

Elevators: Twelve (12) visits per annum - one (1) visit per month per unit.

Escalators: Xxxxxxxx (4)

Moving Walks: Eight (8) visits per annum - one (1) visit every six (6) weeks per unit.

We have reviewed {{CONTRACTOR\_NAME}} supplied maintenance records for the period of XX April 2022 to 01 March 2023 and can confirm the below results:

{{TABLE\_MAINTENANCE\_RECORDS}}

|  |  |  |  |
| --- | --- | --- | --- |
| **Legend** | **<75%** | **75% -95 %** | **>95%** |

The maintenance services **do / do not** comply with the frequencies noted within the contract. After assessing the quality of maintenance, housekeeping and number of defects, it is our opinion that the quality of maintenance applied is **inadequate / satisfactory / excellent**.

**5.2 Failure Analysis**

We received the call-out records for a 12-month period from January 2023 to December 2023 from Contractor, with the following analysis based solely upon the records provided by the Contractor.

Based on the age of equipment installed, it is our opinion that the acceptable breakdown rate should be 3 per unit / per annum (excludes callouts related to interference or external causes out of the control of the contractor).

The total number of calls to all elevators / escalators / moving walks during the 12-month period was XX, which averages at approximately XX calls per unit per annum. This is considered to be an acceptable / unacceptable overall result when compared with an average of XX calls per unit per annum, for elevators / escalators / moving walks of similar age and type.

Our analysis revealed that there were XX call-outs because of interference or external causes.

Over the 12-month period, there were XX incidents involving a passenger entrapment.

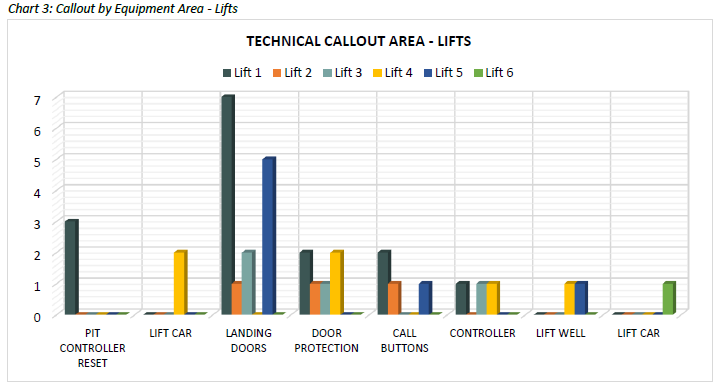
Analysis of the breakdowns reveals that the main contribution area to the call outs relates to the Landing doors/ Signalisation (Buttons and Indicators) / Controller and Drive / shaft equipment / pit equipment / Step band / Handrail system.

In summary, reliability is expected to decline / remain unchanged / improve , based on Passenger usage, current maintenance provided, equipment age, parts availability and inspection report items being actioned.

**Total callouts by Month / Unit**

**Insert No of breakdowns graph with all Lifts by month… Use Lift company generic reports where possible**

**Callouts by Equipment failure areas**



# PASSENGER COMFORT

**6.1 Ride Comfort - OPTIONAL**

Performance parameters of the elevators were measured and the results of these measurements were compared with the values specified in the Comprehensive Maintenance Contract / Industry standard.

The comparison indicates that some parameters are within / outside the specified ranges and need to be addressed by the lift company.

The parameters needing attention are as follows:

* {{PASSENGER\_COMFORT\_BULLET\_LIST}}

Although the values of some other parameters may be slightly outside the specified ranges, we still consider them acceptable for the conditions of these premises.

{{TABLE\_PASSENGER\_COMFORT\_1}}

*During our inspection the passenger ride comfort was observed to be within / outside acceptable ranges. The following items require attention:*

* Excessive lateral (side to side) and longitudinal (front to back) vibration in several lifts.
* Excessive noise within the lift car.
* Potential rail / joint alignment issues.

{{TABLE\_PASSENGER\_COMFORT\_2}}

**6.2 Landing Signalisation**

On all floors served by each elevator, the landing buttons, indicators and audible devices were reviewed. We have found the landing signalisation devices requiring attention / to be functioning correctly.

{{TABLE\_LANDING\_SIGNALISATION}}

**6.3 User Experience**

**Car Interior condition**

{{TABLE\_CAR\_INTERIOR}}

**Safety and Security**

At CMG Elevator Management Safety forms one of our foundational pillars. The safety and well being of passengers whilst travelling within the elevator must be considered in any inspection. During our inspection we tested the following items to ensure all passengers are safe whilst journeying through your building:

Lighting levels were measured at XXX Lux during normal power conditions, this meets / is below the minimum required Lux level of XX Lux.

Emergency lighting levels were measured at XXX Lux during emergency power conditions, this meets / is below the required Lux level of XX Lux.

The car call security system was found to be working / not working / not installed during the inspection.

The elevator car does not have / have a mirror securely installed on the rear / or / side wall. The mirror is damaged / in good condition.

CCTV is not installed within the lift car and was functioning correctly during the inspection.

Emergency battery drive was found to be operating as designed / not functioning / not installed.

Elevator alarm and 2 way voice communication were tested during our inspection. The alarm was found to be functioning correctly / not functioning. The 2 way communication is GSM (3G / 4G) / hard wired and was found to be functioning correctly / not functioning.

**Car Door Operation**

During our inspection the car door operation was reviewed for reliability, failure potential and force setting during a door close operation. The following items were noted during our inspection:

* Door closing force pass / fail
* Reliability items….

The Passenger door protection device is designed to prevent the doors from closing on passengers as they enter and depart the elevator car. The installed detector type is 2D / 3D and was found to be working / not working / not installed during the inspection.

{{TABLE\_CAR\_DOOR\_OPERATION}}

**Floor Levelling Accuracy**

{{TABLE\_FLOOR\_LEVELLING}}

***Note****:* (**✓**)*means satisfactory leveling within the range of +/- 6 mm.*

(**🞪**) *means adjustment is required.*

# COMPLIANCE WITH REGULATIONS

The lifts comply / do not comply with the requirements of the relevant Lift Code AS 1735 together with the Work Health and Safety Act.

Beyond code compliance we have identified that the installed equipment has / has no further risk with compliance with the National Work Health and Safety (WH&S) Act 2011 and corresponding Regulation. These have been noted in section 3 above. – Add this text into report.

The below items do not comply with AS1735.12:

* {{COMPLIANCE\_BULLET\_LIST}}

# SUSTAINABILITY - optional

At CMG Elevator Management sustainability forms one of our foundational pillars. With this inspection we look at opportunities to improve the sustainability outcomes for your building that will improve your asset value and support you in attracting owners and tenants to your building. The areas in focus include:

* Reduction of electricity usage and reduction in carbon output.
* Increase the lifecycle of the installed equipment.
* Increase the equipment availability.
* How to future proof your equipment through connectivity.
* Improve passenger comfort and usability.

# DEFECTIVE ITEMS

The Defective Items noted below are to be completed by the {{CONTRACTOR\_NAME}}. The Lift Contractor must complete these defects as a priority and must continue maintaining the equipment in safe working order and in accordance with current maintenance contract.

{{TABLE\_DEFECTIVE\_ITEMS}}