

Jackson Jackson Jackson
on Jackson Jackson Jackson
Jackson Jackson Jackson
on Jackson Jackson Jackson
Jackson Jackson Jackson
on Jackson Jackson Jackson
Jackson Jackson Jackson
on Jackson Jackson Jackson
Jackson Jackson Jackson
on Jackson Jackson Jackson

Jackson
Lifts • Escalators • Cradles

Welcome

The Jackson Lift Group is a family-run business where quality of service and the needs of the customer always come first. Since our inception in 1979, we have grown to become the largest independent lift, escalator and cradle maintenance organisation operating nationwide. This accomplishment is due to the absolute commitment of our staff, whose aim is to meet your needs and make a positive contribution to your efficiency. We were one of the first in our industry to achieve accreditation to ISO 9001, and the first to achieve accreditation to ISO 9001:2000 for all our services. Continual investment in computer systems, internet services, digital pen and paper technology, administration centres and staff training ensures that we will continue to be a proactive, customer-focused organisation able to meet your long-term needs – whatever lift, escalator or cradle system you operate.



G.A. Jackson
George Jackson
Group Managing Director



Lifts

Widely regarded as the leading UK lift maintenance organisation, the Jackson Lift Group maintains and repairs lift equipment of all types, make and age at competitive prices. We specialise in the preventative maintenance of high-rise, high-speed, complex group systems, analysing operational trends to identify possible failures before they happen. Our flexible maintenance agreements include regular condition reports and access to our 24/7 call-out desks.



Escalators

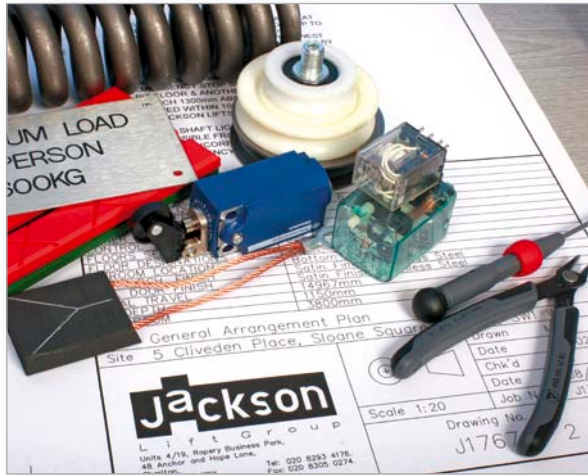
We undertake the maintenance and repair of escalators of any make or age to the highest standards. We have the skills and equipment necessary to provide everything you would expect of a leading escalator maintenance company, including cleaning, lighting replacement and out-of-hours maintenance regimes. We keep our customers up to date with changes in legislation and advise on future requirements and long-term reliability.



Cradles

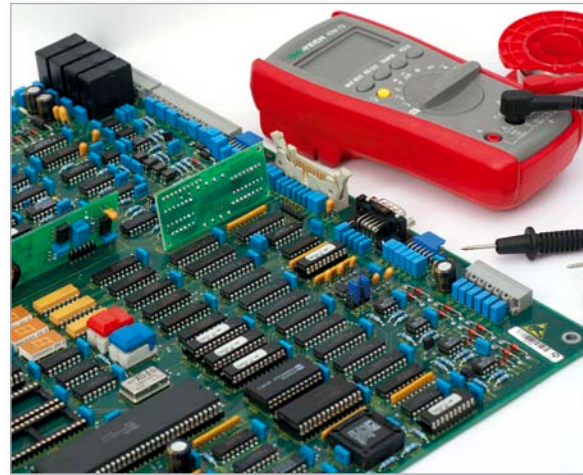
The Jackson Lift Group cradle engineering division is able to provide a 24/7 total service for your building access equipment. Our fully-qualified engineers maintain and repair cradle, runway and trolley systems throughout the UK, and regularly test anchorage points and eyebolts. Well proven on the most prestigious and high-profile cradle sites in the UK, we provide services to many blue-chip clients on landmark properties throughout the country.

For more information visit our website at www.jacksonlifts.com



Maintenance

With a friendly, proactive approach that is part of our culture, we maintain all makes and types of lift, escalator and cradle installation, and are recognised throughout the industry as a proven alternative to the services of original equipment manufacturers and installers. Our flexible, personalised maintenance agreements cover everything from routine servicing to comprehensive support, and all customers have access to our locally based 24/7 call-out service.



Repair

Our fully qualified repair teams are locally based throughout the UK. Most of our repair vehicles are fitted with on-board workshops, enabling the majority of repairs to be carried out on site. Larger repairs may require equipment to be returned to our regional workshops or supply partner for specialised repair, but whichever the case, you can be sure that your lift, escalator or cradle will be returned to safe operational service as quickly as possible.



Modernisation

Our experienced team are able to modernise existing lifts, escalators or cradles to meet current safety standards and improve levels of efficiency. From a single unit to complex group systems, we can provide you with a complete turnkey solution. With full ISO 9001:2000 accreditation, we will undertake modernisation work to client/consultant specifications, or we can work with you to improve your installation's long-term reliability.

For more information visit our website at www.jacksonlifts.com



New Lifts

We provide traction, hydraulic and machine-room-less lifts with conventional or destination control systems. Each installation is designed for the client's particular requirements, to benefit their property for many years, whether a single unit or a complex high-rise system. We do not supply imported 'budget' package lifts. All equipment and control systems are industry standard and open protocol, ensuring that the long-term maintenance of the lift is economical.





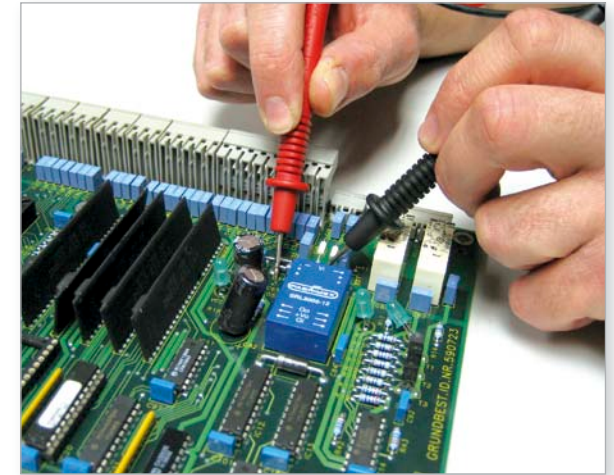
Nationwide Service

Our nationwide service is administered from our London HQ, supported by our national network of regional offices, all of which are directly connected to our central IT systems to ensure consistency of service and information. This, combined with our 24/7 emergency call-out desks, ensures that a national resource is in place to provide a local service through our regional offices and locally based maintenance and repair teams.



Customer Care

Customer care is at the root of everything we do. We believe that successful working partnerships are built on the basis of trust, open communication, continuous improvement, delivery of mutually beneficial and sustainable commercial savings, a mutual respect and understanding of issues and difficulties, operating to the spirit of an agreement (not just the implicit terms), and maintaining a positive culture of teamwork and professionalism.



In-House Resources

Our in-house electronic circuit board repair facility ensures that repairs to electronic components and circuit boards are undertaken far quicker than if they had to be sent away to facilities operated by other suppliers. Our customers benefit from this unique facility which, when combined with our large stocks of third-party OEM printed circuit boards, ensures that your lift, escalator or cradle is returned to reliable service in the quickest possible time.

For more information visit our website at www.jacksonlifts.com



Innovation

Digital Pen and Paper (DP&P) technology uses a wireless pen and paper with an embedded digital pattern. Pen strokes are converted into digital data, allowing the written information to be uploaded to our back office systems in less than a minute. This significantly improves our productivity and lowers our data processing costs, and is typical of the many ways in which we constantly strive to improve our business through innovation and technology.



Online Services

The Jackson Online Data Service assists our direct customers to manage their lift, escalator and cradle portfolio data at any time of the day or night. It provides key information, all searchable on a client's operating areas, regions or branches, together with custom combinations of access for selected staff. All of the resultant reports can be stored electronically, substantially reducing paper usage and helping with our commitment to the environment.



Apprenticeships

At any one time, we have over twenty apprentices working to achieve NVQ 3 for the maintenance and repair of lifts and escalators. They attend technical college one day a week and study for either City & Guilds or BTEC National Certificate with the support of a qualified Jackson Lift Group engineer. Our commitment to training was recognised when we received the Michael Ling Award for the best training opportunities in the British lift industry.

For more information visit our website at www.jacksonlifts.com



Environmental Concern

We are committed to minimising the environmental impact of our business operations and strive to continuously improve our environmental performance within our business. We reduce our consumption of resources; improve efficiency; manage waste from our business according to reduction, reuse and recycling principles; prevent pollution; procure goods and services with environmental criteria; and comply with all relevant environmental legislation.



Our Offices

We offer a nationwide service through offices in:

- London
- Birmingham
- Bournemouth
- Bristol
- Manchester

Quality Assurance

The Jackson Lift Group was one of the first lift companies to achieve ISO 9001 accreditation in 1994. Our certification is independently assessed by BVQI, the most widely recognised certification body in the world. We are certified to ISO 9001:2000 for the conceptual design, procurement, assembly, installation, testing, putting into service, servicing, 24 hour call-out, repair and modernisation of vertical electric and hydraulic lifts, together with the service, call-out, repair and modernisation of escalators and associated equipment. We are certified to the Lift Regulations 1997, Schedule 12.

Accreditations

We are accredited to the following schemes:

- SAFEcontractor
- DTI Constructionline
- National Britannia
- CHAS
- Exor

Our Customers

For over thirty years we have provided lift, escalator and cradle maintenance services to every business sector including: retail, commercial, residential, industrial, local and national managing agents, housing associations, financial institutions, national government agencies, local authorities, county councils, borough councils, all emergency services, NHS trusts, facilities management companies, multi-discipline consultants, specialist lift and escalator consultants, sports stadiums, shopping centres, power stations, schools, colleges, universities, hotel groups of all sizes, plus many others.

Associations

We are full and active members of the following associations:

- Lift & Escalator Industry Association
- British Safety Council
- Specialist Access Engineering & Maintenance Assoc.

Trade Partnerships

The Jackson Lift Group is the only organisation to be fully approved and assessed by the following companies to provide lift maintenance services throughout the UK:

- Lift Source
- Level Access Lifts
- Platform Lift Company

We have access to all OEM technical support and authorised spare parts in connection with the above organisations.





Lifts • Escalators • Cradles

■ **London Office (Headquarters):**

Units 3/19, Ropery Business Park,
Anchor & Hope Lane,
Charlton, London SE7 7RX
Tel: 020 8293 4176
Fax: 020 8305 0274
Email: london@jacksonlifts.com

■ **Midlands Office:**

Unit 16, Titan Way,
Britannia Enterprise Park,
Lichfield, Staffordshire WS14 9TT
Tel: 01543 262850
Fax: 01543 258809
Email: lichfield@jacksonlifts.com

■ **Southern Office:**

Unit 5, Aerial Park, Uddens Trading Estate,
Wimborne BH21 7NL
Tel: 01202 871333
Fax: 01202 855139
Email: wimborne@jacksonlifts.com

■ **South Western Office:**

Unit 73, Station Road Workshops,
Station Road, Kingswood,
Bristol BS15 4PJ
Tel: 0117 9574601
Fax: 0117 9569937
Email: bristol@jacksonlifts.com

■ **Northern Office:**

Unit B3, Hareshill Business Park,
Hill Top Road, Heywood OL10 2RQ
Tel: 01706 695610
Fax: 01706 695617
Email: manchester@jacksonlifts.com

■ **Group Website:**

www.jacksonlifts.com