



A lift industry expert is invaluable when dealing with claims and disputes

Litigation and insurance claims can be an uneasy time for all parties. In times of crisis you need to have help on hand quickly and efficiently.

Insurance claims need to be settled and assessed quickly to allow repairs to be promptly organised and underway.

In the recent floods of over 1900 lifts were affected by water and storm damage. Most of the repair costs were claimed under insurance, so expert assessment was urgently required.

Likewise for accident claims for personal injury, timely expert advice on the likely cause and effect is critical.

Minc Elevator Consulting (MEC) can act immediately to help in times of emergency.

The in-depth experience within the Minc group of companies allows us to advise on accidents, break-downs, equipment and legal contracts.

A full site inspection and analysis of the facts will allow MEC to provide the information required to evaluate insurance claims and assist in litigation, accident, damage and negligence claims.

In times of need we can:

- Assess damage to lift or escalator equipment caused by weather, water, storm, fire and other causes of damage.
- Review and advise on repair and rectification quotations.
- Assist in seeking alternative repair options.
- Manage and monitor the repair process.
- Review the facts and supply a technical evaluation on cause and effect in damages claims.
- Appear as witnesses if required.
- Mediate on operational issues in commercial and contractual disputes.

With Membership and Association in most industry bodies Minc Elevator Consulting is well respected within the Building Industry Community.

Why Minc Elevator Consulting?

- **Experience**

With over 100 years experience in the lift industry, locally and internationally MEC knows the lift business. MEC knows the people, the product, the processes of lift companies and applies that knowledge for the benefit of MEC customers.

- **Quality and Safety**

With accreditation in Pegasus and CM3 safety systems, when combined with ISO 9001 MEC is serious about quality and safety. All partners are trained in quality auditing and quality management systems, which are used throughout the MEC organisation.

- **Project Management**

The exclusive MEC Project Management plan ensures that we manage all aspects of major works performed on your behalf, MEC will do it all.

- **Results**

Using the MEC selection criteria ensures that we appoint the right service provider for each scope of works, this combined with the MEC initial overhaul program, ensures you get immediate improvements and results.

- **Minc Network**

The Minc Building Services network covers over 1500 specially trained and approved tradesmen, MEC has access to that network and can ensure all work can be performed with one point of contact.

- **National and International Partners**

MEC can service your needs in all major cities in Australia and with international alliances in many locations around the world.

FAQ's

Q: If my lift is water damaged do I have to replace all the components affected?

A: In most cases a lot of the equipment can be repaired, however safety critical items and fragile electronics etc. should be replaced.

Q: Is water damage to my lift or escalator covered by my insurance?

A: This question has to be answered by your insurer and depends on the policy held for the building or premises.

Q: If a lift motor burns out or needs replacement, is that covered by the lift company servicing my equipment?

A: It depends on individual maintenance contracts. MEC contracts have repair responsibility on the lift service provider. MEC can advise based on the terms of your contract. It may also be covered by your building insurance under Motor Fusion.

Q: Why do lifts sometime not stop level with the floor, creating a trip hazard?

A: There can be a number of reasons with the most common being the age of the lift and the type of system used to control the lift movements. Modern systems should not have these problems.

Q: Why can't I use the lift in the case of a fire?

A: Because the lift will be used by the fire fighters who have Fire Service controls to control the lifts individually. And whilst most lift shafts are fire rated depending on the damage, you could get stuck in a lift shaft in a fire, use the fire stairs.