LIFT VINE ELEVATORS LTD

ELEVATOR MAINTENANCE CONTRACT & SLA EVALUATION MATRIX

A strategic guide for Facility Managers, Corporate Landlords, and HOA Committees comparing elevator maintenance tiers in Nigeria.

Service Parameter	Preventive (Oil & Grease)	Semi-Comprehensive	Comprehensive AMC (Full Coverage)
Routine Servicing Scope	Monthly cleaning & lubrication	Monthly servicing + minor adjustments	Complete 24-point monthly overhaul & tuning
Spare Parts Coverage	Excluded (Billed commercially)	Minor consumables only included	Included (Major motors, boards, rollers, ropes)
Emergency Callout Labor	Billed on hourly/visit rate	Included during business hours	Included 24/7/365 with zero callout fees
Trapped Passenger SLA	2 to 4 hours response	Within 90 minutes	Under 30–45 minutes priority rescue
Equipment Down SLA	Next business day	Within 4 hours	Within 2 hours technician arrival
Annual Safety Drop Test	Billed separately	Billed separately	Included in annual contract scope
Budget Predictability	Low (Surprise repair bills)	Moderate	High (Fixed annual cash flow)
Recommended Application	Low-traffic private duplexes	Residential estates / low-rise plazas	Commercial towers, hotels, hospitals

Contract Vetting Advice: *Always require the service provider to maintain local inventory of OEM European parts (SUMASA / ASILLER) in Nigeria to prevent weeks of overseas freight delays. Lift Vine Elevators Service Desk: maintenance@liftvineelevatorsltd.com*