

**The Liftinstituut EN 13015 certificate:  
demonstrable proof that you service lifts in a proper way**



## **EN 13015: the premier standard for top lift maintenance companies**

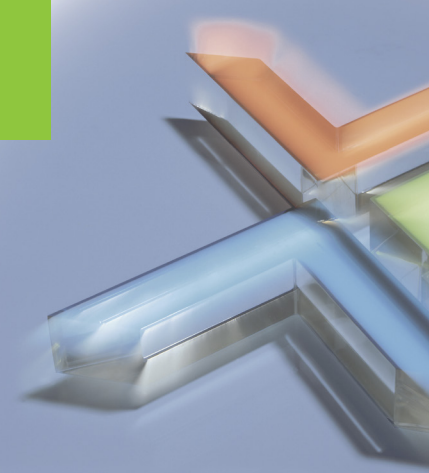
**It's no secret that every lift must satisfy the safety requirements of the European Lift Directive on delivery. But how do you guarantee safety throughout a lift's entire life time? This question is why more and more building owners and managers choose servicing partners certified by Liftinstituut according to EN 13015. This European standard specifies how maintenance must be organised to keep lift safety up to the level required by the Lift Directive.**

Top lift manufacturers and maintenance companies working according to the EN 13015 standard are way ahead of the rest operating in this market. They are also ready for an amendment to legislation that may be required under EN 13015. What's more, with the EN 13015 certificate of Liftinstituut, they can demonstrate they have done their utmost to ensure lift safety. This avoids risks on the liability.

**To show that your practice of maintenance satisfies EN 13015, do have Liftinstituut audit and certify your company for compliance with this standard.**

### **The interpretation of maintenance instructions**

The EN 13015 standard provides points of reference for interpreting the maintenance carried out on lifts designed and installed according to the Lift Directive. Because this guideline relates to the entire life cycle of a lift, it also includes stipulations to make sure that safety is guaranteed during life time. Here, the maintenance instructions play an important role. The tasks of the manufacturer, the installer, the owner and the maintenance company can be derived from the instructions. The manufacturer or the installer should therefore indicate how their product is to be maintained in order to guarantee safety and reliability during the entire life time. The people carrying out the maintenance must comply with those stipulations in return. Compliance with this standard gives rise to the so-called 'presumption of conformity' with the stipulations in the Lift Directive.



### Safe lifts from the cradle to the grave: who does what?

Mainly the following parties have a role to play in making sure that a lift installation functions safely and reliably from the cradle to the grave: the manufacturer, the installer, the maintenance organisation and the owner/building manager.



#### ■ Lift manufacturer's duties according to EN 13015

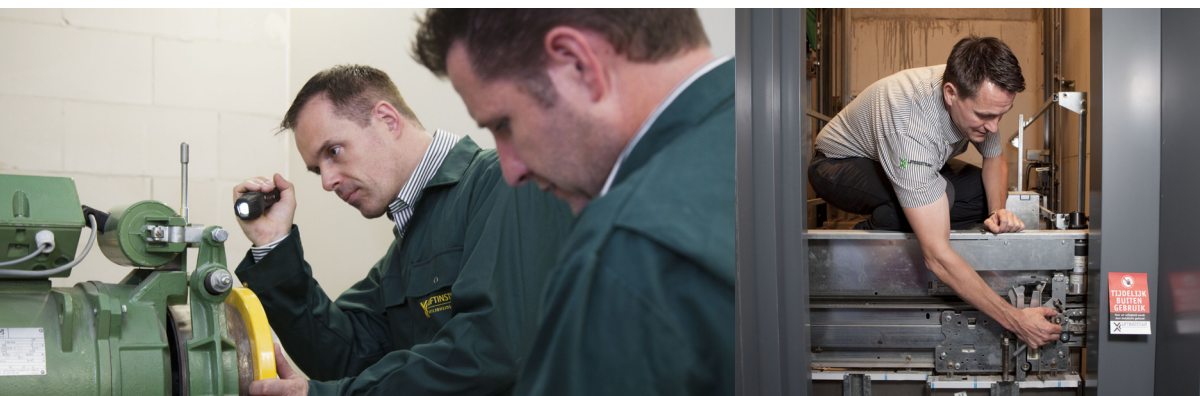
It is mandatory for a lift manufacturer to supply a set of maintenance instructions in accordance with EN 13015 with every delivered lift. This shows the lift maintenance company exactly what it must do to keep the lift in good and safe condition throughout its life time. The maintenance instructions must address normal use of the installation, likely misuse, limitations for use and the surroundings.

#### ■ Duties of lift installer and maintenance company under EN 13015

EN 13015 prescribes that lift installers and maintenance companies must service lifts in accordance with the maintenance instructions provided by the manufacturer. Furthermore the standard specifies that spares, specific tools and adjustment equipment must be available and that maintenance engineers must be properly trained. Another requirement is that engineers must be on call 24 hours a day to free trapped passengers. Maintenance arrears and essential renovations must be reported and the same applies to hazardous situations that require the lift to be switched off.

#### ■ Duties of owner/building manager under EN 13015

The owner's tasks include the following: choosing a maintenance company that conforms with the standard; complying with the national regulations; ensuring that maintenance is carried out systematically; making sure there is a good two-way speech connection for alarming; switching off the lift in the case of calamities and alerting the maintenance company; switching off the lift if the two-way speech connection for alarming is defective; ensuring that the lift and the machine room can be reached safely and, where necessary, instructing the fitter to make sure that this is the case; reporting to the maintenance company when there is a change in the way the building or the lift are used or in the way accidents are dealt with; making the keys of the machine room, the pulley space and emergency trapdoors available to the authorised persons; visibly displaying in the lift the name and telephone number of the maintenance company; and providing accessibility and safe access so that trapped passengers can be freed.



### More information?

Phone +31 (0)20 – 435 06 06 or visit [www.liftinstituut.com](http://www.liftinstituut.com) to learn more about EN 13015 certification for your company, how Liftinstituut can help you with certification of your quality management system or about other services provided by Liftinstituut.

