



Coronavirus – Customer Statement

During these uncertain times, we would like to reassure all E Lifts customers that we have implemented measures and procedures in response to the Coronavirus (COVID-19) outbreak.

Due to the current Coronavirus (COVID-19) situation our offices are operating on reduced staff levels until further notice. We are therefore only offering an emergency response during this unprecedented time. In the case of an emergency please call 0161 907 4739 to speak to someone who can deal with your emergency accordingly. If you are unable to reach the call centre please call 07515 580 586. Should you need to contact the office during this period, please email Info@euro-lifts.co.uk and you will be responded too as soon as possible however there may be an understandable delay in responding. All requests will be dealt with in order of priority. We thank you all for your patience and understanding during this time.

We are actively monitoring the coronavirus situation and understand that the situation is changing every day.

What are we currently doing?

- All employees are reminded to exercise personal health and hygiene recommendations provided by the World Health Organization (WHO), Public Health England and Gov.UK.
- We are following the travel and health advisories of national and local government and WHO and ensuring the latest health alerts are communicated with our employees on a regular basis.
- As always, our engineers have appropriate personal protective equipment (PPE), wash their hands when both entering and leaving all sites and ensure to follow any specific on-site requirements, restrictions or procedures and adhere to these.
- Employees who are displaying any of the symptoms of COVID-19 are asked to stay home and follow self-isolation procedures as per the current recommendations.

How can our customers help us?

- We ask that where-ever Possible you include the lift car into your property's cleaning routine to ensure that regularly touched components (such as the hand rail and alarm/push buttons) are cleaned and disinfected as to reduce the spread of the virus.
- To inform us at the earliest opportunity if your property has any specific on-site requirements, restrictions or procedures or in particular, if there will be any impact on access arrangements or you wish to prohibit our engineers from site until further notice. To do so, please advise us in writing info@euro-lifts.co.uk .

Our number one priority during this time is the health and safety and well-being of our employees, customers and the people who rely on our products and services every day.

Thank you for your continued support, if you have any queries or concerns, or there is anything else we can assist with, please do not hesitate to contact us on [0800 999 1199](tel:08009991199).