



C O M M I T T E D T O

Quality, Safety and Service

As a member of the Lift and Escalator Industry Association (LEIA), we are committed to its objectives which include upholding the best standards of quality, design and workmanship and the highest levels of safety.



The Lift and Escalator Industry Association (LEIA) is the representative body for those dealing in the supply, installation and maintenance of lifts which includes stairlifts, homelifts and lifting platforms.

The Association was formed in 1997 by the merging of two National Associations that date back to 1932. LEIA administers an Educational Trust. Established in 1985 as a Registered Charity, the objects of the Trust are the furtherance of education and training for those working in or in association with the lift industry.

The Association itself has certification to ISO 9001.





As a member of the LEIA...

- ➔ We have a quality system in accordance with ISO 9001
- ➔ We comply with British Standards requirements
- ➔ We offer access to a nationwide network of trained engineers available all the year round
- ➔ Our products are certificated and CE marked in accordance with The Machinery (Safety) Regulations

LEIAs Code of Practice means...

We undertake to be bound by our Associations Code of Practice on the sale, installation and aftercare of personal lifting equipment which requires us to:

- ➔ Provide a home consultancy, free of charge and without obligation - no high pressure selling
- ➔ In the event of cancellation of order, apply a charge which reflects no more than costs actually incurred
- ➔ Subject to the above; reimburse any deposits/pre-payments made in the event that an order cannot be fulfilled
- ➔ Advise on our complaints handling system, should this be required.

Membership of the Association ensures that we are fully informed on legislative change and other requirements affecting our sector of industry. This is achieved through a wide range of expertise available to our Association and through contact with other bodies at national and international level.

What this means for our customers...

Assurance...

that your lift meets all relevant British Standards and Safety Regulations

Security...

in the knowledge that your supplier adheres to the LEIAs Code of Practice

Confidence...

that you have chosen a lift company who put the satisfaction, comfort and safety of customers first



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