

Ace Elevator LLC
222 W Atlantic Ave
Building B
Haddon Heights, NJ 08035
Phone: 609-929-0554
Fax: 856-547-2740



Having a repeatable process helps us guarantee consistent quality. In order to ensure your complete satisfaction we've put together a reference sheet for your records to simplify the process.

TO REQUEST SERVICE: CALL (609) 929-0554

ACE Elevator LLC Answering Service: (856) 685-2481 (Secondary)

When requesting service, please indicate the following:

- Name & contact information of authorized caller:
- Account name
- Building name and address:
- Elevator ID or #:
- Detailed description of the problem: When placing a service call please be sure to include any related information along with the description of the problem. (Power failure, Water damage, Vandalism, etc.)
- Is the elevator running? Y/N:
- Is there an entrapment? Y/N:
- Is overtime authorized? Y/N:
 - After business hours you will need to decide if overtime is required and authorized. Many calls can wait until normal hours for service, while emergency calls may need to be addressed right away.

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ELEVATOR “DO’s AND DON’TS”

DO’S

We **DO** recommend that competent personnel check the affected elevators PRIOR to placing a service request so that all pertinent information is available. Going over the basics can also eliminate unnecessary billing and additional costs.

- Be sure to check that the power is ON
- Check if contractors are working under or near the elevator equipment.
- Check that nothing is obstructing the operation of the doors.
- Check to see if a call button is stuck
- Check if the elevator is on “Fire Recall”
- Check if the elevator is simply left “keyed off” by furniture movers e.g.
- Remove the elevator or related equipment from service immediately if there is ANY risk of injury to passengers or damage to the equipment.
- We **DO** recommend keeping a log of all elevator issues on site. The log will help document intermittent issues and help keep non-emergency items from being forgotten about. Minor items should be noted so that they can be addressed during regularly scheduled preventative maintenance. Major issues will always be addressed as they occur.

DON’TS

DO NOT let non-elevator personnel:

- Attempt to perform any work on the equipment or extract trapped passengers from elevator. Emergency door keys are to be used only by trained elevator or emergency personnel.
- Reset the controls
- Access elevator car top
- Access into elevator pits
- Access into elevator controller panels
- Access fixture enclosures.
- If it is determined that access to those or similar areas is needed, a service call to the professionals at ACE Elevator LLC is necessary.