# Service Visit Report

**serv**

**H visit**

**TK ELEVATOR UK LIMITED**
Unit A10 Harbour Court
5 Heron Road
BT3 9HB Belfast

| Customer | Site Address |
|---|---|
| Belfast Health and Social Care Trust<br>PO BOX 1045<br>BALLYMENA BT42 9BU | The Royal Hospitals<br>CHILDRENS WARD<br>274 GROSVENOR ROAD<br>BELFAST BT12 6BA |

| TKE Unit ID / Factory No. | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Site Contact |
|---|---|
| [redacted] | [redacted] |

| Customer Order number |
|---|
| |

| Outstanding Quote items |
|---|
| |

**Service carried out**

| Date | Engineer |
|---|---|
| 23/07/2026 | [redacted] |
| 23/07/2026 | |

| | | |
|---|---|---|
| **Initial Checks** | | |
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| **Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM** | **Yes** | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you considered all **environmental impacts of your work e.g.** hazardous waste, noise and dust? | **Yes** | |
| **Works Carried Out** | | |
| Have you checked Landing entrances? | **Yes** | |
| Have you checked Alarm, SE Door gaps, levels? | Yes | |
| **Have the batteries and function tests been carried out?** | **Yes** | |
| Is the audible alarm operational? | Yes | |
| **Is the emergency auto-dialler operational?** | **Yes** | |
| Parts required | No | |
| **Parts fitted** | **No** | |
| Is work complete? | Yes | |
| **Is log card filled in?** | **Yes** | |
| Is unit left off? | Yes | |
| Unit Off Reason | Parts required | 2x motor contactors required.<br>Main traction rope has a section off broken wires, needs replacing.<br>8 ropes, 8mm, 8x19, 12m, fibre core, made off eyebolt one end |
| Have any addtional works been carried out (e.g. Insurance works)? | No | |
| **Follow Up** | | |
| Are there any recommendations for Repairs / H&S items? | Yes | |


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| | | |
|---|---|---|
| Description of work required | 2x motor contactors required.<br>Main traction rope has a section off broken wires, needs replacing.<br>8 ropes, 8mm, 8x19, 12m, fibre core, made off eyebolt one end | |
| Customer follow up required? | No | |
| Is the customer available to sign? | Yes | |
| . | | |
| . | | |

Engineer Signature
23/07/2026

Customer Signature
23/07/2026

[redacted]

## Pictures

**Picture_2**
Description of work required



**Picture_1**
Description of work required




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| TKE Unit ID / Factory No. | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Site Contact |
|---|---|
| [redacted] | [redacted] |

| Customer Order number |
|---|
| |

| Outstanding Quote items |
|---|
| |

**Service carried out**

| Date | Engineer |
|---|---|
| 24/08/2026 | [redacted] |
| 24/08/2026 | |

| Initial Checks | |
|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes |
| Are there any new hazards not covered by the RAMS? | No |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM | Yes |
| Are you following the engineers' instructions for the task(s)? | Yes |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes |
| **Works Carried Out** | |
| Have you checked Lift Motor & Brushes, DC machine generator & Brushes? | Yes |
| Have you checked Car entrance equipment? | Yes |
| Have you checked Ropes, Chains & diverters? | Yes |
| Have you checked Lift well, limits, pit equipment? | Yes |
| Have you checked Signals, Pushes? | Yes |
| Have you checked Alarm, SE Door gaps, levels? | Yes |
| Have the batteries and function tests been carried out? | No |
| Is the audible alarm operational? | Yes |
| Is the emergency auto-dialler operational? | Yes |
| Parts required | No |
| Parts fitted | No |
| Is work complete? | Yes |
| Is log card filled in? | Yes |
| Is unit left off? | No |
| Have any addtional works been carried out (e.g. Insurance works)? | No |
| **Follow Up** | |
| Are there any recommendations for Repairs / H&S items? | No |
| Customer follow up required? | No |


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| | | |
|---|---|---|
| Is the customer available to sign? | Yes | |
| . | | |
| . | | |

Engineer Signature
24/08/2026

Customer Signature
24/08/2026





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# Service Visit Report

**serv**

**G visit**

**TK ELEVATOR UK LIMITED**
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| TKE Unit ID / Factory No. | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Site Contact |
|---|---|
| [redacted] | [redacted] |

| Customer Order number |
|---|
| |

| Outstanding Quote items |
|---|
| |

**Service carried out**

| Date | Engineer |
|---|---|
| 15/06/2026 | [redacted] |

| Initial Checks | |
|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes |
| Are there any new hazards not covered by the RAMS? | No |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM | Yes |
| Are you following the engineers' instructions for the task(s)? | Yes |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes |
| **Works Carried Out** | |
| Have you checked Lift Motor & Brushes, DC machine generator & Brushes? | Yes |
| Have you checked Car entrance equipment? | Yes |
| Have you checked Ropes, Chains & diverters? | Yes |
| Have you checked Lift well, limits, pit equipment? | Yes |
| Have you checked Signals, Pushes? | Yes |
| Have you checked Alarm, SE Door gaps, levels? | Yes |
| Have the batteries and function tests been carried out? | Yes |
| Is the audible alarm operational? | Yes |
| Is the emergency auto-dialler operational? | Yes |
| Parts required | No |
| Parts fitted | No |
| Is work complete? | Yes |
| Is log card filled in? | Yes |
| Is unit left off? | No |
| Have any addtional works been carried out (e.g. Insurance works)? | No |
| **Follow Up** | |
| Are there any recommendations for Repairs / H&S items? | Yes |


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| | | |
|---|---|---|
| Description of work required | Emergency light inoperative, recommend car lights upgrade to LED with emergency back up | |
| Customer follow up required? | No | |
| Is the customer available to sign? | Yes | |
| . | | |
| . | | |

Engineer Signature
15/06/2026

Customer Signature
15/06/2026




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# Callout report
## call
### Callout

**TK ELEVATOR UK LIMITED**
Unit A10 Harbour Court
5 Heron Road
BT3 9HB Belfast

| Customer | Site Address |
|---|---|
| Belfast Health and Social Care Trust<br>PO BOX 1045<br>BALLYMENA BT42 9BU | The Royal Hospitals<br>CHILDRENS WARD<br>274 GROSVENOR ROAD<br>BELFAST BT12 6BA |

| TKE Unit ID | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Caller |
|---|---|
| [redacted] | [redacted] |

**Customer Order number**
[redacted]

**Outstanding Quote items:**

**Call description:**
Trapping

**Call carried out**

| Date | Engineer | On Site | |
|---|---|---|---|
| 25/06/2026 | [redacted] | Start: 05:30 | Finish: 06:11 |

| Initial Checks | | |
|---|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| **Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM?** | **Yes** | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you **considered all environmental impacts of your work e.g.** hazardous waste, noise and dust? | **Yes** | |
| **Works Carried Out** | | |
| Select Cause | Defect | |
| Description of work | Trapping. Trapped passenger released before I arrived. Found lift 100 mm above ground floor. Traced fault to contaminated car door contact. Cleaned contact and returned lift to normal service. | |
| **Parts required** | **No** | |
| Parts fitted | No | |
| **Is work complete?** | **Yes** | |
| Is log card filled in? | Yes | |
| **Is unit left off?** | **No** | |
| Addtional works carried out (e.g. Insurance works) | No | |
| **Follow Up** | | |
| Are there any recommendations for Repairs / H&S items? | No | |


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| | |
|---|---|
| Customer follow-up required? | No |
| Is the customer available to sign? | Yes |

Engineer Signature
25/06/2026

Customer Signature
25/06/2026




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# Callout report
## call
### Callout

**TK ELEVATOR UK LIMITED**
Unit A10 Harbour Court
5 Heron Road
BT3 9HB Belfast

| Customer | Site Address |
|---|---|
| Belfast Health and Social Care Trust<br>PO BOX 1045<br>BALLYMENA BT42 9BU | The Royal Hospitals<br>CHILDRENS WARD<br>274 GROSVENOR ROAD<br>BELFAST BT12 6BA |

| TKE Unit ID | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Caller |
|---|---|
| [redacted] | [redacted] |

**Customer Order number**
[redacted]

**Outstanding Quote items:**

**Call description:**
Trapping

**Call carried out**

| Date | Engineer | On Site | |
|---|---|---|---|
| 25/06/2026 | [redacted] | Start: 13:40 | Finish: 15:19 |

| | | |
|---|---|---|
| **Initial Checks** | | |
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM? | Yes | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes | |
| **Works Carried Out** | | |
| Select Cause | Defect | |
| Description of work | Checked shaft switches, door contacts and door operator after trapping. Tested lift to floors. | 13.45 to 15.15 |
| Parts required | No | |
| Parts fitted | No | |
| Is work complete? | Yes | |
| Is log card filled in? | Yes | |
| Is unit left off? | No | |
| Addtional works carried out (e.g. Insurance works) | No | |
| **Follow Up** | | |
| Are there any recommendations for Repairs / H&S items? | Yes | |
| Description of works required | General refurbishment of lift | |
| Customer follow-up required? | No | |
| Is the customer available to sign? | Yes | |


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Engineer Signature
25/06/2026

Customer Signature
25/06/2026





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# Callout report
## call
### Callout

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| TKE Unit ID | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Caller |
|---|---|
| [redacted] | email |

**Customer Order number**
[redacted]

**Outstanding Quote items:**

**Call description:**

Out of Order
Lift entrapment
passengers out of the lift now, lift isolated

**Call carried out**

| Date | Engineer | On Site | |
|---|---|---|---|
| 17/07/2026 | [redacted] | Start: 14:30 | Finish: 14:31 |

| Initial Checks | | |
|---|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM? | Yes | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes | |
| **Works Carried Out** | | |
| Select Cause | Defect | |
| Description of work | See below | |
| Parts required | No | |
| Parts fitted | No | |
| Is work complete? | Yes | Attended site to examine lift after breakdown reported breakdown in lift car and person trapped in lift earlier in day.<br>Found lift isolated by customer.<br>Ran lift to test, found intermittent fault with lift doors opening slightly at top floor before stopping, doors mechanically catching.<br>Checked over doors, carried out adjustment to landing locks and allowed lock beak to lift clear of contact earlier, ran to test.<br>Returned to service<br>Completed 16/7/26. 18.15 to 19.00 |
| Is log card filled in? | Yes | |


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| | | |
|---|---|---|
| Is unit left off? | No | |
| Addtional works carried out (e.g. Insurance works) | No | |
| **Follow Up** | | |
| Are there any recommendations for Repairs / H&S items? | No | |
| Customer follow-up required? | No | |
| Is the customer available to sign? | Yes | |

Engineer Signature
17/07/2026

Customer Signature
17/07/2026

[redacted]


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# Callout report
## call
### Callout

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Unit A10 Harbour Court
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| TKE Unit ID | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Caller |
|---|---|
| [redacted] | [redacted] |

**Customer Order number**
[redacted]

**Outstanding Quote items:**

**Call description:**
Out of Order
Lift at Childrens Hospital Car Park not working

**Call carried out**

| Date | Engineer | On Site | |
|---|---|---|---|
| 22/07/2026 | [redacted] | Start: 13:40 | Finish: 15:30 |

| Initial Checks | | |
|---|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM? | Yes | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes | |
| **Works Carried Out** | | |
| Select Cause | Defect | |
| Description of work | Main motor contactor fault.<br>2x new contactors required.<br>To return following day with the parts to fit. | |
| Parts required | Yes | |
| Parts description | 2x siemens contactors | |
| Parts fitted | No | |
| Is work complete? | No | |
| Is log card filled in? | Yes | |
| Is unit left off? | Yes | |
| Unit Off Reason | Parts required | |
| Addtional works carried out (e.g. Insurance works) | No | |
| **Follow Up** | | |
| Are there any recommendations for Repairs / H&S items? | No | |
| Customer follow-up required? | No | |


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| | |
|---|---|
| Is the customer available to sign? | Yes |

Engineer Signature
22/07/2026

Customer Signature
22/07/2026




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## call
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| TKE Unit ID | Customer Unit reference |
|---|---|
| [redacted] | 1SICK CHILD CAR PARK |

| TKE-UK Visit number | Caller |
|---|---|
| [redacted] | [redacted] |

**Customer Order number**
[redacted]

**Outstanding Quote items:**

**Call description:**
Trapping
2 ppl trapped

**Call carried out**

| Date | Engineer | On Site | |
|---|---|---|---|
| 16/06/2026 | [redacted] | Start: 20:45 | Finish: 21:30 |

| Initial Checks | | |
|---|---|---|
| Are relevant task risk assessment and method statement(s) available? | Yes | |
| Are there any new hazards not covered by the RAMS? | No | |
| Have all foreseeable hazards been controlled? If "no" do not proceed with the task and contact your ASRM? | Yes | |
| Are you following the engineers' instructions for the task(s)? | Yes | |
| Have you considered all environmental impacts of your work e.g. hazardous waste, noise and dust? | Yes | |
| **Works Carried Out** | | |
| Select Cause | Defect | |
| Description of work | See below | |
| Parts required | No | |
| Parts fitted | No | |
| Is work complete? | Yes | Attended site to examine lift after reported trap in earlier in day. Found lift running on arrival.<br>Ran lift to test, lift running ok to both floors.<br>Checked fault log on lift, found 1 door limit fault logged.<br>Ran and tested lift, cleared faults.<br>No repeat of fault.<br>Returned to service |
| Is log card filled in? | Yes | |
| Is unit left off? | No | |
| Addtional works carried out (e.g. Insurance works) | No | |
| **Follow Up** | | |


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| | |
|---|---|
| Are there any recommendations for Repairs / H&S items? | No |
| Customer follow-up required? | No |
| Is the customer available to sign? | No |

Engineer Signature
17/06/2026

Customer Signature
17/06/2026




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