

Terry Lifts, with over 50 years' service to the lift industry, takes pride in the high quality, fully compliant, reliable, and most importantly, safe products that are produced in our Cheshire based factory.

We have a duty of care to ensure that anyone we support has received either the relevant product training, is a member of LEIA or has suitable lift related qualifications. It is important for any business to reduce costs wherever possible and look at ways to reduce both time on site, return visits, ensure there is a right first time fix and most importantly be confident that not only has the lift been repaired correctly but it has also been left in a safe working condition and will provide the customer with many years of trouble free use.

To ensure the end users of our products receive an excellent aftercare and ongoing reliability, we take the training and ongoing support of service engineers extremely seriously. We record all of our inbound technical calls to the office so that we can gain a better understanding of not only any reoccurring problems that can be 'nipped in the bud' quickly, but also we can see any trends from companies that may require more assistance and support than others. We have built up some fantastic relationships with our agents, local authorities and other lift companies over the years and we look forward to many more in the future.

We receive excellent feedback following the training we provide and we believe it is very important that the trainees spend as much time working on the products as possible during the training, rather than in a classroom environment, which can often be the case with other training courses. Within our training centre we have a number of lifts to give each of the trainees more hands on experience throughout the course.



**Terry Group Ltd.**

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Certificate Number 13858  
ISO 9001, ISO 14001, ISO 45001

## TRAINING COURSE OVERVIEW



### Introduction

An introduction to the company will take place on arrival, along with a brief induction covering our visitor policy and procedures.

Each attendee will be issued with the relevant supporting documentation and will also be granted access to our technical support documentation.

For those who may not be familiar with our range of products, a brief overview of each of the products will be given in our showroom.



### Classroom Session

Covering the hydraulic components, functions, and locations within the product.

Our trainer will then take you through to the practical area where you will be shown how to remove all the panels and will go through the complete set up procedure, as well as explain all the relevant components, locations, and functions. Following on from this, the lift will be 'ill adjusted' and using the documentation and training provided, the trainees will make all the necessary adjustments and return the lifts to service. Each trainee will have the opportunity to carry out all adjustments and will be supported at all times.



### Fault Finding

We will issue each trainee with product specific fault finding charts and wiring diagrams. Random faults will be put on the lifts and the trainer will run through the process of diagnosing the faults. Following on from this, each trainee will have the opportunity to also diagnose various faults on the lift.



### Service points

We will take the trainees through our comprehensive service schedule and issue a copy of product specific service documents.



### Safety Critical Checks

Terry Lifts introduced safety critical checks many years ago to ensure that once any work on the lift was completed, however small it may be, a final check of the key safety components is carried out before the lift is handed back over to the user. We will issue the trainees with product specific safety critical documents and carry out a one to one assessment of the trainee completing these checks.



### Exam

Returning to the classroom, each trainee will be asked to complete a set of questions relating to varying parts of the training they have undertaken during the day.

To end the training session, there will be an opportunity for the trainees to ask any questions.

Certificates of attendance will be issued to the trainees upon completion of the course.

## COURSES AVAILABLE

### 2 DAY COURSE

Service and Repair of the Harmony, Step Lifts up to and including 1 metre and Melody 3 platform lift

Start / Finish: 08:30 - 16:00

All the content listed in the Course Overview is covered for each of the products.

Lunch and refreshments will be included throughout the day.

### 2 DAY COURSE

Service and Repair of the Lifestyle, Harmony Fully Enclosed and Step lifts up to and including 1 metre

Start / Finish: 08:30 - 16:00

All the content listed in the Course Overview is covered for each of the products.

Lunch and refreshments will be included throughout the day.

### 1 DAY COURSE

Service and Repair of any category in the range

Start / Finish: 08:30 - 16:00

All the content listed in the Course Overview is covered for each of the products.

## INSTALLATION TRAINING

Please contact us for course details

We invite you to get in touch with us for further information and we look forward to welcoming you to our training centre in the very near future.

Kind regards

### Steve Bell

Director of Installations, Training and Product Co-ordination

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