

Thames Valley Controls selected to help ADL Lift Services Excel

Thames Valley Controls is known for its focus on quality and innovation whilst consistently ensuring every product conforms to exacting safety standards and the latest industry legislation.

That reputation underpins their success and longevity in the industry; it also played an essential part in ADL Lift Services' decision to use TVC Ethos 2 controllers as part of their lift installation work for Aberdeen Council and North Lanarkshire Council.

ADL Lift Services Ltd Motherwell-based ADL Lift Services specialises in supplying, installing and maintaining lifts in commercial, industrial, public and private properties throughout the UK. The company provides a unique selling proposition to its clients by offering completely bespoke services to address precise customer requirements – an approach that is very much aligned with the way TVC works. ADL Lift Services identifies customised solutions to make sure all specific needs are met and aims to exceed customer expectations every time. That means every supplier it chooses to work with needs to meet stringent criteria to help meet that goal.

Identifying TVC as the right supplier Aberdeen Council and North Lanarkshire Council engaged ADL Lift Services to replace several lift systems within a number of their high-rise residential buildings including Muir House in North Lanarkshire and Promenade Court in Aberdeen. In order to identify the most suitable control systems for its new customers, ADL Lift Services conducted supplier appraisals to verify that its chosen supplier would be able to meet a rigid set of criteria including the quality of the product, a high standard of technical backup, excellent customer support and an overall proven company track record.

The supplier appraisal enabled ADL Lift Services to quickly identify TVC as a company that met all of its requirements and the Ethos 2 controller as a product of exceptional quality that stood above its competitors. ADL Lift Services liked the TVC stated mission of enhancing customers' business by manufacturing and supporting technically superior control products with proven reliability and safety.



ADL Lift Services' technical team was immediately attracted by the Ethos 2 controller's large, easy-to-use, full-colour touchscreen. Its intuitive layout provides engineers with straightforward diagnostics, commissioning and configuration tools; features that ADL recognised could help save time during initial installation and set-up, as well as provide simple fault-finding intelligence to assist with quickly identifying any issues in the future. The lift status is clearly defined using an emoji solution button: a smiley face equals a happy lift! An unhappy face will guide the lift engineer to the problem and provide solutions. The event logger gives the engineer time-stamped events that can be filtered using the colour-coded options to help them resolve problems quickly. The integral ride pattern generator to optimise the ride profile for every journey was another admired feature.

ADL valued TVC's reputation for being a company that provides outstanding levels of technical back-up with a quibble-free 3 year parts and labour warranty.

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