

Guests Judge Your Hotel the Moment the Doors Don't Open. A stuck or out-of-service elevator drives reviews, complaints, and lost bookings faster than almost anything else on your property. Priority Elevator keeps your cars running — and your guests moving — with maintenance built for the demands of hospitality.

WHY HOTEL OWNERS & OPERATORS CHOOSE PRIORITY

- **24/7/365 Live-Answer Dispatch** — no call centers, no voicemail queues. A real person answers every call, day or night, and gets a mechanic moving.
- **Union Mechanics, Reasonable Caseloads** — our IUEC-trained technicians carry far fewer units per person than the national OEMs, so you get faster response and more attentive care.
- **Manufacturer-Independent Service** — we service, maintain, and modernize any brand of elevator, so you're never locked into one vendor for parts or support.
- **Preventive Plans That Prevent Downtime** — scheduled maintenance is built around minimizing disruption to guests, staff, and daily operations, not just meeting a minimum visit count.
- **Locally-Owned Since 1985** — now part of the Southern Elevator family, combining local relationships with the resources of a larger regional network offering you more service options and industry-leading response times.

OUR HOTEL SERVICE & MAINTENANCE PROGRAM

- **Customized Maintenance Agreements** — plans scaled to your property's traffic, unit count, and guest-experience standards — not a one-size-fits-all contract.
- **Routine Preventive Inspections** — scheduled service that catches wear before it becomes a breakdown during a sold-out weekend.
- **Code Compliance & Safety Testing** — state inspections, safety testing, and documentation handled and tracked for you.
- **Guaranteed Emergency Response** — 24-hour emergency callback with priority response times for trapped-passenger and no-service calls.
- **Modernization & Retrofit Options** — upgrade aging cabs, controllers, and cab interiors on your schedule, minimizing car downtime and guest disruption.

WHERE WE WORK

Central Virginia (Richmond, Chesterfield, Henrico, Charlottesville, Fredericksburg, Petersburg), **Tidewater** (Norfolk, Virginia Beach, Newport News, Williamsburg, Hampton), and the **Outer Banks of North Carolina**.

Class 'A' Elevator Contractor • Veteran-Owned Heritage • IUEC Local #51 & #52 Union Mechanics

Protect Your Guest Experience — and Your Bottom Line.

Ask us for a no-obligation maintenance assessment of your property. [\(804\) 643-5306](tel:8046435306) • priorityelevator.com