

## Case study Escalator/Goods Hoist Supply and Installation Galleria Shopping Mall

**Case study title**  
Mall Development in time for Christmas



**Project name**  
Galleria Mall

**Background**  
The developers for the Galleria Mall development in Amanzimtoti required escalators for the main centre as well as back of house goods hoists for anchor tenants such as Game and Mr Price. The development was to be complete in time for the festive season 2008.

**Intended outcome(s)**  
The successful supply and installation of a suitable vertical transportation system for a massive shopping mall development.

**The challenge**  
The main challenge was to supply and install 8 escalators and 12 goods hoists in time for the Mall opening – Christmas, the most profitable time of year for the mall.

Due to unforeseen delays in construction we were provided with a 4 week lead time in which to install 8 escalators. Not having these installed in time would have resulted in the store being unable to open for the Christmas rush as had been advertised extensively in the Durban area in the preceding months.

### **The solution**

We ensured the needs of the client were taken into account with regards the type and specification of the systems that were required. The specification called for escalators durable for the heavy traffic of the expected user base. We then enlisted the expertise of our local manufacturing plant to manufacture the goods hoist product that would suit the requirements of the client and the end users.

24 hour shifts including overtime were worked to ensure all units were installed in the time available.

### **Key points for consideration**

Delivery of all the equipment was on time and the units were stored in containers surrounding the Mall until the site was ready for installation.

Standby technicians were dispatched to the Mall over the Festive season to ensure any post installation problems could be timeously rectified to ensure efficient operation by users during this busy period.

### **Conclusions and recommendations**

All the required units were complete in time for the opening of the Mall. Since the escalators were required for visitor access and the goods hoists required for stock intake at the major retailers, our services were paramount to the successful opening of the Mall.

We would recommend to all Developers and other project professionals to enlist the services of a vertical transportation provider at design phase and ensure the outcomes are clearly communicated so that with foresight, the successful completion of any project is possible.