

Leanne Potter  
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Re: Reference for AC Elevator Co. Ltd.

Our condominium recently completed a total elevator replacement project with ACE Elevator – mechanical + interior cab redesign X2. We expected this process to be disruptive to our community, complicated by COVID-19 restrictions and production part delays but, Alex and his team nailed it!

We (the board, concierge/maintenance staff & residents) were hugely impressed with the result, Alex's pride in workmanship and the value we received. Alex and his team went over and above start to finish, patiently guiding us through the interior cab design, ensuring a site that was always clean, safe, and secure. High praise for Alex's stellar communication, providing timely progress reports and always instantly responsive to our inquiries. The team was reliably on site early each day and always pleasant, respectful & helpful. They proactively jumped in ahead of the actual start date to pre-assemble parts, minimizing pandemic-caused material delays and keeping our delivery dates on track.

It is rare to go through a disruptive construction project in a multi-unit building finishing with all the community smiling and full of praise for the team that executed. The pride and passion in their work came through clearly.

We are happy to provide a 5-star rating to ACE Elevator and I'm happy to answer any further questions – contact me at the number below.

Sincerely,

Leanne Potter  
416.984.9234