



ARISE ELEVATORS
HOUSTON, TEXAS

[FREE GUIDE](#)

What Elevator Downtime Is Actually Costing You

*A framework for quantifying the real price of broken elevators —
and why response time matters more than monthly rate.*



A FREE RESOURCE FROM ARISE ELEVATORS

832-592-3981 · ariseelevators.com · Houston, TX



1 Why this guide exists

Property managers compare elevator service contracts on monthly rate. Asset managers compare them on annual spend. Both of those are the wrong units.

The unit that matters is **cost per hour of downtime** — because 6 hours of unexpected outage in a hotel, medical office, or senior-housing property can cost more than an entire year of the monthly contract rate. And the provider whose contract looks 15% cheaper on paper can cost 5x more in the year if their response is slower.

This guide gives you the math to see that clearly — so the next time you're comparing contracts, you're comparing the right numbers.

2 The four costs of a broken elevator

Cost #1 — Direct lost revenue (most visible, usually smallest)

Revenue that evaporates because tenants or guests can't use the building. Easy to measure. Usually the smallest number.

Building type	Direct lost revenue per day of outage (per elevator)
Hotel (single-elevator, full occupancy)	\$1,200 – \$4,500
Class A office (single high-traffic car)	\$200 – \$600
Medical office (specialty, high-value visits)	\$3,000 – \$8,000



Building type	Direct lost revenue per day of outage (per elevator)
Senior housing (resident displacement)	\$150 – \$500 (hotel vouchers, displaced resident costs)
Retail center (upper-floor tenants only)	\$400 – \$1,500

Cost #2 — Tenant concessions / penalties (rarely booked, often the biggest)

Contract-driven obligations to tenants for building service failures. This is where the real money is, and it's the one asset managers track most closely when evaluating vendor performance.

Building type	Typical concession exposure per 24hr outage
Class A office (commercial lease)	1/365 of annual rent per affected tenant
Hospital MOB	\$5,000+ in patient accommodation costs
Hotel	Full-night room credit per impacted guest
Multifamily (state / city minimums)	\$200–\$500 per resident (varies by jurisdiction)

Rule of thumb: for any property with high-value commercial tenants (legal, medical, financial), plan on tenant-concession exposure of \$2,000–\$8,000 per 24-hour outage on a primary passenger elevator.

Cost #3 — Staff and management time (always underestimated)

Every hour of elevator downtime eats staff time.

- Property manager:** fielding tenant calls, coordinating with vendor, writing updates. Typical: 2–4 hours per emergency event.
- Front desk / concierge:** apologies, escort logistics. Typical: 0.5 hour per affected guest/tenant.
- Maintenance staff:** on-site coordination. Typical: 2 hours per event.



At loaded-cost rates (\$50/hour PM, \$30/hour staff), a single 24-hour outage on a busy property represents \$400–\$900 of staff time alone.

Cost #4 — Reputation and future revenue (largest, least measurable)

The review that says "elevator was broken for 3 days, the hotel didn't tell us." The tenant who doesn't renew. The asset manager who quietly rotates out the PM because "we keep having the same issues." Not in the monthly PO — but the biggest number over time.

For **hospitality**, a single "broken elevator" mention in a TripAdvisor or Google review has been quantified by the industry at **\$50–\$150 of lost future revenue per review**, amplified when the review sits on top of the search result for months.

For **commercial office**, tenant retention rates measurably decline in buildings with repeat elevator issues — on average, 1–2 percentage points per major event.

3

The downtime cost calculator

For a single broken-elevator event, total cost =

(Direct revenue loss × hours of outage) + (Tenant concession exposure × [1 if >24hr outage, 0.3 if 4–24hr]) + (\$400–\$900 staff time) + (Reputation long-tail, estimate \$1,000–\$3,000)

Worked example — 100-room Houston airport hotel, single passenger elevator fails Friday 9pm, repaired Saturday 3pm (18 hours of outage):

- Direct revenue loss: \$0 (rooms already booked, just guest inconvenience)
- Tenant concession exposure: ~\$50/room × 40 affected rooms = **\$2,000**
- Staff time: PM + front desk + maintenance = **\$700**
- Reputation: 3–5 negative reviews likely = **\$300 – \$750 long-tail**

Total cost of a single 18-hour outage: \$3,000 – \$3,450.



Compare that to a **\$220/elevator/month Premium maintenance contract** — which at this hotel would probably run $\$220 \times 2 \text{ elevators} \times 12 \text{ months} = \mathbf{\$10,200/year for full coverage}$. Three 18-hour outages per year and the Premium contract is paying for itself in avoided exposure alone.

Now consider: a **Standard contract with a slow-response provider** might save \$1,680/year on the monthly rate ($\$150$ vs $\$220 \times 2 \text{ elevators} \times 12 \text{ months}$) — but each extra hour of response time across 3 annual outages costs the building **\$140–\$180 per hour** in direct + concession + staff exposure. A provider that responds 6 hours slower costs the building $\sim \$3,000/year$ in downtime — nearly 2x the contract-rate savings.

4

The two most common myths

Myth #1 — "Our elevator only broke twice last year, so we don't need a premium contract."

The reality: "Broke twice" is the visible data. The invisible data is: how long were the outages? Did they happen at your worst possible time? What was the cost per hour? Two 30-minute outages during a quiet week are trivial. Two 8-hour outages on a Saturday night are \$10k+ of exposure.

What to track: For every outage, log (1) time of day started, (2) duration until on-site arrival, (3) duration until repair complete, (4) impact on guests/tenants. Share this data with your vendor at renewal. It's the single most powerful contract-negotiation lever you have.

Myth #2 — "All elevator companies respond about the same — it's not worth paying more."

The reality: Response time variance between providers is larger than most PMs realize. Industry-published response-time data (what providers commit to in writing) ranges from **15 minutes callback / 2 hours on-site** at the fastest end to **24 hours callback / 72 hours on-site** at the slowest — for the same monthly rate range. The spread is where the real total-cost-of-ownership difference lives.

What to ask: Every provider should answer these three questions in writing before you sign: 1. What is the committed callback SLA? 2. What is the committed on-site SLA? 3. What remedy is available if you miss those SLAs?



If the provider won't answer #1 and #2 in writing, that's your answer for #3.

5 Response-time benchmarks (what's actually

Callback SLA (time from your call to a technician's voice)

Tier	Benchmark	What it means
Best-in-class	Under 15 minutes, 24/7	Live human dispatch
Good	Under 30 minutes business hours / 60 minutes after hours	Answering service → tech callback
Average	Under 2 hours	Voicemail → tech callback next morning
Below average	Over 4 hours	What drives PMs to switch

On-site SLA (time from your call to physical arrival)

Tier	Benchmark	What it means
Best-in-class	Under 1 hour Zone 1 emergency	Local operator with real dispatch
Good	Under 2 hours Zone 1 emergency	Competent regional operator
Average	Under 4 hours	Standard contract performance
Below average	Same-day, no ETA	What drives PMs to switch



At Arise

Published SLAs in our contracts: - **Premium:** 15-minute callback SLA in writing, 24/7. Average on-site under 60 minutes inside the Beltway. - **Standard:** Same-business-day response. Average on-site 1–2 hours Zone 2. - **Non-contract emergency:** Accepted 24/7. Served after contract customers.

6 How to use this guide

- 1 **Log your outages.** Start now. Every event: time started, time first contact with vendor, time callback received, time on-site arrival, time repair complete, impact.
 - 2 **Apply the calculator.** For each outage, compute direct loss + concession exposure + staff time + reputation estimate. That's your real downtime cost.
 - 3 **Sum for the year.** Total downtime cost / (downtime cost + annual contract spend) = your real total cost of ownership.
 - 4 **At renewal, compare on TCO.** Not monthly rate. Use the real number.
-

7 About the author

Fares Al-Salim spent 25+ years as an elevator technician at the majors before founding Arise Elevators in 2023. He now runs a licensed, insured, owner-operated commercial elevator service company in Houston — with published pricing, a 15-minute callback + 2–3 hour on-site commitment (Premium, in writing), and a contract structure designed around the real cost of downtime, not the monthly rate.

Arise Elevators — 10924 Grant Rd, Houston, TX 77070 **Contact:** 832-592-3981 · fares@ariseelevators.com · ariseelevators.com

© 2026 Arise Elevators LLC. All rights reserved. Figures in this guide are industry-representative estimates; individual building economics will vary. Consult your counsel for contract-specific advice.

READY WHEN YOU ARE

Want a real read on your specific building?

Free, no-obligation evaluation of your current maintenance contract and elevator health. Every call starts with Fares — not a sales rep.

CALL · 24/7

832-592-3981

EMAIL FARES (THE OWNER)

fares@ariseelevators.com

WEB

ariseelevators.com/evaluation



ARISE ELEVATORS LLC

10924 Grant Rd, Houston, TX 77070 · Licensed · Insured

© 2026 Arise Elevators LLC

