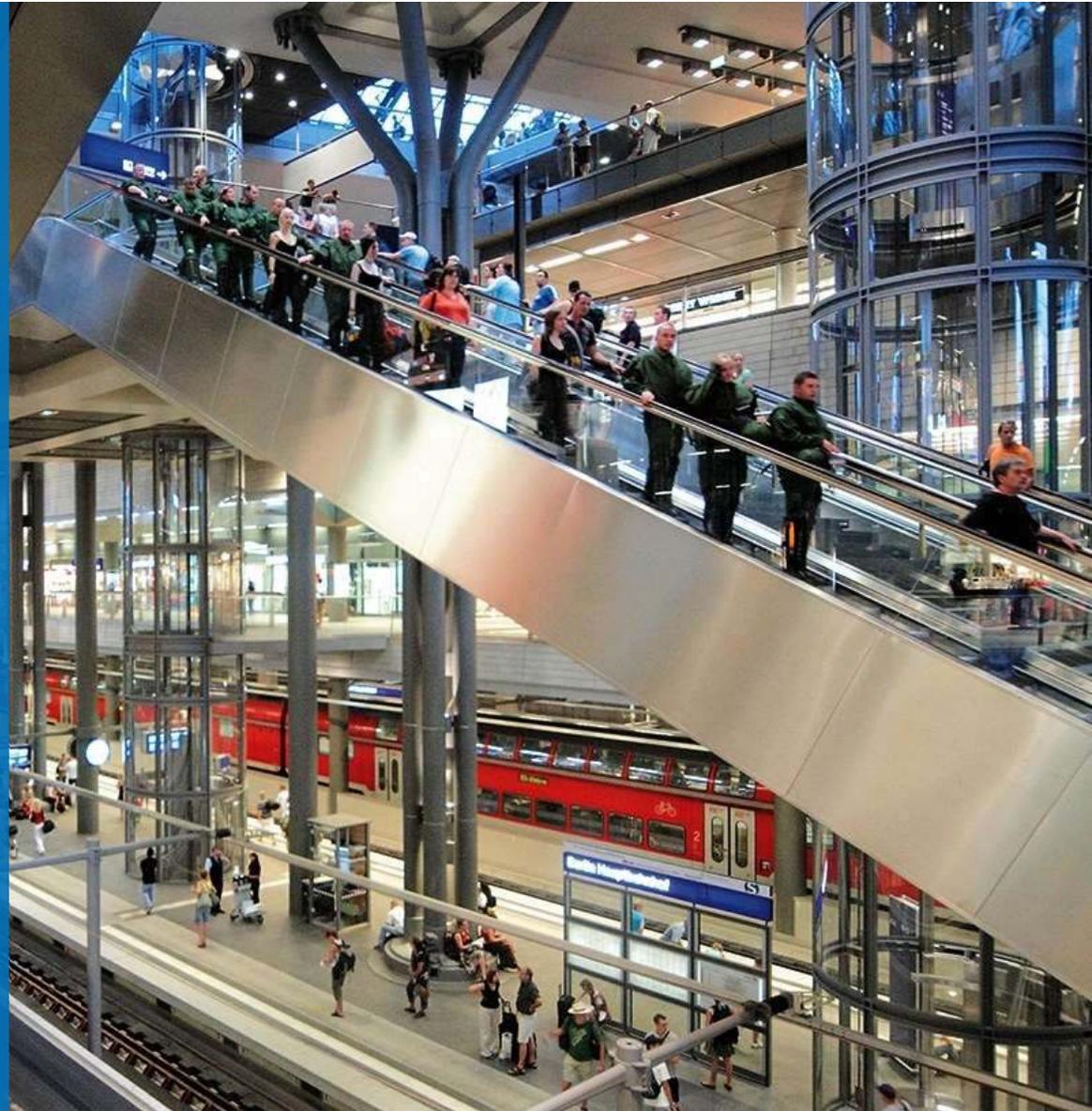
The background image shows a woman in a beige trench coat standing at a turnstile in a modern building. She is holding a smartphone and looking towards the camera. Other people are visible in the background, some walking and some standing. The scene is lit with cool, blue-toned lights, suggesting an indoor or nighttime setting. A red arrow pointing downwards is visible on the turnstile to the right.

Elevators, Escalators & Building Management Moving People Together

Introductions

AGENDA

- Introductions
- Safety Message
- Servicing Elevators
 - Maintenance Control Programs
 - Types of Elevators & Testing
 - Inspections
 - Service Requests, Shutdowns, & Entrapments
 - Types of Maintenance
 - Service Delivery
 - Automated Communication
 - New Technologies
 - Code Updates
- Q&A



Safety Message

Elevator Entrapments

Elevator Entrapments

How should I react when someone is trapped in an elevator?





Elevator Entrapments

RECOMMENDATIONS



If you are able to communicate with the trapped passengers you should first determine if there is a medical emergency occurring.

Call Your Elevator Service Provider's 24.7 monitoring service and/or 911 immediately

Additional points to remember:

- Tell them to remain calm, help is on the way

- Advise them to stay in the car, do not attempt to pry open the doors or exit the car

- Assure them there is an adequate air supply

Having established procedures to follow will reduce entrapment time and limit additional risk.

Elevator Entrapments

THINGS TO AVOID



Never try to remove a trapped passenger from an elevator

Only a licensed and certified elevator technician or trained emergency personnel (such as a fire fighter) should remove trapped passengers

Do not attempt to reset the elevator

By cycling power to the elevator you place employees in a potentially dangerous situation by handling 3-phase power

You also lose the "fault log" within the memory of the elevator controller that could help diagnose the problem which can help an elevator technician avoid similar faults in the future

Improper responses to entrapments can result in severe injury or death.



In Review

THINGS TO REMEMBER



Call Elevator Service Provider and/or 911 immediately.

If you can speak with the entrapped passenger remind them to keep calm, that they have plenty of fresh air and that help is on the way

Never try to remove the entrapped passenger yourself

Have a written plan for your employees to follow in the event of an elevator entrapment

Knowing how to react during an elevator entrapment will reduce entrapment time and help prevent passenger injuries.





Servicing Elevators

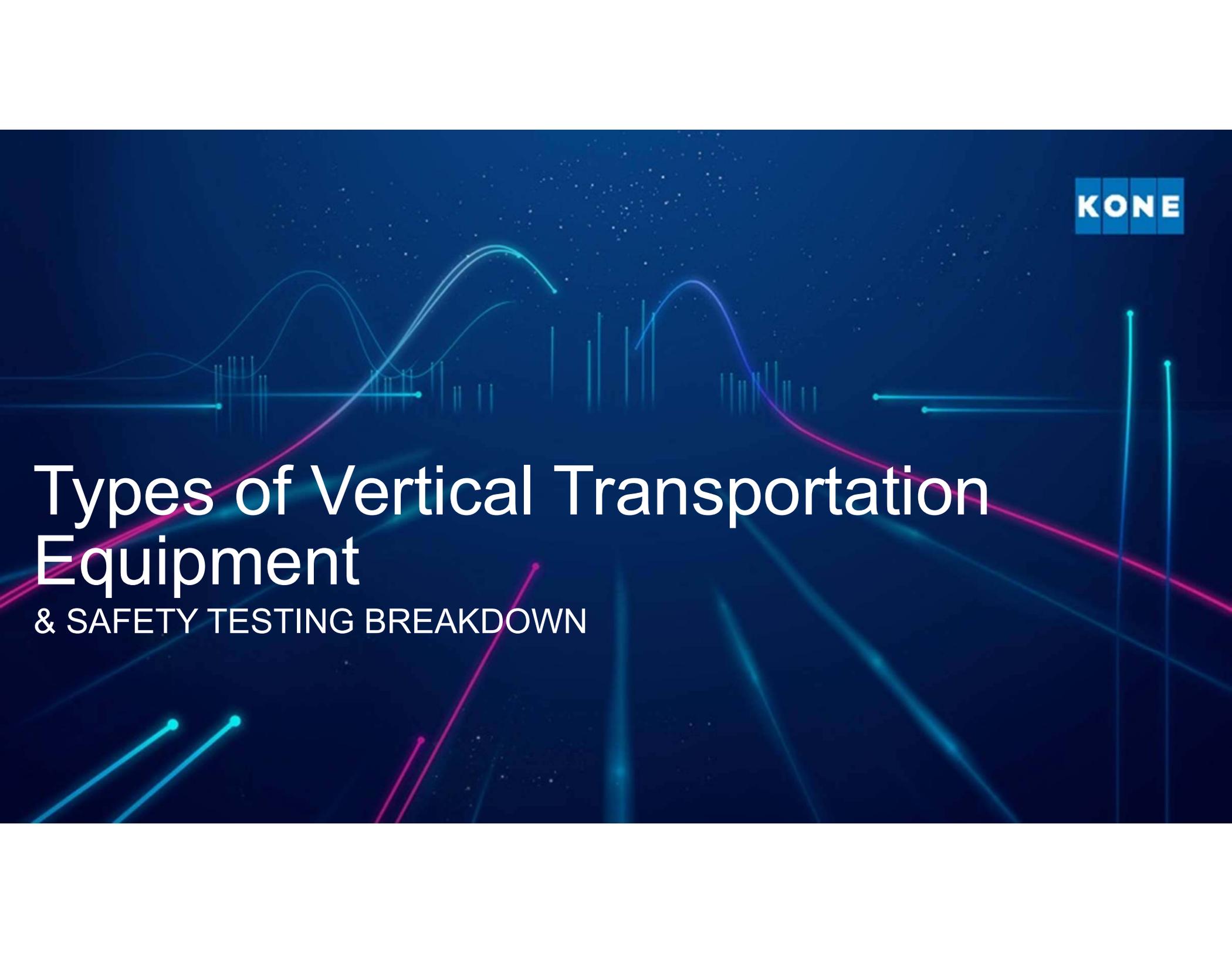
MAINTENANCE CONTROL PROGRAMS

Service & Code Compliance

- Elevators & Escalators follow **ASME 17.1, 17.2 & 17.3**
- General Requirements – MCP in place (Maintenance Control Program with your service provider)
- A MCP is defined as a Maintenance program that satisfies the needs of the elevator's maintenance requirements
- Having a Maintenance Control Program is the responsibility of the owner of the elevator, or owner's representation (Property Management Or Chief Engineer)

Terminology

- “Maintenance” - Regular Intervals of pro-actively servicing and maintaining elevator equipment.
- “Service Request” “Callback” or “Callout” – A call placed by a customer or a building owner when an elevator requires service or is experiencing a shutdown.
- “Entrapment” – When an elevator unexpectedly shuts down with riders entrapped in the elevator.
- “Safety Testing” – A Safety Test which is performed annually on your elevator Equipment
- “Inspection” – an Inspection performed by a 3rd party inspector, not your elevator company.

The background of the slide is a dark blue gradient with a starry, space-like texture. It features several glowing, abstract lines in shades of cyan and magenta. Some of these lines form wave-like patterns, while others are straight or slightly curved. There are also faint, stylized data charts or bar graphs visible in the background, adding a technical or scientific feel to the design.

Types of Vertical Transportation Equipment

& SAFETY TESTING BREAKDOWN

General Equipment Requirements and Safety Testing Overview

- All elevators require annual safety testing.
 - Hydraulic elevator and Traction elevators have different requirements
- All Escalators will require Annual Safety Testing
- All Elevators outfitted with Fire Service Phase 1 & 2 will require monthly testing and logging. Anybody can test this, not just Elevator Technicians
- General rule of thumb: Annual Safety Testing is always required

Hydraulic Elevator Overview

General Recommendations

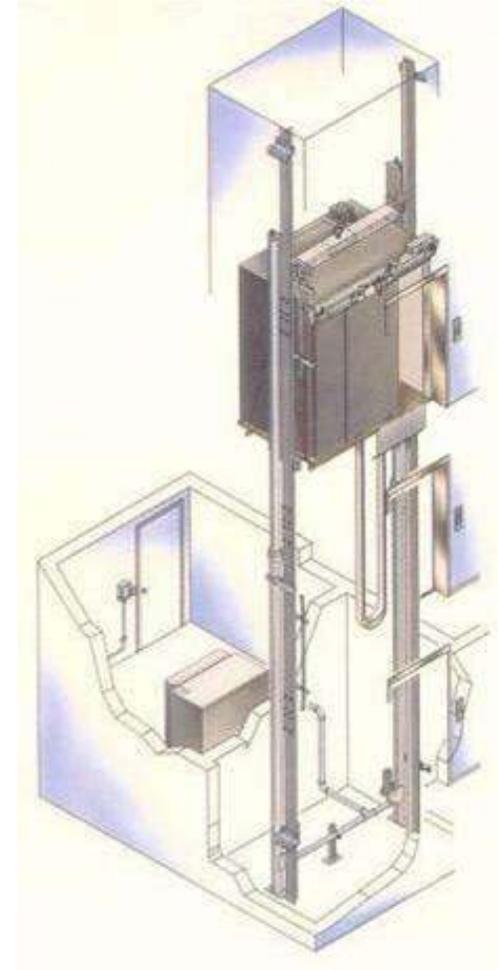
- Application: 2-4 landings
- Travel distances (up to 20'-0")
- Capacities 2000lb to 5000lb
- Speed (80,100,125 FPM)
- Meets minimum ADA compliance

General Applications

- Schools
- Churches
- Parking Garages
- Residential & commercial

❖ **CATEGORY 1 TESTS - PERFORMED ANNUALLY**

❖ **Pressure Test**



Traction Elevator Overview

General Recommendations

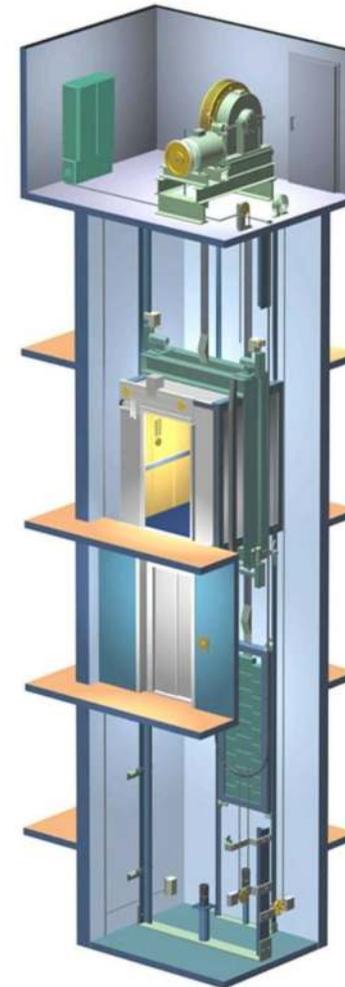
- Application: 2 to 130 landings
- Speeds (150 - 1600 FPM)
- Capacities: 2500 – 8000lbs

General Applications

- Commercial
- Residential
- Hospital

❖ **CATEGORY 1 TESTS - PERFORMED ANNUALLY**

❖ **CATEGORY 5 TESTS - PERFORMED EVERY 5 YEARS**



Machine-Roomless Elevators (Traction)

General Recommendations

- Application: 2 to 25 landings
- Speeds (150 - 500 FPM)
- Capacities: 2500 – 8000lbs

- Benefits
- No machine room
- All elevator technology within the confines of the hoistway

❖ **CATEGORY 1 TESTS - PERFORMED ANNUALLY**

❖ **CATEGORY 5 - PERFORMED EVERY 5 YEARS**



Inspections



Annual Inspection AIC & Non AIC

Step By Step

Step 1

Ensure your conveyance is being serviced by licensed company and tests are up to date.

Step 2 - (NON AIC)

City of Chicago
City of Chicago Inspectors to perform annual inspection

Step 2 – (AIC)

Ownership to contract with 3rd party inspection company to perform annual inspection.

Step 3

Address violations & schedule re-inspection

Step 4

Obtain your certification, post it in the elevator, and make sure testing forms are left onsite.

Types of Maintenance & Service



Predictive vs Preventative maintenance

Traditional preventative maintenance is performed:

During scheduled visits

When faults occur

Predictive maintenance provides:

Insights on how your building is being used

24/7 remote diagnosis enables earlier detection of issues

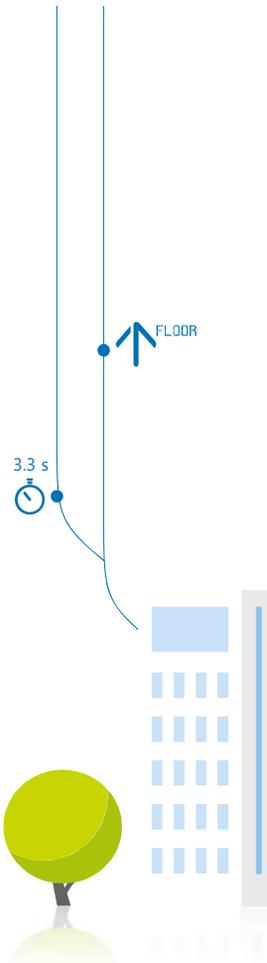
Automatic reporting and detection of most common faults

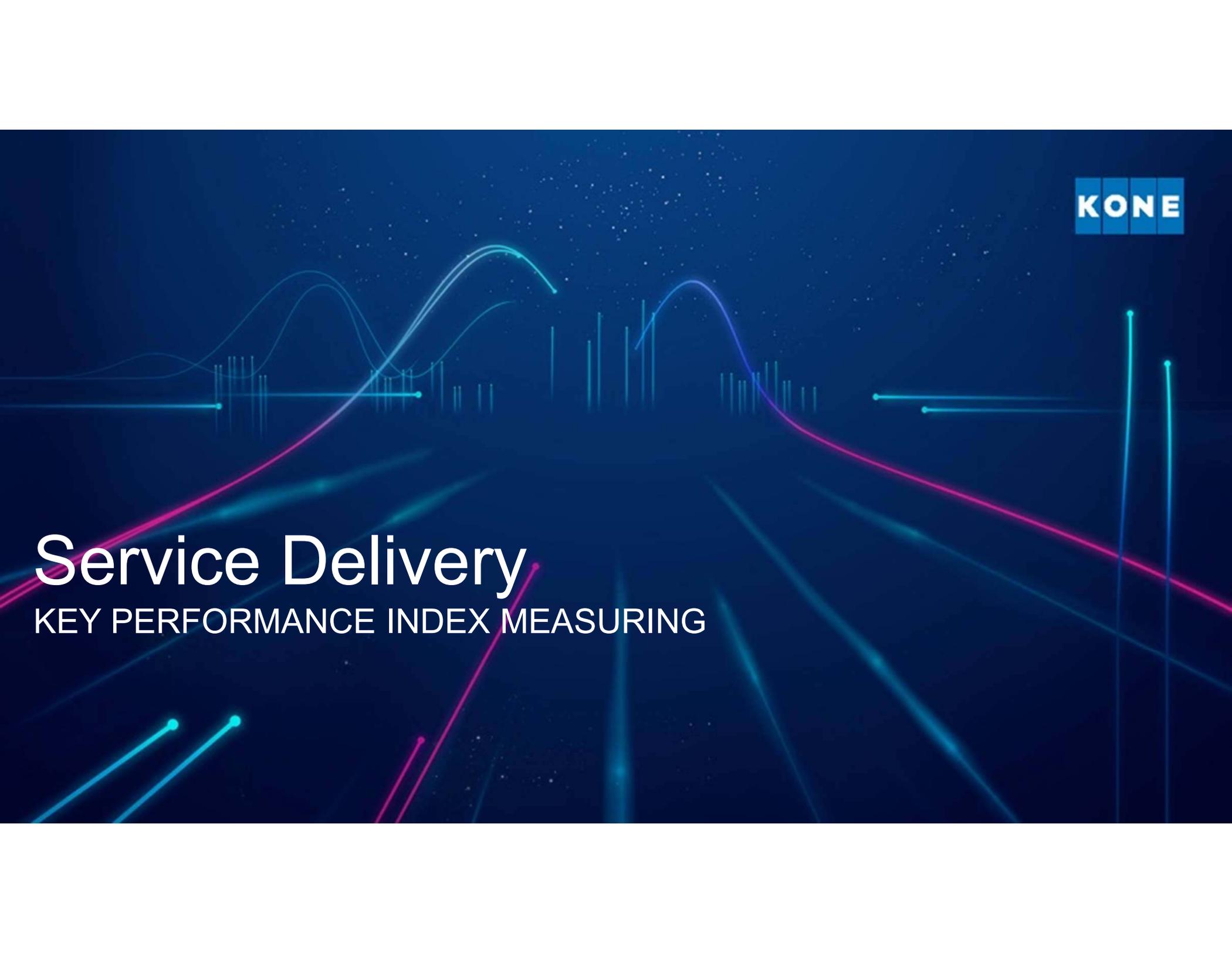
Additional preventive checks during scheduled visits based on data analysis

Additional troubleshooting visits in urgent cases to prevent breakdowns

Traditional maintenance

- Early detection of symptoms rarely reported by users
- Customer saves reporting time
- Fixing issues early avoids downtime and more costly repairs
- Improved user experience and availability



The background of the slide is a dark blue field filled with abstract, glowing data visualizations. It features several wavy lines in shades of cyan and magenta, along with vertical bars of varying heights and horizontal lines, all set against a backdrop of small white specks resembling stars or data points.

Service Delivery

KEY PERFORMANCE INDEX MEASURING



Measurable Performance Standards and KPIs

Callout Rate:

- **Definition:** Number of service requests per elevator/year.
- **Metric:** Industry average for class A office building is 4 calls/elevator/year.

Meantime Between Calls:

- **Definition:** Duration between service requests.
- **Metric:** 90 days

Equipment Availability:

- **Definition:** % of uptime/runtime for your elevators/escalators.
- **Metric:** 98%

Response Times:

- **Definition:** duration for technician to arrive when a service request is placed.
- **Metric:** 4 hours during regular working hours for non emergency calls. 1 hour for entrapments.



Money Saving Tips & Typical Budgeting Tips

Overtime Callouts, Callbacks, or Service Requests

- Understand your contracts, Overtime calls are either Covered, not covered, or partially covered. If you do not have Overtime Calls Covered and can wait until regular time hours, you may avoid paying for overtime charges.
- **Tip:** Call the service request in for the next working day if you do not need the request addressed immediately.

Vandalism, mis-use, uncontrollable

- **Check with your insurance company**, make sure you have coverage for uncontrollable shutdowns which will not be covered by your elevator company. This includes Vandalism, Building Fire, Water Damage, Earthquake, Electrical malfunctions, overloading.. Etc.
- **Tip:** Sit down with your contractor and review non-covered shutdowns

Monthly Fire Service Testing

- **Monthly Fire Service Testing** can be performed by anybody, and takes less than 5 minutes per elevator. On Smaller buildings, we encourage educating Facilities and Engineering on how to follow perform. Larger buildings with full time technicians may be better to have a technician perform.
- **Tip:** Have your elevator company instruct building engineering on how to perform this task.

Asset management Planning or Capital Planning

- **Set up Annual Asset Management Planning or Capital Planning** with your Elevator Contractor. This should be performed annually, and can help with budgeting, out of pockets, upcoming code updates, and any unplanned work.

Instant Updates

COMMON AUTOMATED COMMUNICATIONS
EMAIL & TEXT NOTIFICATIONS

Immediate notification

TEXT NOTIFICATION/EMAIL – COMMON WITH MAJOR ELEVATOR COMPANIES EXAMPLE :



A new callout (14555068) received at BLOCK 37

KN KONE Notification <noreply@kone.com>
To: Phillmann Whitney

If there are problems with how this message is displayed, click here to view it in a web browser.

This message is from an external sender. Be cautious, especially with links and attachments.

KONE Dedicated to People Flow

Dear Whitney Phillmann,

We have received a new callout at [REDACTED] The callout was reported by [REDACTED] Below is the issue description recorded by KC3 agent:

STOPPED, BTWN FLRS 3 & 4 W/ DRS CLSD. OVERTIME OK.NOT RESPONDING

This callout has been assigned dispatch number **14555068**.

Location details:
Location number: [REDACTED]
Site name: [REDACTED]
Address: [REDACTED]

Equipment details:
Equipment number: 20322232
Equipment type: Elevator
Description: [REDACTED]

This message was generated by automated notification system on behalf of KONE Customer Care Center. Please do not reply to this message directly.

Verizon LTE 1:44 PM 62%

407 (309) 524-5660

Dispatch number [13106356](#)

Monday 9:19 AM

A new callout has been received at [REDACTED]
Dispatch number [13107723](#)

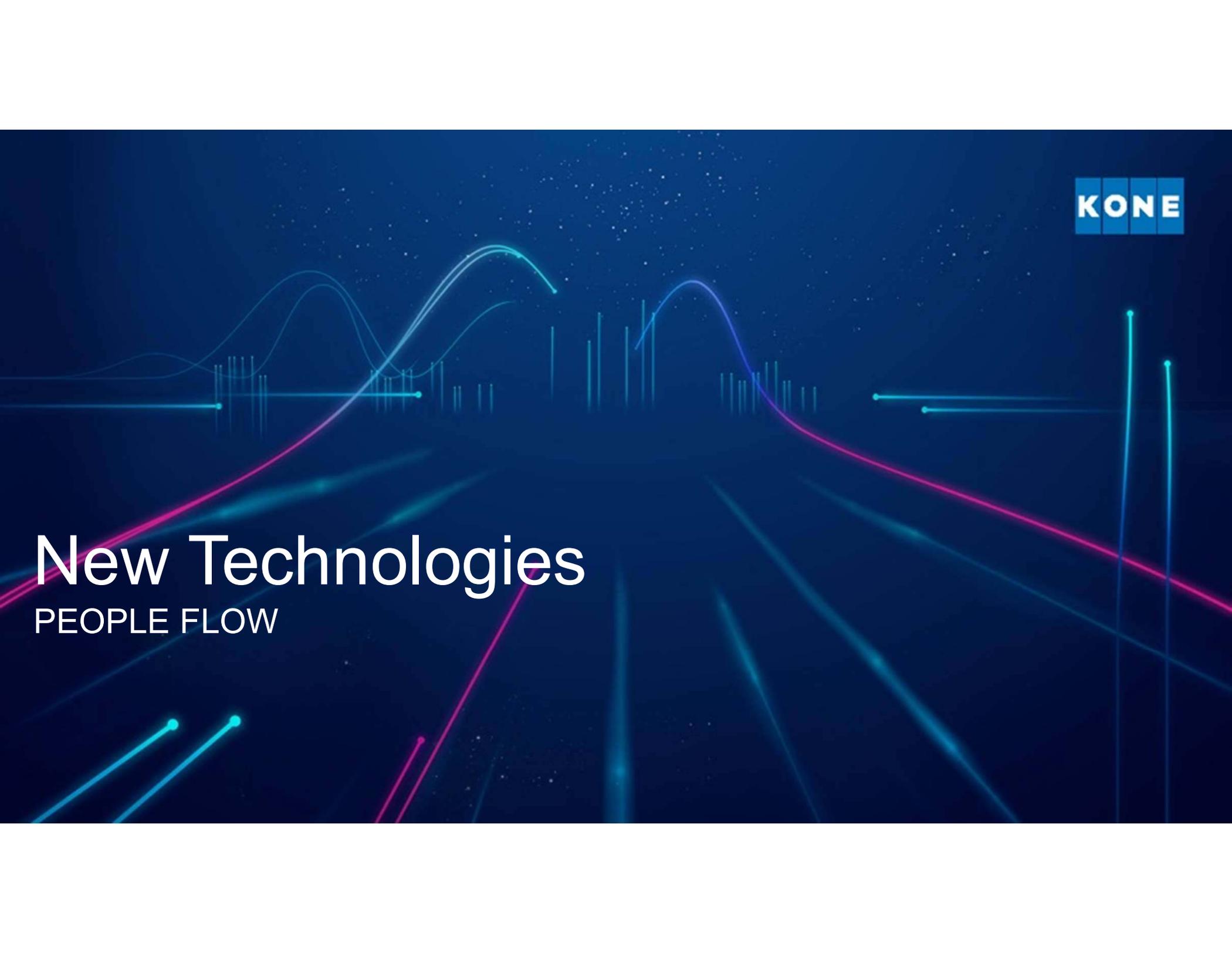
Monday 10:47 AM

A new callout has been received at [REDACTED]
Dispatch number [13108087](#)

Yesterday 4:17 PM

A new callout has been received at [REDACTED] Dispatch number [13111074](#)

Text Message

The background of the slide is a dark blue field filled with abstract digital elements. It features several glowing lines in shades of cyan and magenta, some of which are curved and others straight. There are also faint, light-colored waveforms and vertical bars scattered across the space, creating a sense of motion and data flow. The overall aesthetic is futuristic and technological.

New Technologies

PEOPLE FLOW

Building Owners & Property Managers have changing needs and expectations.



ACCESS GRANTED

CHANGING USE OF BUILDINGS
Flexibility and adaptability play a key role

EASE & CONVENIENCE
Seamless experience increasingly important for building users

SUSTAINABILITY
Responsible, smart, and energy-efficient solutions a key requirement

Recent Code Updates

Recent Code Updates & Industry Chatter

Door Lock Monitoring

- Door Lock Monitoring is still **NOT** required. It may or may not become part of compliance, but is getting less attention than previous years.

Live Video Monitoring (SUBURBS ONLY)

- Two way in elevator video monitoring is now required on new elevators

FAID

- Now needs to be witnessed by elevator Inspector

Fire Service Upgrades (Chicago)

- Any elevators outfitted with Fire Service Recall are required to be brought up to the latest code edition.

Thank You!
Q&A

