

Mario Jones  
Manager, PCM & Product Reliability

September 10<sup>th</sup>, 2014

REGENTS OF THE UNIV OF MICHIGAN  
1500 E MEDICAL CENTER DR  
ANN ARBOR MI 48109

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Fax 3  
www.

**THIS LETTER CONTAINS IMPORTANT INFORMATION THAT REQUIRES ACTION.**

Subject: HAS Boards in Wiring Ducts

UNIV OF MICHIGAN TOWER 1201 SOUTH MAIN STREET ANN ARBOR, MI 48103

Elevator Equipment # 20301851, 20301852

Equipment Description: TOWER 1 SV1 TP #49892, TOWER 4 SV-4 TP #49893

Dear Equipment Owner:

Our records indicate that the KONE elevator installed at the above referenced building has HAS boards located in the wiring duct, which may present a potential shock hazard for persons working in the hoist-way. All affected elevators must be retrofitted to relocate the HAS boards in a separate enclosure which is attached to the existing wiring duct ("Retrofit").

KONE wishes to schedule and complete this Retrofit in a timely manner. The Retrofit will take approximately three hours and will be completed at no cost to you. If for any reason you wish to decline this Retrofit, KONE will require your signed notification, on the enclosed form, indicating that you understand the potential safety risks related to code non-compliance and that you refuse to authorize the retrofit of the elevator equipment.

As a valued KONE equipment owner, you can be assured that code compliance is a top priority. We appreciate your shared interest in the code compliance of your elevator equipment. Please respond to this letter by checking your choice of actions below and return the completed form to KONE Inc. via email to [USKRetrofitCompletions@kone.com](mailto:USKRetrofitCompletions@kone.com) or by faxing to 309-743-5895. KONE will then follow up with any additional scheduling, as required. Thank you in advance for your cooperation.

Sincerely,

Mario Jones  
Manager, PCM & Product Reliability

c: JJ Loew, Grand Rapids Branch office

**HAS Boards in Wiring Ducts**  
----- *Customer Response Form* -----

Complete and return to  
Email: [USKRetrofitCompletions@kone.com](mailto:USKRetrofitCompletions@kone.com) or Fax 309-743-5895

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KONE Inc.  
KONE Centre  
1 KONE Court  
Moline, IL 61265  
Fax 309-743-5895  
[www.kone.com](http://www.kone.com)

Subject: KONE Equipment, HAS Boards in Wiring Ducts

20301851, 20301852  
TOWER 1 SV1 TP #49892, TOWER 4 SV-4 TP #49893  
UNIV OF MICHIGAN TOWER  
1201 SOUTH MAIN STREET  
ANN ARBOR MI 48103

Yes, I wish to schedule the retrofit of the HAS Boards in Wiring Ducts on above referenced units. For the following person in my organization to arrange for the retrofit to be performed by KONE at a cost for this work.

Name: David L. Flint, Manager Elevator C

Phone Number: 734-647-3276 Location: University of Michigan

**Customer declines to authorize the retrofit of the HAS Boards in Wiring Ducts referenced above.** I hereby refuse to authorize KONE Inc., to retrofit the HAS Boards in Wiring Ducts on above referenced elevator equipment. I recognize that refusing this work may result in the lack of parts for the equipment. As the duly responsible person for the ownership of this elevator equipment, I accept responsibility for any consequences associated with the failure to complete the retrofit of HAS Boards in Wiring Ducts.

**Customer to Sign Below.**

E-mail to [USKRetrofitCompletions@kone.com](mailto:USKRetrofitCompletions@kone.com) or fax to 309-743-5895

Signed: D. L. Flint Date: 9-22-14

Title: MANAGER, ELEVATOR OPERATIONS

Email: dflint@umich.edu

Mario Jones  
Manager, PCM & Product Reliability

September 10<sup>th</sup>, 2014

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Subject: HAS Boards in Wiring Ducts

**UNIV OF MICHIGAN STADIUM 101 EAST KEECH AVENUE ANN ARBOR, MI 48104**

Elevator Equipment # 20275523, 20275524, 20275525, 20275526, 20275527, 20275528, 20275532, 20275533, 20275535, 20275536, 20275537, 20275538, 20275539, 20301646, 20301647

Equipment Description: TOWER 1 P-1 #48487, TOWER 1 P-2 #48488, VIP TOWER P-4 TP#48481, VIP TOWER P-3 TP VIP TOWER P-7 TP#48484, VIP TOWER P-6 TP#48483, TOWER 2 P-10 TP, TOWER 2 P-9, TOWER 2 SV-2 TP#48485 3 P-12 TP#48477, TOWER 3 P-11 TP#48478, TOWER 3 SV-3 TP#4848

Dear Equipment Owner:

Our records indicate that the KONE elevator installed at the above referenced building has HAS boards located in the wiring duct, which may present a potential shock hazard for personne working in the hoist-way. All affected elevators must be retrofitted to relocate the HAS boards in a separate enclosure which is attached to the existing wiring duct ("Retrofit").

KONE wishes to schedule and complete this Retrofit in a timely manner. The Retrofit will take approximately three hours and will be completed at no cost to you. If for any reason you wish to decline this Retrofit, KONE will require your signed notification, on the enclosed form, indicating that you understand the potential safety risks related to code non-compliance and that you refuse to authorize the retrofit of the elevator equipment.

As a valued KONE equipment owner, you can be assured that code compliance is a top priority. We appreciate your shared interest in the code compliance of your elevator equipment. Please respond to this letter by checking your choice of actions below and return the completed form to KONE Inc. via email to [USKRetrofitCompletions@kone.com](mailto:USKRetrofitCompletions@kone.com) or by faxing to 309-743-5895. KONE will then follow up with any additional scheduling, as required. Thank you in advance for your cooperation.

Sincerely,

Mario Jones  
Manager, PCM & Product Reliability

c: JJ Loew, Grand Rapids Branch office

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**---- Customer Response Form ----**

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Subject: KONE Equipment, HAS Boards in Wiring Ducts

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TOWER 1 P-1 #48487, TOWER 1 P-2 #48488, VIP TOWER P-4 TP#48481, VIP TOWER P-5 TP#48482, VIP TOWER P-6 TP#48483, TOWER 2 P-10 TP, TOWER 2 P-9, TC TP#48485, TOWER 3 P-12 TP#48477, TOWER 3 P-11 TP#48478, TOWER 3 SV-3 TP#48479  
UNIV OF MICHIGAN STADIUM  
101 EAST KEECH AVENUE  
ANN ARBOR MI 48104

Yes, I wish to schedule the retrofit of the HAS Boards in Wiring Ducts on above referenced units. I hereby authorize the following person in my organization to arrange for the retrofit to be performed by KONE at a cost to be determined for this work.

Name: DAVID L. KLINT, MANAGER ELEVATOR OPERATIONS  
Phone Number: 313-647-3276 Location: UNIVERSITY OF MICHIGAN

**Customer declines to authorize the retrofit of the HAS Boards in Wiring Ducts referenced above.** I hereby refuse to authorize KONE Inc., to retrofit the HAS Boards in Wiring Ducts on above referenced elevator equipment. I recognize that refusing this work may result in the lack of parts and service for the equipment. As the duly responsible person for the ownership of this elevator equipment, I accept full responsibility for any consequences associated with the failure to complete the retrofit of HAS Boards in Wiring Ducts.

**Customer to Sign Below.**

E-mail to [USKRetrofitCompletions@kone.com](mailto:USKRetrofitCompletions@kone.com) or fax to 309-743-5895

Signed: [Signature] Date: 9-22-14  
Title: MANAGER, ELEVATOR OPERATIONS  
Email: dsklint@umich.edu