



AMERICAS SAFETY ALERT

Important safety communication to help us Work SAFER!

APRIL 5, 2019

Otis - escalator and moving walk unintended starting

Work SAFER! – Stored Energy

Distribution: Branch Managers and Service Supervisors in the U.S. and Canada

The following is being shared with you prior to further distribution to all service technicians in the U.S. and Canada later today. Should technicians report these escalator units to you, please call Steve Schmidt at 630-878-4270.

Issue:

Otis 506/510/506SL/606 Escalators and Moving Walks installed in the late 1980s may experience unintended movement as a result of a compromised motherboard.

Importance:

Please use extra caution when servicing Otis 5406/510/506SL/606 escalators and moving walks. **These units can experience unintended movement suddenly and without warning when applying power.**

Required corrective actions:

Otis is in the process of notifying equipment owners about this issue. The notification advises Otis will provide the requisite materials and instructions to have their current maintenance provider check, and if necessary, rewire the motherboard. The customer is advised to contact 905-573-4410. Otis has also distributed field instructions regarding the work.

KONE is in the process of identifying affected Otis escalators and moving walks affected by this notification that we service. The Product Integrity Council (PIC) will be communicating how to handle identified units in the coming weeks. In the meantime, if you identify one of these units, **please exercise caution and contact your supervisor**. If your customer presents the Otis notification, advise them to order the material. Further instructions will be forthcoming.

Equipment type:

Escalator and moving walk controller 506/510/506SL/606

Reminder: Have a near miss? Let us know, to help continuously improve our ability to Work SAFER! Dial +1.844.NEAR.MISS (1.844.632.7647).

This Safety Alert is designed to prevent new or similar incidents by communicating the information at the earliest possible opportunity. Accordingly, the information may change over time. It may be necessary to obtain updates from the source before relying upon the accuracy of the information contained herein. This material is presented for information purposes only. Managers and Supervisors should evaluate this information to determine if it can be applied to their own situations and practices