



Product Letter

Date 02/16/2021
Page 18
Subject PL-100-2021-01 / FI831 – Missing Screw Lock on Actuating Lever Fixing Screws on Safety Brake Pawl

**Appendix - 3
Schindler Non-Contract Customer Follow Up Letter**

APPROVED FORMAT

To: Customer

CERTIFIED MAIL
RETURN RECEIPT

RE: **POTENTIAL LOOSE ACTUATING LEVER FIXING SCREWS ON SAFETY BRAKE**

Dear Sir or Madam:

This is a follow up to my previous letter and instructions sent to you on _____, 2020.

Schindler has discovered that there is a potential for a loosened fixing screw to develop between the actuating lever screws and safety brake pawl on the following Schindler products: 9300AE, 9500, 9500AE, 9700AE that were manufactured in SHW, SED, CLI, and LON.

While the brake will still function correctly with loosened fixing screws, it will not if the screws become dislodged. Accordingly, to ensure high-quality and safe operation of these escalators/moving walks, the field must replace the existing fixing screws with new fixing screws and RIP washers.

All labor and materials are covered by a Schindler warranty program and will be of no charge to the building owner or building manager. If you choose not to call to schedule this visit, Schindler will not be responsible for any potential loss, damage, injury or liability relating to this issue.

PLEASE BE ADVISED THAT FAILURE to address this could lead to death or serious injury to the users of this equipment.

Please telephone me at _____, to schedule the replacement, which Schindler will perform without charge.

Sincerely,

Branch/District Manager

Schindler Elevator Corporation



Product Letter

Date 02/16/2021
Page 17
Subject **PL-100-2021-01 / FI831 – Missing Screw Lock on Actuating Lever Fixing Screws on Safety Brake Pawl**

**Appendix – 2
Schindler Non-Contract Customer Initial Letter**

APPROVED FORMAT

To: Customer

CERTIFIED MAIL
RETURN RECEIPT

RE: **POTENTIAL LOOSE ACTUATING LEVER FIXING SCREWS ON SAFETY BRAKE**

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