



Rope Gripper® Actuation and Reset Process with GT-Machine

November 22nd, 2023

Dear Customer:

As has been conveyed in previous correspondence, Vantage has investigated incidents involving a main drive shaft failure with the GT-series of traction machines. Although the investigation confirmed that the design of the shaft under nominal (and expected) circumstances, exceeded the applicable code standards and performed as intended, Vantage nevertheless has decided to provide shaft replacement kits for the entire population of machines produced from the start of production with a modified shaft design. Further information will be provided as that process continues to be implemented. The prior correspondence also included information regarding the use of the Rope Gripper® to protect against unintended movement and the requirement that an elevator remain out of service unless a functioning Rope Gripper® is installed.

This correspondence is being provided to detail particular instructions in the event of a Rope Gripper® actuation when installed in a system with a GT-series machine. The process is applicable in a scenario either with or without entrapped occupants. In either scenario, it is **critical** that the rope gripper not be disengaged manually. Instead, the process to follow is set forth below:

Step 1: Remove power from the controller to ensure the Rope Gripper® does not open.

Step 2: Turn the Rope Gripper® test switch to the off position.

Step 3: If there is an entrapped occupant, contact authorized personnel to remove the entrapped occupants from the elevator.

Step 4: After all occupants have been safely removed and the car doors have been secured, the machine can be checked for a fractured shaft condition.

Step 5: With the power still disconnected from both the Rope Gripper® and controller, use the manual machine brake handle to completely open the machine brake and attempt to turn the brake drum.

- a. If the drum can only be rotated slightly in both directions, then the shaft is likely not fractured.
- b. If the brake drum rotates and the traction wheel does not, then the shaft is likely fractured.
- c. In either case, leave the elevator out of service and contact Hollister-Whitney technical support on how to proceed.

NOTE: After a fault has caused the Rope Gripper® to “set”, the cables must be **clearly** visible to see possible unintended movement as the Rope Gripper® begins to open in the following steps.

Step 6: Once it has been confirmed that the shaft is not fractured, the Rope Gripper® can now be ELECTRICALLY opened based on the following method:

a. **ELECTRICALLY OPENING A HYDRAULIC OR LINEAR ROPE GRIPPER® AFTER A FAULT:**

- i. Restore power to the controller and check for faults to determine why the Rope Gripper® was initially activated.
- ii. **CAUTION:** Before proceeding to the next step make sure you understand how to deactivate the rope gripper after activation has begun.
- iii. Turn Rope Gripper® test switch to the on position.
- iv. At this point the Rope Gripper should not open.
- v. Use the controller manufacturer recommendation on opening the rope gripper electrically.



For additional information on Rope Gripper® installation detail and other procedures, please refer to the technical support section of the Hollister-Whitney website. For a hydraulic Rope Gripper®, refer to Bulletin #1144 and for a linear Rope Gripper® refer to Bulletin #1182.

For over 124 years, Hollister-Whitney has delivered safe, reliable, and high-quality machines to our valued customers. We remain committed to that standard, and to you, our customer.

Respectfully,
Vantage Elevation

James Varon
Vice President – Product Engineering