



Elevators Escalators

August 8, 2014

Re: Montgomery W-Series 7W Power Walk Pallets
Montgomery W-Series 5W Power Walk Pallets
Montgomery HR Series 5E Thru-Axle Escalator Steps

KONE Inc.
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Dear Colleagues and Industry Members:

KONE recently learned of potential issues on the pallets of Montgomery W-Series 7W & 5W Power Walks and steps of HR Series 5E Thru-Axle Escalators. These potential issues have been identified in units which have been in service for 20 or more years. Our Life Cycle Management team details these potential issues and the actions needed to address these issues in the attached product bulletins.

Below is a brief explanation of the potential issues with the pallets/steps for these models.

HR Series 5E Thru-Axle Escalator Steps

KONE has found signs of wear in the step axle end sleeve and step body of some of these steps.

W-Series 7W Power Walk Pallets

KONE has found signs of wear in the pallet axle end sleeve and body of some of these pallets.

W-Series 5W Power Walk Pallets

There are signs of weld cracking on some of these pallets seen in two separate areas: 1) the area adjacent to the welds attaching the trail wheel thru-axle to the pallet side plates; and 2) the area between the pallet sides and the pallet wrapper.

The length of time before any of these issues develop is dependent upon the equipment operating hours, unit operating speed, loading on the equipment, environmental and building conditions, and the service care provided.

The attached product bulletins clearly lay out the inspection instructions and criteria for continued use, replacement or repair of the pallets/steps for each of these models. However, if you have any questions, please do not hesitate to contact me.

Sincerely,
KONE Inc.

A handwritten signature in blue ink, appearing to read "MJ", is written over a horizontal dashed line.

Mario Jones
Manager, Life Cycle Management and Product Reliability