



**Schindler**

**Schindler Elevator Corporation**

**PL-264-2003-01 HX 3.55 SOFTWARE WARRANTY**

To: **Customer**

**CERTIFIED MAIL - RETURN RECEIPT**

Re: **ELEVATOR SAFETY ISSUE - SOFTWARE CHANGEOUT REQUIRED**

Dear Sir or Madam:

This is a follow-up to an earlier letter placing you and your elevator maintenance provider on notice of the potential for unintended car movement under limited defined conditions. The prior communication advised that to avoid the potential hazard, the technician should wait 10 seconds whenever causing the controller to transition from UNAVAILABLE to IN-CAR INSPECTION before attempting to run the car in IN-CAR INSPECTION. The letter further advised that, if the car were to continue to travel beyond a desired position, its operation could be halted by opening any part of the safety circuitry (e.g. in-car stop, emergency exit switch, etc.). That notice had been sent pending the availability of the later software version, which can now be provided.

Miconic-HX controllers (S321A & S330A) have been identified to have certain operational non-conformance on versions of software that were released prior to version 3.55. This non-conformance may occur in both the installation and servicing phases of the equipment life cycle when a team of mechanics/helpers is at work at a given job site.

**FAILURE TO COMPLY WITH THIS LETTER MAY RESULT IN SERIOUS INJURY OR DEATH TO PERSONNEL SERVICING THE ELEVATOR.**

**THIS NON-CONFORMANCE IS OF NO DANGER TO PASSENGERS RIDING IN THE ELEVATOR, AND POSES A POTENTIAL DANGER TO TECHNICIANS UNDER LIMITED CIRCUMSTANCES DESCRIBED.**

• The abbreviations shown in ( ) are the abbreviations as displayed on the SMLCD.

Depending on system delays, the software may latch the IN-CAR INSPECTION (INS)\* UP / DN travel buttons if pressed while the system is transitioning from UNAVAILABLE (UNV)\* back to IN-CAR INSPECTION (INS)\*. An example of this is when returning the elevator pit-switch back to its normal position while the car is on (INS)\*, while simultaneously attempting to move the car by the UP / DN travel inputs. This may result in a latched UP or DN button which can cause unexpected car movement while on IN-CAR INSPECTION.

Since this non-conformance is with (INS) operation, it would only present a potential danger if a team of mechanics/helpers is working both in and outside the car at the same time. This non-conformance is corrected with version 3.55 HX software and must be installed immediately.

Please contact Craig Andersch at 918-954-9454 to schedule the inspection, which Schindler will perform without charge. Also please reference G.O. #56 AND 60 when contacting Schindler.

**IF YOU DO NOT SELF-MAINTAIN THE EQUIPMENT, PLEASE PROVIDE THIS LETTER IMMEDIATELY TO YOUR ELEVATOR MAINTENANCE PROVIDER.**

Sincerely,

Craig Andersch  
Branch Manager

Encl.

1280 Signalite Road  
Gettysburg, PA 17325-6649

Tel: (717) 336-7881  
Fax: (717) 337-4024  
www.us.schindler.com

