



Lift and Escalator Industry Association

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30th July 2001

To: All Members

cc: The Quality and Technical Committee (Code No. 442)

Dear Sir/Madam,

LIFTEKNIC CAR TOP CONTROL STATIONS

Please find attached technical bulletin from Lifteknik Ltd advising that the emergency stop heads, manufactured by Schneider Electric and used on Lifteknik car top control stations since June 2000 could, under extreme conditions, become detached.

Also enclosed is a copy of the Product Recall Notification from Schneider Electric, who have given their approval for it to be circulated with the bulletin from Lifteknik.

I trust that you will find the bulletin self explanatory and be guided accordingly.

Yours faithfully

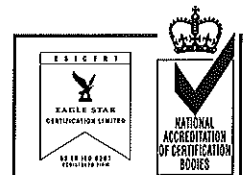
Robert N Lee
Director, Technical Services



EMTA Awards Limited
Approved Assessment Centre



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Registered in England N° 3851206. Registered office as above.



Certificate N° 42056109



Notification to all installers/users of Lifteknic Car top control stations
manufactured since June 2000

We have been advised by Schneider Electric, the manufacturers of the Emergency Stop Heads as used on Lifteknic Car top Control stations since June 2000, that under laboratory extreme force conditions the contact blocks associated with the operating head could become detached. In this instance, the emergency stop button would no longer fulfil it's cut-out function. To date Schneider have had no reported failures from the field.

See attached copy of letter reference e/s 2001.doc and Identification of affected products sheet.

Please contact Schneider direct on **0800 783 4140** for replacements.



Lifteknic Ltd., Unit 68
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Wrexham Industrial Estate,
Wrexham LL13 9XN

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website: www.lifteknic.co.uk



For the attention of

Our Ref: e/s 2001.doc

Dear Sirs

PRODUCT RECALL NOTIFICATION ON EMERGENCY STOP HEADS XB4/ ZB4 and XB5/ ZB5 (22mm) METAL AND PLASTIC

Through our on-going quality monitoring procedures, we have identified a potential operating risk with certain emergency stop buttons within our style 4 and 5 (22mm diameter) product range. This could occur when these buttons are activated under certain exceptional conditions.

The results of our analysis lead us to believe that the contact blocks associated with the operating head could become detached if extreme force is applied on the head. In this instance, the emergency stop button would no longer fulfil its cut-out function. This fault has been isolated to the operating head and not to the mechanism used to clip the contact blocks onto the base.

Schneider Electric Limited is committed to the process of taking all reasonable steps to recover this product from the market place. When there is a possible safety related issue, we feel strongly that we must ensure that all the products have been identified and replaced.

Products concerned

All 22 mm diameter emergency stop heads: metal (XB4-B.../ ZB4-B...) and plastic (XB5-B.../ ZB5-B...) are affected. A complete list of the product references is attached in Appendix a. Also attached is a picture of to recognise the affected products.

The following are not affected:

- Complete XAL-D/ XAL-K control stations containing the above mentioned emergency stop heads, using contact blocks mounted in the control station base.
- ZB4-BC and ZB5-AC Spring return "mushroom" heads type. These must not be used for emergency stop applications.

1 of 3



Schneider Electric Limited

University of Warwick Science
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Sir William Lyons Road
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417517
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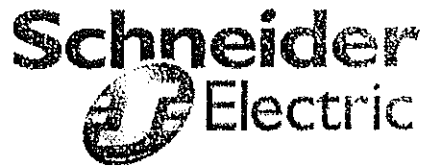
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Registered Office:
Stafford Park 5
Telford
TF3 3BL



Stock returns process

To enable us to manage the return of affected parts please adhere to the following procedure :

- Immediately check and quarantine any stock you may have.
- Produce a list of parts and quantities for return
- Send the information to your Distributor who will arrange their return to Schneider via the normal channels. The returned products should be easily identified as "Recall".
- Full credit will be issued via your Distributor in respect of these items.

For product already installed on your own, or your Customer's premises.

To support this, we are putting into place a team to manage the communication and replacement of these products in the field, this team can be contacted on Freephone **0800 783 4140**

Our project team will contact you directly with respect to receiving replacement product.

Product replacement

Production of the replacement product has commenced however there will be a delay in meeting full market needs for up to 4 months. Our Priorities are

- 1) Replacement of installed product
- 2) Replacement of returned stock
- 3) Supply of product to complete Outstanding Orders
- 4) New requirements

To support this we will:

- Supply XB2/XA2 and ZB2/ZA2 equivalent product or XB4/5 and ZB4/5 as it becomes available
- Set List prices for XB2/XA2 and ZB2/ZA2 to the same level as the XB4/5 and ZB4/5
- Provide an equivalence list (attached see appendix d).

We will contact you shortly to give you further information regarding the process. Should you require any assistance please contact our helpline on **0800 783 4140**.

Page 2 of 3



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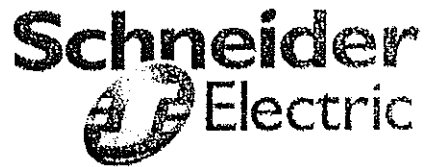
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We would like to apologise again for the inconvenience this action may cause your company, however you will appreciate the importance of a recovery action when safety is involved. We believe our actions are in the best interests of everyone concerned and we thank you in advance for your co-operation and support in this matter.

Yours faithfully,
Schneider Electric Ltd.

Phillipe Barbey
Director, Automation and Control Division.

Attachments

- Products affected by recall
- Listing of your purchases of the affected parts
- Pictures of the affected products



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Limited**

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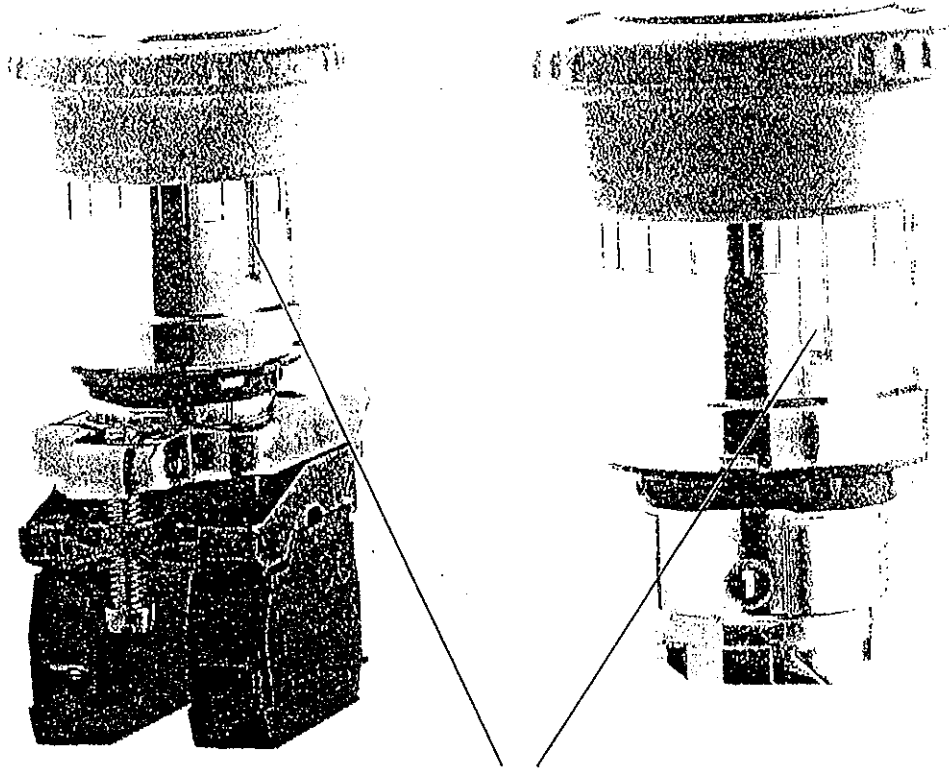
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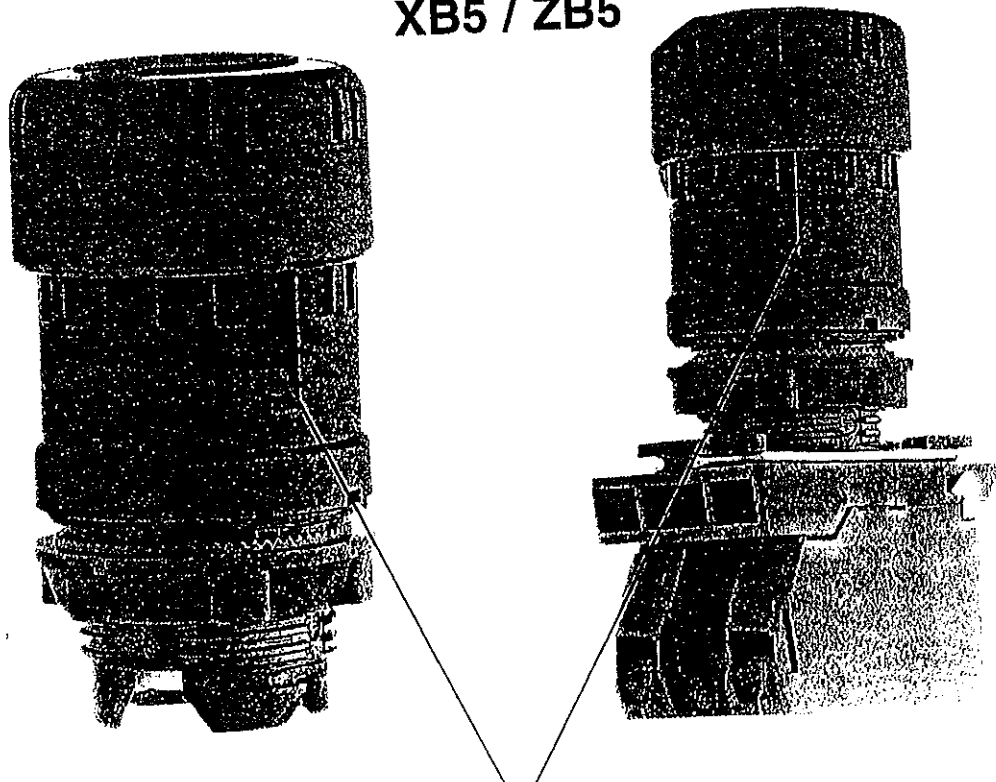
Identification of affected products

XB4 / ZB4



Groove measuring approx 12mm x 2.5mm

XB5 / ZB5



Groove measuring approx 12mm x 2.5mm