



Lift & Escalator Industry Association

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E-mail: enquiries@leia.co.uk

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17 November 2010

To: All Members

Dear Member

SCHINDLER LTD – PREVENTIVE MAINTENANCE MEASURES

We have been requested by Schindler Ltd to forward the attached letter to all of our members on the above subject.

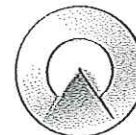
Please note that when you log onto the Schindler site you have to enter your name, Schindler apparently then know who has taken the information but it does not ask for site information.

If any problems please contact the LEIA office.

Yours faithfully

Derek Smith
Technical Director



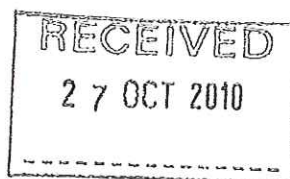


Schindler

Schindler Management Ltd.
Field Quality & Excellence

Schindler Management Ltd., Zugerstrasse 13,
6030 Ebikon, Switzerland

LIFT AND ESCALATOR INDUSTRY
ASSOCIATION (LEIA)
David Fazakerley, Director
33-34 Devonshire Street
London W1G 6PY
Great Britain



Date **October 25, 2010**
Subject **Preventive Maintenance Measures**

Dear Sir/Madam,

The safety of passengers and employees and the continuous improvement of products and services are values that govern the way Schindler conducts its daily business. Because of the high significance that Schindler places on safety and quality, the company has for many years consistently invested in improving its products and services.

These high safety standards have led to a wide range of preventive measures within the Schindler Group, such as ultrasound measurements of three-point bearing drive shafts. This program has contributed to accident prevention. The risk of accidents from uncontrolled upward movement was ultimately incorporated into EN 81-80 (SNEL).

In line with the company principles outlined above, Schindler has started to define a timeline for the preventive replacement of safety-relevant components. In future, new products will be introduced to market in accordance with the service life of their safety-relevant components, as in the automobile and aviation industries. The timing for the replacement of such components will be determined primarily by their usage and the demands placed upon them.

1. Maintenance for brakes in accordance with applicable instructions

According to applicable laws, a product that has been introduced to the market must be monitored throughout its **entire life span**.

As part of our "Confirmation of Periodic Safety Inspections" (CPSI) we have established that, in elevators with gearboxes, monitoring the correct setting of brakes that have brake solenoids can be critical, especially if brake solenoids show a reduced performance at the end of their lifetime. Reduced performance can lead to premature abrasion of the brake and in **very rare and extreme cases** to brake failure. In this context, particular attention should be paid to elevators with high rate loads, which are not equipped with brake monitoring¹ and which have an extremely high number of trips.

¹ Brake-monitor switch, electronic brake monitoring

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Brake failure will not occur suddenly, if **brake maintenance has been carried out in accordance with instructions**. Through proper and careful maintenance, qualified service technicians are able to detect early signs of a possible malfunction of the brake system.

In a worldwide effort to ensure faultless maintenance, we recommend that our **competitors** as well have the brake settings of our products checked periodically by competent personnel. The applicable maintenance instructions can be accessed online at www.brakecomp.com.

2. Preventive replacement of Nork brake solenoids

Schindler has established that the lifetime of an individual brake solenoid varies depending on the manufacturer, type and usage of the installation.

As a preventive safety measure, Schindler has decided to replace the brake solenoids in its portfolio that were manufactured from 1995 to 1999 by Nork. Priority is to be given to those elevator installations that have a high rate load, are not equipped with brake monitoring and which have an extremely high number of trips.

For those Nork brake solenoids in the **maintenance portfolio of competitors**, Schindler strongly recommends that they be replaced with solenoids from the manufacturer Kendrion (formerly Binder). The identification and ordering instructions as well as the replacement instructions can be accessed online at www.brakecomp.com. By filling out online the elevator identification, a request for an offer will be automatically forwarded to Kendrion. Upon request, Schindler will provide against payment technical support to competitors.

Questions regarding the above can be submitted online – in English or German – at www.brakecomp.com.

We kindly ask you to inform all your members about the content of this letter. In addition, we would be most grateful if you would make this letter available to all maintenance companies known to you that are not members of your association. Many thanks for assisting us with our safety efforts.

Kind regards
Schindler Management Ltd.



Albert Haffert
Field Quality & Excellence
Member of the Management Committee
Elevators & Escalators



Thomas Oetterli
Zone Europe North
Member of the Management Committee
Elevators & Escalators