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1st November 2011

Lift and Escalator Industry Association
33-34 Devonshire Street
London
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For the attention of Mr Derek Smith

Dear Mr Smith

Re: Faulty Phase Failure Device

A problem has been identified with a certain type of Phase Failure Device fitted in control panels manufactured by LiftStore Ltd.

Could you please inform all your members of the potential problem, details of which can be found in the enclosed technical memorandum.

Yours sincerely
Thames Valley Controls Ltd

A handwritten signature in blue ink, appearing to read 'Steve Hutchinson', is written over the typed name.

Steve Hutchinson
Technical Director

Enclosed:
Technical memorandum



Thames Valley Controls Limited
Registered Number: 2931013 England

Phase Failure + Thermistor Motor Protection Device

Type TCP-M2

1. Background

A problem has been identified with the above device fitted to controllers manufactured by LiftStore between April 2003 and July 2009.

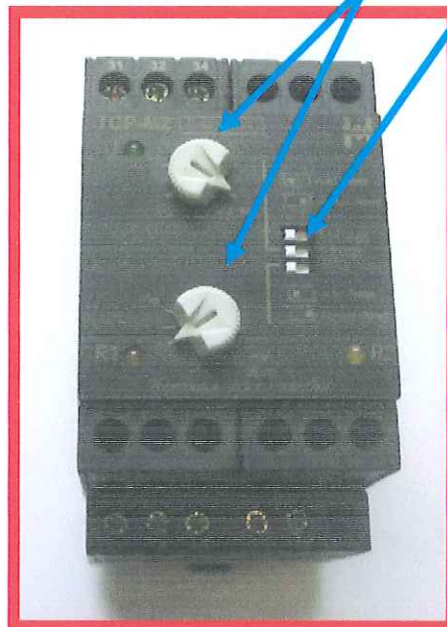
These devices have been known to blow-out when switching the controller supply on from the mains isolator.

Following investigations it has been found that these particular devices can suffer from internal overheating over a period of time, which can potentially fatigue the insulation on internal resistors that connect to the 3-phase supply. In cases where there is a 3-phase line filter installed in the panel for Variable Frequency drive applications, when switching the panel supply on, there can be an instantaneous high voltage appear on a phase where the 3 phase supply switch does not make contact on all 3 poles simultaneously. This high voltage may cause an internal flashover resulting in the plastic case being forcefully ejected

2. Identification

The specific device can easily be identified as below:

TCP-M2 with potential problem
Please note the specific location of the dials and switches



Unaffected models have dials and switches in other positions on the front of the device.