

Lift and Escalator Industry Association
33-34 Devonshire Street,
London W1G 6PY
England.

For the Attention of Derek Smith, Technical Director.

Re : Product safety warning - Otis New Commercial Escalators (NCE) or New Commercial Trav-o-lators® (NCT)

Dear Sir,

Otis have recently been made aware of a safety related issue concerning their NCE and NCT product range, installed prior to March 2007 and fitted with EC-H3 gear units.

In order to ensure this is brought to the attention of the owners of these products Otis will be contacting them individually to advise them to modify the equipment in line with the attached safety instruction, either directly through Otis or via their regular service provider.

In order that this subject is widely distributed throughout the industry we would request that this safety alert is published to LEIA members and placed on the public area of the LEIA web site.

Attached is a sample copy of the letter to be sent to the product owners along with a detailed description of how to rectify the fault and a material order form for the free issue of the necessary parts.

Should you have any queries relating to this issue, please do not hesitate to contact me.

Yours Faithfully,



Ian Jones
Codes & Standards Manager

Ref: **NOPCI 001**

Dear Sir or Madam,

At Otis, the safety and reliability of our products are of paramount importance.

We would like to bring to your attention a potential component issue on your Otis NCE Escalator(s) or NCT Trav-o-lator(s) ® installed at [**Building name and address**].

In the event of an overload condition, the gearbox output shaft could potentially become disengaged from the main drive system, thereby causing an uncontrolled descent of the escalator steps. Should this happen there may be the risk of personal injury or property damage.

To address this concern, we would like to modify your gearbox to enhance its durability; however, we note that your Otis Escalator(s) or Trav-o-lator(s) ® is not currently covered by an Otis service agreement.

We recommend that you instruct your current maintenance provider to inspect the equipment as soon as possible as per the enclosed document and procure the required materials by following the instructions on the enclosed material ordering form.

If your current service provider is unable to perform the required works or you have any other questions regarding this issue please send an email to ********* providing the site name, the letter reference and a contact name and number and we will arrange for a trained Otis professional to contact you.

We urge you to address this issue as soon as possible.

Yours faithfully
On Behalf of Otis Ltd

Brad Ryan
Group Field Operations Department Manager

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Description of problem:

Escalator/Trav-o-lators® fitted with EC-H3 gear boxes delivered before March 2007 have drive shaft pins that can be prone to fatigue and possibility of failing, allowing the machine drive sprocket to become detached from the gearbox output shaft.

Affected Equipment:

This is potentially applicable to the following equipment:
Otis New Commercial Escalators (NCE) or New Commercial Trav-o-lators® (NCT) installed prior to March 2007 with a EC-H3 gear box

Field Solution:

The pins should be inspected at the earliest opportunity to identify if they require replacing as follows:



Gear box output sprocket, retaining plate and 10mm Allen bolt.
(Removal of machine not necessary)



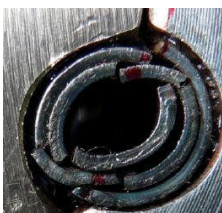
View of shaft and locating pins after retaining plate removed.



No further action required. Refit the shaft retaining cover and apply Loctite 242 or 243 to the thread of the 10mm Allen bolt.



Replace pins as per field solution on next page.



An example of a fatigued spiral roll pin, locating the sprocket to the output drive shaft.

If this is identified then immediate action is required

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<p>Distribution : All know affected Customers and LEIA for Public Information</p>	<p>CANCEL & REPLACE: All previous versions</p>

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**Field
Solution:**

1. Place barriers around the machine at the upper and lower access points.
2. Stop the machine by using the stop buttons.
3. Remove the landing access plates at the upper and lower landings.
4. Isolate the mains power supply in the upper landing tank and Lock and Tag the isolator.
5. Check the gearbox data plate for the gearbox type and delivery date.
6. If the output shaft requires attention order the pins using the 'Upgrade of Escalator/Trav-o-ator® EC-H3 drive shaft pin order form.
7. Block the step band to ensure it does not move during the upgrade.
8. Disconnect all associated wiring from the machine and gearbox.
9. Disconnect the main drive chain.
10. Lift the motor and gear box from the top tank as a complete unit.
11. Remove the shaft retaining cover plate held in place by a 10mm Allen bolt.
12. Mark the sprocket and shaft to show alignment.
13. Draw the sprocket off the drive shaft using a bearing puller.
14. Remove the spiral pins.
15. Re-fit and align the sprocket to the shaft.
16. Fit the new 12mm roll pin provided ensuring the centre groove of the roll pin is facing the centre of the drive shaft.
17. Using a 12.3mm hand reamer, ream the two remaining holes to sufficient depth to accommodate the upgraded solid pins.
18. Fit the upgraded solid pins, tap into place.
19. Position the shaft retaining cover and apply Loctite 242 or 243 to the thread of the 10mm Allen bolt.
20. Tighten bolt securing the retaining cover.
21. Re-fit the machine into the top tank.
22. Re-assemble all components.
23. Remove step band blocking devices.
24. Inspect all operational clearances, motor alignment and main drive chain tension is correct.
25. Run and observe the operation of the unit, when satisfied return to service replacing all removed equipment.

NOTE:

The work described in this instruction should only be undertaken by competent maintenance personnel.

Otis shall not assume any liability for any damage, loss, injury and/or death due to performance of work in accordance with and/or related to this instruction.

<p>Author</p> <p style="text-align: center;"><i>S. Baron</i> Stuart Baron</p>	<p>Checked</p> <p style="text-align: center;"> Bradley Ryan</p>
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OTIS	Notice of Potential Component Issue Material Ordering Form	Ref : 001	
	Upgrade of Escalator / Trav-o-ator® EC-H3 drive shaft	C5-11-201	
		Date issued	05/01/2012
		Expiry Date	01/06/2012


As per the associated notice of potential component issue document, we confirm that we have checked the equipment referenced within and have ascertained that there is an opportunity to improve the existing equipment and request that you provide us with the necessary materials to enable us to fit them to the Unit/s referenced below.

Otis Unit Number :	
Building Name :	
Building Address:	
Installing Company Requesting Materials:	
Required Delivery Address:	
Materials to be sent for the attention of:	

Name:		Signature:		Date:	
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To obtain the free issue materials please send this completed form to, Lift Components Limited, by one of the following means.

Post - 123 Abbey Lane, Leicester, LE4 5QX
 Fax - 0844 778 2349
 Email - sales@liftcomponents.co.uk

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