

Subj: Sicor MR14 geared drives

Mold 15/11/2021

Dear Customer,

Wittur have recently received a notification report from the Dutch Lift Association concerning the potentiality hazardous behavior of elevators that have a **Sicor MR14 geared drive** which is installed in the horizontal position.

The notification is attached hereto.

Quality and safety of products sold by Wittur are of highest priority for us.

As the Sicor MR14 was sold by several Wittur Trading companies and plants from October 2008 to October 2019, we kindly ask you to perform the following actions:

1. **Check and confirm** the number of elevators you have installed that still use the Sicor MR14 geared drive installed in horizontal position and sold to you by a Wittur entity;
2. **Please carry out the checks** detailed in the attached customer service instruction.
3. **Please report any news** you become aware of about potential issues, like reports of unintended car movement upwards or downwards, **to Wittur's quality department (support.uk@wittur.com) or your local Wittur contact.**

We look forward to hearing from you at your earliest convenience,

Kind regards,

Your Wittur after sales team