

KLEEMANN Lifts UK Limited
Unit 8, Arena,
14 Charbridge Lane,
Bicester,
Oxfordshire
OX26 4SS

23/03/2023

Sent by email only.

Dear Customer,

RE: SAFETY INFORMATION

F.A.O. Lift Service Providers & Installers

KLEEMANN Lifts UK Limited acting on behalf of KLEEMANN Hellas SA hereby informs of the following safety information, which has also been communicated to the Lift and Escalator Industry Association (“LEIA”) for public announcement.

Potential Safety Issue:

This potential safety issue update concerns KLEEMANN traction lifts utilizing a UControl inverter/drive.

It was reported that while the lift was in inspection mode and during the checking of the landing door lock operation, the lift has unexpectedly ascended. Although the lifts reported, were in inspection mode, the movement of the car could under certain circumstances lead to a potential hazard.

The investigation of the issue is concluded.

Our R&D department, in collaboration with the manufacturer of the Ucontrol inverter/driver, detected the root cause and proceeded jointly with the manufacturer to the correction and update of the UControl software, which eliminates the problem. Thus, an effective and safe resolution for our customers is provided, as described in detail herein under “Upgrade Procedure”. It is appropriate that we raise awareness of this solution as promptly as possible.

We have identified the order serial numbers of the lifts that may be affected from the safety issue.

Our clients that are related to these orders will be informed individually. The programming keypad that is required to perform the update, will be shipped to our customers by courier.

Please contact Kleemann if you require more information on the products affected.

As safety is a priority to KLEEMANN and one of our core values, we have reviewed all configurations where this fault might occur. Fault resolution and method have been verified and presented below. This procedure should be implemented on lifts in service or any lift due to be placed into service.

For convenience, we have created a video showing basically the firmware upgrade procedure. In reference to the instructions, the video depicts the procedure from step 9 and onwards. Please follow the link below:

[Video Firmware update U Control V2 - YouTube](#)

Upgrade Procedure

Please follow the procedure below to update the firmware of the AS380 controller.

In order to carry out this procedure, the presence of two qualified persons is required on site.

Steps from 2 to 9 and 25 to 29 are only needed when the AS380 is inside the shaft.

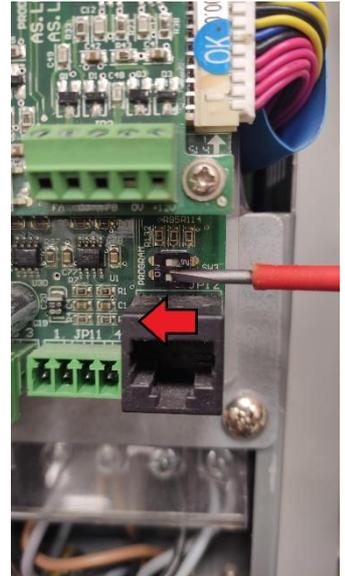
Procedure

1. Make sure that the cabin is empty.
2. Note down the existing software version. It is displayed on the hand terminal when it is powered on:
NSPE07KNxxyy (xx corresponds to software version and yyy to a language other than English).

In case you miss the software version when the hand terminal powers on, disconnect the USB cable from the hand terminal and connect it again to repeat the procedure.

3. Activate the “**RECALL**” switch, inside the control panel.
4. Move the cabin below the floor level.
5. Open the doors manually using the special triangular key and enter the car top.
6. Press the emergency **STOP** on the car top and close the doors manually.

7. Enable car inspection mode by activating the “**INS**” switch on the car top inspection station.
8. Release the emergency **STOP**.
9. Move towards the top of the shaft and stop using car inspection to a safe distance from the IEDP panel in order to proceed.
10. Press the emergency **STOP** on the car top.
11. Power **OFF** the controller by turning off the **FPS** mcb. In case the inverter is inside the shaft and you are on the car top, ask from your co-worker to power **OFF** the controller by turning off the **FPS** mcb.
12. Wait for 20 minutes in order to have a complete discharge of the inverter capacitors or wait until the keypad is turned off. Make sure that the controller is completely turned off.
13. Activate the **SW3** dip switches by moving them to “**ON**” position (see picture).
14. Disconnect the USB cable from the Ucontrol hand terminal and connect the provided programming keypad to the USB cable.
15. Ask from your co-worker to turn **ON** the controller by turning on the FPS mcb.
16. Check that the main LCD screen of the programming keypad is turned on.



On the programming keypad perform steps 17 to 20 :

17. Press the **ENTER** button to select “**FW Update**”.
18. If the existing inverter version is up to NSPE07KN08.01 select the top AS.T029 option in the hand terminal menu and press the **ENTER** button. The new version NSPE07KN08yyy will appear on the hand terminal.

If the existing inverter version is later than NSPE07KN08.01 select the bottom AS.T029 option in the hand terminal menu and press the **ENTER** button. The new version NSPE07KN18T1yyy will appear on the hand terminal.

19. Press the **ENTER** button to start the programming.
20. Wait until the programming is finished and “**progress report protect done**” has appeared on the screen.
21. Power **OFF** the controller by turning off the **FPS** mcb. In case the inverter is inside the shaft and you are on the car top, ask from your co-worker to power **OFF** the controller by turning off the **FPS** mcb.
22. Restore both **SW3** dip switches by moving them to the right side position.

23. Disconnect the USB cable from the programming hand terminal and connect it to the Ucontrol standard hand terminal.
24. Power **ON** the controller by turning on the **FPS** mcb.
25. The new software version will appear on the screen, check that it's the correct one.
26. Release the emergency **STOP**.
27. Restore the **RSB** button if the lift has reduced clearances.
28. Move the cabin below the floor of the nearest level by using car inspection.
29. Open the doors manually and exit the shaft.
30. Restore controller **NORMAL** operation by activating the "**RECALL**" switch, inside the control panel.



Pay attention if there is any accumulated dust inside the inverter specially in the **SW3** area. Before performing step 13 make sure that the inverter is completely turned off, wait at least for 20 minutes in order to have a complete discharge of the inverter capacitors and with a dry cloth lightly wipe any dust on the dip switches. If there was dust and after it was cleaned, operate (ON-OFF-ON) the dip switches 2-3 times. In case the dip switches are not operating properly due to dust, after step 19 "**progress report connection fail**" will appear on the screen.

Where further information is required, please contact: KLEEMANN Lifts UK Limited

Email: uk@kleemannlifts.com

Tel: 01869327070