



# TEAM Service

## owner's guide

ELEVATOR 1  
CITY 3000 LBS.

ThyssenKrupp Elevator Americas



ThyssenKrupp



## protecting your investment

Elevators and escalators are a significant capital investment, and they influence your building's marketability based on their performance and appearance. They operate 24/7. Therefore, as with any machine that gets constant use, elevator equipment needs constant care. It is important that even after an elevator's warranty expires, an ongoing preventative maintenance plan be put into place to ensure optimal and safe performance. Preventive maintenance keeps elevators operating at their best, helps avoid major replacements and prolongs the valuable life of your elevators.

### ThyssenKrupp Elevator's TEAMService maintenance plans provide:

#### prolonged life cycle

Our technicians are trained to help protect your investment through proper maintenance, increasing the valuable life of your elevators.

#### enhanced efficiency

Sustainability means saving energy where possible. Our TEAMService technicians will make sure your elevators operate at peak performance levels.

#### minimal downtime

As a member of your team, we will work to anticipate and prevent future problems before they occur, helping to avoid downtime and dissatisfied tenants.

#### lower maintenance costs

Our scheduled preventative maintenance is designed to catch minor problems before they have a chance to become major ones.

#### guaranteed peace of mind

Your elevators are in the hands of the industry's best trained and equipped professionals. Why settle for less?



# take safety seriously

At ThyssenKrupp Elevator, we make safety our highest priority. We cannot put a price on the importance of safety, whether for the building and maintenance crews, tenants or visitors.

In order to reduce risk, ThyssenKrupp Elevator's Maintenance Control Program keeps a written record of maintenance and repair work on each elevator, encouraging safety. By following our safety guidelines and taking advantage of the newest technology, your elevators can be the safest form of transportation that you will ever take.

ThyssenKrupp Elevator's service technicians have the skills to maintain all types of elevators, escalators and moving walks, no matter the original manufacturer.

## safety features

This Owner's Guide contains information which applies to all of our vertical transportation equipment, including four types of elevators: Machine Room-Less, Hydraulic, Traction and Freight.

For safety purposes, all building maintenance personnel should become familiar with the function of the keyswitches and pushbutton operations on the elevators. ALL KEY OPERATIONS SHOULD BE USED BY AUTHORIZED PERSONNEL ONLY. Consult your local ThyssenKrupp Elevator representative for state or local codes that vary from the national elevator code.

ThyssenKrupp Elevator products are equipped with a number of devices for the protection and convenience of passengers.

Not all features listed will be installed on your elevator.

**MicroLight®** Electronic door edges detect when the elevator doorways are blocked, and keep them open until the blockage is removed. If one of the infrared beams is interrupted, the doors will not close or will automatically reopen if already closing.

**Vent Slots** Vent slots ensure adequate air flow.

**Emergency Exits** Emergency exits should be locked at all times and used only by emergency personnel.

**Hoistway Door Key** (Where allowed by code) Allows access to the hoistway if the elevator is not at the landing. The hoistway should be accessed only by elevator or emergency personnel.

## guidelines for proper use of elevators, escalators & moving walks

- ☐ Enter and exit the elevator promptly. Doors should not be held open. This will delay proper elevator service.
- ☐ Watch your step when entering or exiting elevators and escalators. If uneven stops occur, call your ThyssenKrupp Elevator specialist.
- ☐ Do not reach into the door opening to disrupt the MicroLight® infrared beams. This device is provided to reopen the doors if an obstruction occurs.
- ☐ Instruct tenants to properly report any elevator or escalator malfunctions to the building manager.
- ☐ Children should never ride unattended. They should not be allowed to play in the elevator or on an escalator.
- ☐ On escalators, passengers should stand in the center of the step and face forward. Keep feet away from the sides.
- ☐ Don't allow handbags or parcels to rest on the escalator handrail.
- ☐ Pay Attention. When using an escalator or moving walk, do not be distracted by surroundings.
- ☐ Never run on moving walks.
- ☐ Never sit on the escalator or moving walk.
- ☐ Step off promptly, when exiting escalators and moving walks. Do not hesitate, as other passengers may be behind you.

# emergency procedures

## power failures

In the event of the loss of normal power, limited elevator service is continued through an automatic transfer to an Emergency Power operation. When normal power is restored, the elevators will automatically transfer back to normal operation. If there is not a standby power supply, the elevators will stop in progress and remain at rest until normal power is restored. Become familiar with the type of emergency power operation your elevators have.

## emergency power operation

An Emergency Power Lowering System provides automatic or manual return of an elevator to a predetermined landing during a blackout or single-phase electrical condition. If there is a standby power supply, the elevators will automatically return to the lowest landing and the doors will open, allowing the passengers to exit. The doors will then close and the elevator will shut down. The elevator will remain at this landing until the power is restored.

## battery lowering

Some hydraulic elevators are equipped with an optional Battery Lowering Unit, which provides supplemental power for the elevator when it loses power. The unit returns the elevator to a designated landing and opens the doors, allowing passengers to exit safely.

## stalled elevators

In the unlikely event that an elevator becomes stalled with passengers aboard, DO NOT ATTEMPT A RESCUE YOURSELF. While all ThyssenKrupp Elevators have an emergency exit, this exit should remain locked at all times and used only during an emergency by trained personnel. Please follow these instructions carefully:

- ☐ Establish and maintain communication with the passengers inside the elevator by using the elevator's phone or intercom, or simply by calling through the doors. Reassure the passengers that steps are being taken to remove them from the elevator and encourage them to remain calm.
- ☐ Find out if anyone is hurt or ill. If so, arrange for medical assistance or call 911.
- ☐ Find out how many people are in the elevator.
- ☐ Ask passengers to stand clear of the doors.
- ☐ Ask passengers not to smoke.
- ☐ Find out whether the regular elevator lighting or emergency light is operating. This will help determine the degree of power failure.
- ☐ Contact your local ThyssenKrupp Elevator office and inform them of the situation.





# fire service

In the event of a fire, never use the elevators to evacuate the building. Instead, use the stairways to get to a safe place. Under no circumstances should anyone except trained firefighters be allowed to use the elevators after a fire has been reported.

Fire Service is initiated automatically by the building's smoke detectors or by the Fire Service Keyswitch located in the hall.

When this operation is initiated, all hall and car calls are canceled, the elevators return to the main floor, the doors open and remain open. Trained firefighters then may activate the Fire Service Keyswitch in the elevator and gain control of car calls.

Only authorized personnel should be permitted to reset Fire Service, after being certain there is no fire in the building and smoke/heat detectors have been reset.



combination hall  
station / fire service  
keyswitch  
(2004 CODE)

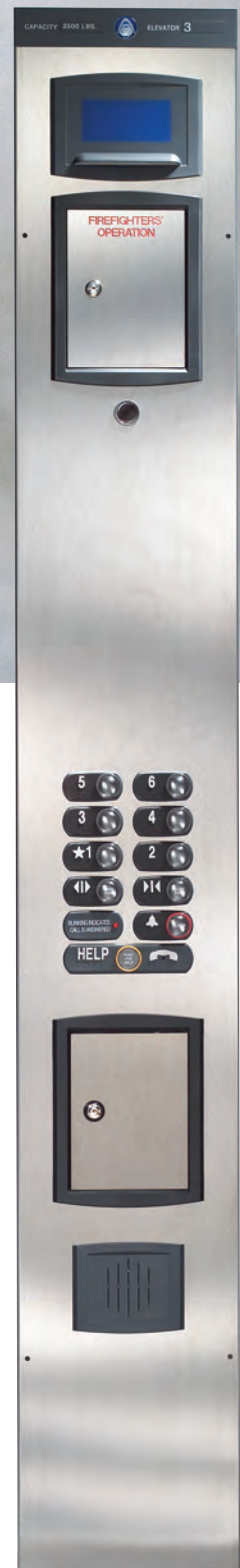


fire station keyswitch  
(2004 CODE)



fire service jewel

Illuminates when Fire Service operation is activated, indicating the elevator is returning to the designated landing.



main car station  
(2004 CODE)





## before calling for service

In order to save time and money, check the items listed below before contacting ThyssenKrupp Elevator. This may save you the cost of a service call and place the elevator back in service quickly. Consult your local ThyssenKrupp Elevator representative concerning what is and is not covered under the maintenance agreement and to understand what maintenance operations you should perform between service calls.

- ☐ Check all key operated switches and make sure they are in the normal operating or “RUN” position.
- ☐ Be sure the hoistway sill and cab door sill are free of debris. Both sills should be cleaned regularly. Foreign objects such as gum wrappers, paper clips and other trash can collect in the sills, preventing the doors from operating properly, which may shut down the elevator’s service.
- ☐ Check for blown fuses or tripped circuit breakers in the disconnect or meter room.
- ☐ Be sure that the elevator is not on Fire Service operation.
- ☐ Be sure your building has full power from the power company.
- ☐ For hydraulic applications, if the elevator has been at rest for an extended period of time, run the car up and down the hoistway several minutes. This will heat the oil in the power unit, ensuring optimum performance.

When you contact your local ThyssenKrupp Elevator office for a service call, please have the following information available:

- ☐ Proper building name and address.
- ☐ Which elevator is the troubled unit (elevator number).
- ☐ An accurate, detailed description of the problem.

SoundNet® Emergency Communications  
Call Toll-Free: (877) 230-0303  
24 hours a day. 7 days a week.

Keys to the elevator should be kept in a secure, central location and used only by authorized personnel.

# car keyswitches

## CARD READER ACTIVATION KEYSWITCH

Activates and deactivates  
card reader unit.



Use Key L206

## INSPECTION KEYSWITCH

Used for inspection mode.



Use Key L205

## HOISTWAY ENABLE KEYSWITCH

Used for inspection mode.



Use Key L205

## LIGHT KEYSWITCH

Controls elevator cab lighting.



Use Key L203

## LIGHT & FAN KEYSWITCH

Controls elevator cab  
lighting and fan.



Use Key L203

## 2 SPEED FAN KEYSWITCH

Controls fan speed  
in elevator.



Use Key L203

## FLOOR LOCKOUT KEYSWITCH

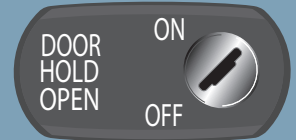
Enables authorized personnel  
to lock out access to specific  
floors in the car.



Use Key L206\*

## DOOR HOLD OPEN KEYSWITCH

Holds door in the fully  
open position.



Use Key L206

## EMERGENCY LIGHT TEST KEYSWITCH

Allows for testing of  
emergency light function.



Use Key L206

## HOSPITAL EMERGENCY KEYSWITCH

Used for commandeering car  
during medical emergency.



Use Key L206

## RUN/STOP KEYSWITCH

For emergency stop in the  
hoistway. No alarm bell is  
activated.



Use Key L205



Use Key L203

## INDEPENDENT SERVICE KEYSWITCH

When an elevator is placed on Independent Service, it will no longer respond to hall calls. The elevator will remain parked on a floor with its doors open until a floor is selected and the "Door Close" button is held until the elevator starts to travel. Independent Service is useful when transporting large goods or moving groups of people between certain floors.

\* If floors are keyed alike. If otherwise, each floor will require a different key number.

# hall indicators & switches



## hall station

Pressing the up or down pushbutton will summon the elevator. The pushbuttons will illuminate to indicate that a call has been registered.



## combination hall lantern & position indicator

Illuminated numbers or letters indicate the position of the elevator in the hoistway.

Up and down arrows will illuminate, indicating which direction the elevator will travel when leaving the floor.

A tone sounds once if the elevator is traveling up, twice if going down.



**CODE BLUE KEYSWITCH**  
Mounted in the hall station to call the car to the respective floor in an emergency situation.

Use Key L206



**EMERGENCY POWER KEYSWITCH**  
Activates single car emergency power.

Use Key L204



**HALL CALL REGISTRATION KEYSWITCH**  
Allows authorized personnel to register an up or down hall call.

Use Key L206



**HOISTWAY ACCESS KEYSWITCH**  
Gives access for inspectors from hall.

Use Key L205



**LOBBY PARK KEYSWITCH**  
Brings car to designated floor and shuts down car operation.

Use Key L206



**DOOR HOLD KEYSWITCH**  
Allow authorized personnel to hold the door open.

Use Key L206



**VOICE TONE KEYSWITCH**  
Allows authorized personnel to turn voice enunciator on or off.

Use Key L206



**LOCK-OUT KEYSWITCH**  
Enables authorized personnel to lockout access to a specific floor.

Use Key L206





## hall lantern

Up and down arrows will illuminate, indicating which direction the elevator will travel when leaving the floor. A tone sounds once if the elevator is traveling up, twice if going down.



## hall position indicator

Numbers or letters illuminate, indicating the location of the elevator in the hoistway.



## ADA hands free telephone

Provides two-way communication from the elevator to a point outside the hoistway.

# buttons



## floor buttons

Indicates each floor serviced by the elevator. The button will illuminate when pressed, indicating a call has been registered.



## door open button

Re-opens the doors when pressed.



## door close button

Causes the doors to begin closing when pressed.



## alarm button

Sounds a bell to alert others that someone in the elevator needs assistance.



## cleaning architectural finishes

Your elevator represents a valuable investment. In addition to having a sound preventive maintenance program performed by trained elevator service specialists, there are several things you can do to maintain the beauty of your elevator. Any clean-up or refinishing, other than routine, should be handled by professionals.

### architectural powder coating

The best method of cleaning is using a non-abrasive, PH neutral solution. All surfaces should be cleaned using a soft cloth or soft natural bristle brush. Do not use strong solvents such as thinners, or solutions containing chlorinated hydrocarbons, esters, ketones. Do not use abrasive cleaners.

### plastic laminate

Routine cleaning with a mild dishwashing liquid will remove fingerprints, smears and everyday spills. Do not use abrasives or harsh chemicals.

### microban® antimicrobial product protection

Microban provides continuous antimicrobial protection that makes polycarbonate pushbuttons easier to clean, as well as keeping them cleaner between cleanings. Routine cleaning practices should include only mild soap and water. Do not use abrasives or harsh chemicals.

### stainless steel

Routine cleaning with a mild dishwashing liquid will remove fingerprints, smears and everyday liquid spills. Consumer-type glass cleaners and stainless steel cleaners may also be used. Do not use abrasive such as scouring powder.

### muntz (bronze)

These surfaces are coated with a lacquer finish, which should be waxed weekly with paste wax (for clear coats finishes) to prevent scuffing. Routine cleaning with a soft cloth dampened with plain tap water will remove spills, smears and fingerprints. Do not use any abrasives or harsh chemicals. Muntz metal requires refinishing periodically by a qualified company.

# our commitment

A unique characteristic of ThyssenKrupp Elevator is our ability to respond locally with global resources. ThyssenKrupp Elevator, one of the world's largest elevator companies, provides customers throughout North America with a powerful combination of elevator products, service and technology.

Our team consists of hundreds of highly trained professionals, each working to accomplish our goal in providing the most dependable and reliable service to you. No one person can accomplish this goal by themselves, but linked together we become one team. Our TEAMService is able to furnish fast, reliable service and expertly trained technicians to protect your valuable investment.

Choose from our comprehensive TEAMService packages or we can design a program customized to fit your specific needs. For more information, visit us at [www.thyssenkruppelevator.com](http://www.thyssenkruppelevator.com). For additional Code guidelines, visit [www.asme.org](http://www.asme.org).





## ThyssenKrupp Elevator

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