

TWO-WAY COMMUNICATIONS DEVICE

Customer Risk Alert

On a hot summer day, an elderly couple was traveling in an elevator when it became stuck between floors. The elevator did not have a working two-way communications device to call for help. The couple soon succumbed to the rising temperature and were later found deceased on the floor of the elevator car by the police.

A properly functioning two-way communications device, also known as an elevator emergency phone, may have prevented this tragedy from occurring. A two-way communications device is a simple way for property owners and managers to greatly reduce the risk of elevator entrapment injuries. In fact, current elevator code requires an approved emergency two-way communications device be installed in elevators and it is the elevator owner's responsibility to make sure that it works properly. The current ASME A17.1 2.27.1.1 - code addressing Emergency Communications states:

A two-way communications means between the car and a location in the building, that is readily accessible to authorized and emergency personnel shall be provided.

When two-way communications location in the building is not staffed 24 hours per day by authorized personnel who can take appropriate action, the means of the two-way communications shall automatically be directed within 30 seconds to an additional on or offsite location staffed by authorized personnel, where appropriate response can be taken.

Property owners and managers face many challenges when it comes to maintaining the safety of their buildings. One easy way to enhance the safety of a property is to ensure that all elevators have updated and functional two-way communications devices.

Without a two-way communications device and a working phone line, it is usually impossible for anyone to determine the nature of a passenger's emergency. If the fire department performs an emergency extraction of a trapped passenger, unnecessary and severe damage to the elevator equipment can occur. Damage to equipment from the "jaws of life" can be very costly.

In addition the liability exposure for these entrapments can be significant. Passengers may try to free themselves if they are unable to contact someone for assistance. In fact there have been instances in which serious or fatal injuries were sustained by entrapped passengers when trying to extricate themselves. This could result in a lawsuit or a claim for injuries against the property owner.

Two-Way Communications

The following are steps that you can take to improve the safety of your elevator:

- Inspect the two-way communications device weekly and verify the phone line is installed and working properly by placing a test call.
- If the phone line is not working properly, contact your telephone provider to verify the line is in proper working order.
- Verify the call is answered by a person and not an answering machine.
- Confirm the person answering can identify the location of the elevator.
- Ensure the proper emergency contact information has been registered with KONE.
- Call KONE Service Center at 877-276-8691 if the device does not work properly.
- If KONE is not your monitoring service provider, contact your service provider to report the problem.
- Consider upgrading your communications device to enhance the safety of your elevator.

Our goal is to partner with you to help ensure the safety of the elevators in your building.

It is the customer's responsibility to provide and maintain a working phone line that is dedicated to the two-way communication device.

KONE Spares carries all models of phones to meet your requirements, including; Helper Phones and Line Powered Phones. With a few exceptions, both contain the same features. Each model is available as a Box Style Mount, Grill Mount or Flush Mount. Additional features and finishes are also available.

Helper Phone

The standard features contained on the Helper Phone include:

- Personalized site identification message
- Voice prompted call handling and programming instructions
- Battery back-up
- Vandal proof construction
- ADA compliant with visual ADA signal
- Built-in diagnostic and battery test
- Programmable time-out
- Call back capability
- Remote dialing activation
- Remote programming capability
- Power loss notification

Line Powered Phone

The standard features contained on the Line Powered Phone include:

- Personalized site identification message
- Voice prompted call handling and programming instructions
- Phone line powered
- Vandal proof construction
- ADA compliant with visual ADA signal
- Works with both ring down and PBX phone systems
- Programmable time-out
- Built-in voice chip
- Remote dialing activation
- Built-in auto dialer

Contact your local KONE sales representative to discuss which type phone option is best for your needs. For more information regarding the services that KONE offers, please visit us at our web site www.kone.us

The Box Style Mount, similar to the examples shown below is an externally mounted phone.



The Grill Mount is an internally mounted phone that is integrated into an operating panel. Examples of this model, shown below can be used as a replacement for an existing phone.



The Flush Mount as seen in the examples below can be mounted both internally and externally using a plate that fits over an existing phone opening in an operating panel.



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For the latest product information and interactive design tools, visit www.kone.us

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