

**Date:** 9/7/2018

**TSB Number:** TSB-0008

**Route to:** Modernization/Service Manager

**Reference:** Traction Elevators with Smartrise Absolute Landing System

**Subject:** Software Update NTS/ETS

**Action:** Recommended, but not mandatory

**Equipment:** Cedes Landing System

**Description:** Over the course of the last several months, Smartrise Engineering has received complaints about the Smartrise Absolute Position landing system. The reports are that the setup process for the NTS and ETS are time consuming and are causing nuisance NTS/ETS faults resulting in unexpected shutdowns.

It has also been reported that after correcting the issue with adjustments to drive and system settings, that the issue may still intermittently occur.

We have investigated the issues reported and determined that the software used on the Smartrise Absolute Landing system needed correction. We have developed a new version of controller software that will correct these intermittent issues and provide an easier adjustment and installation process.

This software was tested and has been proven to correct the issue.

**Fix:** If you are experiencing issues with ETS/NTS tripping when they shouldn't, or if the adjustment process for the Smartrise Absolute Landing System is taking too long. Please contact Smartrise Technical Support immediately. Please provide the job number for the affected jobs and your software will be updated to the new version. Instructions & updated documents will also be provided. Please reference TSB 0008.

If you have any questions, please reach out to our Technical Support department by phone: 916-457-5129 or by email: [support@smartrise.us](mailto:support@smartrise.us).