



Date: 08/12/2020

TSB Number: Technical Service Bulletin-00013

Route to: New Installation/Modernization/Service Manager

Reference: IUEC Safety Alert on Unexpected Elevator Movement

Subject: Unexpected Elevator Movement

Action: Mandatory

Equipment: V2 Hydraulic Controller with IP8300 landing system, V2 Hydraulic Controller with CEDES landing system, V2 Traction Controller with IP8300 landing system, V2 Traction Controller with CEDES landing system

Description: It has recently come to our attention that the IUEC (International Union Elevator Contractors) released a safety alert, identifying two cases of an elevator moving unexpectedly.

Fix: Verify the installed software version. This is done by navigating the SRU board, to the “main menu > about” to find the installed software version. If the installed version is 2.49b or newer, then no action is required. If not, please request the update by contacting our Technical Support Department at: (469) 678-8000 or support@smartrise.us.

In addition, for a safe operation of the affected unit:

1. Never enter the hoistway when the car is on automatic operation. Instead:
 - a. Activate hoistway access, and move car using landing key switch, or
 - b. Activate the Stop switch before entering the hoistway, or
 - c. Place the car on machine room inspection.

2. When on cartop inspection, keep the cartop stop switch enabled until you are ready to run. The car may move unexpectedly at inspection, because of a stuck direction button, and/or a shorted wire on a direction input terminal, and/or a faulty input circuit, on software prior to the one listed above.

If you have any questions, please reach out to our Technical Support department by phone: 469-678- 8000 or by email: support@smartrise.us.