



## Technical Service Bulletin

**Date:** 01/29/2021

**Route to:** Modernization/ Service Manager

**Reference:** Operation of Hoistway Access with hall and car doors closed.

**Subject:** Section 2.12.7.3 of the ASME Code does not define operation of Hoistway Access with hall and car doors closed. Existing software allows the elevator to operate within the entire shaft, using access key switches with hall and car doors closed, while on Hoistway Access mode. A software update is available to disable Hoistway Access operation with hall and car doors closed.

**Action:** Required

**Equipment:** All SRH (Hydraulic) and SRA (Traction) controllers. Version 1 software is excluded.

**Fix:** For controllers with version 2 software, update software to version 2.53e or higher.  
For controllers with version 3 software, update software to version 317d or higher.  
For C4 controllers, update software to version 1.02.64f0 or higher.

**Hardware:** Laptop and Debug Adaptor for version 2 and version 3 software  
Laptop and Link 2 Programmer for C4 controller

**Wiring Changes:** N/A

**Note:** N/A

**Initial Job Site Preparation:** When on site, go to the Machine Room SRU board.

- Go to Main Menu/About.
- Verify the software version.
- If the Software version is what is listed above in the "Fix" section, nothing needs to be done.
- If the software version is lower than what is listed in the above "Fix" section, call (469-678-8000)/email [support@smartrise.us](mailto:support@smartrise.us) so that we can update the job software and provide instructions.