

Circular letter to our customers

Important Information

Contamination and rail protection agents on/on elevator rails!

Dear Business Partners,

after it was only discovered on site that a new safety gear/safety module was needed for conversion to UCM due to high levels of contamination on oiled guide rails and had not even been cleaned of rail protection agent (30 years), which was the cause of the “not holding up” at UCM.

We have been propagating this for decades:

Dirt and filth are the enemy of every safety component!

(Operating manual – information at trade fairs, etc.), unfortunately this is ignored far too often!

As a manufacturer, we then have to put in a considerable amount of effort with replacement deliveries or assembly operations in order to satisfy the customer on site, even if the safety component was not responsible for the failure!

We will no longer be able to tolerate our products on old, oiled rails that are contaminated with dirt and guide rail protection.

The cleaning of the existing rails will be automatically certified by you when you place your order. If the safety gear does not work after installation because the rails were not cleaned, we will pass on the additional costs.

Cleaning the guide rails is explained in all operating instructions on page 2 under points 1 to 3!

We do not understand that in today's world, when security thinking is supposedly high, this very crucial point is so disregarded by many.

The TÜV acceptance test as a safeguard does not always show the “real” danger, depending on the test procedure, etc.

For example, we noticed that standard conveyor system manufacturers (RBG) operate significantly neater and cleaner guide rails and safety components, even though over 99% of the time there is no passenger transport and these devices are often in use 24 hours a day!

That should give all of us elevator builders something to think about!

Our slogan:

Away from oil and especially dirt etc., as nothing is more definable than “clean – dry” rails.

This not only affects “us” but, as we know very well, our competitors as well!

Elevator technology G. Schlosser GmbH