Subject: Yellow step inserts on Schindler Escalators – Models SWE and 9300

Sent to: Escalator Contractors in Scope U9, F9 and P9 & Owners of above mentioned models.

1. Introduction

Inspection of some subject escalators revealed cracks on the yellow plastic step inserts typically around the screw head. In response to our investigations the manufacturer provided the following statements:

- The major cause of cracks in plastic inserts has been the use of,
  - solvents during cleaning of steps, or
  - synthetic lubrication oil for step chains.

- These solutions affect the characteristics of the insert material. Therefore, Schindler requires the subject escalators:
  - to be cleaned with a solution of soap/mild detergent only, and
  - to use mineral oils only (not synthetic oils) for lubrication of step chains.

- As a part of routine monthly maintenance, Schindler visually checks for cracks in the inserts and replaces inserts if cracks are visible.

- As a part of routine annual maintenance, Schindler checks for cracked or loose inserts and replaces inserts if cracks are visible or insert is loose. (See Attachment A to this Bulletin for the recommended procedure.)

- Schindler maintenance mechanics follow the procedure stated in Attachment A, a copy of which is provided with this Bulletin for information to companies maintaining the Schindler product. A qualified maintenance contractor is expected to inspect steps and their related hardware for any wear or damage as a part of regular maintenance.

- The inserts on Schindler escalator steps are easily visible and accessible; no special tools are required to inspect and replace them.

- Schindler provides a service manual to each escalator owner at the time of installation. The manual has instructions on the care of escalator step inserts (excerpts are in Attachment B to this Bulletin).

2. Order to Contractors

Contractors maintaining escalators models SWE and 9300, made by Schindler Elevator Co., shall:

(a) within 60 days from the date of this Bulletin revise their maintenance procedures to include:
  i. Visual inspection of inserts for cracks as part of monthly maintenance;
  ii. Visual and physical inspection of inserts as part of annual maintenance,

(b) replace the inserts with identified cracks,

(c) not use synthetic oil for lubrication of step chains, and

(d) advise escalator owners to use only a mild detergent and soap solution for cleaning of steps (see Attachment B).

3. Compliance Requirements

Failure to comply with this Order constitutes an offence under section 37 of the Technical Standards and Safety Act.

NOTE: This Safety Alert has been developed in consultation with the TSSA Elevating Devices Council.

Roland Hadaller, Chief Engineer
Ted Dance, Director of Operations
ANNUAL INSPECTION AND REPLACEMENT PROCEDURE FOR ESCALATOR STEP INSERTS

Inserts used for demarcation of escalator steps are made of yellow synthetic material having durability and flame retardation characteristics. However, when subjected to solvents or strong cleaners, which are not recommended, the inserts may develop hairline cracks especially at the point of fastening. If the cracks are left unattended, they may result in breaking of the insert at one or more of its attachment points, and separation of a piece of the insert may eventually occur. It is therefore recommended that during annual inspection, the inserts should be checked for breaks to prevent any unexpected failure. The following inspection procedure is suggested:

1. Remove the floor plate at the lower end and put the escalator on inspection mode.

2. Standing inside the lower machine area, visually inspect the inserts (without taking them apart) on all steps for any sign of cracks. Also manually check for secure fastening of the insert to the body of the step.

If the inspection of any insert reveals cracks or movement indicating the failure of one of the inserts at the attachment point, replace the insert.
Attachment B

Escalators/Moving Walks Preventive Maintenance

- If an escalator or moving walk makes an automatic emergency stop, contact trained maintenance personnel for an equipment check before returning it to operation.
- Report all accidents immediately to the maintenance company and your insurance carrier.

**Enforcing Proper Use**
- Instruct employees and qualified personnel as to the location and use of emergency stop buttons.
- Instruct all employees and passengers to avoid hitting escalator balustrades (side panels) with objects.
- Do not permit use of an inoperative escalator as a stairway.
- Maintain crowd control.
- Provide alternative vertical transportation for people with disabilities, the elderly, children in strollers or persons carrying parcels or freight.
- Advise passengers regarding proper use. Schindler offers a safety video and brochure to assist you in communicating ridership guidelines to your passengers. See page ii.

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**Care and Cleaning**

The balustrades of an escalator or moving walk come in various finishes. The following outlines how to care for components of the system.

**Glass**
Glass should be cleaned with a quality glass cleaner. Do not lean over the handrail to clean outside glass surfaces while standing on the escalator or moving walk as a loss of balance may occur.

**Stainless Steel and Bronze Areas**
We recommend you treat stainless steel portions of the balustrades with a quality stainless steel cleaner and polish and treat bronze surfaces with a quality bronze polish. Apply a light spray coating and polish with a soft cloth. Avoid spraying this product on the emergency stop buttons, key switches or over traffic areas.

**Skirts**
Skirts, the vertical panels adjacent to the moving steps, should be carefully treated with a friction-reducing material by your escalator maintenance company. Do not apply cleaner or polish to the skirt area as they remove the friction-reducing material.

**Aluminum Steps**
Brush the aluminum steps with a stiff broom to dislodge most dirt or debris. Do not attempt to use liquids to clean the steps without first consulting a trained technician. Liquids could enter the area below the steps and result in an unsafe condition. Do not polish the steps.

**Synthetic Yellow Step Inserts**
Use a mild detergent and soap solution. Do not use any other cleaners, including steam jet blowers. Avoid contact with oil or other lubricants.

**Handrails**
Handrails should be cleaned periodically with a mixture of light detergent and water.

**Warning:** All cleaning of escalators and moving walks should be performed when the system is not in operation and passengers are not present.