

# Report Out-of-Service Elevators



**Reporting elevators out of service for more than 48 hours is required by law.**

Owners and licensees of elevators in residential buildings and long-term care homes are required to report out-of-service elevators lasting more than 48 hours.

## When to report?

- Elevators out of service for **more than 48 hours**



- Report **within 30** days from the day the elevator returns to service



- Only authorized owners or licensees can log in to the portal to report & correct data on out-of-service elevators
- Anyone can view records on out-of-service elevators without logging in to the portal

To report or correct elevator outages, scan the QR code to log into the Residential Elevator Availability Portal at <https://ea.tssa.org/user/login>



# Reporting elevators out of service for more than 48 hours is a regulatory requirement in Ontario.



## Use the Residential Elevator Availability Portal to:

- **Report** out-of-service elevators
- **Correct** data on out-of-service elevators
- **View** *historical* records on out-of-service elevators reported to TSSA

For more information about reporting out-of-service elevators, read frequently asked questions for:

- Elevator Owners
- Elevator Contractors
- Elevator Users

For more information, visit TSSA's Elevator Availability web page at <https://www.tssa.org/elevator-availability>

