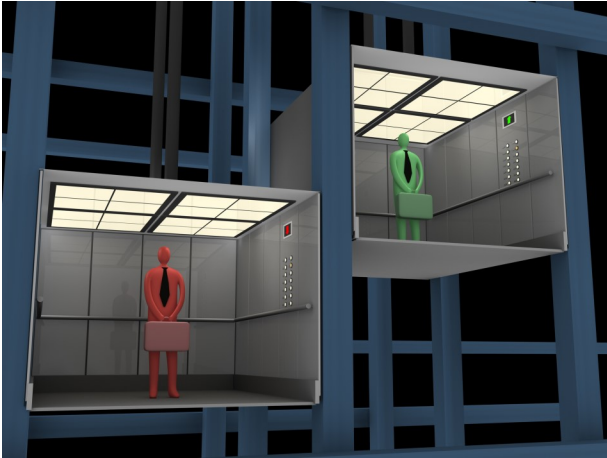


Emergency Procedures | Elevator Entrapment

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An effective elevator preventive maintenance program will reduce the occurrence of elevator entrapments through pro-active identification of potential problems. A critical element in preventive maintenance is the early identification of elevator operational issues, such as elevator car floor not level with the lobby floor and door malfunctions. Visual identification of elevator service issues can be diagnosed by the elevator service technician and on-site property staff.

Under no circumstances is training of on-site building staff members (engineers or security) in the emergency operation of elevator system controls and direct removal of entrapped passengers allowed. Conversely, the planning and assurance of the appropriate trained response to an elevator passenger entrapment must be considered a top priority.

“Safe removal of entrapped elevator passengers shall only be performed by an approved elevator service technician or the Fire Department”.

Elevator response times, during normal business hours and outside of normal business hours, should be reviewed and included within the formal service agreement between building owner and elevator service provider. Response times in urban districts are generally quicker due to the depth of elevator technicians' hours of coverage. The depth and concentration of an elevator company's technical staff, 'after hours' coverage policies, geographical location of emergency response personnel, and location of the building should be considered when contracting with an elevator service company.

EMERGENCY PROCEDURES

Elevator Entrapment

Being entrapped in an elevator can be a traumatic experience. Under all circumstances, emergency personnel should be responsive and make every effort to restore calm to the passengers in the elevator. A reliable elevator communication monitoring system must be in place for elevator passengers to communicate to the security (or elevator) monitoring company in emergency situations. Communication cables installed in elevator systems are not static (communication traveling cables move up and down with the elevator) and can be more problematic than fixed communication systems. The elevator communication and monitoring system should be routinely tested as part of the elevator maintenance program.

“The risk and liabilities associated with a delayed response to an elevator entrapment escalates after normal building operating hours”.



Responsible property managers consider the step-by-step sequence when planning for an elevator entrapment after normal business hours including: 1. Call reliability via the elevator communication system, 2. The monitoring and receipt of the call, 3. Correct identification of the building address and specific elevator car, 4. Accurate and current emergency contact information for the elevator service technicians and building staff, 5. Expected dispatch and response time, and 6. Facilitation and access to the building and elevator machine room.

Available in [BuildingsOne](#) library of documents: Emergency Procedures Series
Elevator Entrapment Emergency Procedure Template
