

LIFT MODERNISATION

Frequently Asked Questions

What changes are being made to the lifts?

KONE are currently undertaking a full upgrade of the existing lifts throughout the building. These works are complex in nature and include the replacement of the existing Control Systems to "Destination Control" plus installation of the latest AC Gearless Motor technology, drive and control systems, Car Button Panels, Car Indicator Screens, Passenger comfort and safety items including a Lift Monitoring System.

Why are some floors grey (cannot be selected) on the destination operating panels (DOPs).

The Grey floors indicate a secured floor, the tenant visitor does not have security access rights to these floors. To gain access to a secured floor that you have privilege to, you must swipe your security pass.

How do the door sensors work?

The door passenger protection is activated when a passenger is detected between the infra-red beams. Breaking the beam causes the doors to re-open.

How does the lift level itself or know that it has reached a floor?

Door zone inductors and floor plate inductors tell the lift if it's at floor level. A binary reader on the car also feeds back to the controller which floor it is on.

Why is the lift sometimes slow when closing the door and moving off?

The doors may stay open longer because of walking time. Walking time is set that passengers walk at 1m/s. If a passenger walks quicker to the lift you may have to wait 1-2 seconds

Is the lift recording the weight?

The car weight is measured and used for 2 tasks - To ensure the correct torque is prepared for driving the machine and measuring the overload and bypass functions if the lift cars are at capacity.

Does the lift know how many passengers are travelling in it?

The lift only knows the number of people travelling based on the number of destination calls allocated to it. To prevent over capacity, every passenger must swipe their access card and enter their destination prior to entering a lift.

How does destination control work? If 2 people travelling to the same destination select the floor seconds apart, why are they sometimes sent to separate lifts?

This can sometimes happen due to calculations based on the number of passengers allocated to a lift and walking time calculations.

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Is there any confirmation that your call to a destination has been registered?

When the call is given at the Destination Operating Panel (DOP), a lift is allocated to the user which is shown on the DOP. Similarly, when the passenger enters the lift car, the lamp for that floor is illuminated.

What is the impact of pressing the destination floor multiple times?

The call can spread to other cars which means unnecessary stops and an impact on waiting times

Do the internal buttons, including the door open/close and STOP button work during the modernisation?

The Door Close button has been removed. Door Open and Stop buttons will continue to work. Internal car call buttons will only work when the lift is on fireman's drive.

Why do some DOP's have voice commands when selecting floors and others don't?

This indicates the handicap feature has been activated.

When I select my floor, why does it take so long for the lift to arrive?

During the modernisation process there is a high work load due to one lift being out of service to undergo modernisation.