

REM® 5.0 Safety

The Remote Elevator Monitoring (REM® 5.0) system by Otis monitors the entire elevator system 24 hours a day, 365 days a year to prevent or correct potentially unsafe conditions. It provides voice and data links between the car and the 24-hour OTISLINE® center.

BENEFITS

Continuous monitoring of the elevator system, including leveling accuracy, door operation and safety features

24-hour communication link between car and Otis service professionals

Greater passenger safety and comfort

FEATURES

24-hour monitoring

The REM system monitors the entire elevator system's performance 24 hours a day, 365 days a year. As an option, the system can monitor safety features such as leveling accuracy, door operation and in-car lighting. When there is a problem with the elevator's operation, the system sends an alert to the OTISLINE center. If the problem requires a technician's visit, the technician will arrive at the building equipped with the REM system's accurate diagnosis and can address it quickly.

Voice communication

The REM system's 24-hour voice communication between the car and the OTISLINE center enables passengers in a stalled elevator to remain in constant contact with a trained service professional. The OTISLINE center will dispatch a technician immediately to free the passengers. The OTISLINE professional will remain in touch with passengers, reassuring them with updates on the technician's arrival time.

The in-car voice system's volume control can be monitored, tested and adjusted remotely to ensure that it will always provide proper communication. No technician has to visit the building to adjust the system.

The REM system's voice communication is non-proprietary. It is designed with an open protocol that allows building owners to establish the 24-hour voice link with any elevator service provider or rescue service.

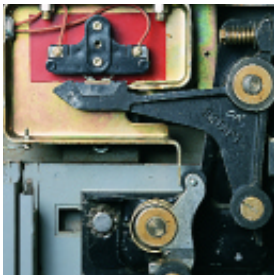
Data communication

The REM system is equipped with a high-speed modem to ensure that data communication is swift, uninterrupted and complete.

If an elevator stalls, the REM system immediately sends an alert to the OTISLINE center, complete with a precise diagnosis of the problem and the location of the car. An OTISLINE specialist immediately contacts a technician with the diagnosis. Upon arriving at the building, the technician can address the problem without spending precious time on diagnosis, and can get the system back in service quickly.



The REM system monitors leveling accuracy 24 hours a day.



Door system functions are monitored continuously.



The REM system provides 24-hour voice communication between the elevator and the OTISLINE center.