

Guarding Electrical Controller

The Safe Choice

BENEFITS

- ▶ 24 hours a day, 365 days a year monitoring service
- ▶ Increased passenger safety and peace of mind
- ▶ Quick response to entrapments or down-time
- ▶ Proactive management of elevator equipment

FEATURES

REM® Monitoring System

Monitoring your elevator events such as starts and stops, door openings, closings and levelling (optional), amongst others, allows Otis to identify potential problems in your elevator and attend to them prior to resulting in a breakdown.

In the event of a breakdown, an alert will be raised in our 24/7 Response Centre, OtisLine®, and a technician will be dispatched to check the cause of the malfunction.

Component Degradation

Otis' Engineering department analyses the REM® data received and proactively attends to malfunctions that could result in a breakdown. Should there be component degradation an alert is sent to the Otis Engineering department where it is analysed to proactively generate a solution for it. This service ensures that a fault in your elevator is addressed before a breakdown occurs. Ensuring maximum up-time of your elevator equipment for you and your customers.

REM® Health Check

To maintain reliability of communications at all times, REM® checks its own telecommunication lines to ensure voice operation and reports any malfunctions. REM® does frequent voice tests within the car to check microphone and speaker reliability.

Customised Reports

Customised reports of your elevator operation and the monitoring results are available upon request to your Service Account Representative.

Versatile Installation

The REM® system, easily installed and updated in new and modernisation projects, works in any Otis elevator system - traction or hydraulic - or any other manufacturer's relay-based controller. All new Otis elevators are compatible with REM®.



**Every one.
Every job.
Every day.**

Rapid response



Passenger safety



Maximum uptime

			0	0	1	1
S	Door Opening	Door Started 2 Open	1	0	0	1
	Door Open	Door Started 2 Open	1	0	0	1
	Door Closed	Door Closed	1	0	0	1
	Door Closed	Door Closed	1	0	0	1
	Door Closed	Door Closed	1	0	0	1
	Door Closed	Door Closed	1	0	0	1