



**OTIS**

# Welcome to Otis

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[www.otis.com](http://www.otis.com)



# Warranty Manual Contents

- OTISLINE®
- Warranty Coverage
- Elevator Key Switches
- Special Emergency Service
- REM
- eService



Signature  
Service





## OTISLINE®

### HOW TO PLACE A SERVICE CALL



#### SMART TECHNOLOGY

Your Otis mechanic is in constant communication with OTISLINE via smartphone technology. As a result, we can respond to your call quickly.



#### OTISLINE EMPLOYEES

- ◆ Work directly for Otis
- ◆ Serve as your personal customer advocate
- ◆ Are experts in the elevator industry
- ◆ Log all calls for our e-Service portal
- ◆ Provide 24 hour support, 365 days a year



#### CONTACT US

##### Otis eService App

iPhone, Android &  
Windows  
To Download:

Search "Otis eService"  
in the application  
marketplace and  
download accordingly.

##### By Phone:

English: (800) 233-6847  
French: (800) 238-6847  
Spanish: (800) 872-6847



#### OTISLINE™ CUSTOMER CARE CENTER

Within minutes, a customer service representative can have a mechanic on the way to your building. Our service professionals provide support 24 hours a day 365 days per year to ensure you receive a prompt, professional response.



#### CONTACTING OTISLINE

Easily contact OTISLINE using the customer portal, mobile app, or by phone.

Please have your Building ID number ready and be prepared to provide a brief description of the problem.



#### SERVICE CALL HISTORY

OTISLINE logs all service calls, which will appear in the online Customer portal and recent activity in both the Customer portal and Mobile app. You can refer to these valuable records of activity at any time.



A QUALITY-DRIVEN, CUSTOMER-FOCUSED CARE CENTER OFFERING EXCEPTIONAL SERVICE

**+** OTISLINE IN AN EMERGENCY

As part of our service to you as a maintenance customer, your Otis mechanic will program your elevator emergency telephone so it can be used to call OTISLINE automatically in emergency situations, in adherence to ADA guidelines.

This is a cost savings to you since no third-party service provider is necessary. Our professional customer service representatives are trained to respond to both service-related and emergency calls.

**+** OTISLINE STATISTICS

- ◇ Average call wait time: 9 seconds
- ◇ Average time to restore service: 2.5 hours
- ◇ Annual number of calls: 1.2 million

SERVICE TIPS

If the elevator is not working properly, check the items listed below before you contact Otis for service. It could save you the cost of a service call and shorten the time your elevator is out of service.

- ◇ Are there any objects lodged in the door sills?
- ◇ Are there smudges on the door detector lenses?
- ◇ Is the RUN/STOP switch on STOP?
- ◇ Is the elevator in Independent Service mode?
- ◇ Is the elevator receiving power?

**+** Hydraulic elevators:

In cold weather conditions, run the elevator up and down several times to warm the oil for optimal performance.

**If an elevator is operating in an unsafe manner**, the car should be taken out of service and should not be serviced by anyone who is not a trained elevator professional.





## Warranty coverage

### NEW INSTALLATION DETAILS

#### Your New Installation Service (NIS) Period Coverage

During this period, an Otis Maintenance Examiner will be assigned to your building and will regularly examine, lubricate, and adjust your equipment. This will ensure its safety, dependability, and peak performance. The warranty period offers the following:

#### Repair and Replacement of Components

With the NIS period, all replacement items, relating to the normal operation of the equipment, including major components, and labor are included. We warrant that only Otis-approved components will be used in carrying out repairs. All repairs will be carried out during Otis Working Hours.

Any minor repairs that are required as a result of normal use will be undertaken at the time maintenance is performed. Major repairs will be planned and carried out by specialist Otis engineers or subcontractors at agreed times.

#### Otis Maintenance Management Systems (OMMS®)

The Otis Maintenance Management (OMMS) is designed based upon the equipment type and its environment. Our tailored program of inspection, cleaning, adjustment and lubrication will ensure safe, reliable and efficient operation, minimizing the risk of equipment failure and prevention of premature component wear.

Our maintenance system is further enhanced by the use of our unique Advanced Monitoring system that constantly monitors and assesses the equipment's performance and dictates supplementary maintenance tasks.

All Programmed Maintenance visits are performed during Otis Working Hours.

#### Availability of Replacement Components

We utilize only Otis approved replacement components, assemblies and lubricants.



# OTIS



# Elevator key switches

NOT ALL KEY SWITCHES ARE AVAILABLE IN EVERY STATE. THE AVAILABILITY OF KEYS IS DEFINED BY A17.1

## + Run/Stop key switch



Turns the elevator off. This function should not be used by building personnel since it will generate a service interruption message if the elevator is on 'Remote Elevator Monitoring'. Use key marked "UTE"

## + Independent Service key switch



Normally used by building personnel for deliveries when exclusive use of the elevator is needed.

This feature removes the elevator from normal operation and bypasses all hall calls. To start car, register a call on a car button and hold the 'door close' button until the doors are fully closed. Key is marked "UTA"

## + Cab ceiling light key switch



Key is marked "UTB"

## + Hoistway Access



Allows the maintenance examiner to inspect the elevator from the car top. This feature should also be used by building personnel to take the elevator out of service for events such as cleaning or when a problem occurs. Use key marked "UTH"

## + Cab ventilation fan key switch



Toggles the fan on and off. Key is marked "UTB"

## + Communication Failure key switch



This feature will silence an alarm that is initiated when the phone line in the elevator is not communicating. Key is marked "UTB"

## + SES Fireman's Recall Operation key switch



This feature is for Fire Department use ONLY. See enclosed Fireman's Recall instruction page. Key marked "FEOK1" (Or UTF, UTH, BFD1, YALE 3502 depending on jurisdiction)



If you have a service cabinet in lieu of individual key switches, your service cabinet key may be "UTB" or same as SES key



## Independent Service Operation

Have you ever begun to load your elevator with materials then turned around to gather more items only to find that the elevator doors closed and now your belongings are traveling without you to another floor?

The Independent Service key switch is for scenarios such as this. Actuation of the Independent Service switch of a particular elevator will remove that car from normal group operation, permitting it to respond only to calls registered on car buttons.

### + SAMPLE APPLICATIONS:

- ◇ Hotel event setup/tear down.
- ◇ Condo/Apartment tenant move-in/out.
- ◇ School move-in/out: new desks and classroom equipment during the summer months and student housing transitions.
- ◇ Nursing home where the elevator is used to load multiple carts for daily food services.
- ◇ Building renovations where the elevator is needed to move materials for various contractors.





CAN I USE THE STOP SWITCH?

Yes, however do you want to leave your one and only stop switch key in the hands of various users? They will need the key to constantly turn the car on and off with each load. With Independent Service, you can activate the switch, remove the key and teach the users how to properly operate the elevator in Independent mode.

KEEP A LOG

We recommend that when loaning out the UTA key you keep a log of all users to ensure it is returned.

TO ACTIVATE	
ACTION	INSTRUCTIONS
#1 - Initiate Switch	Insert "UTA" key into switch within car (or behind service panel) and turn to "ind".
#2 - To close door	Press and hold "CLOSE" button on car-operating panel; hold until door is fully closed. If you release button before doors are fully closed, they will reopen.
#3 - Select a landing	Select the floor button for the desired landing. The elevator will travel to that floor and doors will automatically open.  The elevator will remain at this floor with the doors open indefinitely. To travel to an alternate repeat steps 2 & 3.
#4 – Deactivate Independent Service	Insert "UTA" key and turn key to "group". Remove key.



# Special Emergency Service

## TESTING OF THE FIREFIGHTERS’ SERVICE FEATURE

The elevator code requires that you test the Firefighters’ Service monthly to ensure the proper function of Phase I recall and a minimum one-floor operation on Phase II. You must keep a written record of the test on the premises.\*

+

FIREFIGHTERS’ SERVICE

Your elevator is equipped with a special fire-emergency operation, which (1) removes the elevator(s) from service in the event of a fire, and (2) allows the operation of elevators by trained emergency crews.

+

HERE’S HOW FIREFIGHTERS’ SERVICE WORKS:

**PHASE I** is initiated by smoke detectors located in the elevator lobbies, machine rooms and some hoistways. You can also manually initiate this phase by turning a main lobby key switch to the "ON" position. When Phase I activates, all elevators in the group return non-stop to the lobby and park with their doors open. This ensures that no one is trapped in the elevator and makes cars available for use by emergency crews, as explained under Phase II.

TO ACTIVATE PHASE I	
ACTION	INITIATED BY
Send elevator to another floor	Stand at main floor landing which is the floor indicated with a *. Open elevator, select an alternate floor, exit elevator and stand in main hall while elevator travels to selected floor.
Recall call to main landing (*)	Once elevator arrives at selected floor, insert fire key (FEOK1, UTF, UTH, BFD1, YALE 3502 depending on jurisdiction) in red key switch located in the hall fixture and turn to "ON."
Observe	Elevator will buzz and automatically travel down to the main (*) landing and park with the doors open. Enter elevator and ensure that the fire hat is illuminated and red.

\*In jurisdictions as applicable



**Note:** If the lobby smoke detector senses a fire at the designated or main floor, the elevator system automatically sends the cars to an alternate floor, where they remain parked with the doors open. If the key switch is turned to the "BYPASS" position, the system will bypass the smoke-detector status. This would be used in the event of a faulty smoke detector. The "OFF" position is the normal position for this switch.

**PHASE 2** permits trained emergency crews to operate the elevators. These crews may control elevator functions directly from the car by using a key switch in the car-operating panel. Emergency crews can hold the car at any selected floor, or return it to a designated floor for use by others.

TO ACTIVATE PHASE II	
ACTION	INSTRUCTIONS
Initiate Phase II	Open Fire Service cabinet with fire key. Insert fire key into switch within car and turn to "on".
To close door	Press and hold "CLOSE" button on car-operating panel; hold until door is fully closed. If you release button before doors are fully closed, they will reopen.
Test Fire Service at one floor	Select a landing to travel to by selecting a floor button. Elevator will travel to that floor.
Test door opening	Once at the landing, the doors will not open, press door open button to ensure doors will open enough to peek at the hall, let go and doors should automatically close.
Return to main landing	With doors closed, select main landing (*) elevator will travel back to main landing.
Open Doors	Open doors by pressing and holding door open button until doors are FULLY open.
Turn off Phase II – In Car	Insert fire key into car fire service key switch and turn to OFF, remove key.
Turn off Phase I – In Hall to be capitalized	Insert fire key into hall fire service key switch and turn key to "BYPASS" and then to the OFF position, This should return the elevator to normal operation and your test is complete. Log test in log book.



SPECIAL EMERGENCY SERVICE LOG			
Record of Elevator Fire-Service Test OTIS Emergency # 1-800-233-6847			
Building Name	Building ID	Machine #	Customer Designation
DATE	INITIAL	REMARKS/NOTES	



# Emergency Procedures

Your elevator equipment has many built-in safety features that reduce the risk of personal injury and property damage in the event of malfunctions or disasters; however, your building staff still plays a vital role in directing occupants to safety, by monitoring equipment, and operating controls that initiate emergency features.

The next few pages describe the following important safety features. Please familiarize yourself with these features.

- ◆ Fireman's Recall Service
- ◆ Record of Monthly/Quarterly Testing of Firefighters' Service



IN CASE OF FIRE  
USE EXIT STAIRS

## EMERGENCY REMOVAL OF PASSENGERS FROM ELEVATORS

It is best to contain a "trapped" passenger within the cab until trained personnel can remove them. Door restriction devices prevent the passenger from opening the car door when the car is not at or near floor level; the top emergency exit cannot be opened from within the car, etc. This helps to prevent injuries (or death) which can occur when well-meaning, but untrained people try to extricate themselves, or others, from stalled elevators. Therefore, we recommend the following procedure in the event of a passenger trapped in an elevator.

**Note:** This is a potentially hazardous operation and should only be performed by trained personnel. We strongly recommend that neither you nor your building staff attempt to free trapped passengers.

- ◆ Communicate with the passenger, reassure them they are safe as long as they do not panic or try to open the doors, and that there is plenty of air in the car. Stay in communication with them until they are rescued. Communication can be by either the standard communication system to the car, or by locating the elevator in the hoistway and communicating verbally through the doors.
- ◆ Ask the passengers to push the door open button, as sometimes the elevator is floor level and the door will open.

- ◆ Ask the passenger(s) to make sure that the red emergency stop switch is in the "Run" position.
- ◆ Call Otisline® (see Placing a Service Call). Inform the Customer Service Representative that people are trapped in the elevator. Entrapments receive priority service.
- ◆ Give your customer service representative a phone number where you can be reached should they need to contact the building.
- ◆ Do not call '911' unless it is an emergency. There have been instances where considerable damage was done to an elevator by non-elevator personnel attempting to remove a passenger from an elevator when the situation was not an emergency.
- ◆ National elevator codes (ASME/ANSI A17.1 and CAN/CSA-B44) require that your hoistway doors be equipped with an "emergency unlocking device," which can be operated with a special key. This key will open the hoistway (outside) doors and permit removal of trapped passengers. The key is included in this binder. This key should only be used by trained individuals.



## Care and Maintenance

### CAB ENTRANCES AND FIXTURES ARE FINISHED IN A WIDE VARIETY OF DESIGNS AND MATERIALS

Durability and ease of maintenance, as well as bright, colorful appearance, have guided the development of finishes that will not only stand up under heavy wear inflicted by the riding public, but can also provide the aesthetic people expect.

Today's popular elevator finishes are available in bronze, stainless steel, plastic laminates, vinyl laminated on steel, wood, fabrics, and natural components.

Aesthetic and functional requirements determine cab, entrance, and fixture materials and finishes. For example, service elevators often require stainless steel satin finishes or rigidized and other durable materials.

OTIS FINISHES HAVE BEEN SELECTED TO COMPLEMENT AND ENHANCE EVERY INTERIOR DESIGN SCHEME

Passenger elevators in office buildings use the popular plastic laminates for wall paneling, preferably with removable panels that can be easily replaced in case of damage. Materials used in elevator finishes are selected not only for their attractive appearance, but also for easy maintenance. Finishes must receive proper upkeep to retain a quality appearance.

Otis experience in fabricating and maintaining cabs, entrances, and fixtures is summarized in the following recommendations for the care and cleaning of a broad range of materials.





## STAINLESS STEEL - MIRROR FINISH

### + CLEANING

This highly reflective, contemporary finish should be dusted frequently and washed with mild soap and warm water.

Blemishes caused by oil, tar or grime can be removed with a cleaner by rubbing with a soft cloth to avoid scratches.

### + POLISHING

This finish should be buffed using a soft, clean cloth with a vertical movement only, not circular.

### + SCRATCH REMOVAL

Scratches should be removed by professionals only.

### + ON-SITE PROTECTION: WAXING AND OILING

On non-lacquered, stainless-steel finishes, you can use a light coat of silicone or furniture wax to prevent fingerprints.



## WALL FABRIC

### CLEANING

Weekly cleaning with a soft cloth and periodic cleaning with warm water and mild soap are usually sufficient to remove superficial dust and dirt. For stubborn areas, such as finger marks, smudges, etc., the use of a soft bristle brush is recommended.

Most liquid cleaners and detergents available on the market today, when used according to their labels, have been found to be safe and effective for Otis standard fabric cleaning.

In all cases, however, rinsing with a clean, damp cloth is recommended to ensure no residue remains in the fabric. Since abrasive cleaners could mark or dull fabrics, these should not be used. Use of a flammable cleaner may void the flame tests required for A17.1 code compliance.

### CAUTION!

Prior to using any chemical (e.g., cleaning agent, paint, solvent) review the Material Safety Data Sheet (MSDS) which comes with the product and the product label. Follow these written instructions to avoid all hazards associated with these materials





## STAINLESS STEEL - MIRROR FINISH

### + CLEANING

This soft, contemporary finish should be dusted frequently and washed with mild soap and warm water. Blemishes caused by oil, tar or grime can be removed with Simple Green® or a similar nonabrasive household cleaner by rubbing in the direction of the grain with a soft cloth to avoid scratches.

### + POLISHING

This grained finish can be polished with a Scotchbrite® type-A pad soaked with lemon or mineral oil and rubbed lightly in the direction of the grain or sanding lines. The surface should be wiped dry using a soft, clean cloth.

### + ON-SITE PROTECTION: WAXING AND OILING

On non-lacquered stainless steel, a light coat of silicone or furniture wax can be used to prevent fingerprints.

### + SCRATCH REMOVAL

If normal cleaning does not remove scratches, it may be necessary to resort to sanding. This work is best performed by a metal finishing professional.

Sandpaper with grits of #80, #120 and #180 may be used with mineral oil. Start with the finest grit, #180, and proceed to the coarsest required to remove the scratch. Then revert to the finest grit, followed by Scotchbrite® and oil finishing as described above. Always rub with the grain.



## PLASTIC LAMINATE

### + CLEANING

This flexible, attractive finish, available in a variety of colors and simulated wood grains, should be dusted frequently and washed with mild soap and warm water to remove grime.

Washed surfaces should be rinsed and dried thoroughly. Hard rubbing or abrasive material should not be used.

## BAKED ENAMEL

### + CLEANING

This rugged, attractive finish is available in a wide variety of colors and should be dusted frequently and washed with mild soap and warm water. Oil, tar and grime can be removed with a cleaner by rubbing with a soft cloth to avoid scratches.

### + TOUCH UP

Touch-up paint can be obtained by contacting the Otis factory through your account manager. Paint is supplied in half-pint cans for any baked enamel color furnished by Otis. Surfaces should be thoroughly cleaned and dried before applying paint.





# OTIS ONE™

## REAL-TIME SMART SERVICES DESIGNED FOR YOU

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### EXPERIENCE CONNECTED SERVICE,POWERED BY THE INTERNET OF THINGS

Using smart, internet of things (IoT) technology, Otis ONE™ brings you and your passengers the next generation of service. With 24/7 real-time, connected service combined with our foundational historic data your elevator experience will be transformed as you receive new insights. Transparent, proactive, predictive: this is Otis ONE™.

- Improve elevator performance
- View real-time elevator status
- Reduce service disruptions with predictive insights
- Drive faster resolution times for a quicker fix with informed mechanics

+

### SOFTWARE ENABLE SERVICE

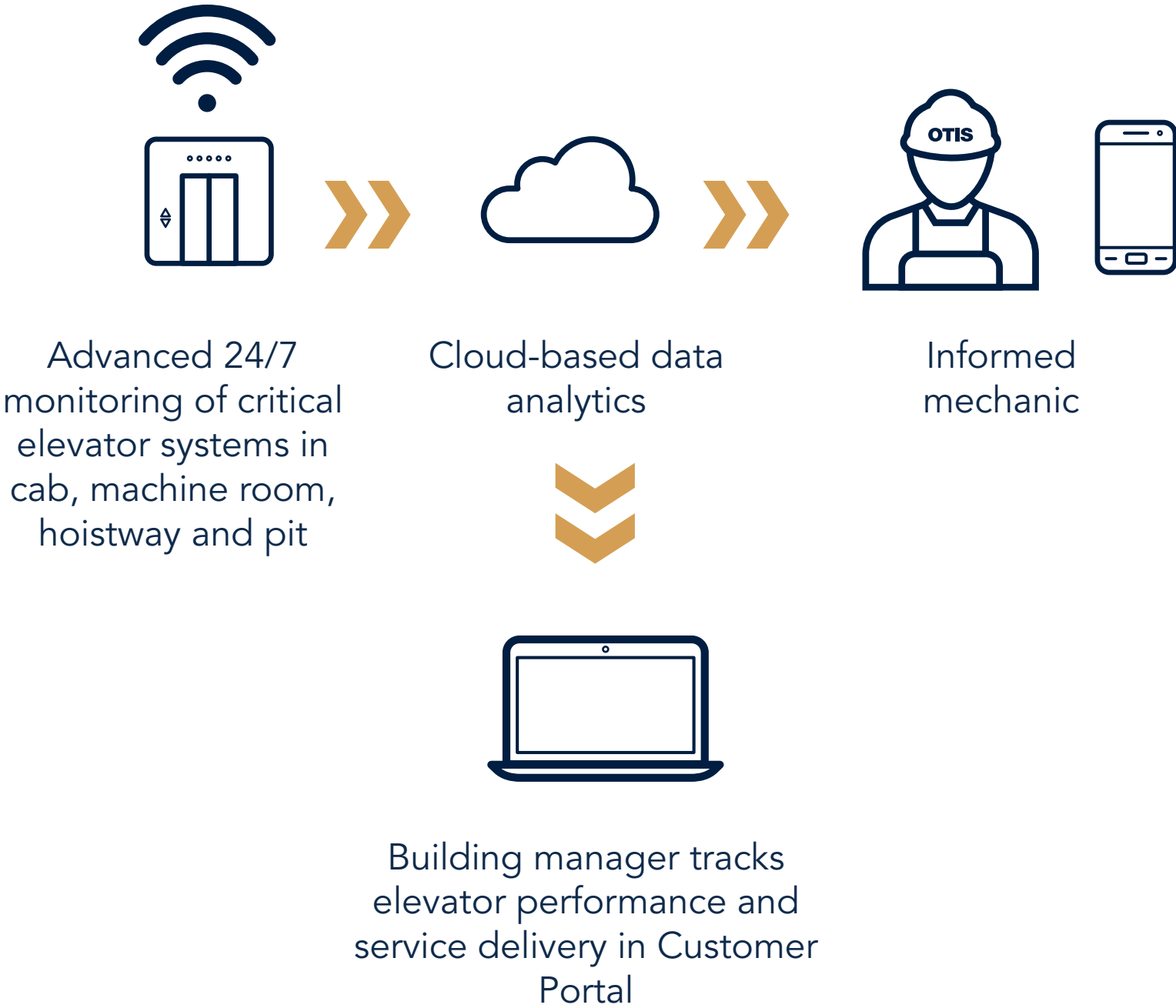
Ready for tomorrow and beyond

Like technology ecosystems before it, the Otis ONE™ platform is designed to evolve. Powered by the internet of things, machine learning and cloud connectivity, future updates are only a download away. And as we invest in more tools, services and functionality, you can select from a menu of add-ons that make sense for your building and needs



+

### TURNING DATA INTO ACTION





# eService

SIMPLIFY DAILY TASKS TO  
HELP MANAGE YOUR ENTIRE  
PORTFOLIO

OUR CUSTOMER INTERFACE,  
REDESIGNED WITH YOUR NEEDS  
IN MIND

eService is your customer portal, accessible  
anytime from your computer, tablet or mobile  
device. Use it to manage your entire elevator,  
escalator and moving walkway portfolio. It has  
been designed to simplify your daily tasks.



- INFORMED  
Get real-time notifications about and  
access to a complete history of activities  
of your equipment.
- ORGANIZED  
Review records and other important  
service documents.

- CONVENIENT  
Pay bills online and access other  
personalized data through one simple  
performance dashboard.
- MOBILE  
Time-saving tools designed to keep you  
up to date on the status of your  
equipment wherever you are.





## + WHAT CAN I DO WITH OTIS eSERVICE?

eService gives you quick and easy access to your recent elevator activity. With eService, you can:

- Stay up-to-date with your elevator service history and performance data
- Place a service call
- Check and pay your invoices
- Add a colleague
- Book an appointment or contact Otis

## + HOW DO I GET ACCESS TO eSERVICE?

If you have not activated your account, go online to <http://eService.Otis.us> and click on "Sign Up." Fill out and submit the simple request form, and you will receive a confirmation email once your account is activated. you are now ready to discover the benefits of eService.

If you already have an Otis eService account, use your email address and password. If you forget your password, you can click the link to have a new one sent to your email address.

## + HOW CAN I CONNECT TO eSERVICE?

The eService web interface is compatible with computers and tablets. The Otis eService Mobile app is available for Apple, Android and Windows smart phone devices. eService is the most convenient way to manage your portfolio wherever you are, whenever you want.

## + HOW DO I LEARN MORE OR GET HELP?

You can contact your Otis Sales Representative directly or for help: [eServiceRequest@otis.com](mailto:eServiceRequest@otis.com)



# OTIS



EASY-TO-ORDER ACCESSORIES AVAILABLE TO OWNERS



SPARE KEYS

Can't find your keys or need more? We have replacement keys for firefighters' service, independent service and priority service.



ELEVATOR CERTIFICATE FRAMES

Mount your certificate of operation in our stainless steel certificate frames. The frames can be easily installed vertically or horizontally in the elevator cab.



SAFETY SIGNS

Inform the public about safe riding conditions and what to do during emergency situations. We have safety signs in many finishes, including stainless steel and bronze.



SECURITY SYSTEM

Restrict unauthorized access to your building elevator. Using a keypad, card reader or proximity detector, Otis security systems help protect tenants from intruders.



EMERGENCY-POWER AND EMERGENCY-RETURN OPERATION

Prevent passengers from being trapped during a power outage. Otis emergency-power systems allow the elevator to operate during a power loss.



ELEVATOR CAB PROTECTIVE PADS

Protect your investment. Purchase protective pads to prevent damage to your elevator-cab interior from wheelchairs, mail carts, stretchers or misuse. The pads can be installed easily using hooks that hang from the wall panels.



ENTRANCE GUARD PROTECTION PADS

Prevent damage to elevator doors, entrances and hoistways while transporting heavy equipment or freight.



DROP KEY



A drop key, which opens the hoistway doors, is required to be kept on site if one is not present , a key can be ordered through Otis. The hoistway should be accessed only by elevator or Emergency personnel.





Built on a legacy of innovation, Otis invented the elevator safety brake in 1852, giving rise to the modern city and forever changing how people connect and thrive in a taller, faster, smarter world.

Today, we're the world's leading elevator and escalator manufacturing, installation and service company. We can be found in many of the world's most recognizable buildings, as well as the busiest transportation hubs and retail centers – we're everywhere people are on the move. With a global maintenance portfolio of more than 2 million elevators and escalators, approximately 2 billion people are moved by our products every day.

Headquartered in Connecticut, USA, Otis is 68,000 people strong, including 40,000 field professionals, all committed to meeting the diverse needs of our customers and passengers in more than 200 countries and territories worldwide.

For more information, visit [www.otis.com](http://www.otis.com) and follow us on LinkedIn, Instagram, Facebook and Twitter @OtisElevatorCo.

[otis.com](http://www.otis.com)

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