

EOX ELEVATOR OWNER'S GUIDE





PROTECTING YOUR NEW INVESTMENT



Elevators are a significant capital investment, and they influence your building's marketability based on their performance and appearance.

Elevator equipment gets constant use and requires continual care. When your warranty expires, an ongoing preventative maintenance plan should be put into place. Preventative maintenance ensures optimal and safe elevator performance, prolongs the life of your equipment and reduces unexpected issues. Preventive maintenance keeps elevators operating at their best, helps avoid major replacements and prolongs the valuable life of your elevators. Contact your TK Elevator account representative to discuss a service plan that meets your needs.

TK Elevator maintenance plans provide:



Prolonged life cycle Our technicians are trained to help protect your investment through proper maintenance, increasing the valuable life of your elevators.



Enhanced efficiency Sustainability means saving energy where possible. Our technicians will make sure your elevators operate at peak performance levels.



Minimal downtime As a member of your team, we will work to anticipate and prevent future problems before they occur, helping to avoid downtime and dissatisfied tenants.



Lower maintenance costs Our scheduled preventative maintenance is designed to catch minor problems before they have a chance to become major ones.



Guaranteed peace of mind Your elevators are in the hands of the industry's best trained and equipped professionals. Why settle for less?



Safe Riding Practices

Safety is TK Elevator's top priority. Here are tips to help ensure the safe use of your new elevator:

- ↘ Always enter and exit the elevator promptly. Doors should not be held open with a hand or any body part.
- ↘ Watch your step when entering or exiting the elevator. If the elevator is not stopping level with the floor, stop using it and call your technician.
- ↘ Do not reach into the door while it is closing.
- ↘ Children should never ride unattended or be permitted to play in and around the elevator.

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Digitally Native package

Illustrations and images in this brochure may differ from the installed product. Consult your local representative for more information.



「 WE TAKE SAFETY
SERIOUSLY 」

Safety Features

This Owner's Guide contains information which applies to EOX vertical transportation equipment.

For safety purposes, all building maintenance personnel should become familiar with the function of the keyswitches and push button operations on the elevators.

- ↘ **Electronic infrared door edges** detect when the elevator doorways are blocked, and keep them open until the blockage is removed. If one of the infrared beams is interrupted, the doors will not close or will automatically reopen if already closing.
- ↘ **Vent slots** ensure adequate air flow.
- ↘ **Emergency exits** should be locked at all times and used only by emergency personnel.



Electronic infrared door



Emergency exit



Hoistway Door Key

Consult your local TK Elevator representative for state/province or local codes that vary from the national elevator code.

TK Elevator products are equipped with a number of devices for the protection and convenience of passengers.



ELEVATOR CARE

Elevator equipment requires regular care. Here are tips for minimizing costs while ensuring optimal elevator performance and appearance.

Things you can visually inspect

While a majority of service tasks must be performed by a trained elevator technician, your building personnel can perform the following actions to help ensure proper and safe equipment operation:

- Visually inspect the car for malfunctioning lights, damaged flooring or damaged cab fixtures. These should be repaired by an appropriately trained individual.
- Ensure the car sill is clean at all times, as trash in the sill grooves can affect door operation.
- Check the doors for ease of operation. Any binding or dragging indicates a need for alignment or adjustment from a properly trained elevator technician.
- Ensure the doors are plumb and close completely. Excessive looseness may cause a safety hazard and will require an adjustment by a properly trained elevator technician.



Cleaning your elevator. Your new elevator is a valuable investment. Here are routine steps to maintain your equipment's appearance:

Cabin walls and handrails

Clean all surfaces with a soft cloth or soft natural bristle brush with a nonabrasive PH-neutral solution. Do not use strong solvents, such as thinners or solutions containing chlorinated hydrocarbons, esters or ketones, or any abrasive cleaners.

Elevator buttons

Routine cleaning of the elevator push buttons with a mild detergent will remove fingerprints, smears and everyday spills. Do not use abrasives or harsh chemicals.

Stainless steel

A mild detergent also removes fingerprints, smears and routine spills. Consumer-type glass cleaners and stainless steel cleaners may also be used. Avoid the application of stainless steel cleaner to elevator buttons. Do not use abrasives or harsh chemicals.



Important

Whenever you use any cleaning or polishing products mentioned above, remember to always follow the manufacturer directions. Alkaline ammonia solvents, hydrocarbon solvents and halogenated hydrocarbon solvents should never be used on elevator push buttons.

BEFORE CALLING FOR SERVICE

Things to check:

If you think your elevator is operating in an unsafe manner (i.e., doors are slamming, elevator is not leveling properly), the car should be taken out of service and you should immediately notify your local TK Elevator office. In any instance, always check the items on below before contacting TK Elevator for a service call. Following this checklist may save you the cost of a service call and get your elevator back in service quickly.

Checklist:



Check that all key operated switches are in the normal “RUN” position.



Be sure the car and hoistway door sills are free from debris. Both sills should be cleaned regularly. Foreign objects such as gum, wrappers, paper clips, coins and other debris collect in the sills and could prevent the doors from operating properly, sometimes resulting in an elevator shutdown.



If the elevator is stopped at a landing with the doors open, and the sills are free of debris, press the Door Close button until the doors close. Then determine if the elevator has returned to normal operation.



In a power failure, have your electrician check for blown fuses or tripped circuit breakers in the mainline disconnect or meter room.



Be sure your building has full power from the power company.



For hydraulic applications, if the elevator has been at rest for an extended period of time, run the car up and down the hoistway for several minutes. This will heat up the oil in the power unit, ensuring optimum performance.



If the call is late in the business day or after 4:30 p.m., assess the situation to determine if the repair is an urgent matter. If you find that there is not an emergency, and you do not have 24-hour emergency callback coverage, you may consider waiting until normal business hours to notify TK Elevator. This will avoid overtime charges.





COST SAVING TIPS

We provide the following recommendations for controlling the costs associated with your equipment



Be certain your equipment is protected by a warranty plan, extended warranty or a service program. The electronic and mechanical components in an elevator system are expensive and just one uncovered malfunction could be very costly. In addition, liability exposure exists when equipment is not properly maintained.



Make sure that the elevator smoke detectors are operating properly. Otherwise, they could cause the elevator(s) to trigger emergency recall. This could result in the elevator(s) being unnecessarily removed from service, or worse, not cause the elevator to properly go on emergency recall when needed.



Do not overload the elevator beyond its rated capacity. Overloading the unit will cause a fault in the system, which will result in a shutdown, and likely trap the passengers inside.



In a power failure or fluctuation, have your electrician check mainline disconnect fuses before placing a call. The building owner is responsible for the main power source and related fuses.



To avoid jeopardizing your warranty, never allow unauthorized personnel to perform service, repair or modify your elevator.



Protect your elevator against vandalism, misuse and abuse.



Clean your elevator interiors according to manufacturers' guidelines. Some tips for cleaning the Cab Finishes are included in this manual.



After placing a trouble call, refrain from cycling the mainline disconnect, as it may clear important diagnostic information.

FIREFIGHTERS' EMERGENCY OPERATION

While rare, your elevator may need to be used by emergency personnel during an emergency. Here's a fire overview of automatic features and tips for these situations.

Fires

Your elevator is equipped with a Firefighters' Service mode that's initiated automatically by building smoke detectors or by your lobby's Fire Service keyswitch. When activated, it cancels all requests for elevator service, returns the elevator to the recall floor*, opens the doors and keeps them open. This allows trained emergency personnel (i.e., firefighters, Emergency Medical Technicians, first responders, etc.) to have complete control of the elevator.

Only emergency personnel should be permitted to reset Fire Service, after being certain there's no fire in the building and smoke/heat detectors have been reset. Elevator personnel may also activate and reset Fire Service for test and inspection purposes.



Fire service keyswitch and jewel

Jewel lights when Fire Service operation is activated, indicating the elevator is returning to the recall landing. (2019 code)



Hall station and other fixtures (2019 code)



EOX - Surface mounted COP (2019 code)



EOX - full column COP with DEP (2019 code)

* The recall floor is either the designated or alternate floor as designated by local fire authorities for the building.



Power failure

In the event of the loss of normal power, limited elevator service is continued through an automatic transfer to an Emergency Power operation. When normal power is restored, the elevators will automatically transfer back to normal operation. If there is not a standby power supply, the elevators will stop in progress and remain at rest until normal power is restored. Become familiar with the type of emergency power operation required by building code.

Auto-rescue feature

Some elevator systems are equipped with an auto-rescue feature that moves your elevator cab to the next available landing in a power failure. It then opens the doors to allow passengers to exit safely.

Emergency power operation

An Emergency Power Lowering System provides automatic or manual return of an elevator to a predetermined landing during a blackout or single-phase electrical condition. If there is a standby power supply, the elevators will automatically return to the lowest landing and the doors will open, allowing the passengers to exit. The doors will then close, and the elevator will shut down. The elevator will remain at this landing until the power is restored.

Battery lowering

Some hydraulic elevators are equipped with an optional Battery Lowering Unit, which provides supplemental power for the elevator when it loses power. The unit returns the elevator to a designated landing and opens the doors, allowing passengers to exit safely.

Stalled elevators

In the unlikely event that your elevator becomes stalled with passengers inside, do not attempt to rescue them. Instead, immediately call your elevator service provider at 844 427 5461 (U.S.) or 800 233 5757 (Canada). In the event that a passenger is injured or ill, call 911. There is an emergency communication phone inside the elevator for anyone trapped to speak to trained emergency response/dispatch personnel. They will reassure the passenger that steps are being taken to remove them from the elevator.

KEYSWITCHES

Keys to your elevator should be kept in a secure, central location and used by authorized personnel * (Group 2: Authorized Personnel). Standard and optional keyswitches are featured below.



Card reader activation keyswitch
Activates and deactivates card reader unit in the car.



Door hold open keyswitch
Holds door in the open position located inside the car.



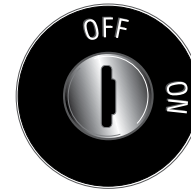
Light keyswitch
Controls elevator cab lighting key.



Light and fan keyswitch
Controls elevator cab lighting and fan.



Two-speed fan keyswitch
Controls fan speed in elevator.



Floor lockout keyswitch **
Enables authorized personnel to lock out access to specific floors located in car or hall. The elevator floor button will not work unless the keyswitch is in the "ON" position.



Independent service keyswitch
Elevator no longer responds to hall calls and remains on a floor with its doors open until a floor is selected and the "Door Close" button is held; then, the elevator starts to travel. Useful when transporting large goods or moving groups of people between certain floors.



Hospital emergency keyswitch
Used for commandeering car during a medical emergency.



Emergency light test keyswitch
Allows for testing of emergency light function.

* Authorized personnel are those individuals trained in the operation of the elevator equipment and designated by the owner to use the equipment.

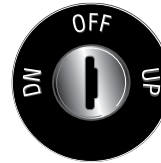
** Typically, all floor keys are keyed alike. If not, each floor will require a different key number.



Voice tone keyswitch
Allows authorized personnel to turn voice annunciator on or off.



Attendant service keyswitch
Provides in-car control over the elevator. When the keyswitch is in the "ON" position, the elevator will be controlled by the attendant and will not respond to hall requests. The keyswitch, when in the "ON" position, will be overridden by emergency operations (fire service, emergency stop, etc.).



Hall call registration keyswitch
Allows authorized personnel to register an up or down hall call.

The FEO-K1 key should be available for use by emergency personnel (Group 3: Emergency Personnel).



Code blue keyswitch
Mounted in hall station to call the car to the respective floor in an emergency.



Lobby park keyswitch
Allows a programmable number of elevators to return to the lobby and park, when in the "ON" position.



Emergency power keyswitch
Provides in-car control over the elevator. When the keyswitch is in the "ON" position, the elevator will be controlled by the attendant and will not respond to hall requests. The keyswitch, when in the "ON" position, will be overridden by emergency operations (fire service, emergency stop, etc.).

The keys below are restricted to be used by elevator personnel (Group 1: Restricted).



Hoistway access keyswitch
Gives access for inspectors from hall.



Inspection keyswitch
Used for inspection mode.



Hoistway enable keyswitch
Used for inspection mode.



Run/stop keyswitch
For emergency stop in the hoistway (no alarm bell is activated).

CAR & HALL FIXTURES

Hall call button

Our flush-mounted, stainless steel call buttons, available in single or dual up/down configuration with white halo, are placed directly in the entrance frame.



Car riding lantern

Arrow lights up in the direction of targeted travel.



Combo hall lantern and position indicator

Flush-mounted display shows the elevator travel direction and position located in the hall entrance frame.





EOX - Surface mounted COP
(2019 code)



Door open button
Reopens the doors when pressed.
(front)



ADA hands-free telephone
Provides emergency communication from the elevator to a point outside the hoistway.



Floor buttons
Indicates each floor serviced by the elevator. The button illuminates when pressed, indicating a call has been placed.



Door close button
Causes doors to begin closing when pressed (front).



Alarm button
Alerts others that someone in the elevator needs assistance.



Firefighters' Operation lockbox

Access to firefighters' operational panel using the FEO-K1 key.



EOX - full column COP with DEP
(2019 code)



Door open button
Reopens the doors when pressed.
(front)



ADA hands-free telephone
Provides emergency communication from the elevator to a point outside the hoistway.



Floor buttons
Indicates each floor serviced by the elevator. The button illuminates when pressed, indicating a call has been placed.



Door close button
Causes doors to begin closing when pressed (front).



Alarm button
Alerts others that someone in the elevator needs assistance.



Integrated multimedia
Tells where the elevator is traveling, display headlines, weather and date and time, as well as function as the ADA communication screen.



Touchscreen floor call display
Fully customizable 12-inch LCD.



10 key number pad
Alternate floor call buttons that is ADA compliant.



Firefighters' Operation lockbox

Access to firefighters' operational panel using the FEO-K1 key.



DIGITALLY
NATIVE
PACKAGE

MULTIMEDIA INFOTAINMENT SCREEN

An in-cabin multimedia display is included with EOX elevator system. Along with the MAX Pro maintenance subscription¹ comes an AGILE Infotainment Plus package that gives you access to the AGILE Management Center where customization of the screen begins.

The 10 inch liquid crystal display (LCD)² screen functions as a standard position indicator and controller information display on the left side with a fixed layout. But the right side of display can be customized with single or double news feeds, weather and date/time widgets.

The digitally native hardware and advanced digital services opportunities in EOX, gives you everything you need to expand into this newly digitized economy we all live in. Making EOX future proof and ready for your choices today and in the future.



¹ During the NIM period, the MAX Pro maintenance subscription and AGILE Infotainment Plus package are included. Keeping your service contract up-to-date, will ensure you get the passenger experience you want.

² Some configurations of EOX will contain a 7" LCD screen instead of the 10" LCD. Please consult your sales representative for more information

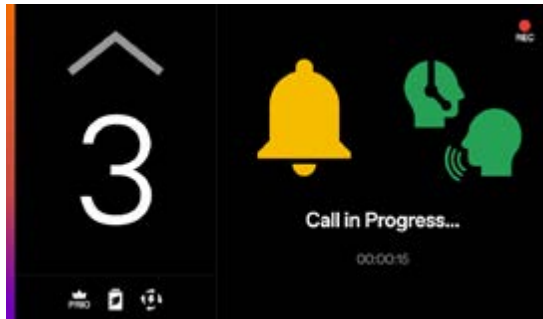
Multi-purpose digital elevator platform

One display can provide a variety of uses. Typically, the display can function as a news and information screen with a subscription, but it also can serve as a message board for elevator and special mode status, emergency operations and emergency communications with VoIP and two-way chat to be ASME A17.1/CSA B44 code compliant.

Icons may appear below the floor position indicator. See next page for their meanings.

When the elevator help button is activated, the display works jointly with the ADA elevator telephone. The right side of the screen displays message prompts for emergency communications and guides passengers through messages. In an emergency or stalled elevator, a hearing- or speech-impaired passenger can reply to the emergency responder, using the yes/no pushbuttons (DOOR OPEN and DOOR CLOSE) in the text messages. The responder receiving the call can also access secure live video from inside the car to help to quickly assess and address the situation.

Audible call when Help button is pressed.



Text communications

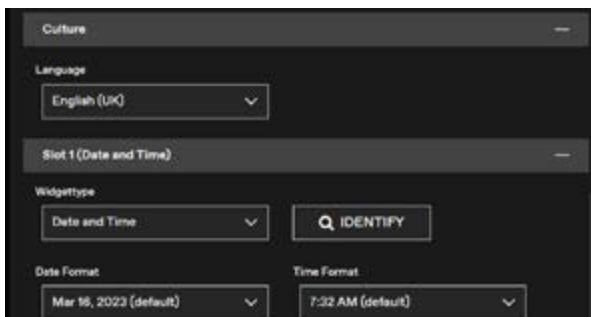


Customize both the look and the content across multiple screens at once.

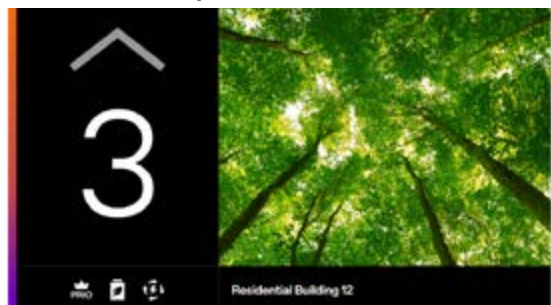
The left side of screen is not configurable because it is managed by the elevator controller. However, the Infotainment area of the screen can be easily customized using the AGILE management center, which allows the building management the convenience of remotely updating the content in real time.

Even if you don't have a maintenance contract or Infotainment Plus subscription with TK Elevator, your display will show a standard layout with a beautiful image.

Setup screens for real-time changes



Standard layout without TK elevator maintenance contract or Infotainment Plus Subscription



Standard layouts and themes

Examples of the infotainment area that contains news feed area, time and date widget at right, weather forecast at the bottom. Curate the passenger experience by choosing from either light or dark theme, and selecting the desired widgets or other control settings for your location.

Dark background



Light background



Icons and descriptions

Icons may appear based on the controller information or the current status or configuration of the elevator system.

Icons	Description	Icons	Description	Icons	Description
	Emergency Rescue/ Battery Operation		Earthquake & Seismic Mode		Emergency situation has been acknowledged
	Medical emergency		Independent Service		Valid Pin
	Fire Evacuation		VIP Mode		Invalid Pin
	Microphone is in use		Sabbath Mode		Valid Card
	Emergency Call in Progress		Penthouse		Invalid Card
	Recording in progress		Operation Blocked / Call inhibition		Eco Mode
	Elevator is out of service		Flood		Regenerative Move
	Firefighter		Maintenance		Overload
	High Performance		Elevator is out of group		Fan

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