

Lift Emergency Telephones

Status Oct 2013

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Issues

1. Open communication protocol
2. Update and clarify the regulations (EN81-28)
 1. EU wide checklist for lift inspectors
 2. Periodic safety inspection of existing lifts
3. Technology changes in Europe's telecom networks

1. Open protocols

ELA WG Telealarmes endorsed P100 as a Pan-European open protocol for emergency telephones (May 2012)

P100 is now widely implemented, by manufacturers, in call centres and by suppliers of call centre frontals

Works over GSM

2. Clarify EN81-28 regulation

EN81-28 is ten years old. Application is diverse. Technology has changed. Time for revision?

Nov 2011

Demand for EN81-28 revision at CEN TC10 plenary Copenhagen

Nov 2012

Decision to send out for comments at CEN TC10 plenary Paris

Oct 2013

Comments handled by CEN TC10 WG1, Madrid

Nov 2013

Formal decision on revision (TBD) at CEN TC10 plenary London

Revised text for formal vote est 2015

Some issues relating to EN81-28

- Test alarms function not specified (4.2.1)
- Battery condition verification (4.1.3/ LD 4.9)
- Automatic identification not specified (4.1.6)
- Audibility is not specified (LD annex 1)
- Need for initialisation devices (4.2.3) at points of possible entrapment is interpreted varyingly.
- Visual indicators (pictograms) are not specified in luminous intensity (4.1.4). The function is not clearly defined, leading to local interpretations.
- Procedures related to start & end-of-alarm (4.1.1/4.1.2) are not specified, leading to unsafe practices.

3. EU inspection procedure

May 2013

NB-L approved an EU wide EN81:28 inspection procedure

Covers 17 of the 27 demands in EN81:28

Soon to reach National Notified Bodies

4. Periodic safety inspections

Periodic inspection practices vary widely, in some cases allowing non-conforming lifts to continue operation.

Market surveillance must be applied homogenously

Issue addressed at LWG with EU Commission

5. Technology change Telecoms

VoIP will be applied in Telecom back-bone in all countries

- France (starts Oct 2013)
- Germany (NGN)
- UK

Creates problems for DTMF based signalling

Many installed emergency phones will not work in the new networks

Additional demands

- European organisation of deaf persons (EUD) demanding that the practice of call-centre response be specified so it accommodates for the eventuality of an entrapped deaf person.
 - Call centre procedure to be specified
- The need to remove a non complying lift from service (EN81:28 5.2). Hence, lifts are kept running despite being proven unsafe.
 - Building owners, lift service companies & inspectors must be aware of the responsibility. (A non complying lift should preferably be automatically removed from service)
- The classification of the lift emergency telephone as “an essential safety component” according to the Lift Directive
 - Emergency telephones might be the MOST important safety device in a lift
- Align CEN work on the EN81-28 to ISO, in order to prevent the creation of deviating standards.
 - ISO copies CEN standards; 97% of the world’s lift standards are based on EN81