

Predictive Maintenance Feature

June 28th, 2021

This document is intended to inform dealers of the new Predictive Maintenance Schedule & Alert feature provided by Cambridge Elevating. This feature is now available for all current and new BES3 elevators with active Remote Monitoring modules.

The Predictive Maintenance program does the following:

- i. Uses data analysis to pre-determine when components or systems require service to prevent failure before it occurs.
- ii. Monitors **both** the number of calls (cycles) and elapsed time from the remote monitoring website and emails homeowners when service is required for their elevator.
- iii. Displays a monthly summary report listing all elevators due for their respective maintenance.

This program produces email alerts for the homeowner (customer) and the dealer to ensure elevators are serviced according to manufacturer suggested intervals.

Maintenance Schedule

The Maintenance Schedule table is a quick reference guide of what maintenance tasks are to be completed at each service interval. There are items that need to be inspected at 2000, 4000 and 20,000 call intervals or 6, 12 and 60 months (whichever comes first).

Maintenance Schedule

Welcome JamieHamilton

DEALERS

- > Active Alerts
- > All Connections
- > Change Alert Recipients
- > Maintenance Due Report
- > Fault Code Table
- > Account Details
- > **Maintenance Schedule**

Maintenance Task	Elmira	Heritage	Cambrian	Suggested Interval
Line rupture valve inspection	X	X	X	every 2000 calls / 06 months
Test elevator in simulated power outage situation	X	X	X	every 2000 calls / 06 months
Test light curtains prevent door close and elevator function	X	X	X	every 2000 calls / 06 months
Check for equal tension in suspension ropes	X	X	X	every 2000 calls / 06 months
Check fuses	X	X	X	every 2000 calls / 06 months
Check ropes with rope gauge	X	X	X	every 2000 calls / 06 months
Ensure required access keys are on-site	X	X	X	every 2000 calls / 06 months
Hydraulic fittings and hoses intact, clean, and not leaking	X	X	X	every 2000 calls / 06 months
Pit stop button clean and functions	X	X	X	every 2000 calls / 06 months
Verify anti-creep functions	X	X	X	every 2000 calls / 06 months
Verify operation & quality of emergency signaling (phone)	X	X	X	every 2000 calls / 06 months
Check door interlocks condition & alignment	X	X	-	every 2000 calls / 06 months
Check that manual opening of interlock stops elevator	X	X	-	every 2000 calls / 06 months

Maintenance Due Report

This page provides a monthly summary of elevators for the Dealer that have reached one of the three call or time intervals and are due for their respective inspection.

Maintenance Due Report Home / Dealers / Maintenance Due Report

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DEALERS

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- > All Connections
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- > Account Details
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MAINTENANCE DUE REPORT

Dealer Name Cambridge Elevating Inc.	Dealer Address parts@cambridgeelevating.com	Dealer Phone Number 519-653-4222
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[Update Info](#)

Date Range of Reports: 2021/03/01 - 2021/03/31

LIST OF ELEVATORS DUE FOR SERVICE 2C

Job Number	Address	Name	Contact Info	Code Trigger Date
2016530	Crimson Forest, Vaughan, Canada, Ontario	Coronation TH B24 U4	No connection contact phone in system; No connection contact email in system	3/20/2021 12:28:12 PM
2018148	135 Katherine Rd., North York, Canada, Ontario	PBG-135 Katherine Rd	No connection contact phone in system; No connection contact email in system	3/17/2021 12:32:30 PM
2018352	2381 Callingham Dr., London, Canada, Ontario	Callingham Unit 27	No connection contact phone in system; No connection contact email in system	3/11/2021 2:36:47 PM
OLD-2018612	7 Forest Wood, North York, Canada, Ontario	Toram-Forest Wood 7(Old)	No connection contact phone in system; No connection contact email in system	3/11/2021 2:36:47 PM

Enter your specific dealer information at the top of this page so your customer knows who to contact. This information will be displayed on the Predictive Maintenance Alert email sent to your customer.

Homeowner Email

Each elevator can send an Alert to one email address representing the Homeowner. Enter their email detail in the "Homeowner Email Address" field shown below and click "Update Email".

Connection Details Home / Dealers / Connection Details

REPORT HISTORY	Job #	Address	Name	Contact Info	Edit																						
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>Date/Time(EST)</th> <th>Code</th> </tr> <tr> <td>04/25/21 12:02:35 AM</td> <td>0.0</td> </tr> <tr> <td>04/23/21 12:02:43 PM</td> <td>0.0</td> </tr> <tr> <td>04/22/21 07:02:44 PM</td> <td>0.0</td> </tr> <tr> <td>04/22/21 05:05:43 PM</td> <td>0.0</td> </tr> <tr> <td>04/22/21 04:03:08 PM</td> <td>147.0</td> </tr> <tr> <td>04/21/21 06:04:18 PM</td> <td>0.0</td> </tr> <tr> <td>04/21/21 02:52:48 PM</td> <td>147.0</td> </tr> <tr> <td>04/21/21 02:03:47 PM</td> <td>0.0</td> </tr> <tr> <td>04/21/21 02:01:27 PM</td> <td>0.0</td> </tr> <tr> <td>04/17/21 07:05:38 PM</td> <td>0.0</td> </tr> </table>	Date/Time(EST)	Code	04/25/21 12:02:35 AM	0.0	04/23/21 12:02:43 PM	0.0	04/22/21 07:02:44 PM	0.0	04/22/21 05:05:43 PM	0.0	04/22/21 04:03:08 PM	147.0	04/21/21 06:04:18 PM	0.0	04/21/21 02:52:48 PM	147.0	04/21/21 02:03:47 PM	0.0	04/21/21 02:01:27 PM	0.0	04/17/21 07:05:38 PM	0.0	2017476	157 Queen Street Cambridge Ontario, Canada	Queen Street	:	Edit
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<p>Active Alerts: On</p> <p>last modified: Mar 27, 2018 01:16:42 PM</p> <p>Homeowner Email Address jamieham@hotmail.com</p> <p>Update Email</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DATE</th> <th>NOTE</th> </tr> </thead> <tbody> <tr> <td>2020/01/27</td> <td>Uploaded field testing program. Testing Number of floor passed and left it at this location portion of the system health report. Mike B.</td> </tr> </tbody> </table> <p>+ADD NOTE +SHOW FULL NOTES</p>	DATE	NOTE	2020/01/27	Uploaded field testing program. Testing Number of floor passed and left it at this location portion of the system health report. Mike B.																						
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<p>SYSTEM HEALTH REPORT</p> <p>Date/Time Sent (EST): Apr 25, 2021 12:02:35 AM Job Number: 2017476</p>																											

Predictive Maintenance Alert

The following email will be delivered to the homeowner when the maintenance conditions have been met. The homeowner will see the contact information of the Local Service Provider (Dealer) entered at the bottom of the email, instigating a maintenance request.

CAMBRIDGE
E L E V  T I N G

PREDICTIVE
MAINTENANCE
ALERT

MAINTENANCE REQUIRED

Dear Owner of Elevator #2019888

According to your usage information from our Remote Monitoring, it's time to book a maintenance appointment with your local authorized service provider.

Your Smart Elevator's predictive maintenance knows when specific service procedures are needed in order to prevent unwanted failures and extend the lifespan of your system.

Please contact your local authorized service provider listed below.

USAGE & MAINTENANCE DETAILS

SMART MAINTENANCE 2C

A 35 point comprehensive inspection of the elevator's overall condition and performance. The inspection includes a review of the critical hydraulic and electrical components plus a detailed testing of all safety circuits.

[Click here for more information.](#)

ELEVATOR STATUS

Run time: 1 years, 19 weeks, and 2 days.

Calls to date: 361676

Average calls per day: 723

Battery voltage: 27.0000

Battery capacity: 5

YOUR LOCAL SERVICE PROVIDER:

{% AuthorizedDealerName %}

Email: {% AuthorizedDealerContact %}

Phone number: {% AuthorizedDealerPhone %}

CAMBRIDGE

E L E V  T I N G

181 Shearson Cres, Cambridge, Ontario, Canada N1T 1J3 • Toll Free: 1-800-265-3579 • Fax: (519) 653-9927

Predictive Maintenance Conditions:

The following conditions trigger a Predictive Maintenance Alert for newly installed and existing elevators. Our Predictive Maintenance Program doesn't recognize the history of the elevator, the trigger countdown will start on June 28th. The chart below details which code will be triggered controlled by either the time/travel condition.

Event	Code Triggered	Time Condition	Travel Condition (call count data from elevator reports)
Home Owner turn over	150	Website counts 5 consecutive days of clock time from the elevator	n/a
2C	151	6 months since error code 150, or 151, or →	2,000 calls since error code 150, or 151
4C	152	12 months since error code 150, or 152, or →	4,000 calls since error code 150, or 152
20C	153	60 months since error code 150, or 153, or →	20,000 calls since error code 150, or 153