

**Technical Service Bulletin**

Date: December 10, 2024

Route to: Service/Maintenance Manager

In Reference To: Version V3, failure to detect DZ Stuck High/Low

Equipment NOT Affected: V2 (Traction & Hydro), C4 (Traction & Hydro)

Equipment Affected: Elevator Controller Type SRA with software version V3.14-V3.18(b) with CEDES APS.

Description: While on machine room inspection mode, the CAT 1 test of Unintended Movement (UM) at a designated opening failed and the electronic overspeed fault stopped movement. Upon exit of inspection mode, the car was located outside of the UM zone. It leveled back to the designated opening with the hall door unlocked and the car door closed. The investigation found that the DZ sensor was stuck in a high state undetected.

Action: Mandatory

Fix: Request for update to software to V3.18(c) by contacting our Technical Support Department at: (469) 678- 8000 or support@smartrise.us

If you have any questions, please reach out to our Technical Support department by phone: 469-678- 8000 or by email: support@smartrise.us.