

Customer Risk Alert

ESCALATOR START-UP PROCEDURE

An elderly couple went to their local mall at opening time. They entered the mall and proceeded to the escalator. Unfortunately, the mall had not completed a daily escalator start-up checklist; they had merely started the unit up and walked away. The elderly couple began to ride the escalator, not seeing a slippery substance on the escalator steps. The substance caused the husband to slip and fall down the entire length of the escalator. He sustained severe injuries and the mall was sued for a substantial amount.

As an owner or property manager with escalators, it is important to have a written plan for starting-up your equipment each day. Having a plan for escalator start-ups that involves a visual review of the entire unit before any end-users ride the equipment is an important safety practice.

When creating an escalator start-up plan, you should first consider which staff members will be responsible for it. Having staff with high visibility of the equipment and interaction with the riding public, such as security personnel or building engineers, allows for familiarity and consistency.

Note:

Escalator owners should barricade any escalator that has been shut down and refrain from using it as a stairway. Out of service escalators that are used as stairways may increase the risk of end user injuries.



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Although each organization and property differ in their needs, the basic principles of escalator start-up are the same. Below are other suggestions to consider when developing your escalator start-up plan:

Escalator Start-up Plan Tips

- Avoid displaying objects and messages that might attract children to escalator landing areas
- Remove any objects or debris from escalator entrance or exit areas before start-up
- Ensure no passengers are on the escalator before start-up
- Observe the escalator for a set period of time to make sure a full revolution of all steps has occurred
- Ride the escalator
 - Listen for unusual sounds
 - Look for any damage or vandalism
 - Be aware of any unusual smells

KONE has developed a sample escalator start-up form (on reverse) to address a variety of issues. Site specific issues should also be considered when developing your own escalator start-up plan. Implementing an escalator start-up procedure for your organization will significantly enhance the safety of your facility.

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ESCALATOR / AUTOWALK DAILY CHECK LOG

Building:	Address:
Unit ID:	Week start date:
Person responsible:	Problem reporting phone #:

Initials of person starting unit								
Ref	Check list item	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	Approach / walk-on area (start end)							
2	Comb segments (start end)							
3	Handrail inlet device (start end)							
4	Start switch (start end)							
5	Stop switch (start end)							
6	Unusual noises							
7	Step / pallet clearance (start end)							
8	Steps / pallets (damage)							
9	Steps / pallets (oil)							
10	Handrail condition							
11	Unusual vibrations							
12	Handrail speed							
13	Balustrades							
14	Skirts							
15	Skirt brushes							
16	Demarcation lights							
17	Ambient lighting							
18	Ceiling intersection guards							
19	Anti-slide devices							
20	Deck barricades							
21	Caution signs							
22	Step / pallet clearance (opposite end)							
23	Approach / walk-on area (opposite end)							
24	Handrail inlet device (opposite end)							
25	Stop switch (opposite end)							
26	Comb segments (opposite end)							

Caution: Start-up of escalators and moving walks is to be performed only by personnel trained in the proper start-up procedure.

Complete this form for each unit when conducting the start-up procedure.