



Prairie View A&M University

Physical Plant Maintenance Operations

Building Maintenance Department

Elevator Malfunction Procedures

The following information is provided to assist our employees when malfunctions occur with our campus elevator units. Any questions should be directed to the Physical Plant Operations Call Center at 936-261-9700.

- Confirm that there is a problem, particularly if you learn about it second hand.
- Check the Stop switch or button. Be sure it is in its normal “run” position.
- Check all restricted access or keyed switches to be sure they are in their normal “run” positions.
- Check for doorway obstructions. This can include foreign matter in door sill grooves or objects blocking complete closure of the doors.
- Be sure the facility and equipment is receiving full electric power from your utility. Have an electrician check to see if there is a blown fuse on the main power supply.

If there is a need to call the current elevator maintenance service provider or the equipment manufacturer you can speed the handling of the request if you have the following information available before you place the call or request that any administrative staff members place the call...

- The building name and building ID number (if issued)
- Building location
- Number and location of the elevator
- Specific nature of the problem
- Your name and phone number
- Name and phone number for Maintenance Manager

Always keep an eye for safety because you are the “eyes and ears” of your facility, you should constantly be on the alert for unsafe situations with your elevators. Below are a few points to watch for...

- Unsafe ridership, be sure to warn passengers if you see them misusing the equipment or riding the equipment in an unsafe manner. Always be sure that unaccompanied children are kept off the elevators.
- Leveling, if an elevator does not land even with the floor, a possible trip hazard can result. If you see mis-leveling, put the car out of service and call the service provider immediately.
- Door operation, if doors close with excessive force, or if safety edges or light rays appear not to be working, put the car out of service and call the service provider.
- Users with special needs, be alert to the special needs of the elderly or those with disabilities, who may need special assistance in using the equipment. Always provide clear directions to elevators; they should be used by those who cannot safely use the stairs.

- Abnormal operation or noises, the list above covers some of the most important points to watch for, but no list can include every possible situation. You should understand the normal “feel”, “sound” and operation of your equipment. If you sense an abnormal condition, contact the Maintenance Manager immediately. If safety appears to be at all compromised, be sure to shut down the equipment until the service provider can check the problem.