Non-Proprietary Elevator Equipment

Similar to many intricate mechanical and electronic pieces of equipment, elevators and their components range in their proprietary nature.

Delta Elevator controllers are currently available with or without a diagnostic tool. If the controller is initially purchased without a diagnostic tool, it can be purchased at a later date with full engineering support.

Delta stands behind its product 100% and has both Mechanical and Electrical Engineering departments to provide technical support. Component prices are available on our web site – Delta does *not* use parts pricing as a method to retain service contracts.

Delta will support its elevators whether they are maintained by Delta or by another contractor. Delta's primary goal is to ensure a properly maintained, high quality product with minimal down time for the owner if issues arise.

Division 14 Elevators: Non-Proprietary Controls

Non-proprietary serviceability of elevators is an important issue to consider as part of the selection process. Many times, it is not addressed in the specifications and subsequently becomes a point of contention for the building owner after the contract is awarded or after the installation is complete and the free maintenance period expires. If the elevator is proprietary, an owner who wants to switch to a different maintenance service company other than the original manufacturer may be faced with retrofit costs or the need to purchase a prohibitively expensive access tool.

In order to provide the building owner with the freedom to choose their preferred maintenance service company at a future date, we recommend that all specifications for elevators include a clause that clearly sets out the requirement for non-proprietary serviceability. A sample clause may include the following:

> *Elevator control equipment must be non-proprietary, or a site-specific service tool which renders the control equipment non-proprietary must be provided with the elevator. The controller interface/service tool must allow full access to fault codes and maintenance related parameters, and must allow complete and thorough maintenance service to be performed by any properly licensed and qualified elevator service provider. The controller and/or site-specific service tool must come with a user's manual that effectively communicates to a qualified mechanic how to use the controller and/or tool, and also defines and explains all respective error codes. The service tool remains the property of the building owner. The elevator manufacturer must provide technical training and support to the owner/agent (including other elevator maintenance companies). All parts used in the manufacture, installation and maintenance of this elevator must be available for purchase at a fair market value by the owner/agent including their elevator maintenance contractor.*

Controller and Elevator Non-Proprietary Worksheet

Prior to finalizing an elevator supplier decision, Delta recommends using the worksheet below to assess the non-proprietary aspects of the unit.

A. Elevator Controller & Components

Includes controller, connections, landing system, position indicators, car & hall stations, buttons, diagnostic tools

	Supplier: _____		Delta
	Yes	No	
1. Are spare parts available from the manufacturer to the owner and to the maintaining contractor?			Yes
2. Is a parts price list available?			Yes – on website
3. Is a diagnostic tool required?			Yes
4. Cost of after-market diagnostic tool?	$_____		$3,000
5. Is engineering support available to other maintaining contractors?			Yes – per hour fee
6. Are the landing system devices the only proprietary components?			Yes
7. Is third party maintenance feasible?			Yes

B. Elevator Mechanical Package

Includes rails, pit equipment, drive components (machine / cylinder), safety devices, sling, cab, entrances, lighting

	Supplier: _____		Delta
	Yes	No	
1. Is the shaft size standard?			Yes
2. Are spare parts available from the manufacturer to the owner and to the maintaining contractor?			Yes
3. Is engineering support available to other maintaining contractors?			Yes – per hour fee
4. Are drive components non-proprietary?			Yes
5. Are entrance components non-proprietary?			Yes
6. Are safety devices and systems non-proprietary?			Yes
7. Is third party maintenance feasible?			Yes

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