

Dedicated to People Flow



Elevators Escalators

February 2, 2011

Mr. John Hickey, Senior Property Manager
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Elevators Operational Status Update

Dear John,

This communication is intended to provide you with an update related the recent service disruption events that affected elevator service at 10 Yonge, and the actions that KONE has or will be taken to prevent similar recurrences.

On Sunday, Jan 30/11, car # 3 became inoperative as a result of a tripped electrical protective device (epd) on the compensating sheave located in the pit. The epd was activated because the existing system compensating means moved beyond their normal operating limits and now require a certain adjustment. A KONE service team has now been scheduled for this upcoming Thursday to perform the necessary field action, which should prevent recurrence of this event.

Last night, only one car was left operating in the building which, unfortunately, significantly affected elevator service for an extended period. An investigation into the matter has revealed an intermittent communication protocol issue between the new MCE control cross-registration panel (CRP), which is a component serving an *interim function* until the modernization of all cars has been completed, and the existing legacy (DOVER) dispatcher signals.

We've now engaged MCE field engineering support and as a result, their R&D department is currently looking into this matter. Yet, while we wait for the outcome of their analysis and recommendations, a specific *work instruction* has been issued to our KONE maintenance technicians to be posted in the machine room for tangible field action that can be taken right away, to get around the issue affecting the hall call registration process. At the very least, pending implementation of an MCE's solution recommendation, the extended down time in connection with this issue, should it were to reoccur, will be avoided limiting the adverse impact to elevator service in the building.

Please feel free to contact me if you have any questions.

Yours Truly,

KONE, Inc.

A handwritten signature in black ink, appearing to read "Robert Feo-Olaya", with a date "2/2/11" written below it.

Robert Feo-Olaya
Modernization Manager
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C.C. Derrick Hough, Sales Manager / Mike Cleary, District Service Operations Manager

From: Feo-Olaya Robert [<mailto:robert.feo-olaya@kone.com>]

Sent: February 3, 2011 8:39 AM

To: rwcpm@rogers.com

Cc: michael@elevatorconsultant.com; Sangalli Fab; robert@elevatorconsultant.com; Hough Derrick; Leitch Kelly; Cleary Mike; Scime Jason; McGinlay Stephen

Subject: RE: Cab 3 - 10 Yonge.

Hello John,

Please find attached the above communication update that you requested.

As mentioned in the pdf document, we have now issued a *work instruction* for our KONE technicians to be posted in the elevator machine room for the duration of the elevator modernization project, which will enable them to readily take some appropriate action to deal with the intermittent hall call registration issue that was at play last night and which is described in good detail in the letter.

Likewise, it is important to reiterate that MCE engineering is involved in the finding of a suitable solution to the above MCE CRP/DOVER dispatching intermittent problem.

Concerning to the overall call out response protocol for 10 Yonge, particularly, where the issue requires escalation to the Supervisor on call, I've now taken some measures involving our KONECT service centre to ensure that this happens more systematically, and without delay. By involving operational decision-making sooner, this enhanced dispatching protocol should be conducive to avoiding extended elevator service down periods.

In closing, and as mentioned in my recent Modernization project update, the inspection and commissioning of the 2nd car is still on track, and without doubt the achievement of this important milestone should make an important difference for the benefit of the system end-users, and for all involved in the management of these elevator related issues.

I appreciate your continuous feedback; please feel free to contact me if you have any questions.

Regards,

Robert

From: John Hickey <rwtcpm@rogers.com>
To: McGinlay Stephen; Feo-Olaya Robert
Cc: michael@elevatorconsultant.com <michael@elevatorconsultant.com>; Sangalli Fab; 'Robert Twilt ' <robert@elevatorconsultant.com>; Hough Derrick; Leitch Kelly
Sent: Wed Feb 02 16:37:18 2011
Subject: RE: Cab 3 - 10 Yonge.
Stephen and the rest of the Kone team,

Thank you for today's response.

I can't tell you what a nightmare I've walked into in the office today. Residents at 10 Yonge are completely exasperated with how the building is being run, and I'm sure you would be too if you had to wait 25 to 30 minutes to catch a ride to and from your home.

Can you help me understand what's going on with Kone, because quite frankly I don't get it.

- Why can't Kone keep 3 cars working while the mod project is underway?
- When 2 of the three functioning elevators went down last night, why wasn't effort made to restore service immediately? 12 plus hours in a 38 story building with one functioning elevator just is not acceptable. To make matters worse, this is the second time in days we've experienced a service interruption and extended wait for repair (ie last weekend car 3 went down and was left until Monday)
- Thus far, our experience with Kone has been brutal. How does Kone plan on addressing this?

Please reply today, in writing, on Kone letterhead, so that I can post some sort of explanation to residents.

John Hickey B.A., R.C.M

Senior Property Manager

Brookfield Residential Services Ltd.
Acting for and on behalf of MTCC 979 and MTCC 989

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