



Hollister-Whitney Product Safety Announcement

July 6, 2023

Dear Customer:

We have recently learned of incidents involving a main drive shaft failure on certain Hollister-Whitney GT-series machines. Although our current information indicates that the failure rate is extremely low (less than .20%), we are urgently working to understand the root cause and have engaged respected third-party experts to support our engineering team in that analysis. We will provide additional information as it becomes available.

While this work is ongoing, our immediate concern is, and will remain, the safety of the riding public. To that end, our current actions are focused on any elevator with a Hollister-Whitney GT-series machine that is not protected against unintended movement by a rope gripper. Based on our data, and working with our customers, we have identified the installations where a GT-series machine was purchased without a rope gripper. We have asked our customers to remove these elevators from service until a rope gripper can be installed.

In the abundance of caution, we are undertaking a review of the as-installed condition of the remaining GT-series machine population but need your assistance. Included with this communication is a list of your GT-series machine orders. The GT-series machines included in this list have been shipped to your office(s) or directly to your job site(s). Our records indicate that each of these machines was purchased with a rope gripper. We ask that you review this list of GT-series machine orders and confirm that each machine listed was installed with a rope gripper.

If any of these machines were not installed with a rope gripper, please immediately remove the elevator from service, and contact Chris Craven at ccraven@hwec.com. To minimize downtime and inconvenience to your customers, we will immediately provide you with the appropriate Hollister-Whitney rope gripper(s) at no charge. We will also provide reimbursement to cover the cost of the rope gripper installation(s). We will also provide you with any additional technical support required.

For over 124 years, Hollister-Whitney has delivered safe, reliable, and high-quality machines to our valued customers. We remain committed to that standard, and to you. We appreciate your immediate attention to this matter.

Should you have any questions, please contact me at james.varon@vantageelevation.com.

Respectfully,
Vantage Elevation

A handwritten signature in black ink that reads "James Varon". The signature is written in a cursive, slightly slanted style.

James Varon
Vice President – Product Engineering

