



Hollister-Whitney Product Safety Announcement

October 23, 2023

Dear Customer:

We have previously informed you of incidents involving a main drive shaft failure on certain Hollister-Whitney GT-series machines that had come to our attention. As our prior communication explained, even though the failure rate was extremely low (< 0.25%), we had engaged third-party experts to assist us in determining the root cause of these issues. We are pleased to report that we have completed our analysis and provide this communication to advise you of our determinations and our plan forward.

Over the course of the last several months, the Vantage team, along with the support of outside professional engineering and metallurgical analysis firms, have been diligently and thoroughly investigating the root cause of these limited shaft failures. Based on these efforts, we have determined that the failures were attributable to misalignment of the traction wheel shaft relative to the outboard stand. This misalignment placed the shafts in a "pre-deflected" position that would induce excessive stress into the grinding relief undercut of the shafts. Over the course of operation, this stress eventually led to the shafts fracturing. Significantly, the investigation also confirmed that the design of the shaft under nominal (and expected) circumstances, including when analyzed at the machine assembly level, exceeded the applicable code standards and performed as intended.

While the investigation confirmed that the existing design and assembly exceeded applicable code standards, we have modified the design of the shaft to eliminate the grinding relief undercut to minimize any potential stress related issues going forward. In addition, we have implemented improvements to the machine assembly process and will be including a label warning against the improper dis-assembly and re-assembly of the outboard stand in the field, which can result in the misalignment of the shaft relative to the outboard stand referenced above. Vantage is confident these measures will prevent future shaft fractures.

To ensure the safety of the riding public, we intend to provide shaft replacement kits for the entire population of machines produced from the start of production until the implementation of the modified shaft design. The shaft replacement kits will be provided for all affected elevators at no cost. We will also provide reimbursement of reasonable labor costs. We are currently preparing the replacement procedures, technical installation instructions, and the tentative replacement schedule and expect to provide that information to you shortly. In the meantime, as previously advised, if an elevator is protected against unintended movement by a functioning rope gripper, the elevator may remain in service, otherwise it should be removed from, and remain out of service until a functioning rope gripper is installed.

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, our customer.

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