

Incident Summary #II-746278-2018 (#8544) (FINAL)

SUPPORTING INFORMATION	Incident Date	September 11, 2018	
	Location	Richmond	
	Regulated industry sector	Elevating devices - Elevator	
	Impact	Qty injuries	1
		Injury description	Elevator passenger hit head on the wall opposite the elevator.
		Injury rating	Minor
	Damage	Damage description	No damage to the elevator
		Damage rating	None
	Incident rating	Minor	
Incident overview	Elevator passenger was exiting the elevator, as the elevator door was opening with the elevator cab not fully stopped and levelled to the floor. The passenger tripped and hit their head on the wall opposite the elevator.		
INVESTIGATION CONCLUSIONS	Site, system and components	An elevator should be adjusted so that the elevator door will not begin opening until the sill of the elevator cab is within 300 mm (12") of being level to the sill of a building landing. The elevator should be stopped or substantially level with the sill of the building landing before the elevator door is fully opened.	
	Failure scenario(s)	<p>The elevator controller has field adjustable settings. The timing of when the elevator door opens relative to the levelling speed and heights are all adjustable. Either the poor adjustment of the elevator door and timing of the elevator movement or the mechanic failing to recognize the inappropriate adjustment may have contributed to the incident.</p> <p>The elevator door opened too early while the elevator cab was still levelling into the floor and the elevator was not at rest nor substantially level with the landing before the door was fully opened.</p> <p>The passenger exiting the elevator tripped on the landing sill as the elevator door opened enough for the person to leave before the elevator was substantially level with the landing or came to a complete level stop.</p>	
	Facts and evidence	<p>On site Investigation:</p> <ul style="list-style-type: none"> Reviewed the maintenance log in the elevator machine room which was in order. A video was taken of the elevator's door operation before any work was done to the elevator. A sequence of pictures of the video were taken as video file could not be attached as evidence. Through investigation, it was witnessed and the video showed that the elevator door opened prematurely and also the elevator cab was still levelling into the landing after the door was fully opened. There was no equipment failure but rather a poorly adjusted elevator controller. 	

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Causes and contributing factors

It is most likely that the elevator controller was poorly adjusted as observed and that the elevator was still levelling into the landing even after the door was fully opened. A contributing factor to the mishap could be that the passenger did not observe the elevator cab and landing sills were not level prior to exiting the elevator causing the trip and fall.



Picture 1 - showing the elevator door opening with the sills substantially out of level.



Picture 2 - showing the door opening wider and the elevator cab is still levelling into the landing,



Picture 3 - showing the elevator door fully open and the elevator cab was still levelling into the landing.



Picture 4 - showing the elevator cab levelling further into the landing.



Picture 5 - showing the elevator cab fully level with the landing.