



UNITEC’s Part Identification Process & Helpful Tips For Ordering

In order for UNITEC to provide its customers with correct parts, an Otis Sales/Machine number is **OFTEN not sufficient enough** to obtain and identify the part you are looking for, and must not be the only information you contact UNITEC with, if at all possible.

It is extremely important that our customers provide a good description of the part, it’s dimensions, any markings from the part, exactly where the part is installed on the elevator or escalator, and its function.

If item is from the controller, provide the **Designation** of this particular component as it is identified **on the Otis wiring diagram**. Best practice – Mechanics should call from the field with part in hand. (eg. The relay that opens the doors might

in many cases be designated ‘DO’, or the main UP running relay may carry the ‘U’ designation, or the main transformer might have a TRF1 designation).

Always consult the wiring diagram before leaving the jobsite to obtain the designation of the **Controller** component you are looking for. Take photos of parts before leaving jobsite.

Here are some helpful hints to assist in part identification for some common elevator/escalator apparatus.

Component Vintage Tags are also found on many and varied apparatus for Otis equipment installed **after 1988**. Do look for & photograph/provide the complete information from those **Vintage** tags.

Sales Numbers For Otis Equipment Can Many Times Be Found On:

- Top of Car Crosshead Data Plat
- On Machine or MG set Data Tag
- The Controller Data Tag
- On a Contract Specific Wiring Diagram

Always mention control system nomenclature/type & tell us:

Escalator, Elevator, Hydro (telescopic, holed, holeless), Geared, Gearless. (eg. 10HOCL, 10UCL, LRV3, 4, 5, 211, 335, 401, 411, Spec 60, etc.)

Always provide an OTIS SALES # & Street Address for inquiries on larger and costly components like:

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| • SHEAVES | • SPIDER/SHEAVE SHAFTS | • SHAFTS | • SECONDARY EQUIP’T |
| • SAFETY EQUIPMENT | • WIRE ROPE | • SHEAVE LINERS | • BALUSTRADE GLASS |
| • MAIN DRIVES | • TENSION CARRIAGES | • STEP CHAIN | • MOTORS |

For inquiries on the following components, provide at least the information indicated below.

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| <ul style="list-style-type: none"> • BUFFERS: Stroke, Height, Contract Speed • CONTROLLERS: Otis Sales #, Nomenclature (21UCL, LRV, 311), Part designation. [and for ANY PC Boards [always provide ASSY # off the PC board (ignore the 610 #)] • DOOR LOCKS: ~Year of install, door type & hand, name of Door Operator • DOOR OPERATORS: Consult Door Operator Catalog section. Type, hand, size of opening. • DOOR RESTRICTORS: Consult Door System Catalog Section. Fill out survey form. | <ul style="list-style-type: none"> • DOOR SYSTEM related: (Size, Type, Hand, Car or Hall side, Hanger Type) eg. (42” x 84” RH – 2 Speed, Integral Hanger Car doors) • ESCALATORS: Type, ~Year of install, Step Width, Glass or Solid Balustrade, Sales # • GOVERNORS: ~Year of install, Sheave Diameter, Rope Diameter, Contract Speed, Car/Cwt • GUIDES: Car or Counterweight – Slide/Roller – Length/Diameter. (For Roller guides – Provide: Roller Diameter, Casting # of base, 288 casting # off lever arms | <ul style="list-style-type: none"> • HYDRAULIC JACKS: Holed/Holeless – Telescopic or not – Piston Diameter • HYDRAULIC MACHINES: ~Year of install, Dry or Submersible, Component type • MACHINES (GEARED): ~Year of install, Lower Gearcase 330 Casting #, thrust cover 346 casting #, Sheave Diameter, Quantity & Size of Ropes • MACHINES (GEARLESS): ~Year of install, Motor Tag info, Sheave Diameter, Sales # |
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