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Building Safety, DRIVING INNOVATION

The Daily Star (TDS): What measures do you recommend to ensure general safety in lifts?

Md. Jenan-Ul-Islam (MJUI): A safe and reliable lift system must adhere to stringent safety standards to ensure user protection. This involves integrating advanced safety gear for emergency braking, seamlessly coupled with an overspeed governor to prevent uncontrolled descents. Proper door contact mechanisms are essential to ensure doors are securely closed before operation. Additionally, lifts should feature high-quality buffers to absorb shock, precisely calculated steel ropes or belts for optimal load-bearing capacity, and robust motor braking systems to reliably halt the lift when needed. Functioning limit switches are crucial for regulating movement within predefined limits, ensuring smooth and secure operation. In summary, it is vital to follow European safety standard guidelines at every stage, including design, production, manufacturing, installation, and regular maintenance.

TDS: What types of lifts do you provide, and how do you ensure they are both suitable for their intended purposes and prioritise safety?

MJUI: We offer a range of lifts tailored to various needs, including passenger lifts, freight/cargo lifts, panoramic lifts, hydraulic lifts, hospital lifts, and custom-designed solutions. Each lift type is engineered to meet specific requirements while adhering to the highest safety standards in line with EU regulations.

To prioritise safety, we comply with EN 81-20 and EN 81-50 guidelines. Additionally, we incorporate quality- and safety-certified components such as gearless machines with certified motor brakes, suitable steel ropes, high-quality door contacts, and advanced emergency braking systems.

TDS: What technological advancements have you adopted to improve the quality and efficiency of your products? What are your plans for innovation and sustainability?

MJUI: We have embraced advanced technologies to enhance the quality and efficiency of our products. Our innovations include integrating AI-powered access control devices for superior security and user convenience, holographic COP (Car Operating Panels) and LOP (Landing Operating Panels) for an intuitive user interface, and optimised designs featuring stylish and refined interiors.

Looking ahead, we are committed to fostering innovation and sustainability. As part of this vision, we plan to introduce regenerative drive systems that capture and reuse energy during operation, significantly reducing energy consumption. This aligns with our dedication to a greener future and sustainable practices in lift system design.

Safety First, EXCELLENCE ALWAYS

The Daily Star (TDS): What measures do you recommend to ensure general safety in lifts?

Hossain Khaled (HK): Safety is our top priority for elevators—it is not just an added feature. To ensure smooth and secure operation, we incorporate essential safety systems such as overspeed governors, car safety gears, and emergency brakes to prevent mechanical failures. Additionally, we use overload sensors, speed-limiting devices, and automatic leveling systems to maintain seamless and safe functionality.

For fire safety, we provide emergency fireman services and fire-resistant doors to protect passengers during critical situations. Our lifts are equipped with advanced door safety features, including full-height sensors and automatic reopening mechanisms, to prevent accidents during entry and exit.

AG Industrial Solutions Ltd. (AGISL) installs OTIS elevators with all these advanced features, fully compliant with international safety standards, including EN 81-20/50, ISO, and CE.

TDS: What types of lifts do you provide, and how do you ensure they are both suitable for their intended purposes and prioritise safety?

HK: We offer a wide range of OTIS elevators tailored to diverse needs, including Passenger Lifts, Home Lifts, Freight/Goods Lifts, Glass & Panoramic Lifts, Bed Lifts, Firefighting Lifts, and Escalators. By working closely with architects and building owners, we gain a thorough understanding of project-specific requirements, allowing us to select the most suitable lift for each application.

In Bangladesh, we maintain over 250 OTIS units, including 187 in the Dhaka Metro Rail project, and have contributed to high-profile developments like Pan Pacific Sonargaon Dhaka, demonstrating our commitment to sustainable service.

TDS: What technological advancements have you adopted to improve the quality and efficiency of your products? What are your plans for innovation and sustainability?

HK: OTIS has been a pioneer in elevator innovation since 1853, consistently introducing technologies that enhance performance and reliability. One standout advancement is the Gen2® System, which reduces noise, increases durability, and includes a Built-in Regenerative Drive that saves up to 75% of energy usage. The Coated Steel Belt boosts load capacity, reduces maintenance, while Pulse Monitoring and NexGen™ Controllers optimise efficiency and energy use.

AGISL is committed to sustainable innovation, focusing on regenerative technologies, AI systems, and smart building integrations to create greener, more efficient urban environments supporting Bangladesh's growing infrastructure needs.

SAFE LIFTS

From setup to ongoing maintenance

Proper installation is just the first step; ongoing servicing is equally crucial to ensure lift safety.

PRIYAM PAUL

Lifts have evolved from being a luxury to an essential component of modern living. As buildings grow taller and more complex, vertical transportation has become a vital part of everyday life. However, with the increasing reliance on lifts, safety concerns have naturally risen. Ensuring safety at every stage—from installation to regular maintenance—is paramount in preventing accidents and ensuring the longevity of these critical systems.

Consumers often lack in-depth knowledge about lifts, gaining experience over time, but awareness of lift safety is steadily

increasing. Elevator experts advise that customers should prioritise understanding whether the lifts they use meet European Norms (EN) safety standards. These standards cover various stages, including production, design, installation, commissioning, and post-sale maintenance services. It is vital for customers to select reputable brands that consistently adhere to these standards. Leading lift brands today ensure quality installations and reliable maintenance through

robust after-sales services. “For lifts, international guidelines such as the European Standard EN 81-50 or ISO are followed during manufacturing. However, non-branded and mid-range companies often bypass these safety measures, which can lead to serious accidents,” shares Md. Jenan-Ul-Islam, Chief Business Officer (CBO), Walton Lift.

He adds, “Walton adheres to the same safety standards as any leading European or US company, with no compromises. We ensure 100 per cent compliance in maintenance, alongside meticulous attention to production, installation, and after-sales services.”

Yeasser Arafat Khan, Head of Business & Operations at AG Industrial Solutions Limited, notes, “Otis, one of the oldest and most renowned lift companies globally, incorporates advanced US technology that prioritises safety in all innovations. The company adheres to strict European and ISO standards, ensuring that the drive used in Otis lifts cannot bypass essential safety measures.”

Safe installation is crucial for a reliable lift system. Certified professionals following international safety standards ensure that components, including emergency brakes, door sensors, and overload protection, are properly installed and functional. Improper installation can compromise safety, affect performance, and lead to costly repairs. Experts stress the importance of choosing reputable brands and qualified installers for optimal safety. Poor installation can disable key safety mechanisms, posing risks to passengers. Additionally, a poorly installed lift may demand frequent maintenance, increasing operational costs. Ensuring professional installation from the outset establishes safety and long-term reliability.

Proper installation is just the first step; ongoing servicing is equally crucial to



ensure lift safety. Merely opting for a branded lift doesn't guarantee its safe operation. Lifts are complex systems that require continuous maintenance to function effectively. Experts advise monthly safety inspections to keep them in top condition. In Dhaka, with its high pollution levels, dust and sand pose a significant risk to sensitive lift components, underscoring the need for regular upkeep to maintain safety and performance.

“Neglecting maintenance can lead to issues like broken loops or failed hydraulic brakes. Additionally, components like hydraulic buffers and safety gears, designed to lock in the event of overspeed, may fail without proper servicing. It's crucial to keep these sensitive components in mind when selecting lifts and during installation to avoid bypassing safety features,” says Yeasser Arafat Khan.

To guarantee long-term reliability, companies should offer comprehensive after-sales support, including maintenance and spare parts.

“We ensure thorough after-sales service by inspecting all lift components

during each visit. This includes checking the speed, level alignment, and ensuring all parts are functioning as expected. The inspection process can take several hours to ensure everything is in optimal condition,” adds Yeasser Arafat Khan.

“Walton is dedicated to providing lift parts for up to 25 years after purchase, offering customers reliable after-sales service and prompt support for maintenance and spare parts,” concludes Md. Jenan-Ul-Islam.

Finally, raising awareness among lift users ensures safety and prolongs the lift's lifespan. Clear signage with load limits, emergency instructions, and usage guidelines educates users effectively. Training sessions or videos can promote safe practices, such as avoiding overloading, forceful door handling, and promptly reporting unusual sounds. Encouraging adherence to protocols, like standing clear of doors and not obstructing sensors, is crucial. Regular awareness campaigns by building management further reinforce responsible usage, reducing wear and tear and ensuring a safer, more reliable system.

