

Elevator Technology

Social Distancing Service

for Conventional Dispatching Systems for hydraulic elevators



thyssenkrupp



Bring distance into your elevator to protect tenants

As people return to work, balancing elevator traffic flow with social distancing requirements is critically important. To help your building and tenants stay safe, thyssenkrupp Elevator is offering a Social Distancing Service with traffic monitoring for our conventional dispatched hydraulic elevators.

Included with our MAX Pro digital service package for elevators with TAC32 hydraulic series controllers, the service helps passengers stay safe by programming the elevator to limit the number of passengers.

How does Social Distancing Service work?

With this service, we adjust the loading parameters in your TAC32 series controller's dispatching software. This helps to limit the number of passengers allowed on the elevator to suit building needs and policies.

Once a maximum number of car calls are entered, the doors will automatically close. Most importantly, the elevator will not accept additional car calls above the established limit, and hall calls are bypassed until a passenger gets off. This increases space for social distancing in the elevator, and helps your tenants return to work safely.

Added touchless advantage for two-stop elevators

If your building only has two landings, we also designed a solution in which passengers don't press a car call button to move to the next floor. This process now becomes automatic. Once passengers enter a hall call and board the elevator, the doors begin to close and the car takes off.

MAX package features

Our MAX digital service packages make it easy to choose the right solution for your elevator.

Features	MAX*	MAX Plus	MAX Pro	MAX Premium
IoT connection with MAX virtual coach	✓	✓	✓	✓
Web portal and mobile app access	✓	✓	✓	✓
Email notifications	✓	✓	✓	✓
MAX traffic statistics		✓	✓	✓
Real-time status and failure alerts		✓	✓	✓
Auto response / dispatching			✓	✓
Social Distancing Service			✓	✓
No charge running on arrival guarantee			✓	✓
MAX Premium team monitoring				✓
Predictive intervention				✓

* With a MAX device installed on your equipment, you get these features at no cost.

We monitor your elevator operation and traffic patterns

When Social Distancing Service begins, our MAX team will monitor your building traffic demands and communicate this information to you. We want you in control of your building traffic requirements and are ready to help you make informed decisions.

Using data captured by our MAX IoT solution, we'll inform you about traffic changes so you can continually balance passenger wait times with social distancing needs. If we observe building traffic increasing, we'll notify you and discuss options to adjust or return your dispatching algorithm back to normal. To minimize service disruptions, we can also shift our maintenance activity to non-peak hours.

With our MAX Pro digital service package, you'll also have access to our Customer Portal and mobile app (Android / iOS), letting you monitor your elevators online, place service calls and view your elevator traffic statistics. Signing up for email notifications keeps you informed of recent services or status changes.

Contact your account representative with questions or sign up today. For more information, visit <http://www.thyssenkruppelevator.com>

Signing up for
MAX Pro is easy

To sign up for your MAX Pro subscription, contact your thyssenkrupp Elevator representative.