

INTERLOCK

THE MAGAZINE FOR ELEVATOR PROFESSIONALS

SPRING 2019

HOW TO RIDE THE MECHANICS' **RETIREMENT WAVE**

The Anatomy of a
Modernization

The New Door Lock
Monitoring Code

The Next
Generation Freight
Door System

Ten Keys to
Building a Five
Star Company

A **VANTAGE** PUBLICATION



When you're ready to start, we're ready to go

For years you've worked with us individually. Now we've all joined together under the brand name of Vantage. A move that will make it even easier for us to provide just what you need to do the job efficiently, safely, and cost-effectively. So, if you're starting a new project, mod job, or facing a problem on a current one, then call on us today. If you're looking for quality non-proprietary elevator components, solutions and solid expertise, it's all waiting at your fingertips.



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Your local Vantage Team is standing by to support you with any requirements for planning, maintenance, repair or modernization of passenger or freight elevators.

COVER STORY

HOW TO RIDE THE MECHANICS' RETIREMENT WAVE



GAL Manufacturing is a leading provider of non-proprietary elevator components and equipment, including door equipment, door operators, controls, drives and signal fixtures. Renowned for an unsurpassed service experience and for crafting innovative products, GAL prides itself on its ability to provide customized solutions to its customers. In 2005 GAL acquired Elevator Components Inc. (ECI) and merged their products with **GAL Canada**—GAL's Ontario-based manufacturing and distribution center.



Hollister-Whitney invents and manufactures solutions for the vertical transportation industry and offers an extensive line of products that includes elevator hoist machines for gearless and geared applications. The H-W reputation for reliability has been built from a deep-rooted focus on durability, longevity and serviceability.



Courion is renowned for its durable and reliable freight elevator components, and can handle all freight elevator needs, including modernization, installation, service / repair or parts. Courion produces state-of-the-art equipment for its Courion and Security Freight Door systems, CART-MATIC© and TOTE-MATIC© Cartlift systems.



Freight Tech is Courion's NYC-based subsidiary and provides installation and 24/7 repair services for freight door systems using skilled IUEC Local 1 professionals.



Elevator Controls specializes in complex vertical transportation control systems, specifically non-proprietary, microprocessor-based systems. Their equipment is engineered from the very start to deliver impressive reliability over time, to facilitate fast and easy installation, and to be simple and easy to use and adjust in order to achieve maximum efficiency.



Bore-Max has earned an excellent reputation for manufacturing high-quality, durable hydraulic elevator components manufactured to meet demanding safety codes. Bore-Max hallmarks are competitive prices, short lead time and attention to detail, and it serves clients of all sizes by producing both custom and standard products and comprehensive solutions.

INTERLOCK

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Welcome to Interlock.

In 1927, GAL Manufacturing produced their first ever elevator door interlock. This milestone established the company as one of the most dependable suppliers of elevator equipment in North America, and it laid the foundation for a hugely successful legacy of engineering and innovation.

90 years later, GAL was brought into an alliance of elevator equipment suppliers, joined together under the brand flag of Vantage Elevator Solutions. This marked a new era for the elevator market. Vantage now ‘interlocks’ several strategic suppliers, together becoming a single-solution provider, with a collective 400+ years of expertise and experience.

As we come together driven by the desire to better serve our customers, a key part of that drive is communication. This magazine is just one way in which we want to engage with you as an elevator professional by sharing interesting, useful, and relevant content. I sincerely hope you get value from it!



Mark Boelhouver

Mark Boelhouver

CEO & President

Vantage Elevator Solutions

in•ter•lock

/in(t)ərläk/

verb

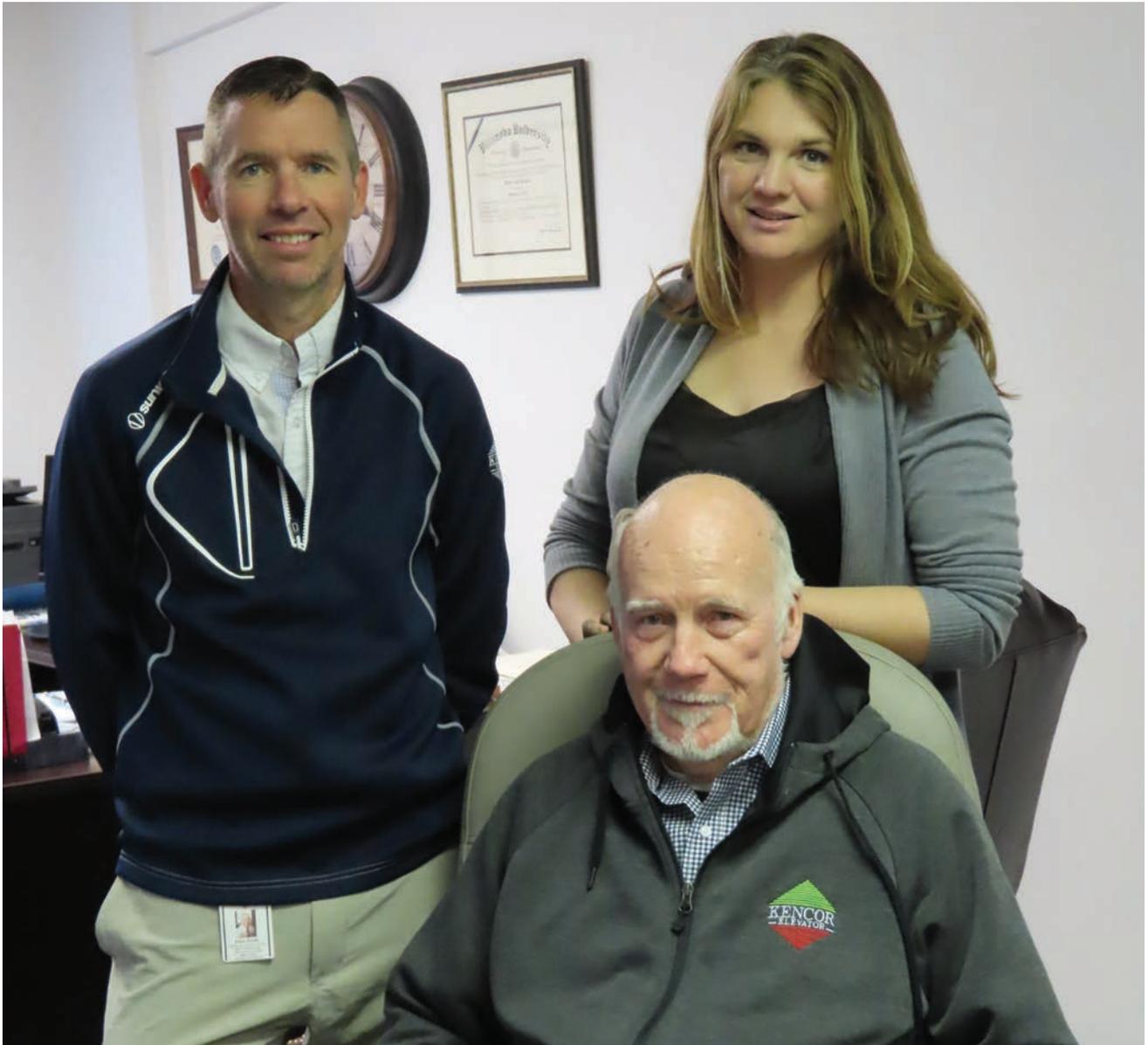
1. to fit into each other, as parts of machinery, so that all action is synchronized.
2. to lock parts together to ensure coordinated action.

noun

1. a device or mechanism for connecting or coordinating the function of different components.

TEN KEYS TO BUILDING A FIVE STAR COMPANY

KENCOR'S RECIPE FOR BUSINESS SUCCESS



Founded as a small family operation 38 years ago, Kencor has come a long way. At 98% customer retention, they've clearly found a winning formula for delighting customers – and in this article they share the 10 keys they have adopted for building a successful elevator business.

**KEY
ONE**

**BUILD A
SOLID CULTURE**

Richard Kennedy, the Founder and President of Kencor, attributes the success of the business first and foremost to a simple element: Culture. “We work hard on culture in this company,” he explains. “Good culture doesn’t just happen – you need to nurture it. You need to give it time. We know the value of things like motivation, drive, respect, and we proactively work towards creating a happy, healthy workplace. That’s when you get the best from people.”

The impact of that culture is unmistakable at Kencor, which was recently voted one of the top 100 workplaces in Philadelphia. Employees stay in the business for longer, they transition from one role to another as they develop and gain promotion, and some even choose to stay on in advisory roles after retirement. “We never allow people to feel stuck,” Richard says. “We let them try things, and work with them to design their future in the business. Our people are our most important assets – and if we value them, they value their work. Everybody wins.”

**KEY
TWO**

**FOCUS ON THE
CUSTOMER**

The Kencor view on customer care is strongly reflected in their core business values – half of which are about the customer. “All our decision-making is customer-focused,” explains Karen Kennedy, Executive Vice President. “We will never be the cheapest option, but our differentiator is in the service. We take a longer view than just one transaction or a single project because we want a long-term relationship with our customers. It’s not always easy, but we need to offer an accountability and a trust that says: ‘We do what we say we’ll do – and if we get it wrong, we make it right.’”

**KEY
THREE**

**BE
ACCESSIBLE**

On a normal day in the office, customer care finds its way onto everyone’s desk. Kencor has a ‘two-ring policy’ which means that anytime the phone rings twice without getting picked up, everyone should jump on the phones to answer it. There is no automated call handling system; everyone gets through to a human being. “We want to be responsive and accessible, on

all levels of the business and the executive team. If it’s important for a customer to speak to us, it should be important for us to listen,” Karen points out.

**KEY
FOUR**

**BE
PROACTIVE**

However, at Kencor it’s not just about being available for inbound calls and requests. Being proactive in connecting with customers is just as important. “I go out and see every single job in progress,” Richard says. This is quite impressive, considering that they could have up to 120 ongoing jobs at any time.

“It gives the people on the ground an opportunity to talk to me, and I get to see customers, users, site managers, and buildings. It creates a real, human connection.”

Meanwhile, back in the office, the team operates with the same proactive strategy. A dedicated Sales Executive makes daily follow-ups of all service calls. These conversations are a golden opportunity to listen to the customer, collect feedback, and identify any additional issues. “We constantly discover useful information on these calls,” Karen explains. “We don’t want to leave any unresolved issues or extra revenue on the table.”

**KEY
FIVE**

**BE
SELECTIVE**

Some of Kencor’s customers have been with them for over 30 years. Still, Karen points out that not every customer is right for them. “We do have a selection process, where we choose the ones that we are able to provide with great service. We want to work with customers and suppliers who share our values of mutual respect and integrity, and not everyone meets those criteria. We try to pick the good ones!”

**KEY
SIX**

**BE
INCLUSIVE**

Kencor is a naturally inclusive business, choosing to focus on and harness the skillsets of its individuals and offering opportunities to everyone equally. “We’ve got a great gender balance,” Karen explains. “On a management level we are close to having 50% women, and we’re continuously working hard to encourage women to pursue roles in every department. We want



to change the perception that skilled work is just for men.” Karen shares several examples of women in Kencor who have started out as receptionists and eventually moved on to become project managers, sales representatives, and dispatching managers. And as a woman herself, she never experienced any exclusion in the elevator industry. “I’ve never been treated differently; I’ve always felt welcomed,” she says. “I don’t see a glass ceiling in the elevator industry. For me, it’s about seeing an opportunity and grabbing it. Companies like ours across America are opening doors for younger generations of women who want to pursue a career in elevators. All they need to do is believe in themselves.”



KEY SEVEN

TRY NEW SOLUTIONS

Of course, company culture and customer care can only go so far. Ultimately the equipment the company provides needs to meet the customer’s standard and quality expectations – and the market’s hunger for new, exciting innovations. John Dodds, Chief Operating Officer, explains: “We monitor the technology landscape via conventions and product updates from vendors and we often get the opportunity to be a beta tester of new products and solutions, which gives us a chance to see things in action at an early stage.” However, he points out, Kencor will only really embrace technology that allows them to do what is most important to them: Engage directly with the customer. “Automation can be great, but we want to protect the trust that comes with having a personal interaction. Control and safety are our top-most priorities when it comes to protecting our customers, and that will never change. We welcome innovation, as long as it supports our ethos.”



KEY EIGHT

BE PRODUCT CONFIDENT

All Kencor’s field technicians receive hands-on product training on a regular basis. Suppliers like GAL Manufacturing and Hollister-Whitney often host training days on their equipment to make the field staff competent and confident handling the products. But the vendor’s engagement often extends from the classroom into real customer project conversations – supporting Kencor in

providing specific expertise and detailed product knowledge. “Good vendor relationships often open up successful customer relationships,” John says. “We like to take a collaborative approach to selling, where we team up with suppliers to create a win-win engagement with clients. This is one of the reasons why the recent developments in the creation of Vantage Elevator Solutions is so exciting, as it gives us direct access to a wide range of equipment under one roof.”



**KEY
NINE**

**BUILD STRONG
PARTNERSHIPS**

Kencor has a long-standing partnership with the Vantage group of companies – in particular GAL and Hollister-Whitney. There is a great deal of loyalty running both ways, with a history of support and commitment. However, when the Vantage acquisition was announced, there was understandably a certain apprehension to the news. “The shift of ownership and the arrival of Vantage was exciting and sad in equal measures for us,” Karen remembers. “It was the end of an era, but it was also bringing in new opportunities and potential. And we were happy to see that Vantage retained so many people from the original businesses, rather than cutting out some of that valuable expertise and experience as often happens in other buy-outs.”

**KEY
TEN**

**GROW WITH
A PURPOSE**

In 2011, Kencor started accelerating their growth by going from an entrepreneurial to a platform-style business. They invested in executive coaching for their leadership teams, which encouraged everyone to rise to their level of competency. While growing organically, the business also made four acquisitions over the course of five years – adding significant numbers to the workforce. “We’re proud to say that we haven’t let a single person go in any of our acquisitions,” Karen says. “We find a place for everyone, and we focus on providing a place for personal growth as well as business growth.” Kencor sponsors training for all employees, paying 100% of CET and QEI education and certification, and 50% of education for college and masters’ degree programs. This helps the business grow in a smarter way, by optimizing both new and existing resources.

FOUNDED IN
1981

BASED IN
WEST CHESTER
PA

100
EMPLOYEES

SERVING
SIX STATES

**PA | VA | DC
MD | NJ | DE**

SERVING
3000
UNITS IN
1900
LOCATIONS

KENCOR’S VISION FOR THE FUTURE

Whatever the future holds for Kencor, it’s safe to say they have no intention of simply floating on down the river. There is a tremendous amount of ambition and drive to build the business further. “We refuse to get comfortable,” John Dodds declares. “We are constantly reviewing our SWOT analysis, we look at new markets, and new jurisdictions. We honestly believe the old adage that ‘companies that stop growing start dying’. Of course, it’s tricky to predict the future now that technology is advancing so quickly. It’s virtually impossible to have visibility of the future of a business beyond three years, so we want to make sure we stay agile in our planning and not get stuck in a set 5-year plan that we might outgrow.”

For more information on Kencor and their success story, contact Karen Kennedy on (800) 220-4046.

THE NEXT GENERATION FREIGHT DOOR SYSTEM



For most of us, freight doors don't necessarily represent the most exciting corner of the elevator industry. Nevertheless, there is some very interesting innovation happening in the world of freight doors right now, which will no doubt shape the future of vertical freight solutions.

THE BASIC ELEMENTS OF A FREIGHT DOOR

The typical freight elevator is one of those commodities that operate behind the scenes, and which most of us don't get to see – so you'd be forgiven for not knowing the key differences between a freight door and a passenger door. The first thing you will observe is that the freight doors usually open vertically rather than horizontally. And while it is designed to carry cargo, older freight elevators often needed to be operated by a trained Operator who manually closed the door

and the car gate. Modern freight elevator doors, on the other hand, are power operated.

When it comes to the construction of the actual door, the design is very similar across all suppliers. The things that do differ are the power operating systems and the degree to which the door equipment can be made easier to install. In this article we take a closer look at how one company is taking freight doors to the next level – making life easier for mechanics and users alike.

WHO IS COURION?

Courion is one of the oldest, largest, freight door system suppliers in North America. Their door solutions are a result of nearly 100 years of experience and progress in the design, manufacture, and installation of power operated freight elevator doors and gates. In addition to the Courion brand, the

company also owns Security Fire Door, St Louis Fire Door, Guilbert, and Harris Preble freight door brands. Now, as a member of the Vantage group of companies, Courion enjoys the benefits of having access to a huge array of products, skills and resources for development of modern, innovative freight elevator solutions.

Teaming up with other Vantage-owned companies GAL, Hollister Whitney, Elevator Controls and Bore-max, Courion is now in a unique position to offer complete freight elevator solutions to its customers for the first time.

FREIGHT DOORS - THE TRUE COST

When discussing freight elevator costs, the installation labor is the key factor. This means that it is crucial to develop products with the mechanic in mind. If you can shorten the installation time, reduce the number of steps required, maintain a higher level of safety, and have a system that needs less maintenance over time, you will be able to enjoy considerable cost savings at every stage – and your mechanics will thank you for it.

THE NEXT CHAPTER OF FREIGHT DOORS

There is a great deal of technological development happening across the elevator industry as a whole, and freight elevators are no exception. Over the next couple of years we can expect to see an increase in smart elevator technology that will improve the level of system feedback to the customer across all major components – be it controls, machines, or door equipment.

As a member of the Vantage group, Courion is today more than just a freight door supplier. They are perfectly positioned to deliver complete elevator projects, and will continue to develop next-generation solutions for durable, reliable and cost-effective freight elevators.



For more information on Courion's freight elevator solutions, contact Gabriel Capozzi, Regional Sales Manager, on (314) 533-5700.

THE iLEARN™ DOOR CONTROL SYSTEM

Courion's iLearn Door Control System ticks all the boxes for cost-efficiency: It is both technologically advanced and easier for mechanics to install.

HOW iLEARN DOOR CONTROLS BENEFIT INSTALLATIONS



1. Elevator Control Integration

The iLearn Door Control integrates seamlessly into any elevator control system, including those supplied by GAL Manufacturing or Elevator Controls – both part of the Vantage group. When purchased together as a package, the customer will receive the iLearn Door Control pre-installed and pre-wired inside the GALaxy or Pixel elevator control, saving installation time on the job.



2. Improved Wiring

The iLearn Door Control utilizes Serial Can Bus technology. Needing only 2 wires to be run from the machine room to the hoistway, iLearn requires less wiring to install – saving time and reducing the risk of installation errors.



3. Adaptable Technology

The iLearn Door Control system is built using smart technology which automatically adjusts to certain changes in operation over time, reducing the number of maintenance touchpoints.



4. Simple Troubleshooting

For the mechanic, troubleshooting and adjustments can be time-consuming. With the iLearn system, these tasks can be done easily from the control interface in the machine room.



5. Long Operating History

The iLearn stores a long and detailed operating history, which can be downloaded and emailed to Courion for tech support assistance.



6. Easy Modernization

The iLearn system can be brought in to modernize any existing Courion-owned brand of door equipment – as well as existing equipment from other suppliers like Peelle or EMS.



HOW TO RIDE THE MECHANICS' **RETIREMENT WAVE**

RETAINING KEY KNOWLEDGE
IN YOUR ORGANIZATION

How do you put a price on knowledge? For many organizations, losing valuable experience and skills when mechanics retire is an expensive lesson. But there are ways to mitigate the loss of a team member by actively working to retain and develop key knowledge across the rest of the workforce.

Many elevator companies currently find themselves in the middle of an exodus of skilled workers.

THE RETIREMENT WAVE

Many elevator companies currently find themselves in the middle of an exodus of skilled workers. The mechanics and engineers of the baby boom era who are now entering retirement age will have spent the majority of their careers learning the trade through several generations of legacy elevator products and technology. Newer and younger mechanics will have been less immersed in the world of older products and, by default, learnt different skills.

OLD AND NEW SKILLS

The skills that new mechanics are learning and using in the industry today are very different to the ones of 20, 30, and 40 years ago – and for good reason. The overall elevator install base is being modernized at a fast pace. As an elevator company you will likely have a mix of legacy and modern elevator technology to deal with, which means it's valuable to have a selection of 'old' and 'new' skills to draw from in the organization. You need to strike a healthy balance between the two, as you employ and train the next generation of elevator mechanics while containing some of the knowledge of those who are exiting the business.

RETAIN, RETRAIN, RECRUIT

So how can you overcome the challenges of this generational shift? It is obviously not just a question of bridging the gaps with more manpower. Losing the knowledge and experience of seasoned mechanics going into retirement may be disruptive enough, but then there is also the reality of a net shortfall of mechanics entering the industry. This can be a difficult equation to solve – but there are ways of mitigating the impact on your business.

Many organizations are now taking a three-fold approach to handling the retirement wave, by retaining knowledge in the organization, retraining existing staff on legacy skills, and recruiting in a more involved and engaged way.

RETAINING KNOWLEDGE

The idea of transferring knowledge and skills from an individual back into the organization may seem like an impossible task. How could you possibly pull decades of information from someone's mind into a pool of knowledge for others to share? Well – there are ways of achieving this, but it should ideally be done in a proactive way over a period of time leading up to retirement, rather than rushing through it in someone's final weeks of work.

• Knowledge transfer

A knowledge transfer program typically spans at least 12 months, where the mechanic is periodically taken out of regular service in order to focus on training and documentation. This doesn't necessarily mean classroom training or writing handbooks, but could be based largely on 'recorded insight'. Technology can be a great help here, by letting mechanics perform certain tasks on camera, verbally explain what they are doing, record voice commentary, or keep a digital task journal.

• Process mapping

In order to teach anyone how to do anything, you need clarity. And while many of us do our jobs by simply going through the motions, knowledge transfer relies heavily on a detailed, visual overview of the tasks involved in any operation. Creating a process map will not only make the existing activity flow clear, it will also help you identify areas for improvement. There are many online and offline tools available, as well as consultants standing by to help bring clarity to any workflow.

• Documentation

Documentation and task descriptions no longer have to consist of long-winded manuals and dull handbooks. It can be any type of resource that provides a verbal or visual representation of how things are done. They are the key to consistent, high quality performance, by offering a proven way of handling each scenario.

Many organizations don't have a set process for documenting workflows or creating detailed checklists for skilled labour. This not only means that there is more room for error, it also makes it unnecessarily difficult for new recruits to learn on the job.

RETRAINING THE NEXT GENERATION

For an elevator mechanic, training never truly ends. There are always more certifications to take, new safety regulations to read up on, and new products or solutions to learn about. But in order to retain the legacy knowledge of retirees, you must make it easy for the new generation to not only stay abreast of what's new – but also learn from their predecessors.

• Apprenticeships

Apprenticeship programs are often a very effective way to quickly integrate a new team member. It gives the apprentice an opportunity to get a taster of what their job would be like, and to lay the foundations for their future career. But the principles of apprenticeship can also be applied to existing employees who want to progress their knowledge and learn different aspects of the profession through gaining new skills.

• Rewarding both sides

Knowledge transfer can be both difficult and time-consuming for everyone involved. And for someone preparing to wind down for retirement, it can be hard to feel motivated to go over and beyond to contribute to the future of the business. To help facilitate the process, it can be useful to add incentives to everyone involved in helping with the knowledge transfer. This means rewarding not just those receiving the training, but also those providing it. You may want to look into creating a tiered reward system that offers attractive rewards at a number of key milestones in the program.

• Keep knowledge on tap

There are many skilled mechanics who find themselves reluctantly retired. Their body may not be as strong as it was, but they miss the feeling of being valued for their experience and knowledge. It's worth having a conversation with the person approaching retirement, asking if they would consider making themselves available for consulting and advisory services on occasion.

People retire for a number of different reasons, and many of them do in fact still want to do a small amount of work if they can. This topic is of course something that requires a great deal of sensitivity, and must never be pressured. It may just be worth making the individual aware that their knowledge would still be valued and welcomed – even after their last day as an employee.

We all recognize that the number of younger people entering into mechanical roles is declining, and there are no real signs of that trend bucking any time soon.

RECRUITMENT NEEDS INVESTMENT

We all recognize that the number of younger people entering into mechanical roles is declining, and there are no real signs of that trend bucking any time soon. As a business, you must take your destiny in your own hands and start creating a demand for these jobs. There are several ways in which you can work proactively to promote the benefits of working as a mechanic in the elevator industry.

• Partner with trade schools

Many trade schools are looking for businesses to take active interest in promoting opportunities to their students, as it helps to encourage interest in training and development. You can help students to transition from education into paid work, helping them shape their future career. This also gives you fast-track access to new talent that can play a key part in your future workforce.

• Share career insights and benefits

Many young people have been raised to believe that manual jobs are less rewarding than desk jobs. Parents and grandparents may have encouraged their children to pursue careers very different to their own, believing it would give them better opportunities. This, along with misconceptions about the trade, can often discourage young people from imagining themselves working as mechanics. You can address this by sharing information about earning potential, job satisfaction, and company benefits. Why not invest in job marketing the same way you would invest in marketing to customers?



OFFER OPEN DAYS

Many potential employee prospects don't necessarily have a clear understanding of what a typical day on the job as an elevator mechanic might look like. It can be useful to arrange open days for applicants where you allow them to come and see your facilities, host Q&A sessions, or even bring them out to a customer site to see some work in action. If this might be difficult to arrange, consider using social media for hosting virtual events or for live streaming interviews and presentations.

YOUR FUTURE SKILLS STRATEGY

The elevator industry is poised for growth, as high-rise construction continues to flourish around the world. There will always be a need for skilled mechanics and specialists who can install, maintain, and service elevators; both legacy ones as well as cutting edge technology units. By making a dedicated effort to retaining knowledge from the previous generation while investing in new, exciting innovation, you can build a powerful skill strategy that will serve you well for many years to come.

SHARE YOUR EXPERIENCE

How do you work to retain skills in your organization?

Share your story on the Vantage LinkedIn page:
[linkedin.com/company/vantage-elevator-solutions/](https://www.linkedin.com/company/vantage-elevator-solutions/)

THE ANATOMY OF A MODERNIZATION

HOW VANTAGE AND CHAMPION ARE DELIVERING THEIR BIGGEST EVER MOD PROJECT

In 2018, Champion Elevator teamed up with Vantage Elevator Solutions to deliver the largest project in the history of both organizations; a 160-elevator modernization project for Co-Op City in the Bronx, New York. It was soon to become a test of the engineering skills, product expertise, and project management experience of everyone involved.

A LONG-TERM PARTNERSHIP

Champion knew from the outset that it was going to be crucial to partner with the right elevator product suppliers for the Co-Op City project. “Running a job like this is like running a company in its own right,” says Don Gelestino, President of Champion Elevator. “We have a daily modernization team of 20 people and 12 maintenance staff on site for just this one job. Robert Masterson, President of Modernization at Champion Elevator, is serving as Team Leader for this project and has assembled a highly skilled team to help facilitate the task. A project of this scope demands a huge amount of focus.”

With a 4.5-year delivery schedule, that focus also extends well into the Vantage engineering and delivery team. Eric Lazear, Project Executive and Regional Vice President at Vantage, recognizes the mutual investment made into making the project successful. “Just like with any relationship, a long-term project like this requires commitment and dedication – and a lot of communication,” Eric says. “This is the biggest order in the history of GAL Manufacturing and Hollister-Whitney, Champion’s two selected Vantage strategic suppliers, so we’re eager to show off the great progress we’re making. This is a very exciting job for all of us.”

ONE PROJECT, ONE SUPPLIER

Before GAL Manufacturing and Hollister-Whitney were acquired into the Vantage group in 2017, both businesses already had a history of providing Champion with equipment. However, with the strength of their new alliance the two companies are now able to serve Champion as a one-stop supplier, with a single point of ownership. “Co-Op City really is the perfect opportunity for us to demonstrate the strength of Vantage,” Eric explains. “We now have the





ability to deliver a full range of elevator equipment from one central connection point and manage the entire order from end to end. In many ways, this is just the type of project that Vantage was designed for.”

THE THREE MAJOR MODERNIZATION CHALLENGES

When considering the sheer scale of the Co-Op City project, Don Gelestino was well aware of the pressure Champion was going to face. Over the span of his 32-year career in elevator mechanics, operations and business management, Don has been able to map out – and discover ways to address – the three most central issues of elevator modernization. In the context of the ongoing project, he shares some of his main modernization challenges and key strategies for resolving them.

Challenge One: The Costing

Most elevator companies will be familiar with the problems of project costing. For a building owner, modernization is typically seen as a financial burden rather than a positive investment. “For most bids, the

owner is quickly drawn to the cheapest option,” Don says, “instantly pushing us into a financial negotiation.”

Champion often finds itself competing with companies that are unclear on their margins and price themselves too low. While acknowledging the frustration this can bring, Gelestino said the solution is not always about being cheaper. “For us, it’s never just about equipment cost and bottom line,” he explains, “but taking into consideration things like installation, product footprint, quality, and logistics. We need solutions that are easy to install and maintain, and that are dependable. That’s what makes the real difference, and that’s what drove our decision to go with GALaxy Controls and Hollister-Whitney machines for this project. We know the products, and we know the quality is outstanding. We have confidence in the long-term value of using these products, and we can pass that confidence on to the customer.”

Challenge Two: The Timing

Once a job is agreed, there is never an ideal time to perform an elevator modernization. With tight schedules, often

“ We now have the ability to deliver a full range of elevator equipment from one central connection point and manage the entire order from end to end. In many ways, this is just the type of project that Vantage was designed for.

- Eric Lazear
Project Executive and
Area Vice President
Vantage



“There’s huge value in being able to collaborate and solve issues together. As a team, we become an extension of each other – and that’s the sign of a true partnership.”

- Don Gelestino
President
Champion Elevator

linked to penalties, the contractor still depends on a number of outside factors. They need to wait for building owners to make selections, while negotiating lead times with suppliers and inspections with Department of Buildings. A delayed job can leave the contractor with a team working at less than full capacity – and with additional costs. Don knows this scenario far too well. “Things do go wrong sometimes. But what matters is how you respond to those issues when they arise, whether you’re a vendor, a builder, or a contractor. For us, the key is to stay flexible, keep communicating, and trust in our experience to handle issues when they come along. We always aim to be as accommodating as possible without necessarily sticking a price tag on everything.”

For the Co-Op City project, flexibility has been a key component from the start for both Champion and Vantage. The realization that any potential issue in the first building would be multiplied by ten made it critical to find the best solution as early as possible. Robert Masterson of Champion and the Vantage project engineering team, headed up by Regional Field Engineer Josh

Simpson, have been providing hands-on support for resolving complex issues on site and ensuring a timely delivery. “We needed a partner who wouldn’t just hand us the equipment and tell us to go figure it out,” Don explains. “There’s huge value in being able to collaborate and solve issues together. As a team, we become an extension of each other – and that’s the sign of a true partnership.”

Challenge Three: The Logistics

Another major challenge is the logistics of the job. It’s crucial to be able to deliver equipment to the building, even with limited access, without causing unnecessary inconvenience to people or damage to the structure or equipment. But no matter how skilled and experienced a contractor’s team is, there’s always the odd curveball. “While we can predict a lot of things, we still see new and different situations all the time. You just can’t train your people to deal with every scenario they will ever face,” Don says, “so for us the biggest key is to have a team that’s empowered and trusted to make decisions in the moment. We want to help the building owner make life easier for

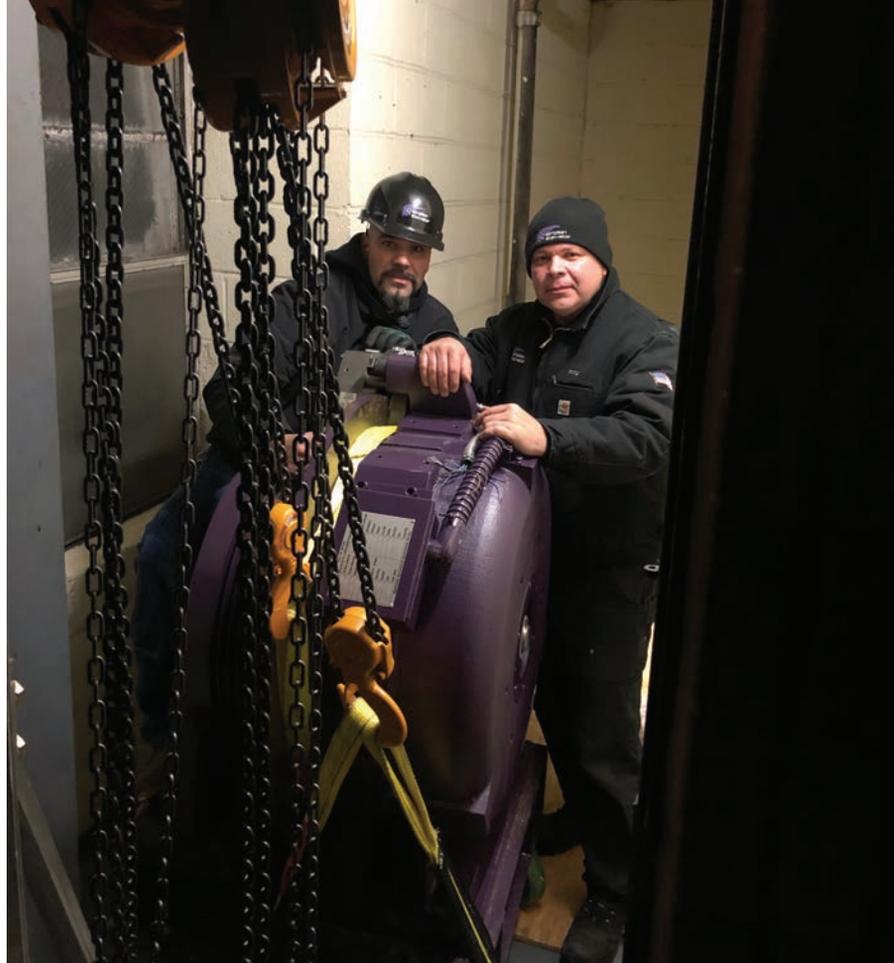
their tenants and staff, which means that our people will do whatever they consider to be the right thing at the time.”

That ability to make calm and sensible decisions does not arrive by accident. It’s the result of an extensive safety training program, a positive company ethos and a team culture that has been deliberately grown and nurtured over time. But it’s also important to have a supply chain that sets the project up for success. “We really needed a supplier who could take ownership of their part in the project and support the logistics on a local level,” Don explains, “which meant that Vantage were perfectly placed with their headquarters in the Bronx. They could offer all the hands-on project management and engineering, tech support, product packaging and delivery. Now we can get all the equipment for each elevator bundled into one shipment, ready for collection just half an hour away. It’s perfect.”

THE FUTURE OF MODERNIZATION

The next seven years will continue to be busy for companies like Champion, as buildings are increasingly modernizing elevators based on the new requirements for Door Lock Monitoring in 2020 and Unintended Motion Detection and Control in 2026. But regardless of code changes, equipment across America is aging and will need attention in order to remain safe and efficient. This means that elevator companies will be seeing more of these large-scale mod jobs coming up, and need to be ready to handle them. “As far as we’re concerned, the Co-Op City project will give us all the experience we need for confidently handling huge-scale mods in the future,” Don concludes. “The collaboration between us and Vantage will make both businesses perfectly poised for tackling other, similar, projects together – whatever challenges we’re thrown along the way.”

For more information,
contact Robert
Masterson of
Champion Elevator on
(212) 292-4430.

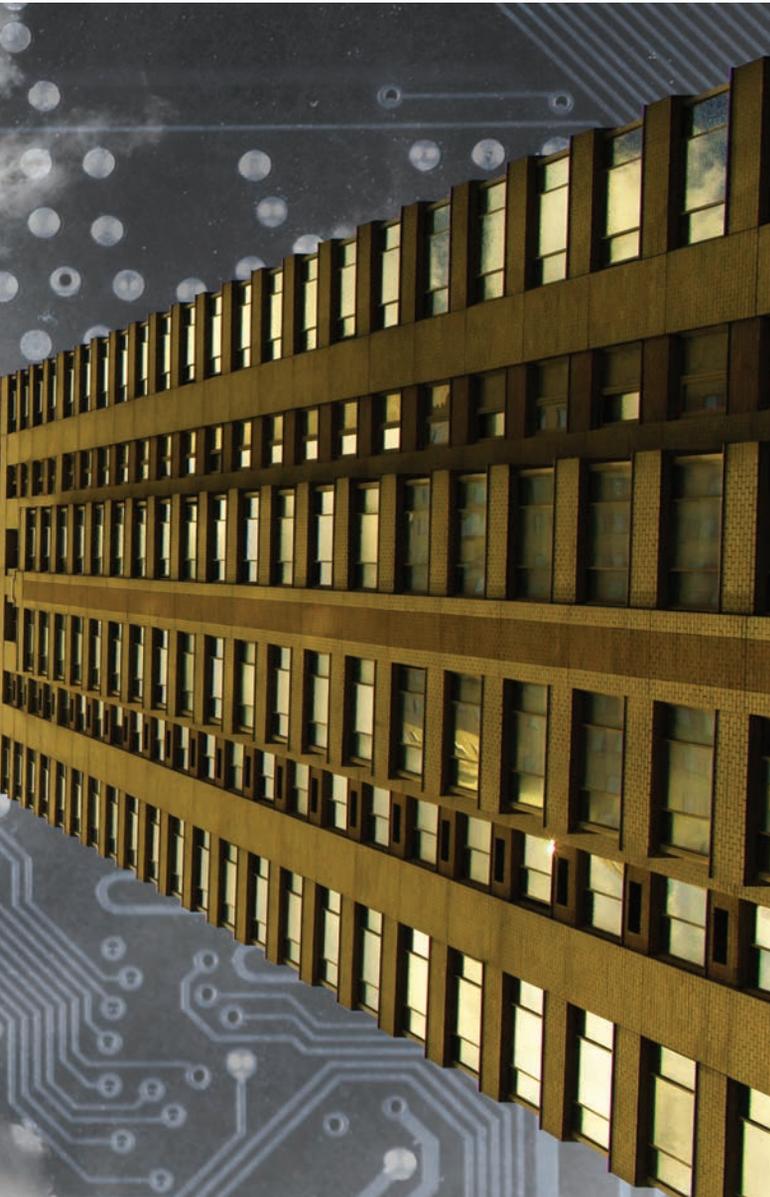


THE NEW DOOR LOCK MONITORING CODE



CHANGING THE FACE OF NYC ELEVATOR SAFETY

In New York City, a frenzy of work is underway to implement additional door safety to all automatic elevators in response to a city-wide code change. This new code has been introduced in a bid to eliminate serious accidents caused by faulty door locks, and comes into effect on January 1st 2020.



THE BACKGROUND

When the New York City Buildings Department declared its New Door Lock Monitoring Code, it was in response to a number of horrific elevator accidents where passengers were killed or left with life-changing injuries. These accidents were often a result of people being wedged between one or two sets of doors while the elevator was in motion – which in turn was a result of poor maintenance and a lack of respect for safety standards. Under the new code, no elevator will be allowed to run without a safety device that accurately detects faulty door contact circuits.

HOW DOES DOOR LOCK MONITORING WORK?

An elevator door lock monitoring system is a circuit that keeps the cab securely locked in place until all of the doors are properly closed. If any doors on any floor are open, the elevator simply won't move. This should alert the maintenance team that there is a problem that needs to be resolved.

WHAT BUILDING OWNERS NEED TO DO

For building owners, the code change means that they need to review all elevators and bring them up to the right standard if required. This means either upgrading to a new circuit or confirming that an existing circuit is in place and is switched on.

For Elevators Newer than 2009

Most elevators installed after 2009 will already have a door lock circuit in place, but may have not have been activated at the time of installation. This would require an elevator engineer to switch on the circuit and test that it works.

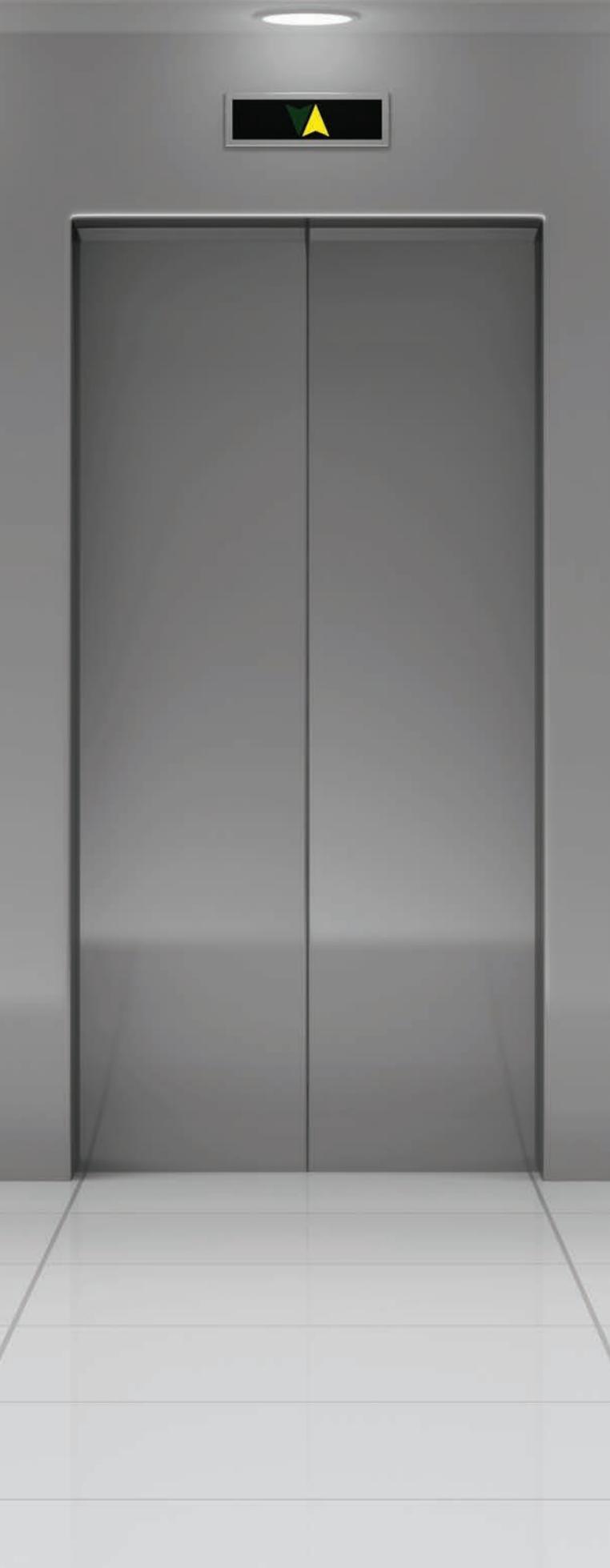
For Elevators Older than 2009

An older elevator may require modifications to its existing system, or the controller may need to be replaced. If the existing controller meets the A171-2000 Code, it likely has a door lock monitoring system already built-in as standard.

THE STEPS TO CODE COMPLIANCE

The building owner is solely responsible for ensuring that their elevators are fully compliant with the new code by January 1st, 2020. And while it may sound like a straight-forward process, especially for newer installations, there are still certain steps that need to be followed.

- Before making any changes to the equipment, the building owner must get a permit from the NYC Building Department – even if it's just a case of activating an existing circuit.
- The equipment manufacturer must verify that their products meet the criteria of the law.
- Any modification must be signed off by an engineer, an architect, and the controller manufacturer.
- The building owner must provide the Department



- of Buildings with updated electrical prints of the control circuit, stamped by a professional engineer.
- Finally, the elevator must be inspected by the Department of Buildings before being returned to service.

FAULT MONITORS AND ROPE GRIPPERS

Back in 1978, the world's first door contact fault monitor was designed and patented by Walter Glaser of GAL Manufacturing, now a part of the Vantage group. Since then, GAL has continued to focus on delivering state of the art safety equipment to reduce the risk of accident or injury.

“All automatic passenger and freight elevators must provide a system to monitor and prevent automatic operation with faulty door contact circuits by January 1, 2020.”

**ASME A17.3 of NYC Building Code
appendix K3, Rule 3.10.12**

Current Vantage flagship safety products include:

FM1

Monitors all door connectivity issues, preventing movement under faulty conditions.

FMG1

Detects unintended car motion, providing protection from ascending or descending over-speeding cars.

Rope Gripper

Grips the elevator's suspension ropes, stopping an elevator in the event of a mechanical or electrical failure.

TODAY NEW YORK – TOMORROW THE WORLD?

Most industry experts agree that the recent code changes in New York City are likely to be adopted by other regions across North America, particularly in areas where accidents frequently occur. This means that building owners and property developers will be clever to incorporate door safety measures even outside of New York sooner rather than later.

For more information on the range of Vantage safety solutions, ask for your regional Vantage Sales Executive on (718) 292-9000.

VANTAGE AT YOUR SERVICE

Your local Vantage Team is standing by to support you with any requirements for planning, maintenance, repair or modernization of passenger or freight elevators.

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