



JOSH DOBSON
COMMISSIONER

TOMMY PETTY
BUREAU CHIEF
ELEVATOR AND AMUSEMENT DEVICE BUREAU

MEMORANDUM

VIA EMAIL

TO: Elevator Companies

FROM: Tommy Petty Bureau Chief

DATE: August 4, 2021

RE: Notice of Clarification of Inspections of Two-way Communication Systems for New Elevator Installations and Alternations

Please be advised that the North Carolina Department of Labor's Elevator Bureau has been inspecting two-way emergency communication systems in elevators pursuant to the requirement in the A17.1 Safety Code for Elevators and Escalators since two-way emergency communication systems have been required in new installations and alternation inspections. The Bureau has been interpreting "two-way emergency communication systems" in this way since at least the year 2000.

As the authority having jurisdiction, the Bureau performs new installation inspections and alteration inspections of two-way emergency communication systems by this method:

- (1) The inspector will press the call button.
- (2) Once two-way communication is established, either with on-site or off-site live authorized personnel, the inspector will verify that the authorized personnel who answers can identify both the location and identification of the elevator making contact.
- (3) To confirm that two-way emergency communication exists for the safety of all passengers, the inspector will request that the authorized personnel hang up, then call back into the elevator.
- (4) If the authorized personnel cannot reestablish a communication connection with the elevator being inspected, then the emergency communication system fails the inspection. Until the communication system is brought into compliance, no certificate will be issued by NCDOL.

Should you have questions about this clarification, please contact me.

TP/de