

# Open Protocol Policy

## Guidance Notes:

Ideal Lifts has an open protocol policy, installing products, parts and components to our passenger lifts that are widely available, that can be reprogrammed without the need for specialist access codes or equipment.

A classic example is our telephone autodialler, which is a non-proprietary open protocol system and therefore does not require specialist equipment to re-programme new contact numbers enabling the lift to be maintained by other suitably qualified lift companies.

The closed-protocol autodiallers supplied by some are pre-programmed to phone their own office telephone numbers and cannot be re-programmed. We believe this practice is not within the interest of the eventual building owners.

A typical cost to the building owner to subsequently install a replacement autodialler could be £1300-£2000. During the period when the autodialler is being replaced the lift cannot legally be used without another means of communication, causing considerable disruption to the building users.

Ideal lifts also fit widely available open protocol electronic safety edges, and other components, simplifying future maintenance and repair of the lift.

Building owners and those with bulk service agreements, or those wishing to seek alternative tenders for maintenance after the warranty period should take into consideration the above.

