

The digital companion for field operations

interlift 2023 ▶ Andrea Gorlezza, Managing Director Wittur Project Business and Field Services EMEA division



Andrea Gorlezza, Managing Director Wittur Project Business and Field Services EMEA division and Carlo Ferrari, Corporate marketing Communication Manager in conversation with the liftreport editorial team. Bild: liftreport / Martin Kerstan

Doors are probably the most exposed elevator component: 70% of elevator callbacks are due to doors. Frequency of opening and closing cycles, people flow in and out of the elevator cabin, contact with public and possible acts of vandalism expose doors to high levels of wear and tear.

On top of a robust door design, the quality of initial door installation and a proper service done at adequate intervals are critical elements to ensure smooth doors operation and avoid frequent callbacks, which are very expensive for the installation company.

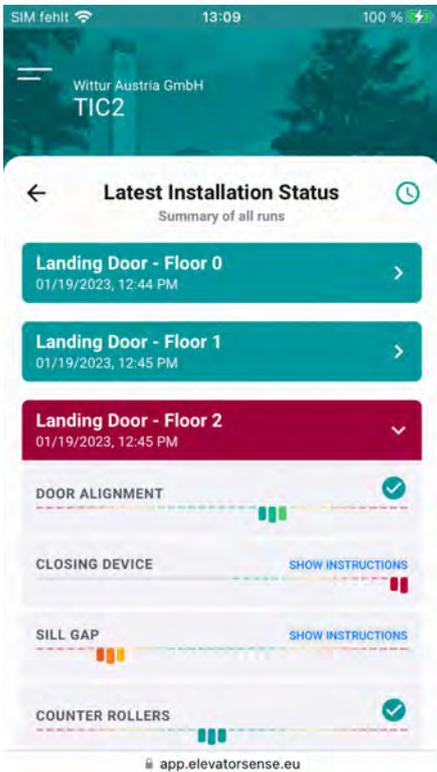
With this in mind, Wittur has drawn upon its more than 50-years' experience of elevator door design to develop

ElevatorSense®, a smart hardware-software platform that supports field technicians during installation and service of Wittur doors to achieve the best possible performance.

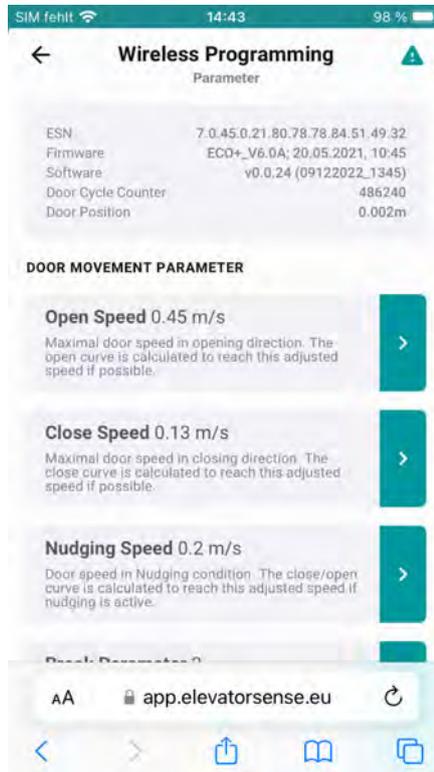
Based on latest sensor and IoT technology, Elevator Sense® gathers data from all door parts, elaborates them in the cloud through state-of-the-art algorithms and returns precise information and recommendations to the field technicians by means of the ElevatorSense® App.

Thanks to ElevatorSense® functions, it is possible to:

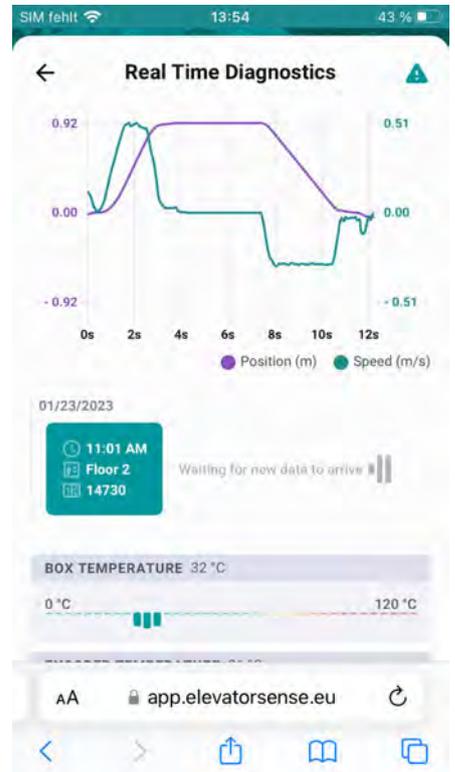
- Identify and resolve door installation issues;
- Perform optimal setting of door operating parameters;



Installation Control provides feedback on the installation and step-by-step instructions on how to solve any detected issue.



Wireless programming offers an easy way to access and modify any door operating parameter.



Real-time diagnostics detects and collects several elevator operating parameters. Alert notifications are sent in case nonstandard behaviors are detected.

- Monitor door movements in real time and detect abnormal behaviors;
- Plan service visits based on real usage data.

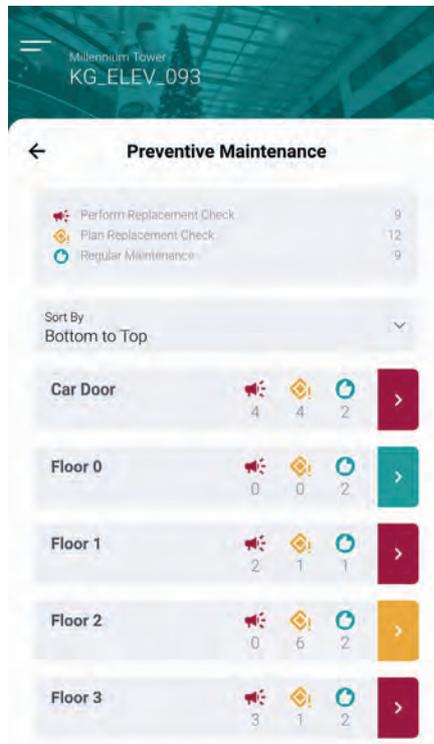
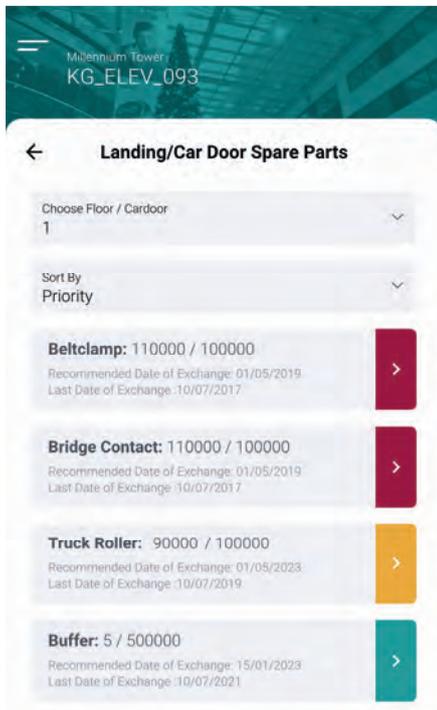
Wittur data centers use state-of-the-art protections from unauthorized access: all data transmissions to and from the data centers are encrypted.

ElevatorSense® is a platform where multiple products and services will be released as they become available. As of today, the ElevatorSense® App allows access to four digital services.

Installation Control is designed to support field technicians achieve a high quality of installation of Wittur elevator doors.



Wittur presents the ElevatorSense® at the interlift in Augsburg
Bild: liftreport / Martin Kerstan



Preventive maintenance offers an alert service for the maintenance technician based on the lifecycle timing of wear parts.

The Wittur booth was always well attended. Picture: liftreport / Martin Kerstan

By means of a dedicated control run of door opening and closing cycle at each floor, Installation Control performs a thorough check of all main features of doors installation and, if necessary, provides recommendations as to what should be adjusted to improve quality. This is a unique feature that no other platform on the market currently offers.

Wireless Programming makes adjustment of door operating parameters easier and more intuitive through



ElevatorSense® on-board electronics are protected by a stainless steel housing. Picture: Wittur

a state-of-the-art user interface and clear on-screen explanations, available on any mobile device through the ElevatorSense® App. Wireless Programming fully replaces the «old-school» Wittur Programming Tool.

Real time diagnostics: After installation, ElevatorSense enters the door monitoring mode. Operational data are sent to the Wittur center in the Cloud for analysis; when an unusual behavior is detected, ElevatorSense sends an alert notification to the assigned technician via the App or via a dedicated web page. This allows the maintenance technician to keep track of the smooth operation of the system and to schedule maintenance visits only when necessary, avoiding unscheduled service calls.

Preventive Maintenance offers a specific and dedicated alert service for the maintenance technician according to the lifecycle timing of wear parts. Based on usage data and Wittur proprietary algorithms, it is possible to calculate expected lifetime and create a future maintenance plan.

Further tools are currently in the development stage, including the extension of Installation control to doors by other manufacturers.

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