

## Non-Proprietary Elevator Equipment

### MCE non-proprietary philosophy

- Universally maintainable
- Universally serviceable
- No proprietary service tools required

Regardless of the term used to describe them, non-proprietary elevator equipment have had a significant impact on the elevator industry. They are at the core of MCE's product development philosophy and unique product differentiation.

MCE's success has prompted well-established proprietary manufacturers to compete in the non-proprietary product space — but, in most cases, these competitive products are not non-proprietary, and don't provide the complete freedom of choice offered by MCE.

MCE's non-proprietary vision dates to the early 1980s — and has served to counter the constraints of proprietary elevator systems that have limited the choice of building owners.

#### **“Non-proprietary” defined**

It is the commitment, not the equipment that differentiates non-proprietary from proprietary. Contractors, manufacturers and elevator professionals suggest that all elevator systems are basically proprietary in nature, by virtue of their design.

The degree of proprietary restraint can be measured by the ability of service companies other than the original manufacturer to maintain the equipment — and the degree of proprietary restraint within distribution and support channels.

Freedom of choice is the reason most often mentioned by building owners when specifying non-proprietary elevator equipment. The MCE Building Owner's Bill of Rights establishes performance standards against which all equipment can be measured for freedom from proprietary restraint.

### BUILDING OWNER'S BILL OF RIGHTS

1. Equipment shall be universally serviceable and maintainable
2. Diagnostics shall be built in
3. A proprietary tool shall not be required for I adjustment or maintenance
4. Parts shall be available for inventory... not just exchange
5. Technical training shall be available to all
6. Engineering and technical support shall be available to all
7. All manuals and drawings shall be provided
8. The manufacturer shall provide direct support to the “end user” and their designated maintenance company

## “Non-proprietary” defined

Before 1975, hundreds of relays were assembled on panels to provide logic processing. With development of the first “solid state” silicon devices, transistors began to replace electromechanical relay systems. Without moving parts, these devices improved reliability by eliminating the need for relay replacement. While old technology allowed a qualified elevator mechanic to trace the source of a problem by following wires from relay to relay, new dispatching logic and other operations were now hidden inside microchips.

As the elevator industry adopted this technology, an increasing amount of new equipment required the use of special electronic service tools to adjust, troubleshoot and maintain equipment, or reconfigure system operation. This limited the building owner's choice for all future maintenance and repair to the original manufacturer.

Today, high quality, proprietary elevator equipment is available from respected companies like Fujitec, KONE, Mitsubishi, Otis, Schindler and ThyssenKrupp. Branch offices install this equipment, with “Factory/IUEC trained” technicians ensuring that every project meets demanding standards for quality and performance. Long-term maintenance agreements further extend the manufacturer's reliability commitment to the building owner. These systems usually require the use of a proprietary electronic service tool. Restricted access prevents unauthorized or untrained personnel from servicing, maintaining or adjusting this equipment.

## The emergence of non-proprietary equipment

In 1983, to meet changing customer demand, Motion Control Engineering, pioneered third-party “Universally Maintainable” control systems in the footsteps of CEC's Swift and O. Thompson.

Building owners embraced this new generation of non-proprietary equipment. Elevator consultants tailored non-proprietary project specifications to match growing client preference. It became increasingly common to see equipment specified as, “Serviceable and Maintainable by any qualified elevator maintenance provider capable of maintaining apparatus of similar design and complexity.”

With MCE non-proprietary elevator equipment, diagnostics are built in, so no external tool is required. The building owner is assured of the right to select and retain maintenance providers based on customer satisfaction, not access to a service tool. MCE offers high-quality factory technical training to all, creating a large pool of qualified, experienced factory trained installation and maintenance technicians. In most cities, many independent contractor and OEM branches routinely install and maintain MCE non-proprietary equipment.

Extensive customer care and support is another differentiating characteristic of MCE non-proprietary equipment. MCE's industry leading technical support team provides a seamless line of support — from telephone hotline support to field support at the customer's site as needed. Since non-proprietary equipment is characterized by the notable absence of constraints, spare and replacement manuals and job drawings are always available.

MCE is committed to providing direct support to the “end user” and their designated maintenance company. The Building Owner's Bill of Rights is the centerpiece of this commitment. Looking to the future, MCE will continue to provide independent, non-proprietary elevator equipment solutions. Along the way, we will seek to define, create and implement new levels of support that raise industry expectations and standards.

## WRITING A NON-PROPRIETARY SPECIFICATION

A variety of approaches have been used when writing specifications in order to ensure that the equipment provided is non-proprietary. Some of these include:

### NON-EXCLUSIVE LANGUAGE

- Elevator control system shall be non-proprietary
- Elevator control system shall not require any external proprietary service tool
- Elevator control system shall be serviceable and maintainable by any qualified elevator maintenance provider capable of maintaining apparatus of similar design and complexity
- Elevator control system shall be MCE or equal

### EXCLUSIVE LANGUAGE

- Elevator control system shall be manufactured by MCE
- Elevator control system shall be MCE, no known equal
- Elevator control system bids that include utilization of a diagnostic tool shall be considered non-responsive