

Escalators and moving walkways



In this section, the term 'escalator' refers to an escalator or moving walkway.

All concerned

33 Putting an escalator or moving walkway into customer service

33.1 Before checking the escalator



When putting an escalator into service at the start of Traffic Hours, the following checks can be carried out at any time during Engineering Hours, unless the escalator is going to be used or worked on during that time.

Customer
service
supervisor/
manager

Before starting an escalator at the start of traffic or following an isolation you must:

- check the log books regarding the condition of the escalator
- check for any restrictions on the direction that the escalator can be run
- make sure that no 'Permits to Enter' forms have been allocated.

Customer
service
supervisor/
manager

33.2 Checking the escalator

You must make sure that no passenger emergency stops have been operated and carry out landing visual checks.

During the landing visual checks, you must check that:

- handrails are not too loose or too tight and are free from cuts
- side panels are properly fixed in place with no sharp edges
- foot guards and brushes are not worn down and have no obstructions under them
- treads or steps are perfectly horizontal and secure
- combs are not loose and are held firmly in place
- there are no two comb teeth adjacent to each other which are broken on the exit of the escalator.

33.3 Starting the escalator



You must not start more than one escalator in the same shaft together. You must allow at least 15 seconds between them.

Customer service supervisor/manager



When using a start device in a machine room, you must make sure there is a member of staff available to watch the escalator.

You must position a member of staff at both ends of the escalator (if available).

You must place a barrier across both ends of the escalator using the barriers provided (not the engineers' barriers).

You must make sure that the escalator is set to run in the right direction using the 'UP' or 'DOWN' key switch located on the newell post.

When you have checked that the escalator is clear, you can start the escalator.

You must use the start devices in rotation as part of a weekly routine to make sure they are working properly.

You must now check the escalator:

- for at least one revolution
- for any knocking or banging noises
- to make sure the steps run through the top and lower comb plates
- for any barriers to be removed.

Customer
service
supervisor/
manager



34 Taking an escalator or moving walkway out of customer service

When using a stop device in a machine room, you must make sure there is a member of staff available to watch the escalator.

Before taking an escalator out of service at the end of traffic, you must position a member of staff at both ends of the escalator (if available).

You must place a barrier across both ends of the escalator, entry point first and then the exit point, using the barriers provided (not the engineers' barriers).

When you have checked that the escalator is clear, you can stop the escalator.

You must use the stop devices in rotation as part of a weekly routine to make sure they are working properly.

35 Stopping and restarting an escalator or moving walkway in service

35.1 Stopping an escalator in service

Before stopping an escalator in service, you must position a member of staff at both ends of the escalator (if available).

You must place a barrier across both ends of the escalator, entry point first and then the exit point, using the barriers provided (not the engineers' barriers).

When you have checked that the escalator is clear, you can stop the escalator.

Customer service supervisor/manager

35.2 Using the escalator as a fixed stairway



You must not use an escalator as a fixed stairway during Traffic Hours unless there is a valid reason for using it.

Customer service supervisor/manager

If the escalator is to be used as a fixed stairway, you must check it to make sure it is safe to use, remove any barriers and record the details in the lift and escalator log book.



See section 39.6 before using a faulty escalator as a fixed stairway.

Customer
service
supervisor/
manager



If the escalator is to be reversed, you must make sure there are no restrictions on the direction in which it can be run by checking the lift and escalator log book.

Before restarting or reversing the escalator, you must position a member of staff at both ends of the escalator (if available) and warn anyone who might be in the machine chamber.

You must place a barrier across both ends of the escalator, entry point first and then the exit point, using the barriers provided (not the engineers' barriers).

When you have checked that the escalator is clear, you can restart or reverse it.

You must now check the escalator for at least one revolution and remove any barriers.

36 Checking escalator or moving walkway emergency equipment

You must check that the following equipment is available and not damaged on a daily basis:

Customer
service
supervisor/
manager

- comb lifting tool
- multi hasp lock off for each escalator or moving walkway
- targets.

You must also check that the following equipment is available for use by an escalator engineer:

- brake release lever
- hand winding lever (ratchet).

You must make sure any missing or damaged emergency equipment is reported.

Customer service supervisor/manager

37 Moving loads or materials on an escalator or moving walkway

You must make sure that any person carrying loads or materials on an escalator:

- can move freely
- can see where they are going
- has double-bagged any items that could cause a spillage.

On down escalators, you must stop the customer flow to allow the person carrying the load to get onto the escalator.

You can then allow customers to travel on the escalator but you must prevent them from descending beneath or passing the load while it is in transit.

On up escalators, you must stop the customer flow until the person carrying the load has travelled up and is clear of the escalator.



If doubt exists about risks to customers, you must agree a safe system of work with the person carrying the load.

When contractors wish to move materials other than small hand-held loads, you must make sure they have an approved 'Movement of Materials Licence' and have filled in a 'Permit to Enter' form.



When the Emergency Response Unit and other emergency services attend to deal with a real time emergency there is no requirement for them to have an approved 'Movement of Materials Licence' or fill in a 'Permit to Enter' form.

They must be allowed to get themselves and their equipment to site as quickly as possible.

38 Isolating an escalator or moving walkway

38.1 Isolating an escalator

When you have stopped the escalator, you must go to the circuit breaker of the escalator and fully isolate it by:

Customer
service
supervisor/
manager

- switching off the circuit breaker
- switching off the isolator
- removing the castell key
- placing the appropriate LU target on the circuit breaker of the escalator you are isolating (see diagram 11).



The person taking the isolation must keep the castell key in a secure place and, if the isolation is for an extended period of time, must make sure the location of the castell key is entered in the station and lift and escalator log books. If this responsibility is passed to another person, the details must be recorded in the log books and, where appropriate, a 'Permit to Enter' form filled in.

The castell key must remain on the station premises.

All concerned

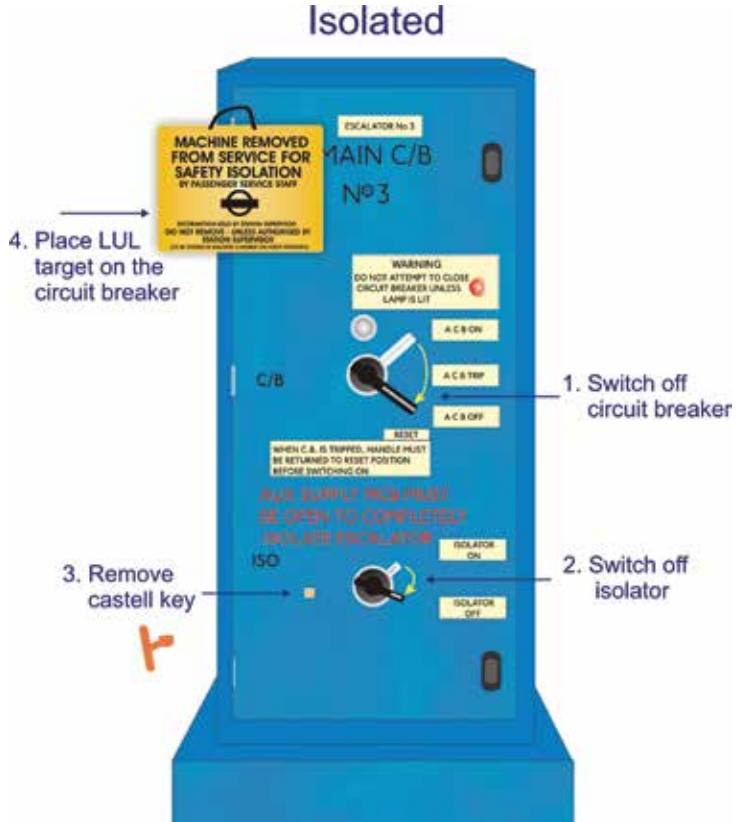


Diagram 11 - Typical isolated main circuit breaker (escalators)

38.2 Removing the isolation



You must not attempt to move an isolated escalator without the authority of the person responsible for the isolation.

Customer
service
supervisor/
manager



In the event that a padlock is left on inadvertently by an engineer you must attempt to contact the engineer before reporting it to the Fault Report Centre.

In the machine room, you must go to the switchboard of the escalator and make sure there are no other LU or engineer's targets not related to the isolation.

You can then remove the isolation by:

- removing your target from the main circuit breaker
- inserting the castell key
- switching on the isolator
- switching on the circuit breaker.

You must also make sure that:

- the control cabinet power supply indicator light is on
- the machinery guards are in the correct position and not damaged
- the overspeed light is off (where fitted).

39 Dealing with faults on escalators or moving walkways

Customer service manager



If an escalator is taken out of service for engineering work or a mechanical defect and cannot be used as a means of exit, you must tell the London Fire Evacuation Planning Authority as soon as possible.



If you expect the escalator to be out of service for longer than 48 hours you must tell the fire compliance manager to apply for an exemption. You must tell the fire compliance manager when the fault has been rectified.

39.1 Power supply failure

Customer service supervisor/manager

If a main circuit breaker 'trips' for no obvious reason, you must try to reset the circuit breaker.

If the circuit breaker will not reset or 'trips' out again within a short time, you must take the escalator out of service and fully isolate it.

39.2 When an overspeed or underspeed governor is activated

Customer service supervisor/manager

If the overspeed or underspeed governor 'trips', you must try to reset the governor before the escalator is restarted.

If the governor will not reset or 'trips' out again within a short time, you must take the escalator out of service and fully isolate it.

39.3 When a fault occurs to a safety device

If a fault occurs to one or more of the following safety devices, you must take the escalator out of service and fully isolate it:

Customer
service
supervisor/
manager

- broken handrail switch
- carriage switch
- low step detector switch
- handrail speed monitor.

39.4 When a fault occurs to a comb or tread

You must take an escalator out of service and fully isolate it when:

Customer
service
supervisor/
manager

- on (MH) escalators one comb tooth or more is broken or missing, or
- two or more comb teeth together are broken or missing when the comb is opposing the direction of travel, or
- more than three comb teeth together are broken or missing when the comb is in the same direction of travel, or
- any tread is damaged more than 12 mm wide by 10 mm deep.

39.5 When fire suppression or detection equipment fails

Customer service supervisor/manager

When fire suppression or detection equipment (or both) is defective, you must make sure the escalator is used and inspected as per the table below:

Sprinklers Reg: 5(4)	Linear Heat Detector Reg: 6(1)	Automatic Smoke Detection Reg: 6(2)	Action	Inspect
ON	ON	OFF	KEEP RUNNING	1 HOURLY
ON	OFF	ON	KEEP RUNNING	3 HOURLY
OFF	ON	ON	KEEP RUNNING	3 HOURLY
ON	OFF	OFF	KEEP RUNNING	1 HOURLY
OFF	OFF	ON	FIXED STAIR	1 HOURLY
OFF	ON	OFF	FIXED STAIR	1 HOURLY
OFF	OFF	OFF	NO USE	3 HOURLY

Customer service manager

If the fire suppression or detection equipment (or both) is defective, as shown in the table above, for longer than 48 hours, you must tell the fire compliance manager to apply for an exemption. You must tell the fire compliance manager when the defect has been rectified.

39.6 Using a faulty escalator as a fixed stairway



You must make sure that an escalator is not used in any way for passenger use if the chain is broken.

Customer
service
supervisor/
manager

Before using a faulty escalator as a fixed stairway, you must:

- check the escalator to make sure there is no damage and it is safe to be used as a fixed stairway for customers
- carry out a visual check on the escalator chain in the machine room to make sure the chain is not broken.



HDM escalators have no visual chain to check and must not be used as a fixed stairway until authorised by an engineer.



Diagram 12 - Make sure the escalator chain is not broken

If you are using a faulty escalator as a fixed stairway, you must record the details in the lift and escalator log book.

39.7 When an engineer is on site

Customer
service
supervisor/
manager

If an escalator cannot be returned to customer service due to defects or after engineering work, you must:

- ask the escalator engineer if the escalator can be used as a fixed stairway
- only use the escalator if it is absolutely necessary to do so and record the details in the lift and escalator log book.

40 Access and carriage on escalators or moving walkways

40.1 General use of escalators by wheelchair users

You must tell wheelchair users that, for safety reasons, they cannot remain seated in the wheelchair on a moving escalator.

If the wheelchair user has to remain seated, you can tell them to use the lift if a lift service is provided at the station.

If the wheelchair user has to remain seated and there is no lift service at the station, you must provide alternative journey planning information advice about the nearest step-free station or accessible bus routes.

Customer
service
supervisor/
manager

40.2 Use of escalators by customers with buggies, pushchairs or cycles

You must tell customers that the following equipment must be folded when carried on a moving escalator:

- double or tandem buggies
- double or tandem pushchairs
- cycles.

If they cannot be folded, then the equipment cannot be taken onto a moving escalator.

Customer
service
supervisor/
manager

Customer service supervisor/manager

40.3 Use of escalators by customers with dogs

You must not allow any dog to be taken on a moving escalator unless the dog is:

- a police dog
- an authorised assistance dog whose handler has an identification card (see diagram 13)
- picked up and carried.



If the logo is not present, then the dog has not been trained in this technique.



Diagram 13 - Guide dog owner card



Only use the following procedure if the dog cannot be taken on a moving escalator and the dog is too large to be carried and there is no lift or stairway available.

Customer
service
supervisor/
manager

Before stopping an escalator to assist a customer with a dog, you must position a member of staff at both ends of the escalator (if available).

When you have checked that the escalator is clear you must place a barrier across both ends of the escalator using the barriers provided (not the engineers' barriers) and stop the escalator.

Remove the barriers and allow the customer to walk the dog on the escalator.

When the customer and dog are clear of the escalator, you can restart the escalator.

Customer service supervisor/manager
Station staff (awareness)

41 Wheelchair users on UP escalators during an evacuation or severe service disruption at designated stations



This procedure only applies to stations appropriate for wheelchairs to be carried on an UP escalator/s where there are no steps involved from the platform to an escalator. See Rule book website, Rule book support information.

There are several options for discussion with a wheelchair user when a station is being evacuated or their planned route is no longer viable due to severe service disruption. These can include any combination of the following:

- boarding another accessible train
- using other step free access, if available
- waiting in a place of safety until the service resumes
- to be assisted up a moving escalator by two members of staff.

Wheelchairs are only permitted to be carried in the up direction on escalators at designated stations, with trained staff.

If an alternative route is to be used, you must confirm:

- the route is viable for the wheelchair user, and
- staff will be available along the journey, where needed.

You must be available on the station while the move takes place, in case the escalator stops while the wheelchair is on it, and you are required to restart it.

You will also need a minimum of two members of staff to assist the wheelchair user on the escalator.



You must not allow powered or racing wheelchairs to be taken on escalators.

41.1 Preparing to push the wheelchair onto the escalator

When preparing to push the wheelchair onto the escalator you must:

Station staff

- explain to the wheelchair user how they will be assisted onto the escalator
- wait for a suitable gap in customer flow in front and behind the wheelchair, where possible
- explain to customers behind you, that they will not be able to pass by.

If the station is being evacuated, you must wait until the escalator area is clear of other customers to avoid delaying the evacuation process.

41.2 Pushing the wheelchair onto the escalator

When pushing the wheelchair onto the moving escalator you and a member of staff must:

Station staff

- adopt the correct standing position when on the escalator
- hold the wheelchair steady to prevent it moving
- reassure the customer of their safety.

You must not allow other customers to pass the wheelchair whilst on the escalator.

41.3 If the escalator stops while the wheelchair is in transit

Station staff

If the escalator stops while the wheelchair is in transit, you must:

- remain with the customer
- tell the customer service supervisor/manager that the escalator has stopped
- ask the customer service supervisor/manager to tell you when the escalator will be restarting
- reassure the wheelchair customer what will happen
- stand in a position, prepared for the weight of the wheelchair to shift when the escalator restarts.

Customer service supervisor/manager

Station staff (awareness)

Before restarting the escalator, you must:

- place a barrier across the bottom of the escalator to prevent customers walking up past the wheelchair
- place an additional member of staff at the top of the escalator to prevent customer attempting to walk down (the additional member of staff might be you)
- tell the assisting staff on the escalator when you are restarting the escalator
- *restart the escalator. (If you are the additional member of staff the escalator must be started from the top of the escalator using the 'UP' key switch located on the newell post).*



If there is not enough staff available on the station to restart the escalator safely you will need to request for additional staff to attend.

Customer service supervisor/manager

Station staff (awareness)



If you cannot restart the escalator, you must tell the emergency services and make sure it is reported to the Fault Reporting Centre.

41.4 When the wheelchair reaches the top of the escalator

When the wheelchair is on the flattened treads, you must:

Station staff

- push the wheelchair off the escalator
- tell the customer service supervisor/manager the transfer is complete
- assist the customer to continue their journey, if necessary
- resume normal working.

42 Stopping an escalator or moving walkway in an emergency

Customer
service
supervisor/
manager

Station staff
(awareness)



To prevent accidents, you must warn customers when the escalator is being stopped. When stopping the escalator from the station control point, you must use the public address.

In an emergency, you must stop the escalator by activating an emergency stop device and clear the customers from the escalator.

If the escalator was stopped by a customer, you must take down their details, where possible.

If the emergency did not involve any personal injury and the escalator has been inspected, you can put it back into service.

After an accident involving physical injury where the escalator is the cause, you must:

- make sure that the escalator is not moved
- position barriers at both ends of the escalator
- display a notice prohibiting customers from using the escalator.

43 Lifting an escalator or moving walkway comb



Lifting an escalator or moving walkway comb can be carried out only if there are at least two members of staff available.

Customer
service
supervisor/
manager



Before lifting an escalator comb, you must make sure the escalator is fully isolated.

You must get the comb lifting tool from the machine room.

For escalators with a cover plate, you must remove the screws to the cover plate and lift out the section.

For all escalators, you must remove the screws of the comb, lift out the sections of comb (or combs) and remove the obstructions.

You must make sure the escalator remains out of service and isolated until the combs have been replaced by an escalator engineer.

You must not use the escalator as a fixed stairway.

9