

Arkansas Tech University

Office of Facilities Management

Standard Operating Procedure For Elevator Service Requests

SOP No.:	AS0004	Revision:	0
Department:	Administrative Support	Date:	11/14/19
Dept. Head Approval:	Cary Wells		
Director Approval:	Brian Lasey 11.20.19		

1. **Purpose:** This SOP establishes the procedure for receiving elevator service requests and reporting them to Schindler to schedule contracted maintenance.
2. **Responsibility:** FAMA Administrative personnel.
3. **Definitions:** None defined at this time.
4. **Health and Safety:** No special safety precautions are necessary. Please refer to the Safety Manual for any clarification.
5. **Procedure:**
 - 5.1. Create a work order for elevator service calls/complaints.
 - 5.1.1. Verify which elevator during the call if the building has more than one.
 - 5.1.2. Enter the work order for the specific piece of equipment on the "Select Item" line. Do not create the work order for the building.
 - 5.1.3. Use task code EL00012.
 - 5.2. Call David Condley to dispatch a FAMA technician, or Eric Voth for residence halls. Provide the work order number to David or Eric.
 - 5.3. Call Drew Dickey. Call Brian Lasey in Drew's absence. Provide the work order number to Drew.
 - 5.4. Drew will notify Schindler using steps 5.4 through 5.8.
 - 5.5. Call Schindler service desk at 1-800-225-3123.
 - 5.6. When asked, provide the building ID and Street Address, see section 6 of this SOP.
 - 5.7. Update the work order description to note the date and time Schindler service was called. Add other updates to the description as you receive them.
 - 5.8. **FOR ENTRAPMENTS:**
 - 5.8.1. Notify DPS if they have not already been notified.
 - 5.8.2. Tell the Schindler help desk there is an entrapment, item 5.5 above.
 - 5.8.3. Ensure FAMA technicians understand the urgency and are headed to the elevator.
 - 5.8.4. After the service ticket has been called in at the service desk notify the Schindler service technician directly, Brian Lawson, at 501-799-5196.
 - 5.8.5. Notify Ms. Hinkle and Dr. Birkner.

6. Reference Section:

ATU Elevators		
Building Name	Building ID	Street Address
Baswell	S558519-01	1204 North El Paso Ave
Baswell Techionery	S841321-01	306 West O Street
Brown Building	S845506-01	105 West O Street
Caraway	S558519-03	1403 North Arkansas Ave
Corley	S841319-01	1811 North Boulder Ave
Crabaugh	S841324-01	1310 North El Paso Ave
Dean	S841318-01	402 West O Street
Doc Bryan	S841314-01	1605 Coliseum Drive
Hull	S558519-02	1306 North El Paso Ave
M Street	S742464-01	508 West M Street
Norman	S558427-01	203 West Q Street
Nutt	S841322-01	1505 North El Paso Ave
Pendergraft	S841315-05	305 West Q Street
Rothwell	S558519-04	106 West O Street
Techionery	S841317-01	1502 North El Paso Ave
Tomlinson	S681220-01	1507 North Boulder Ave
Wilson	S841316-01	502 West M Street
Witherspoon	S841323-01	407 West Q Street