

The provision of lift services is one of the main responsibilities of the Town Council.
Here's a peek at how we keep the lifts in our estates in tip-top condition to give you a smooth and pleasant ride.

你的安全是我们的责任。电梯维修拯救的过程：

Monthly Servicing 每月维修



☺ The lifts are serviced by lift contractors each month.
每月,我们的电梯维修人员会进行电梯检查与维修。



☺ Display panel indicates "Maintenance" so that residents are aware that the lift is being serviced.
电梯门上的显示屏会显示 "Maintenance" 一词,以说明电梯正在进行维修。



☺ Lift technician checking the elevators' motors inside the lift motor room located on the block's roof.
电梯维修人员会在位于组屋顶楼的电机房进行检查。

24/7 Lift Rescue Service 24小时电梯拯救服务



A lift rescue service is available 24 hours a day, seven days a week through the Town Council's Emergency Maintenance Services Unit (EMSU).

Hotline: 1800-354 3333

如果有紧急事件, 请拨电梯紧急拯救服务热线 1800-354 3333

☺ In the event of a lift breakdown, the EMSU Lift Rescue Team is activated and will reach the site within 25 minutes when:

- A call is made to the EMSU hotline; or
- The alarm button inside the lift car is pressed, which sends a signal to EMSU HQ.

电梯发生故障时, 请拨电梯紧急拯救服务热线, 或按电梯内铃声的按钮。我们的电梯紧急拯救小组就会在25分钟内赶到现场。

Please do not kick or pry open the lift doors. Press the alarm bell and help will arrive within 25 minutes.

请不要强制地把电梯门打开。



☺ EMSU's telephone number is clearly displayed at every lift landing and inside the lift cars.

每一层的电梯内和电梯出口处都有贴上我们的基本维修服务热线电话号码。



Automatic Rescue Device (ARD) 自动救援装置 (ARD)

In the event of a power failure, the ARD will bring the lift car to the nearest landing level to enable the passenger to exit.

如果电源突然被切断, 我们的自动救援装置将把被困在电梯里的居民送到最靠近的那一层楼的电梯出口处, 让居民安全走出。