

Stannah Lifts urges businesses and facility managers to prepare for the PSTN switch over

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Stannah Lifts, a leading provider of lift solutions, is calling on businesses and facility managers to act now and upgrade their lift communications systems to ensure they are ready for the UK's new high-speed, GSM digital network.

Failing to update lift communication systems in advance of the switch from PSTN to GSM digital could lead to safety risks and non-compliance, as lifts must have a working emergency phone system to comply with EN 81-28 regulations.

The PSTN switch-off means that traditional analogue phone lines, including those used in lift emergency communication systems, will no longer function. As a result, lifts relying on PSTN for emergency calls may be taken out of service unless upgraded to GSM (Global System for Mobile Communications) in time.

The nationwide transition to digital networks, led by Openreach, is well underway, with full migration expected to be completed by 2027, a 13-month extension from the original deadline.

That means many telecom providers have already switched customers from PSTN to digital networks ahead of schedule.

GSM is a cost-effective alternative to PSTN and requires no physical phone line. It incorporates a battery backup to ensure continual operation even during power outages.

Stannah offers a managed SIM service to customers looking to upgrade to GSM systems. The service

provides the best available network for strong signal coverage with 24/7 connectivity. It also allows remote monitoring to ensure any signal disruptions, battery backup issues or SIM data faults are detected and resolved before creating any real issue.

Dan White, Service Director at Stannah Lifts, said: “We want to ensure that all of our customers are prepared for this change and that their lift communication systems remain fully operational. Some providers have already started phasing out PSTN lines ahead of the deadline, leaving some lifts

without functioning emergency communication if they have not upgraded to GSM networks ahead of time. This creates great concern as with no GSM line, the auto-diallers will fail to work, leaving passengers stranded in the event of an emergency.”

Stannah recommends that all lift owners and building managers check if their lift emergency phone system relies on PSTN. If so, they should contact their telecom provider to confirm when their PSTN service will be switched off so that they can ensure a plan to upgrade to a digital compatible solution, ensuring continuous emergency connectivity.

Dan added: “Failing to update lift communication systems could lead to safety risks and non-compliance, as they must have a working emergency phone system to comply with EN 81-28 regulations. If lift owners are in any doubt about which system their lifts have, we encourage them to get in touch with us and we will guide them towards the appropriate solution, irrespective of the lift manufacturer.”