機電工程署 Electrical and Mechanical Services Department

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LIFT & ESCALATOR NEWSLETTER 電梯通訊

Feature Article

Latest Development of the Digital Log-books for Lifts and Escalators

The Electrical and Mechanical Services Department (EMSD) rolled out the Digital Log-books for Lifts and Escalators (Digital Log-books) to digitalise the maintenance records of lifts and escalators and replace conventional paperbound log-books. The Digital Log-books system enables responsible persons for lifts/escalators (RPs), registered lift/escalator contractors (RCs), trade practitioners and the EMSD to monitor, record, manage and analyse the maintenance details of lifts/escalators in real time through a mobile app or web portal. It facilitates the joint monitoring of the relevant work by various stakeholders, thereby uplifting the management and safety standards of lifts and escalators.

Since its official roll-out in November 2022, the Digital Log-books system has received high acclaim from the lift and escalator trade, property management sector and RPs, and its adoption rate has been increasing steadily. As at December 2025, more than 69 000 lifts and escalators adopted the system, accounting for about 80% of lifts and escalators in Hong Kong. The EMSD will issue a circular in early 2026 requiring the trade to replace paperbound log-books with the Digital Log-books for logging information such as works records, photos and details of failure events, so as to comply with the latest requirements. RPs will be able to use the Digital Log-books to monitor the relevant records.

To help stakeholders make good use of the Digital Log-books system, the EMSD will continue to optimise it and introduce new functions, facilitating users' management of lifts/escalators. Below are some new functions of the system:

New Function 1 – Electronic Submission of Statutory Forms

Statutory Forms such as LE2 (Notification for Subcontracting Works Involving Installation / Maintenance / Major Alteration / Demolition of Lift(s) or Escalator(s)), LE3 (Notification of Commencement of Works Involving Installation / Maintenance / Major Alteration / Demolition of Lift(s) or Escalator(s)), LE10 (Notification of Unable or Unwilling to Continue to Carry Out Works Involving Installation / Maintenance / Major Alteration / Demolition of Lift(s) or Escalator(s)), and LE27 (Notification of Incident Involving a Lift(s) or an Escalator(s)) can be submitted by RCs through the web portal of the Digital Log-books system, facilitating more convenient and timely submission of statutory forms by users.

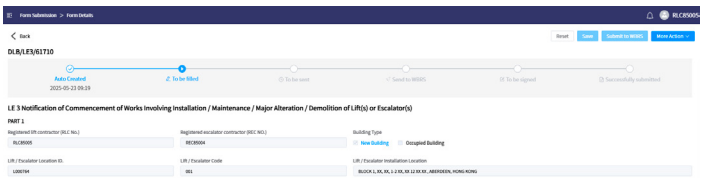

Figure 1 – Electronic Submission of Statutory Forms

New Function 2 – Lift/Escalator Integrated Index

The Lift/Escalator Integrated Index, a scoring mechanism integrating various dataonthe operating performance of lifts/escalators(e.g. breakdown and entrapment rates) and the work performance of trade practitioners and RPs (e.g. the number of timely submissions of work records), has been introduced to the Digital Log-books system for analysis and comparison of the comprehensive performance of lifts/escalators, thereby supporting more effective monitoring of the operation and management levels of lifts/escalators by RPs, the trade and the EMSD.

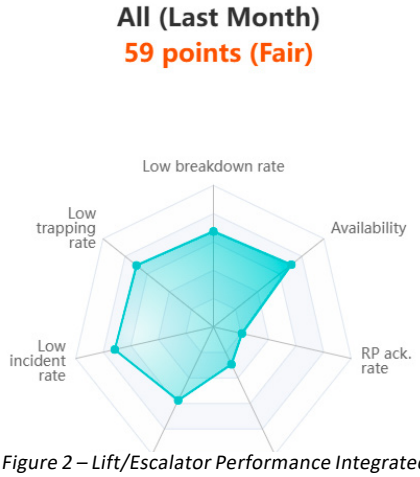

Figure 2 – Lift/Escalator Performance Integrated Index

Activation of the Digital Log-books System

Members of the public may visit this website to learn more about the various functions and benefits of the system. For enquiries about its installation or use, please email to digitallogbooks@emsd.gov.hk or call the system hotline on 3741 8880 (for enquiries about information technology) or 9761 6685 (for enquiries about the operation) between 9 am and 6 pm from Monday to Friday (except public holidays).

Digital Log-books System

Feature Article

Full Adoption of Digital Log-books by the Housing Department to Enhance Efficiency in Lift and Escalator Management

Log-books for lifts and escalators were used to record all maintenance and repair information of lifts and escalators. However, conventional paperbound log-books carry risks of loss or damage, and stakeholders often find it difficult to access log-books scattered over different work locations. Besides, data recorded in paperbound log-books requires further processing before analysis. In view of the above, the EMSD has been striving to promote the Digital Log-books system, with a view to bringing benefits, convenience and efficiency to stakeholders. During the initial stage of system development, the Housing Department (HD) actively participated and maintained close communication, sharing relevant experience and needs while offering constructive feedback. Through such collaboration, the Digital Log-books' functions have become increasingly refined and better aligned with the actual operational circumstances.

Following the official roll-out of the Digital Log-books, the HD has implemented a phased transition to the system for the lifts and escalators under HD, while at the same time phasing out paperbound log-books. By adopting the Digital Log-books, the HD has achieved paperless management, with all maintenance and works records stored in a cloud-based system, thereby eliminating the risks of loss or damage associated with conventional paperbound log-books for more effective preservation of maintenance records. Moreover, HD staff can access the works records anytime and anywhere via the online platform, no longer confined to specific work locations. The system also provides an "Export" function which enables HD staff to export log-book data as needed for further analysis. Compared to the previous practice of collecting paper records, the use of Digital Log-books has significantly enhanced the flexibility and efficiency in lift and escalator management.

Furthermore, the Digital Log-books system features a pre-configured dashboard that gives HD staff a full overview of the status of the lifts and escalators under their management, including breakdown distribution, and maintenance and periodic examination frequencies, facilitating an instant grasp of the operational status.Where necessary, HD staff may evaluate contractor performance with reference to the data analysis results and make corresponding management arrangements to effectively improve overall service quality. In addition, the system's advanced search function enables HD staff to gain quick access to records of works requiring follow-up, either by default criteria or through customised keywords. This optimises periodic maintenance and repair arrangements, further increasing the reliability of facilities.

The HD's adoption of the Digital Log-books has realised digitalisation of periodic maintenance and repair records. Through data analysis run by the system, the HD has gained a deeper understanding of the performance and status of lifts and escalators, contributing to the effective enhancement of lift and escalator management. With wider application of artificial intelligence and Internet of Things technologies, it is believed that the Digital Log-books will bring more positive impacts to the trade in the future.

(Contributed by the Housing Department)

Feature Article

Digital Log-books: From Paper to Cloud Reshaping the New Norm in Maintenance Management

The Sino Estates Management Limited is committed to driving efficiency through innovation and technology. In support of EMSD's promotion of the Digital Log-books system, we pioneered system trial for over 200 lifts and escalators under our management in 2022. This digital transformation, proven in practice, has not only revolutionised the mode of periodic maintenance management, but also created a new efficient pathway for equipment management. We have now adopted the Digital Log-books for all lifts and escalators managed by us.

Previously, paper records often led to delays in fault handling due to inter-departmental transfer hold-ups. Today, the Digital Log-books system allows frontline staff, engineers and the customer service centre to instantly access the maintenance records, and the anomaly status of lifts and escalators with the monitoring system simultaneously triggered, contributing to a corresponding increase in response efficiency.

To cater for the cross-district and muti-team management structure of the Sino Estates Management Limited, the "grouping function" of the Digital Log-books facilitates precise delineation of responsibilities. Company account administrators can configure the equipment grouping logic to enable concurrent monitoring of maintenance activities across various districts, properties and contractors via a layered visual interface. Meanwhile, the teams in charge of each district focus solely on their assigned equipment groups. The "grouping function" ensures that only the personnel responsible for a specific lift or escalator can view the relevant maintenance records, thus effectively protecting data privacy.

The dashboard in the Digital Log-books system converts dispersed maintenance data into trend charts. Using the export function, staff can cross-compare equipment parameters to identify anomalies and arrange for targeted inspections and maintenance in advance, thereby reducing potential fault risks while enhancing user safety.

In summary, the Digital Log-books system helps minimize the regular printing and filing of paper documents. By integrating encrypted cloud storage with blockchain verification technology, it not only enhances operational transparency but also delivers the dual benefit in improving operation efficiency and environmental sustainability.

(Contributed by the Sino Estates Management Limited)

SINO PROPERTY SERVICES
信和管業優勢

Feature Article

Digital Log-books: Key Advantages of Data Analysis

Upholding the brand promise of "A Passion of Service and A Quality Credential", the Urban Group serves over a million citizens every day. It not only integrates sustainable development, environmental protection and community engagement into its core business, but also takes the lead in employing innovative technologies to enhance service efficiency and quality.

In 2022, the EMSD launched the Digital Log-books system to record lift/escalator works information in a digital format. As a consistent supporter of digital technology development, the Urban Group has been actively promoting and implementing the system for the properties under its management. This initiative facilitates joint monitoring, smart regulation and effective collaboration, thereby enhancing the management efficiency and service reliability of lifts/escalators. Currently, over 1 200 lifts and escalators in around 60 properties under the Urban Group have adopted the Digital Log-books with notable results.

A representative from the Urban Group attended a seminar commemorating the 25th anniversary of the Building Services Operation and Maintenance Executives Society (BSOMES), sharing practical experience in using the Digital Log-books system, and explaining the interrelationship between breakdown rates, entrapment rates and incident rates. Data analysis from the Digital Log-books revealed that passenger lifts aged between 25 and 30 years in properties under the Group's management portfolio had a relatively higher average breakdown rate. The data also indicated that major modernisation works for lifts could effectively reduce breakdown and entrapment rates to levels comparable to those of new lifts. The results have assisted the Group in drawing up maintenance and modernisation schedules for lifts and communicating early with residents to prepare ahead.

Looking forward, as the RP for lifts and escalators, the Urban Group will drive the adoption of Digital Log-books in more properties and facilities. This will enable a more effective assessment of factors such as lift age, contractor performance, breakdown causes and district variations, and facilitate the development of timely and targeted maintenance and modernisation plans, thereby providing customers with safer and more efficient services.

(Contributed by the Urban Group)

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News -in- Brief

Hong Kong's Inaugural Lift and Escalator Skills Competition

(A New Chapter for Skills Competitions: Fostering Learning Through Competition)

Hong Kong's inaugural Lift and Escalator Skills Competition, organised by the EMSD in collaboration with the Vocational Training Council (VTC), the Lift and Escalator Contractors Association, and the Registered Elevator & Escalator Contractors Association, was successfully held at the VTC Pokfulam Complex from 11 to 13 August 2025. With the theme "Mastering Elevator Technology to Elevate Craftsmanship", the competition aimed to provide a platform for the trade to showcase skills and exchange techniques, thereby comprehensively enhancing the professionalism and safety standards of Hong Kong's lift and escalator industry, and fully embodying the city's "spirit of craftsmanship". By fostering learning through competition, the event encourages continuing education and capability enhancement among technicians, injecting momentum into the trade's sustainable growth.

The competition received an enthusiastic response, attracting a total of 31 participating teams. Among them, the Young Innovator Group comprised 13 teams with participants aged between 18 and 25, while the Skilled Practitioner Group comprised 18 teams with participants of any age, but with at least two years of relevant work experience. Conducted in teams of two, the competition covered multiple aspects including lift installation and calibration, troubleshooting, virtual reality, escalator maintenance and repair, lift passenger rescue operations, and safe work practices. Participants were assessed through integrated theoretical and practical tests, with a strong emphasis on safety measures, teamwork and crisis management skills.

Two outstanding teams from the competition proceeded to represent Hong Kong at the national-level skills contest, the National "Ankang Cup" Safety Skills Competition for Special Equipment Operators, held at the Haining Base of the Zhejiang Academy of Special Equipment Science on 19 and 20 November 2025. Co-organised by the State Administration for Market Regulation and the All-China Federation of Trade Unions with the theme "Safety for Lift and Escalator Maintenance Personnel", this high-calibre event gathered elites from across the whole country and was hailed as the National Games of the lift and escalator industry. Each province, autonomous region and special administrative region sent two winning teams in preliminary rounds, resulting in a total of 62 teams competing on the national stage. The contest also provided an excellent opportunity for Hong Kong and Mainland technicians to engage in in-depth exchange, jointly advancing the safety management, technological innovation and talent development of lifts and escalators to a higher level. The Hong Kong representative team comprised Mr MOK Ho-fung and Mr PUN Yiu-wai from Chevalier (Hong Kong) Limited, and Mr WU Hong-zhao and Mr LAW Wai-keung from Schindler Lifts (Hong Kong) Limited. They went all out to compete in the finals, showcasing Hong Kong's prowess in lift and escalator technology while learning from advanced Mainland practices and innovative technologies, significantly broadening their professional horizons.

The EMSD regards this competition as an opportunity to continuously enhance the trade's skill levels, and hopes that lift and escalator competitions will be included as one of the events in the WorldSkills Competition in the near future. By then, local technicians will have the chance to compete with talent from around the world and exchange expertise in the same venue, enabling the younger generation to reach the international stage more swiftly.

Lift and Escalator Skills Competition 2025

- **Major competition items of the Young Innovator Group:**

1. Virtual Reality (VR/Simulated Scenarios)

2. Installation of Door Switch Control Circuit Systems

3. Troubleshooting – Inspection of Landing Door Locks

- **Major competition items of the Skilled Practitioner Group:**

1. Escalator System Maintenance and Repair

2. Troubleshooting – Replacement of Landing Door Outer Gate Lock Hooks

3. Lift Passenger Rescue Operation

▲Group Photo from the Awards Ceremony

National "Ankang Cup" Safety Skills Competition for Special Equipment Operators

▲ Mr POON Kwok-ying, Director of Electrical and Mechanical Services (fourth left), together with Mr WONG Lui, Assistant Director/Gas and General Legislation (third left), travelled to Zhejiang to attend the opening ceremony of the national-level skills contest finals, showing support for the Hong Kong representative team.

▲ The Hong Kong representative team attended the opening ceremony of the national-level skills contest finals in Zhejiang.

▲ Every second counts! In the practical arena, the Hong Kong representative team remained calm and leveraged their expertise to tackle various challenges.

News -in- Brief

Professional Diploma in Lift and Escalator Engineering Programme

With major infrastructure projects in Hong Kong taken forward at full speed and the continual need for upgrading and optimising electrical and mechanical equipment in existing buildings, there is a continuous demand for professionals in the lift and escalator trade. This means that the trade not only has potential for steady development, but also provides practitioners with promising career and promotion prospects, thereby making it a career choice with long-term value. The EMSD, in collaboration with the trade and the VTC, has established vocational professional qualifications to optimise career progression pathways for lift and escalator workers, thereby uplifting the standards of the trade and attracting talent to join the trade.

The Professional Diploma in Lift and Escalator Engineering programme, pitched at Level 4 under the Qualifications Framework, is specially designed for lift and escalator workers with relevant work experience who aspire to advance to supervisory or management positions. Offered by the VTC, the programme spans a total of 156 hours over a period of approximately 12 months with evening classes held weekly, making it suitable for working adults to balance their work and further their studies. It covers four main modules: regulatory and technical issues in the industry, instrumentation and technology in lift and escalator systems, supervisory skills for maintenance works, and project and occupational safety and health management, comprehensively enhancing students' technical and supervisory capabilities.

Upon completion of the programme, students will not only be equipped with professional expertise to lead teams and supervise works, but can also apply for reimbursement of up to 60% of their tuition fees under the "Vplus Subsidy Scheme – Vplus Engineering". Graduates can also enrol in the Professional Diploma Meister in Lift and Escalator Engineering programme offered by the Technological and Higher Education Institute of Hong Kong (THEi) to further enhance their trade expertise, or the Professional Diploma in Engineering Studies (Mechanical) programme to prepare for a Bachelor's degree in Mechanical Engineering, further expanding the room for their career development. For programme details and registration, please visit the VTC official website.

VTC official website

News -in- Brief

Recent Prosecution Cases

From 1 May 2025 to 31 October 2025, the EMSD issued a total of seven summonses to initiate prosecution against four persons/companies suspected of having contravened the Lifts and Escalators Ordinance. Below is a summary of the completed prosecution cases:

Case1

An incident in which a lift worker suffered an injury occurred in a government offices building in December 2024. After investigation, the EMSD prosecuted the property management company of the building for, as the RP for the lift, failing to notify the Director of Electrical and Mechanical Services of the incident in writing within 24 hours after the incident came to the company's knowledge. The property management company was convicted and fined HK$3,500.

Case2

In January 2025, during the investigation of a complaint at a housing estate, the EMSD found that the rope grippers of two lifts in a building's lift machine room had been deliberately deactivated. The EMSD prosecuted two registered lift workers for failing to ensure that lift works were carried out properly, and brought two charges against each of them. Both were convicted and fined HK$4,000 for each charge.

Case3

During the investigation of a lift incident that occurred in a commercial building in January 2025, the EMSD found that a registered lift worker had failed to erect any barrier inside the lift and in front of the landing doors of the lift while carrying out maintenance works. As a result, a passenger was injured by the closing lift doors while entering the lift car. The worker was prosecuted by the EMSD for failing to take adequate safety precautions when carrying out lift works. The worker was convicted and fined HK$4,000.

News -in- Brief

Effectively Handling Lift Entrapments and Breakdowns

A lift is a type of E&M installation made up of various systems. As such, lift entrapments and breakdowns cannot be completely avoided. To effectively handle these incidents and minimise their impact on passengers, RPs for lifts should observe and implement the following recommendations:

Recommendations for Handling Lift Entrapments

1. If it is uncertain whether anyone is trapped inside a lift, the RC should be requested to conduct a thorough on-site check (e.g. opening the lift emergency door or car door to inspect the lift car's interior thoroughly).
2. Maintain close communication with the trapped passengers via intercom to understand their situation, reassure them and remind them to stay calm.
3. RPs should pay attention to the potential causes of lift breakdowns in buildings, such as concrete spalling or water leakage in shafts or machine rooms, so as to facilitate timely rectification.
4. Call the RC for assistance first if the trapped passengers are not in immediate danger.
5. Establish emergency response and risk assessment procedures, conduct regular training and drills on handling entrapments, and undertake regular on-site checks to ensure the availability of the necessary equipment for rescuing trapped passengers.

Recommendations for Handling Lift Breakdowns

1. In daily operation of lifts, pay extra attention to parts with frequent breakdowns and review their causes (e.g. human factors or component issues) from time to time with RCs responsible for the maintenance of the lift, so that the stakeholders can handle the breakdowns with targeted measures.
2. If any of the lift's emergency devices (i.e. alarm bell, intercom, emergency lighting or ventilation fan of the lift car) malfunctions, the RC should be notified for repairs as soon as possible.
3. RPs should pay attention to the potential causes of lift breakdowns in buildings, such as concrete spalling or water leakage in shafts or machine rooms, so as to facilitate timely rectification.
4. RPs should ensure proper use of lifts by passengers, avoiding lift breakdowns due to improper use (e.g. trolleys hitting lift doors, foreign objects obstructing lift door closure, and transporting excessive loads).

5. If lift breakdowns persist, they should be reported to the RC as soon as possible for identification of causes, and formulation and implementation of improvement plans. In the meantime, independent consultants may be engaged to conduct regular risk assessments. Based on the risk assessment results, RPs can evaluate whether modernisation works are necessary to enhance the reliability of the lifts.
6. RPs may include terms relating to lift operation and RC service performance in the maintenance contracts. If the RCs or lifts fail to meet the requirements of these terms, RPs may take corresponding actions according to the terms.

Feedback

Your comments and suggestions, whether on editorial style or contents, are most welcome. Tell us how we can improve and make the Lift and Escalator Newsletter a truly informative and interesting publication for you. The Lift and Escalator Newsletter is available on our website at http://www.emsd.gov.hk.

The Editor, Lift and Escalator Newsletter
Electrical and Mechanical Services Department
3 Kai Shing Street, Kowloon Bay
Tel: 1823 (Call Centre)
Fax: 2504 5970
E-mail: info@emsd.gov.hk

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EMSD