

Escalator Equipment Failure Incident reported to EMSD (October 2024 to September 2025)

Contractor No.	Name of Contractor	Incident Date	Location	Incident Nature
REC74002	Schindler Lifts (Hong Kong) Ltd	14/11/2024	Tuen Mun Town Plaza, Tuen Mun, N.T..	Emergency stop of the escalator due to insufficient tension of motor drive chain resulting in passenger injury.
REC88002	Mitsubishi Elevator Hong Kong Company Limited	06/12/2024	Richland Garden, 138 Wu Chui Road, Tuen Mun, N.T.	Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit resulting in passenger injury.
REC88002	Mitsubishi Elevator Hong Kong Company Limited	06/12/2024	Richland Garden, 138 Wu Chui Road, Tuen Mun, N.T.	Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit resulting in passenger injury.
REC74002	Schindler Lifts (Hong Kong) Ltd	14/02/2025	Pioneer Centre, 750 Nathan Road, Mong Kok, Kowloon	Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit resulting in passenger injury.
REC87001	KONE Elevator (HK) Ltd.	22/02/2025	Hong Kong University Station, Pok Fu Lam, Hong Kong	The escalator handrail had protruding steel wires, which caused a passenger to get scratched while holding the handrail surface.
REC74002	Schindler Lifts (Hong Kong) Ltd	19/07/2025	Bayview Garden, 633 Castle Peak Road, Tsuen Wan, N.T.	Unsynchronized handrail operation of an escalator due to malfunction of handrail drive unit resulting in passenger injury.
REC75003	Otis Elevator Company (HK) Limited	29/07/2025	MTR Corporation, Fanling Station, Fanling, N.T.	Unsynchronized handrail operation of an escalator due to insufficient tension of handrail belt resulting in passenger injury.
REC69001	Chevalier (HK) Limited	12/09/2025	Tuen Mun Trend Plaza (South Wing), 2 Tuen Lung Street, Tuen Mun, N.T.	Emergency stop of the escalator due to malfunction of the control relay resulting in passenger injury.

No. of Equipment Failure Records = 8