

WHAT TO DO IF TRAPPED IN A LIFT

Up to 50% of lift stoppage incidents can be prevented by lift passengers themselves. We estimate that around half of all incidents involve some form of improper use such as opening a lift's doors while it is still moving. A lift stops because of safety mechanisms designed to protect passengers. In lifts that are properly designed, installed, and serviced, operational reliability is close to 100%, provided the lift is used properly.

To ensure passenger safety, the law requires all vertical passenger lifts to be registered, certified, regularly inspected and maintained, and covered by a competent 24/7 rescue service. By law, rescue may only be effected by the appointed 24/7 rescue service provider or by members of the Civil Protection Department. This is to ensure the safety of lift passengers.

In case of lift stoppage, passengers can help ensure their own safety as follows.

1. **Do not forcibly open the lift doors** as this can complicate and prolong the rescue process.
2. **Do not try to climb out of the lift** through the doors or through the lift roof as this can result in serious injury or death.
3. **Sound the lift alarm** to summon the assistance of persons in the building. By law, all lifts must be equipped with a functioning alarm siren. Make a habit of looking for the alarm button whenever you enter a lift. Knowing where to find it if you need it will help you to remain calm.
4. In lifts installed from 2002 onwards, holding down the alarm button should **activate direct, two-way voice communication** between persons in the lift and the rescue service.
5. If no two-way voice communication is available, **use a mobile phone to call the 24/7 lift rescue service**. By law, all lifts should be covered by a 24/7 rescue service. The contact number should be displayed inside the lift cabin. In default, **call emergency line 112**. Speak calmly and clearly. Explain that you are stuck in a lift and state the name and address of the building.
6. **When speaking to rescue personnel, follow their instructions**. This will help speed up the rescue process.
7. **If you are outside the lift, do not attempt to rescue anyone trapped inside**.

Along with other safety modifications, an alarm-activated, two-way voice communication linked to 24/7 manned rescue service is mandatory in *all* vertical passenger lifts. This type of device is a regulatory requirement in all new installations. Established passenger lifts must be fitted with the system within timeframes set out in [L.N.231/2007 Inspection of Lifts Regulations 2007](#). Though not yet a regulatory requirement in Malta, EU standard EN 13015 stipulates the appointed rescue service must be on site within one hour of receiving a report.

[MORE INFORMATION](#)

[Lift safety FAQs](#)

[Lift certification](#)

[Malta Lift Association members](#)

[CONTACTS](#)

TO REPORT A LIFT'S SAFETY SHORTCOMINGS

Contact the lift's owner and copy the report to the appropriate enforcement body.

Workplace lifts

[Occupational Health and Safety Authority](#)

P 17, Triq Edgar Ferro, Pieta', PTA 1533, Malta.

E ohsa@gov.mt T (356) 21247677 / 21247678 F (356) 21232909

Lifts in residential buildings

[Malta Competition and Consumer Affairs Authority](#)

E info@mccaa.org.mt Email subject line: *Attn. Technical Regulations Division*

P Mizzi House, National Road, Blata l-Bajda, HMR 9010, Malta.

T (356) 2395 2224 / 2395 2000 F (356) 21 242 406

Disclaimer

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FOR INFORMATION ON LIFT SAFETY REQUIREMENTS, CERTIFICATION AND RELATED CONCERNS

See www.mla.org.mt E mla@go.net.mt