'Keep lifts in working order'

Building owners urged to schedule regular maintenance

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PETALING JAYA: One rarely gives a second thought to the safety details of a lift or elevator, yet behind this vital convenience is a complex system designed to endure with the help of regular maintenance.

Department of Occupational Safety and Health (DOSH) director-general Hazlina Yon (*pic*) said lifts must be serviced and adjusted monthly with a comprehensive inspection carried out at least once every three months.

"Failure to ensure lifts are properly maintained can compromise the safety of users," she said in an interview.

She said the department recorded five lift-related accidents in 2024, 16 in 2025 and five up to June this year with the most in Kuala Lumpur, Selangor and Johor. There were 83,174 lifts registered and installed nationwide as of July.

Hazlina said vandalism, operational problems, maintenance issues and misuse contributed to accidents or complaints on lift safety in public areas and high-rise residential buildings.

She said building owners were responsible for ensuring that their elevators were properly built and maintained in accordance with the Occupational Safety and Health Act.

Hazlina said every stage of an elevator's life were governed by safety requirements, from design and installation to testing, certification, servicing and comprehensive inspections.



She said among the regulations enforced by DOSH was Section 27D of the Act which required all lifting machinery, including lifts to have a valid certificate of fitness before it can operate, failing which a lift owner may face a fine of up to RM100,000, jail of up to a year, or both.

Hazlina said the regulations covered design verification, permission to install, installation, testing, inspection, issuance of certificates of fitness, operation and maintenance.

"The installation must also be carried out by competent companies approved by DOSH.

"If a proposed model fails to comply with the required regulations and standards, it will not be approved and the application will be rejected.

"As for operations, a competent company appointed by the lift owner must carry out maintenance under an agreement valid for at least one year.

"Such companies must have competent and graded personnel who have specific responsibilities and expertise according to their level of competency," she said.

Hazlina said inspection and testing of lift designs were conducted by DOSH officers and competent personnel.

"The company must submit detailed documentation, including specifications, measurements and complete drawings, as well as certificates from the manufacturer confirming that the lift has been designed and built according to applicable standards.

"Only after a lift passes the inspection and testing will a certificate of fitness be issued. The certificate is valid for 15 months and must be renewed."

Hazlina said there are 72 companies and 999 individuals registered with the department to oversee installation and maintenance of lifts in the country.

"However, even when a lift is regularly maintained and inspected by a competent company, this does not absolve the owner of the responsibility of ensuring a lift is maintained for safe use throughout its operation."