

Annex B: Remote Monitoring & Diagnostics (RM&D)

What is RM&D

1 Remote Monitoring & Diagnostics Solution (RM&D) is an advanced system that continuously collects and analyses lift data to detect, diagnose and predict maintenance issues before they occur. This technology transforms lift maintenance from reactive repairs to proactive prevention, improving safety, reliability and efficiency.

2 Singapore is the first country globally to introduce legislation for RM&D for lift maintenance and publish the Code of Practice for Design and Performance of Remote Monitoring and Diagnostics Solution for Lifts (“COP”)¹. See also BCA’s media release².

Regulatory Requirements on RM&D for Lift Maintenance

3 Under the Building Control (Fixed Installation) Regulations, lift owners must engage registered lift maintenance contractors to carry out regular maintenance on the lift. Traditional maintenance requires monthly servicing for all lifts (excluding home lift, vertical platform lift and stairlift).

4 Currently, a lift owner, together with RM&D solution provider and lift maintenance contractor, may apply to the Building and Construction Authority (BCA), together with their RM&D solution provider and maintenance contractor, for extended maintenance intervals of three months. The RM&D solution must comply with the requirements under the COP to qualify for this flexibility.

Key Benefits of RM&D Lift Maintenance

- 5 RM&D solutions deliver significant advantages over traditional maintenance:
- 24/7 real-time tracking of lift performance and early identification of potential issues

¹ More information on Code of Practice for Design and Performance of Remote Monitoring and Diagnostics Solution for Lifts is [here](#).

² BCA’s Media Release: [Sensors, Big Data and AI to Enable Remote Monitoring & Diagnostics and Predictive Maintenance Regime for Lifts](#)

- Targeted interventions based on actual system data rather than fixed schedules to troubleshoot issues.
- Faster problem resolution and more productive deployment of maintenance resources.
- Reduced downtime and fewer unexpected breakdowns.
- Lower repair costs through quarterly maintenance regime and prevention of major failures

Current Adoption of RM&D

6 As at Nov 2025, over 1,500 RM&D lifts are approved for quarterly maintenance regime. There are nine (9) approved RM&D solution providers with another two (2) RM&D solution providers being assessed by BCA³.

³ More information on List of Approved RM&D Solutions and RM&D Solutions Undergoing Trials is [here](#).