



Market Surveillance

Lifts and safety components of lifts

Final Report

JACOP 2025

TABLE OF CONTENTS

LIST OF ABBREVIATIONS 4

Part 1

TEST RESULTS AND RECOMMENDATIONS 5

EXECUTIVE SUMMARY 6

Objectives of the activity 6

Results and conclusions 6

OVERVIEW OF THE ACTIVITY 7

Participating MSAs 7

Product scope 7

Testing criteria 7

SAMPLING AND TESTING 8

Overview of sampled products and sampling channels 8

Testing process 8

TEST RESULTS 9

Overview of the test results and main findings 9

Results per standard 10

RISK ASSESSMENT AND MEASURES 10

Risk assessment 10

Measures 10

CONCLUSIONS AND RECOMMENDATIONS 12

Conclusions 12

Recommendations and messages to stakeholders 12

Part 2**WHAT IS JACOP? 14****JACOP 2025 INCLUDES 11 PRODUCT-SPECIFIC
ACTIVITIES COVERING 9 SECTORS 15**

Roles and responsibilities 16

Work plan and timeline 17

Project phases 17

Process 18

Communication assets 19

Communication channels 19



LIST OF ABBREVIATIONS

CE	Conformité Européenne
EN	European Standard
EU	European Union
ICSMS	Information and Communication System for Market Surveillance
JACOP	Joint Action on the Compliance of Products
MSA	Market Surveillance Authority
PSA	Product-Specific Activity

Part 1

TEST RESULTS AND RECOMMENDATIONS

EXECUTIVE SUMMARY

OBJECTIVES OF THE ACTIVITY

PSA 7 on lifts and safety components for lifts focused on assessing the compliance of **lift buffers** placed on the EU market with the requirements of EN 81-20:2020 and EN 81-50:2020. The activity aimed to:

- detect non-compliant lift buffers available on the EU market, including imports;
- verify conformity with the applicable requirements through laboratory testing based on EN 81-20:2020 and EN 81-50:2020; and

- encourage a harmonised approach among MSAs regarding risk assessment and corrective measures for non-compliant lift buffers.

The scope covered lift buffers, specifically energy-accumulating buffers with non-linear characteristics (commonly known as polyurethane buffers) and energy-dissipating buffers (commonly known as hydraulic oil buffers).

RESULTS AND CONCLUSIONS

A total of **40 samples** were tested. Of these, 28 samples did not meet the specific requirements of the aforementioned standards in laboratory testing, resulting in an overall **non-compliance rate of 70%**. The results differed significantly by buffer type. Of the 33 polyurethane buffers tested, 28 did not meet the requirements, corresponding to a non-compliance rate of 85%. By contrast, all 7 hydraulic buffers met the applicable requirements.

The non-compliances identified in polyurethane buffers were mainly linked to retardation-related criteria, in particular exceedances of maximum peak retardation and, in some cases, also average retardation criteria or related parameters laid down in the applicable standards. As lift buffers act as a last line of defence in exceptional situations, these failures should be understood in the context of the specific safety function

of the component and do not necessarily indicate a high likelihood of an accident during normal lift operation. In addition to the laboratory testing results, some samples also presented deficiencies in the formal checks (15 samples, corresponding to a formal non-compliance rate of 38%), including missing or insufficient CE markings, missing instructions in the required national language(s), or missing economic operator information and documentation.

These findings highlight the need for improved market surveillance of lift safety components, greater attention by economic operators to compliance and documentation requirements and better coordination among MSAs for risk assessment and follow-up measures.

OVERVIEW OF THE ACTIVITY

PARTICIPATING MSAs

A total of 8 MSAs from 6 countries participated in PSA 7. Table 2 provides an overview of the participating MSAs.

PRODUCT SCOPE

PSA 7 focused on lift buffers as safety components of lifts. Lift buffers are safety components installed at the bottom of the lift shaft to absorb impact in case the lift car or counterweight travels beyond its lowest normal stopping point. In line with the agreed scope, the activity covered two categories of products:

- energy-accumulating buffers with non-linear characteristics, commonly known as polyurethane buffers; and
- energy-dissipating buffers, commonly known as hydraulic oil buffers.

TESTING CRITERIA

The testing process adhered to the requirements outlined in EN 81-50:2020. The standards against which the samples were tested are presented in **Table 1**.

Table 1: Key testing criteria under the testing plan

Applied standard	No. of samples
EN 81-50:2020 section 5.5.3.1 (hydraulic buffers)	7
EN 81-50:2020 section 5.5.3.2 (polyurethane buffers)	33

SAMPLING AND TESTING

Participating MSAs collected samples between December 2025 and February 2026. Laboratory testing was carried out from February to April 2026.

A laboratory meeting was held on 20-21 May 2026 to review procedures and discuss preliminary findings.

OVERVIEW OF SAMPLED PRODUCTS AND SAMPLING CHANNELS

Sampling was carried out by each participating MSA. Products were sourced through three main channels:

- 20 samples obtained online, primarily through manufacturers' websites and specialised suppliers of lift components, complemented by a limited number of purchases from online marketplaces;
- 11 samples obtained directly from manufacturers;
- 9 samples obtained from physical stores.

In total, 40 lift buffers were included in the testing campaign. Both EU- and non-EU-based economic operators were represented. **Table 2** provides an overview of the number of samples collected by each MSA.

Table 2: Distribution of samples by MSA and product type (n=40)

Country/Region	Market Surveillance Authority	No. of samples
Cyprus	Department of Labour Inspection (DLI), Ministry of Labour and Social Insurance, Republic of Cyprus	4
Switzerland	State Secretariat for Economic Affairs (SECO)	5
Netherlands	Netherlands Labour Authority (NLA)	5
Sweden	National Board of Housing, Building and Planning (Boverket)	5
Malta	Malta Competition and Consumer Affairs Authority (MCCAA)	5
Germany	Regional Councils of Baden-Württemberg	5
Germany	State Office for Environmental and Occupational Safety (LUA Saarland)	5
Germany	Structure and Approval Directorate South Market Surveillance Product Safety (SGD Süd)	6

TESTING PROCESS

The laboratory assessed the sampled lift buffers against the applicable requirements of EN 81-20:2020 and EN 81-50:2020. Testing was carried out using free-fall test set-ups with guided masses under controlled conditions, to measure the performance parameters of the buffers.

For energy-accumulating buffers with non-linear characteristics, testing was carried out with the minimum and maximum declared masses. For energy-

dissipating buffers, testing followed a comparable approach, including assessments at minimum and maximum load. The evaluation covered the return to the normal position, liquid losses and the condition of the buffer after testing. In addition, MSAs checked formal compliance using a commonly agreed checklist, verifying the presence and legibility of mandatory markings, such as the CE marking and details of the economic operator.

TEST RESULTS

OVERVIEW OF THE TEST RESULTS AND MAIN FINDINGS

Of the 40 samples tested, 28 did not meet the requirements of the laboratory testing, resulting in an overall non-compliance rate of 70%. The summary of laboratory test results is presented in **Figure 1**.

As regards the checks on markings and documentation (**Figure 2**), 15 (38%) samples showed deficiencies. The main shortcomings were the CE marking not affixed to the product and/or not being visible, legible or indelible, and the absence of a single point of contact (name and address) in the EU for the manufacturer or authorised representative.

Aggregating the results, 32 (80%) of the samples did not meet the requirements of laboratory testing, checks of markings and documentation, or both. A summary of the aggregated results is presented in **Figure 3**.

Figure 1:
Laboratory test results (n=40)

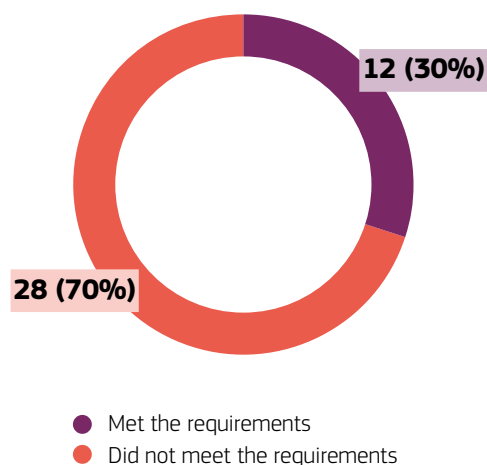


Figure 2:
Checks of markings
and documentation
(n=40)

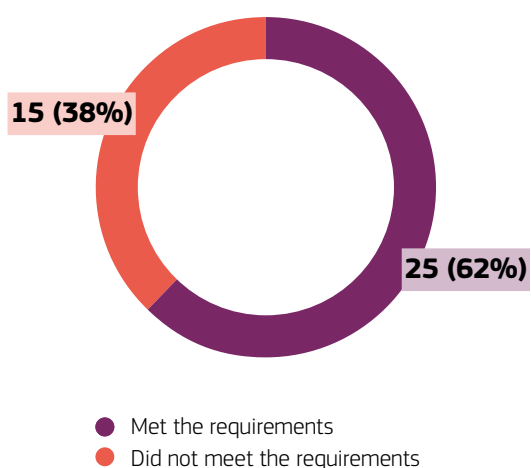
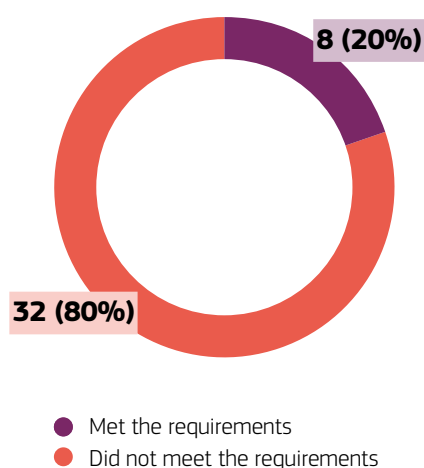


Figure 3:
Overall results (Laboratory test results and
checks of markings and documentation)
(n=40)



RESULTS PER STANDARD

The laboratory test results showed a clear contrast between the two buffer types. Most polyurethane buffers did not meet the requirements, while all hydraulic buffers met the requirements of the laboratory tests. Most non-compliant polyurethane buffers failed due to maximum

peak retardation, with 16 of these failures occurring during subsequent tests rather than during the first test at maximum load. The summary of test results per standard is presented in **Table 3**.

Table 3: Key testing criteria under the testing plan

Standard	Buffer type	No. of samples	Laboratory failures	Laboratory failure rate
EN 81-50:2020 section 5.5.3.1	Hydraulic buffers	7	0	0%
EN 81-50:2020 section 5.5.3.2	Polyurethane buffers	33	28	85%

RISK ASSESSMENT AND MEASURES

RISK ASSESSMENT

The participating MSAs assessed the risks of the 32 samples that did not meet at least one requirement. These assessments took into account the outcome of the laboratory testing and the checks of markings and documentation, as well as the role of lift buffers as safety components for lifts. The polyurethane buffers that did not meet the

requirements during the second or third deceleration test were assessed as posing no risk or only a low risk.

At the time of writing this report, assessment of the safety implications and appropriate national follow-up actions were still being finalised for some cases.

MEASURES

For the 32 non-compliant samples, MSAs applied a range of follow-up measures, depending on the outcome of the laboratory tests and/or the checks of markings and documentation. At the time of writing this final activity report, 32 main measures had been recorded, while most secondary measures had yet to be decided.

The initial measure by most MSAs, as shown in **Figure 4**, was a coordinated letter to economic operators asking them to provide their opinion about the identified non-compliances and to indicate the remedial measures they intend to take (23 cases). This approach was chosen to ensure a consistent

follow-up among the participating MSAs and to give the relevant economic operators the opportunity to provide clarifications or supporting documentation before further national enforcement action was taken. Any secondary measures will be coordinated on the basis of the responses to this letter.¹

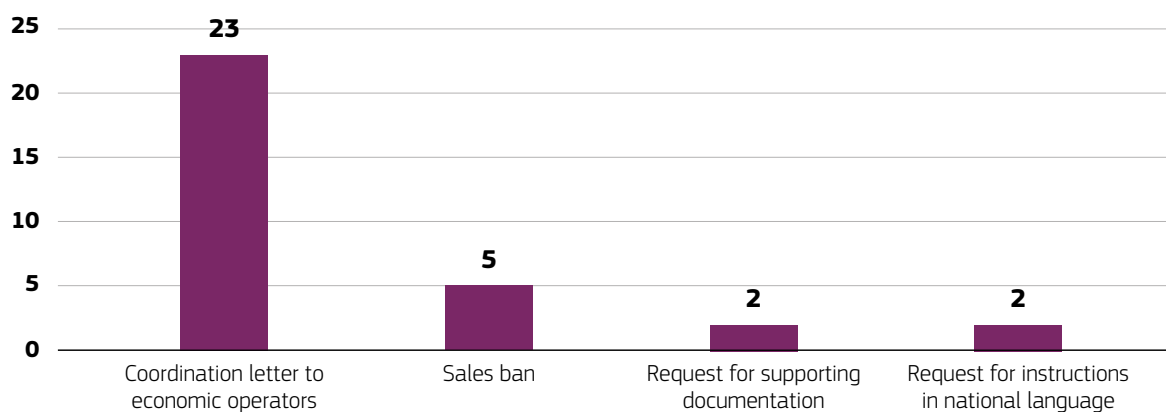
In addition, 5 sales bans were imposed, notably for polyurethane buffers sold through Chinese online marketplaces. In 2 cases, manufacturers based in China were requested to submit supporting documentation, including the relevant type-examination certificate and evidence of monitoring of production.

¹ The corrective measures are those provided by the MSAs by 22 July 2026. While measures are continuing beyond this date, a cut-off date was established for the purposes of reporting.

In a further 5 cases, the instructions were not available in the national language. For 2 of these cases, the samples met the requirements of laboratory testing, so the main measure is the request for instructions. For the remaining 3 cases, the main measure is the coordinated letter,

with the request for instructions applied as a secondary measure. MSAs registered the tested products in the ICSMS.² The follow-up (secondary) measures will ensure that the buffers concerned continue to present no risk.

Figure 4: Measures adopted for samples that did not meet the requirements (n=32)



² ICSMS is the EU's secure platform where MSAs share product test results and non-compliance findings to coordinate enforcement and keep unsafe non-food products off the market.

CONCLUSIONS AND RECOMMENDATIONS

CONCLUSIONS

Of the 40 samples tested, 32 were non-compliant. Non-compliance was identified through laboratory testing, checks of markings and documentation, or both:

- 28 samples failed laboratory testing;
- 15 samples did not meet the requirements of the checks on markings and documentation.

Because some samples failed both types of checks, the total number of non-compliant samples (32) is lower than the sum of the two categories.

The results show a clear contrast between the performance of polyurethane and hydraulic buffers. While all 7 hydraulic buffers met the requirements of the laboratory testing, 28 of the 33 polyurethane

buffers did not meet the applicable requirements. These non-compliances were primarily linked to retardation-related criteria, in particular exceedances of maximum peak retardation. In addition, deficiencies identified through checks of markings and documentation mainly concerned the CE marking, the instructions not available in the national language and the absence of a single point of contact in the EU for the manufacturer or authorised representative.

These findings highlight the need for improved market surveillance of lift safety components, improved compliance by economic operators with both technical and formal requirements, and coordinated follow-up by MSAs to ensure that non-compliant lift buffers are not made available on the EU market.

RECOMMENDATIONS AND MESSAGES TO STAKEHOLDERS

Recommendations for economic operators

- Manufacturers, importers and distributors must ensure that buffers are CE-marked and accompanied by the EU Declaration of Conformity and installation manuals. Installation manuals should:
 - be provided in the national language(s);
 - be delivered with the product; and
 - provide clear and detailed installation and maintenance instructions.

For manufacturers:

- Maintain robust factory production control processes and perform new testing whenever there are changes in raw materials, density, composition and, if necessary, update the EU type examination certificates.
- Ensure that all technical documentation is complete, up to date and consistent with the product's declared performance.

- Investigate even small “deviations” in production and retest where needed to confirm continued compliance with the harmonised standards.
- In case of “deviations” inform the relevant Notified Bodies and, if necessary, Market Surveillance Authorities.

Recommendations for consumers³

- When selecting a lift buffer, installation and maintenance companies must:
 - pay attention to the declared performance values and ensure that the buffer is suitable for the intended application;
 - verify that the product carries the CE marking and the Notified Body number, where applicable;
 - ensure that all installation instructions are provided by the manufacturer, importer and distributor in the required national language(s), and that they accompany the product;
 - ensure that a lift buffer is stored, handled and installed according to the manufacturer's instructions.

³ For the purpose of this PSA, consumers refers to lift installers and maintenance companies, not to users of lifts.

Recommendations for the European Commission

- Consider providing further guidance to MSAs and Economic Operators regarding the aspect of “deviations” from harmonised standard requirements for safety components.
- Consider providing a recommendation for use for the annual surveillance (Module C2) of buffers.
- Enhance the authorities' capacities to regulate the import of products from online marketplaces.

Recommendations for MSAs

- Share information via ICSMS about EU type examination certificates (new or withdrawn) of non-compliant products and follow up measures with other MSAs to support coordinated enforcement.
- Be aware that market surveillance becomes particularly important in the case of lift buffers sold from non-EU online platforms.

Recommendations for standardisation organisations

- Harmonised standards should be reviewed periodically to ensure that they continue to reflect the state of the art.
- Consider the results of this joint action in any future revision of the relevant standard(s).



Part 2

WHAT IS JACOP?

The JACOP initiative aims to organise Joint Actions on Compliance of Products in the EU and EFTA countries, fostering collaboration among Market Surveillance Authorities (MSAs). The primary objectives include conducting joint product testing, assessing risks and harmonising operational methodologies. Through open dialogues, knowledge-sharing, and engaging external stakeholders, the project contributes to a secure Single Market. Key focuses involve evaluating product risks, implementing timely measures and ensuring regulatory alignment.

JACOP 2025 INCLUDES 11 PRODUCT-SPECIFIC ACTIVITIES COVERING 9 SECTORS

PSAs test different types of products to assess their compliance with existing legislation and regulations and take appropriate actions. The products are selected and

collected by the market surveillance authorities involved and are examined using an agreed testing plan.



PSA 1
FERTILISERS



PSA 2
**INSULATING MATERIALS
IN CONSTRUCTION
PRODUCTS**



PSA 3
**HAZARDOUS
SUBSTANCES
IN GADGETS**



PSA 4
COSMETICS



PSA 5
RADIO TOYS



PSA 6
**CONSUMER
TEXTILE CLOTHING**



PSA 7
**LIFTS AND SAFETY
COMPONENTS OF LIFTS**



PSA 8
**GAS
APPLIANCES**



PSA 9
**PPE HELMETS
(PROFESSIONAL)**



PSA 10
**PPE HELMETS
(CONSUMER)**

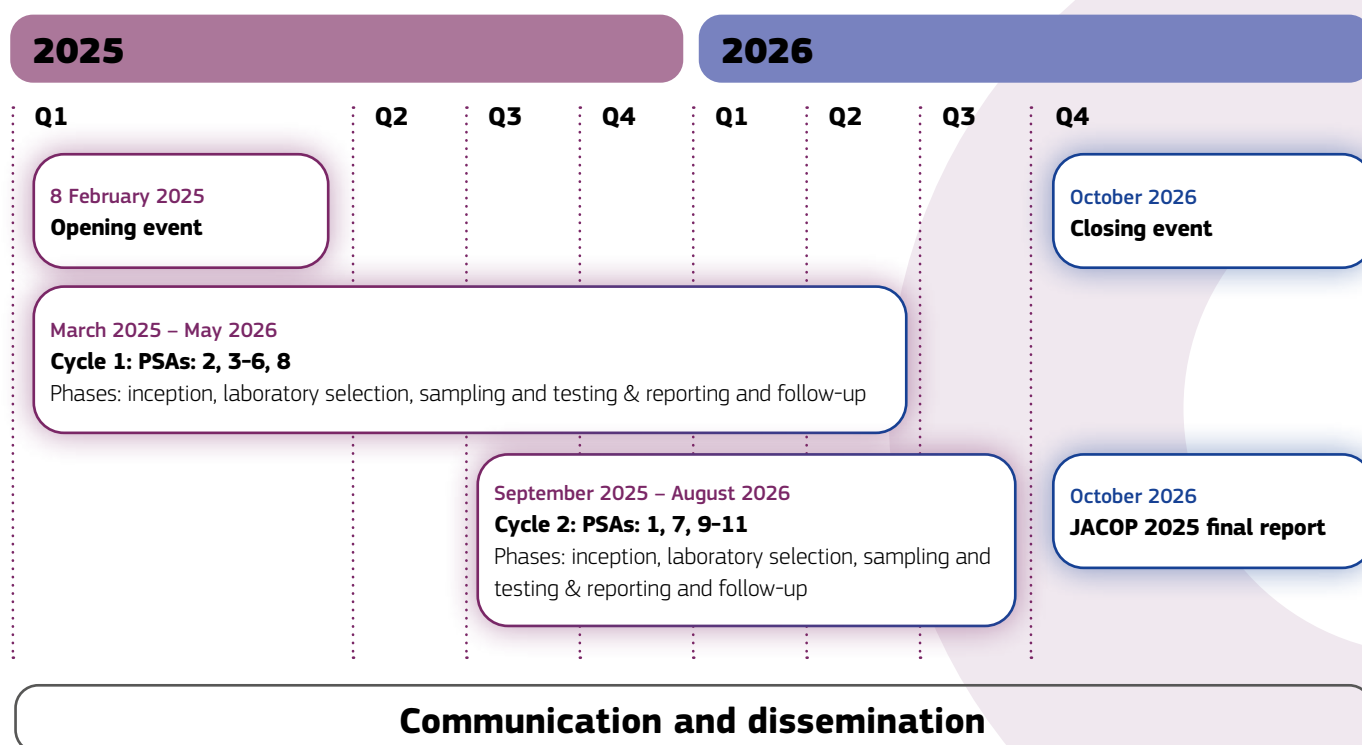


PSA 11
**PPE FOOTWEAR
(PROFESSIONAL)**

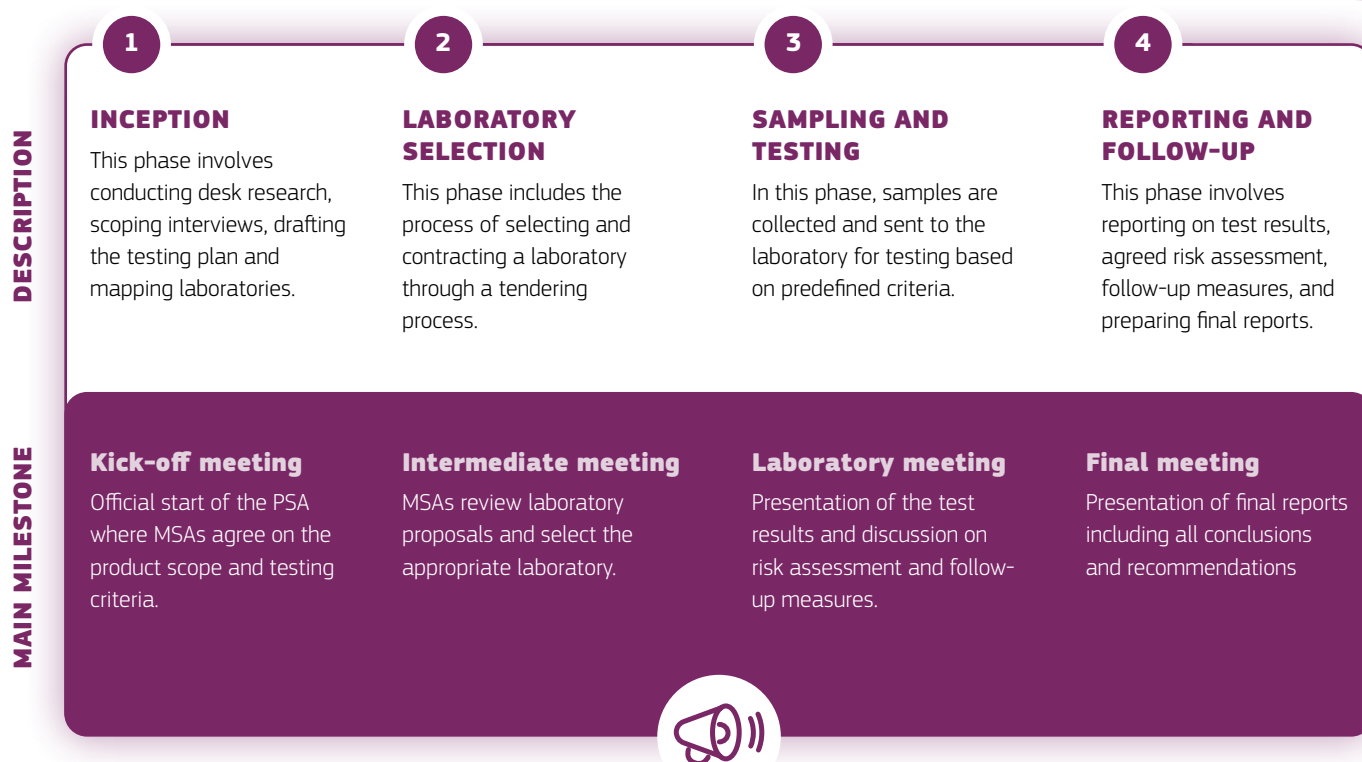
ROLES AND RESPONSIBILITIES



WORK PLAN AND TIMELINE



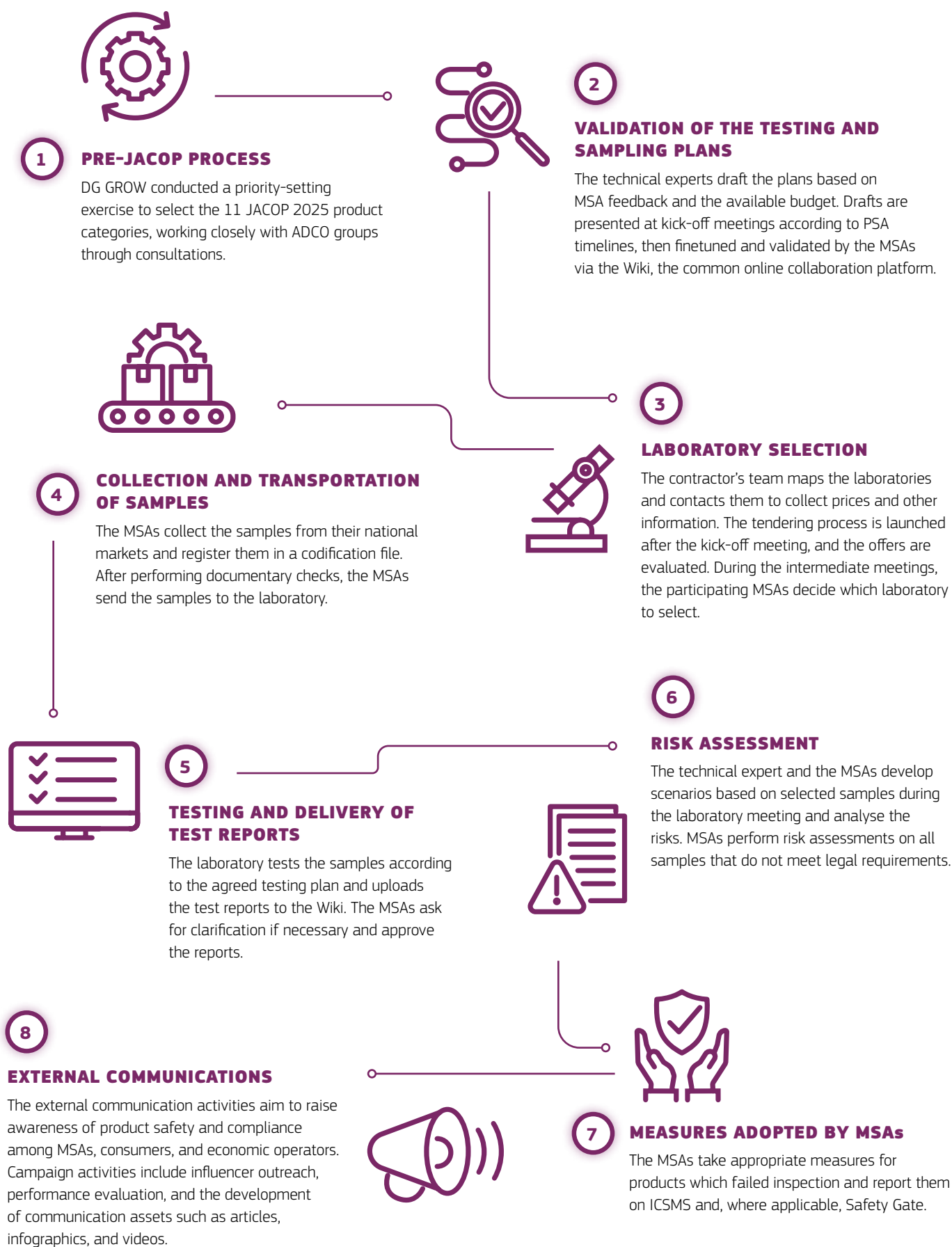
PROJECT PHASES



COMMUNICATION AND DISSEMINATION

Communication and dissemination activities involve raising product safety awareness among MSAs, consumers, and economic operators through targeted campaigns, media engagement, and influencer involvement, focusing on compliance education.

PROCESS



COMMUNICATION ASSETS

For all 11 PSAs:



Article summarising the main findings of the testing activity. The article includes at least 1 image.



One **social media** visual based on the infographics.



One-page infographic summarising the main findings of the testing activity.



One infographic and one social media visual covering the entire JACOP 2025 project.

These communication assets are available in 23 EU languages + Norwegian and Icelandic.

For 3 PSAs:

PSA 4 - Cosmetics, PSA 8 - Gas Appliances, PSA 10 - PPE Helmets (Consumer)



Short **video** for social media promotion.

COMMUNICATION CHANNELS

The communication assets are disseminated using:



National and specialised media across the EU27.



Online and social media platforms.



Influencers on social media.



MSAs' national communication channels.



JACOP 2025 newsletter – a four-issue series showcasing the campaign's progress, key milestones, and major achievements.

This document was written by EY for the European Commission. July – 2026

EUROPEAN COMMISSION

Directorate-General for Internal Market,
Industry, Entrepreneurship and SMEs (DG GROW)
Unit H.4 Market Surveillance
Email: GROW-H4@ec.europa.eu

Specific contract: EISMEA/2023/SC/002. Part of framework contract: EISMEA/2021/OP/0016

The European Commission is not liable for any consequence stemming from the reuse of this publication.

© European Union, 2026.

The reuse policy of European Commission documents is implemented based on Commission Decision 2011/833/EU of 12 December 2011 on the reuse of Commission documents (OJ L 330, 14.12.2011, p. 39). Except otherwise noted, the reuse of this document is authorised under a Creative Commons Attribution 4.0 International (CC-BY 4.0) licence (<https://creativecommons.org/licenses/by/4.0/>). This means that reuse is allowed provided appropriate credit is given and any changes are indicated.

For any use or reproduction of elements that are not owned by the European Union, permission may need to be sought directly from the respective rightholders.

Cover image: © Adobestock - Surya

Information about the European Union in all the official languages of the EU is available on the Europa website at: https://europa.eu/european-union/index_en



**Publications Office
of the European Union**

Law | Data | Publications

Luxembourg: Publications Office of the European Union, 2026

ISBN 978-92-68-42871-9
doi:10.2873/1368617