

**IMPORTANT SAFETY NOTICE**

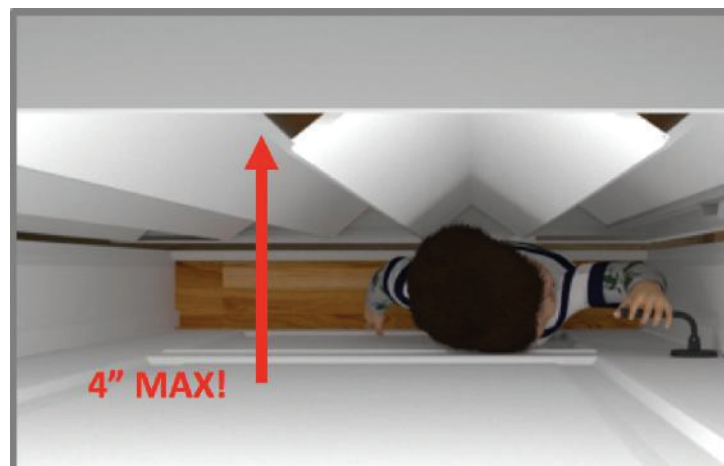
Re: ***IMPORTANT SAFETY NOTICE – Home Elevator Safety Program***

Dear Homeowner,

You are receiving this **IMPORTANT SAFETY NOTICE** because we have reason to believe that your home is equipped with a home elevator manufactured by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator (hereinafter “thyssenkrupp Access”). Over the course of the last several years, thyssenkrupp Access has learned that many home elevators may have been installed in such a manner as to permit excessive clearances between hoistway doors and elevator car doors or gates (the “Gap Space”). While industry standards at the time your elevator was installed permitted a maximum Gap Space of 5 inches, some installations did not meet that standard, and recent incidents have raised safety concerns for any elevator with a Gap Space greater than 4 inches.

**⚠ WARNING! ENTRAPMENT HAZARD  
ELEVATORS INSTALLED WITH MORE THAN FOUR (4) INCHES OF “GAP SPACE” BETWEEN THE  
HOISTWAY DOORS AND ELEVATOR CAR DOORS CAN POSE A  
RISK OF SERIOUS INJURY OR DEATH TO CHILDREN.**

**BLOCK CHILDREN FROM ACCESSING ELEVATORS WITH EXCESSIVE GAP SPACE UNTIL YOU  
ARE ABLE TO ARRANGE FOR INSTALLATION OF SPACE GUARDS OR OTHER MEASURES TO  
REDUCE THE GAP SPACE.**



While thyssenkrupp Access maintains that its home elevators were reasonably safe and in compliance with all industry standards in place at the time they were designed and manufactured, thyssenkrupp Access has initiated a **Home Elevator Safety Program** to alert you of this potential installation danger and provide you with information about how to minimize or eliminate this risk. thyssenkrupp Access is offering to send a contractor to your home to perform measurements and determine if you qualify for the Home Elevator Safety Program. If so, thyssenkrupp Access will arrange for installation of elevator Space Guards free of charge (or, if you prefer, will ship Space Guards at no cost to you to install yourself) to reduce the Gap Space. Please review the attached Information Sheet, which provides information about steps you should take to check the safety of your home elevator installation.

**Please note: We urge you to immediately contact us at 800-285-9862 between 9am and 5pm Eastern to arrange for a contractor to measure the gap between the hoistway doors and car doors and, if necessary, install one or more Space Guards at no cost to you. To qualify for the thyssenkrupp Access Home Elevator Safety Program, you must furnish proof that you have a thyssenkrupp Access elevator installed in your home. For more information, visit [www.homelevator-safety.com](http://www.homelevator-safety.com).**

thyssenkrupp Access is committed to your family's safety. If you have any questions or wish to obtain additional information about thyssenkrupp Access' Home Elevator Safety Program, please contact us at 800-285-9862 between 9am and 5pm Eastern or visit the thyssenkrupp Access Home Elevator Safety website at [www.homelevator-safety.com](http://www.homelevator-safety.com). Thank you for your prompt attention to this matter.

Sincerely yours,  
thyssenkrupp Access Corp.

## Home Elevator Safety Program

### Information Sheet

#### *thyssenkrupp Access Home Elevator Safety Program – Information Sheet for Homeowners*

All homeowners with elevators made by thyssenkrupp Access Corp. should review this important safety information.

Please call us at 800-285-9862 between 9am and 5pm Eastern or visit [www.homelevator-safety.com](http://www.homelevator-safety.com) for more details on thyssenkrupp Access Corp.'s (“thyssenkrupp Access”) elevator safety program, which includes a free Gap Space assessment and free installation of Space Guards, and review all of the information below to check the safety of your elevator installation. To determine if the thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator elevator in your home was installed with a gap of more than 4 inches between the hoistway doors and elevator car door/gate, thyssenkrupp Access will 1) arrange for a contractor to come to your home to make the measurements needed to determine if the Gap Spaces in your home are excessive, and 2), if so, provide and arrange for installation of Space Guards, if needed, all at no charge to you.

We encourage you to contact thyssenkrupp Access at 800-285-9862 between 9am and 5pm Eastern to arrange for a contractor to perform the needed measurements and Space Guard installation. However, should you choose to make the measurements yourself, we are providing the following information about evaluating and reducing the Gap Space in your home elevator entrances yourself. We encourage you to visit our website [www.homelevator-safety.com](http://www.homelevator-safety.com) for more information.

#### What is the “Gap Space”

In order to understand what the “Gap Space” is, it is necessary for you to understand the different parts of your home elevator. Below is a diagram explaining the terminology used in this Information Sheet:

Figure 1



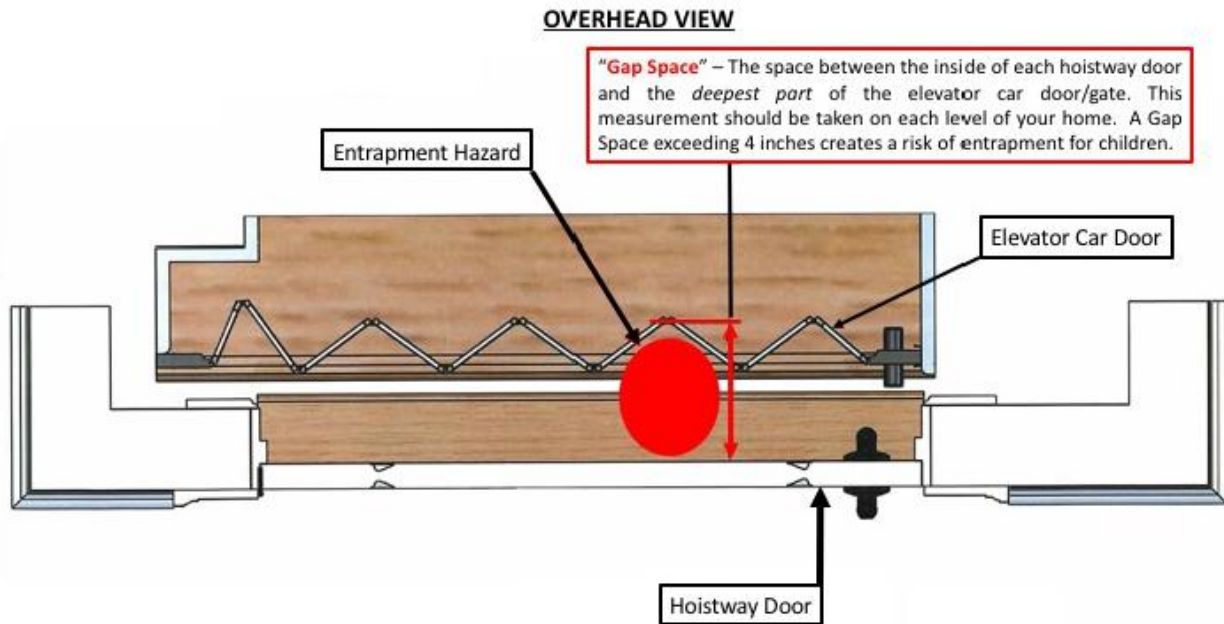
**Elevator Car Door or Gate:** The elevator car door or gate is attached to the elevator car itself, and is commonly an accordion door or a scissor gate. Some elevators have more than one entrance.

**Hoistway Door:** The hoistway door is the exterior door that leads from the hallway to the elevator car. There is one hoistway door on every floor serviced by the elevator.

The space between the inside of the hoistway door and the deepest part of the elevator car door/gate is the “Gap Space.” The diagram below (see Figure 2) illustrates where this space is. If this space exceeds 4 inches at any point, there is a risk of a child becoming trapped in this space. If the elevator moves while the child is in this space, they could be seriously injured or killed.

Figure 2

“THE GAP SPACE”



**What Do I Need to Do?**

**We encourage you to contact thyssenkrupp Access to arrange for a contractor to perform the needed measurements and to install Space Guards, if needed, all at no cost to you.** These instructions are provided in the event you cannot or do not promptly make those arrangements. Please visit the thyssenkrupp Access Home Elevator Safety website at [www.homelevator-safety.com](http://www.homelevator-safety.com) for more information.

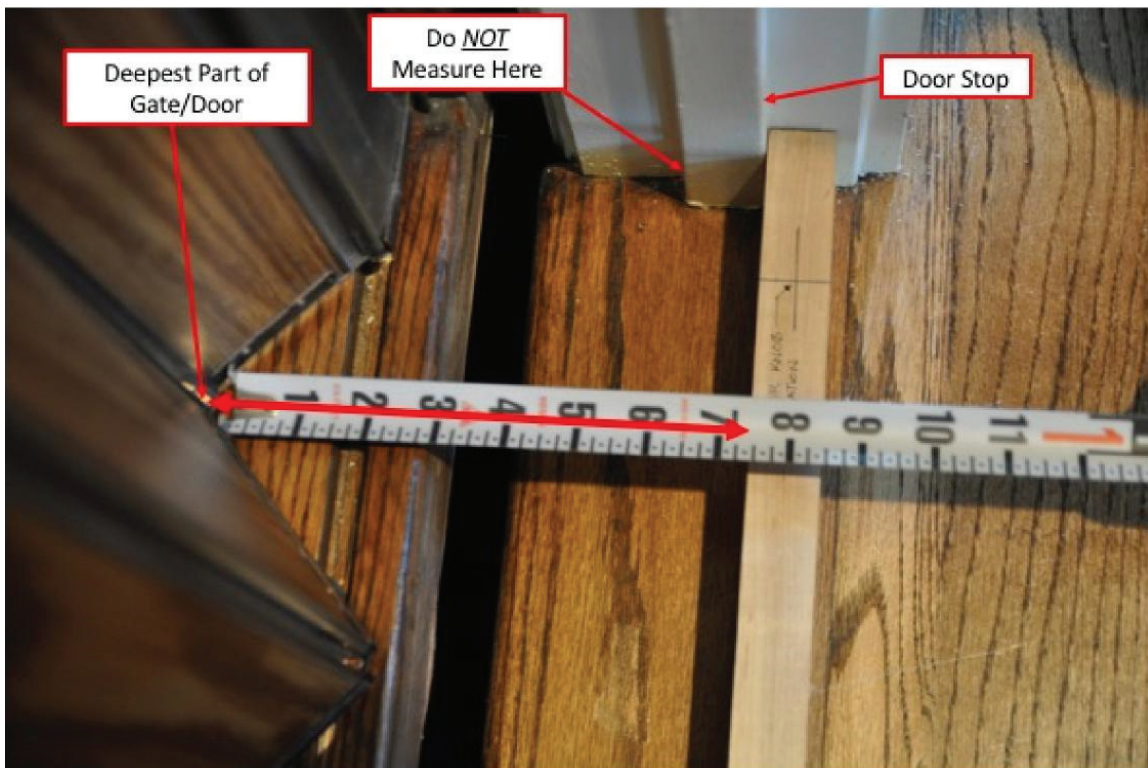
The first step is to determine whether the Gap Space in any entrance served by your home elevator exceeds 4 inches at any point. This measurement must be obtained at every floor and every entrance served by the elevator, with the elevator car at that floor, since the size of the gap may differ from floor to floor.

Here’s how to do it if you have doors that operate manually\*:

1. Call the elevator car using the hallway call button
2. When the car arrives, open the hoistway door but leave the elevator car door/gate closed
3. Identify that part of the “door stop” which aligns with the inside of the hoistway door (see Figure 2)
4. Identify the deepest part of the elevator car door/gate (see Figure 3)
5. Take multiple measurements at different parts of the elevator car door/gate to determine whether any of the Gap Spaces exceed 4 inches at any point
6. Repeat these steps at every floor and every entrance serviced by the elevator

\* Some home elevators have an automatic elevator car door that prevents it from closing while the hoistway door is open. If your elevator has a self-opening and self-closing car door, these measuring instructions do not apply. Please contact thyssenkrupp Access at 1-800-285-9862 to arrange for a contractor to take the needed measurements.

Figure 3



If the Gap Spaces on your home elevator are 4 inches or less, then no adjustments to your home elevator are required. However, if any of the Gap Spaces exceeds 4 inches on any floor, then you may qualify to participate in the thyssenkrupp Access Home Elevator Safety Program. Details on how to request a free inspection and free installation of Space Guards are included.

**How Can I Request a Free Gap Space Assessment and Free Installation of Space Guards?**

If any of the Gap Spaces on your thyssenkrupp Access home elevator exceeds 4 inches, you may qualify to participate in the thyssenkrupp Access Home Elevator Safety Program. To determine eligibility, please call 800-285-9862 between 9am and 5pm Eastern to arrange for a free Gap Space assessment to verify the relevant measurements, and install any needed Space Guards, all at no cost to you. You also may visit our [www.homelevator-safety.com](http://www.homelevator-safety.com) website for more information. If you qualify for the thyssenkrupp Access Home Elevator Safety Program, we will send a contractor to (a) measure the Gap Space and provide and install the appropriate number of Space Guards at no cost to you, or (b) if you choose to measure the Gap Space and install them yourself, deliver the appropriate number of Space Guards for your home, free of charge. You will not be billed for shipping. You must furnish proof that you have a thyssenkrupp Access elevator installed in your home to qualify for the thyssenkrupp Access Home Elevator Safety Program.

A Space Guard, pictured below (see Figure 4), is an additional safety device used on home elevators which mounts to the inside of the hoistway door to reduce the Gap Space.

*Figure 4*



A properly installed space guard will not interfere with the operation of your elevator.

**IMPORTANT NOTICE:** Space Guards are intended to reduce the Gap Space between hoistway doors and elevator car doors/gates, lowering the risk of child entrapment. thyssenkrupp Access cannot and does not guarantee that provided Space Guards will be an exact or optimal fit for the particular hoistway doors, door hardware, and Gap Spaces. Installing Space Guards does not ensure compliance with laws, standards or codes that may apply to your residence.

Space Guards cannot take the place of careful adult supervision whenever children may be on or near an elevator. Never let children ride in an elevator without an adult, and do not let children play in or around an elevator.

For more information about the thyssenkrupp Access Home Elevator Safety Program, or if you have specific questions, please call toll-free 800-285-9862 between 9am and 5pm Eastern, or visit our Home Elevator Safety website at [www.homelevator-safety.com](http://www.homelevator-safety.com) for more information.