

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JIM L. RIDLING
Commissioner of Insurance
Alabama Department of Insurance
PO Box 303351
Montgomery, AL 36130

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

To help reduce any excessive gap spaces and the risk of potential entrapment incidents, thyssenkrupp Access Corp (thyssenkrupp Access), a former manufacturer of residential elevators, is voluntarily conducting a Home Elevator Safety Program, an expanded version of a program it offered initially in 2014, to identify and reduce excessive gap spaces left by improper third-party installations. Through this Program, launched in February 2021, thyssenkrupp Access is offering homeowners with an installed elevator from any thyssenkrupp Access company a free inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified, homeowners can request free installation of free space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to install free space guards themselves.

More information about the Program, including a powerful video that illustrates the seriousness of the entrapment hazard and the value of space guards in reducing that hazard, is available at <https://www.homeelevator-safety.com>.

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working to get the Program's vital safety message to homeowners through other means, including a nationally distributed press release, social media, and digital advertising.

thyssenkrupp Access respectfully requests your help, as well. We ask that you use your platform to help make homeowners in your state aware of the potential hazards of improper elevator installations that leave excessive gap spaces and the potential to reduce these hazards through installation of space guards and the opportunity to participate in this voluntary program if a thyssenkrupp Access Corp. elevator was installed in their home. You may also wish to consider outreach to home insurance agents and brokers in your state as well to enhance awareness of this potential hazard.

If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable LORI K. WING-HEIER
Commissioner of Insurance
Alaska Dept Commerce Comm. & Econ. Dev.
Division of Insurance
550 West 7th Avenue Suite 1560
Anchorage, AK 99501

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable EVAN G. DANIELS
Commissioner of Insurance
Arizona Department of Insurance
100 N 15th Ave
Suite 261
Phoenix, AZ 85007

Dear Commissioner:

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July 9, 2021

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The Honorable ALAN MCCLAIN
Commissioner of Insurance
Arkansas Insurance Department
1 Commerce Way Bldg 4
Suite 502
Little Rock, AR 72202

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable RICARDO LARA
Commissioner of Insurance
California Department of Insurance
300 Capitol Mall
Suite 1700
Sacramento, CA 95814

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MICHAEL CONWAY
Commissioner of Insurance
Colorado Dept of Regulatory Agencies
Division of Insurance
1560 Broadway Suite 850
Denver, CO 80202

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ANDREW N. MAIS
Commissioner of Insurance
Connecticut Insurance Department
PO Box 816
Hartford, CT 06142

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable TRINIDAD NAVARRO
Commissioner of Insurance
Delaware Department of Insurance
1351 West North Street
Suite 101
Dover, DE 19904

Dear Commissioner:

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The Honorable KARIMA WOODS
Commissioner of Insurance
Government of the District of Columbia
Department of Insurance Securities & Banking
1050 First Street NE Suite 801
Washington, DC 20002

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable DAVID ALTMAIER
Commissioner of Insurance
Office of Insurance Regulation
The Larson Building
200 E. Gaines Street Rm 101A
Tallahassee, FL 32399

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JOHN F. KING
Commissioner of Insurance
Office of Ins. & Safety Fire Commissioner
Two Martin Luther King Jr. Dr.
West Tower Suite 704 Floyd Bldg.
Atlanta, GA 30334

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable COLIN M. HAYASHIDA
Commissioner of Insurance
Dept of Commerce & Consumer Affairs
Insurance Division
PO Box 3614
Honolulu, HI 96811

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable DEAN CAMERON
Commissioner of Insurance
Idaho Department of Insurance
PO Box 83720
Boise, ID 83720

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable DANA POPISH SEVERINGHAUS
Commissioner of Insurance
Illinois Department of Insurance
320 W. Washington Street
4th Floor
Springfield, IL 62767

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable STEPHEN W. ROBERTSON
Commissioner of Insurance
Indiana Department of Insurance
311 W Washington Street
Suite 103
Indianapolis, IN 46204

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable DOUG OMMEN
Commissioner of Insurance
Iowa Insurance Division
1963 Bell Avenue
Suite 100
Des Moines, IA 60315

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable VICKI SCHMIDT
Commissioner of Insurance
Kansas Insurance Department
1300 SW Arrowhead
Topeka, KS 66604

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable SHARON P. CLARK
Commissioner of Insurance
Kentucky Department of Insurance
PO Box 517
Frankfort, KY 40602

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

To help reduce any excessive gap spaces and the risk of potential entrapment incidents, thyssenkrupp Access Corp (thyssenkrupp Access), a former manufacturer of residential elevators, is voluntarily conducting a Home Elevator Safety Program, an expanded version of a program it offered initially in 2014, to identify and reduce excessive gap spaces left by improper third-party installations. Through this Program, launched in February 2021, thyssenkrupp Access is offering homeowners with an installed elevator from any thyssenkrupp Access company a free inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified, homeowners can request free installation of free space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to install free space guards themselves.

More information about the Program, including a powerful video that illustrates the seriousness of the entrapment hazard and the value of space guards in reducing that hazard, is available at <https://www.homeelevator-safety.com>.

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JAMES J. DONELON
Commissioner of Insurance
Louisiana Department of Insurance
PO Box 94214
Baton Rouge, LA 70804

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ERIC A. CIOPPA
Commissioner of Insurance
Department of Professional & Financial Reg.
Maine Bureau of Insurance
34 State House Station
Augusta, ME 04333

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable KATHLEEN A. BIRRANE
Commissioner of Insurance
Maryland Insurance Administration
200 St Paul Place
Suite 2700
Baltimore, MD 21202

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable GARY ANDERSON
Commissioner of Insurance
Office of Consumer Affairs & Business Reg.
Massachusetts Division of Insurance
1000 Washington Street 8th Floor
Boston, MA 02118

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ANITA G. FOX
Commissioner of Insurance
Dept. of Insurance & Financial Services
PO Box 30220
Lansing, MI 48909

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable GRACE ARNOLD
Commissioner of Insurance
Minnesota Department of Commerce
85 7th Place East
Suite 280
St Paul, MN 55101

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MIKE CHANEY
Commissioner of Insurance
Mississippi Insurance Department
PO Box 79
Jackson, MS 39205

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable CHLORA LINDLEY-MYERS
Commissioner of Insurance
Missouri Dept Ins. Fin. Institutions & Prof. Reg.
PO Box 690
Jefferson City, MO 65102

Dear Commissioner:

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable TROY DOWNING
Commissioner of Insurance
Montana Office Commissioner Securities & Ins.
Montana State Auditor
840 Helena Avenue
Helena, MT 59601

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ERIC DUNNING
Commissioner of Insurance
Nebraska Department of Insurance
PO Box 82089
Lincoln, NE 68501

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable BARBARA RICHARDSON
Commissioner of Insurance
Nevada Dept. of Business & Industry
Division of Insurance
1818 East College Pkwy Suite 103
Carson City, NV 89706

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable CHRIS NICOLOPOULOS
Commissioner of Insurance
New Hampshire Insurance Department
21 South Fruit Street
Suite 14
Concord, NH 03301

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MARLENE CARIDE
Commissioner of Insurance
New Jersey Department of Banking & Ins.
20 West State Street
PO Box 325
Trenton, NJ 08625

Dear Commissioner:

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c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable RUSSELL TOAL
Commissioner of Insurance
Office of Superintendent of Insurance
PO Box 1689
Santa Fe, NM 87504

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable LINDA A. LACEWELL
Commissioner of Insurance
New York State Dept. of Financial Services
One State Street
New York, NY 10004

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MIKE CAUSEY
Commissioner of Insurance
North Carolina Department of Insurance
1201 Mail Service Center
Raleigh, NC 27699

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JON GODFREAD
Commissioner of Insurance
North Dakota Insurance Department
State Capitol
600 E. Boulevard Avenue 5th Floor
Bismarck, ND 58505

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Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

To help reduce any excessive gap spaces and the risk of potential entrapment incidents, thyssenkrupp Access Corp (thyssenkrupp Access), a former manufacturer of residential elevators, is voluntarily conducting a Home Elevator Safety Program, an expanded version of a program it offered initially in 2014, to identify and reduce excessive gap spaces left by improper third-party installations. Through this Program, launched in February 2021, thyssenkrupp Access is offering homeowners with an installed elevator from any thyssenkrupp Access company a free inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified, homeowners can request free installation of free space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to install free space guards themselves.

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JUDITH L. FRENCH
Commissioner of Insurance
Ohio Department of Insurance
50 West Town Street
Suite 300
Columbus, OH 43215

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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info@homelevator-safety.com
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833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable GLEN MULREADY
Commissioner of Insurance
Oklahoma Insurance Department
400 NE 50th Street
Oklahoma City, OK 73105

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ANDREW STOLFI
Commissioner of Insurance
Oregon Dept. of Consumer & Bus Svcs
Division of Financial Regulation
PO Box 14480
Salem, OR 97309

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JESSICA ALTMAN
Commissioner of Insurance
Pennsylvania Insurance Department
1326 Strawberry Square
Harrisburg, PA 17120

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable ELIZABETH KELLEHER DWYER
Commissioner of Insurance
State of Rhode Island Dept of Business Reg.
Division of Insurance
1511 Pontiac Avenue Building 69-2
Cranston, RI 02920

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable RAYMOND G. FARMER
Commissioner of Insurance
South Carolina Department of Insurance
PO Box 100105
Columbia, SC 29202

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable LARRY DEITER
Commissioner of Insurance
South Dakota Dept of Labor & Reg. Div. of Ins.
South Dakota Division of Insurance
124 South Euclid Avenue 2nd Floor
Pierre, SD 57501

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable CARTER LAWRENCE
Commissioner of Insurance
Tennessee Department of Commerce & Ins.
Davy Crockett Tower Twelfth Floor
500 James Robertson Parkway
Nashville, TN 37243

Dear Commissioner:

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable DOUG SLAPE
Commissioner of Insurance
Texas Department of Insurance
PO Box 149104
Austin, TX 78714

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

To help reduce any excessive gap spaces and the risk of potential entrapment incidents, thyssenkrupp Access Corp (thyssenkrupp Access), a former manufacturer of residential elevators, is voluntarily conducting a Home Elevator Safety Program, an expanded version of a program it offered initially in 2014, to identify and reduce excessive gap spaces left by improper third-party installations. Through this Program, launched in February 2021, thyssenkrupp Access is offering homeowners with an installed elevator from any thyssenkrupp Access company a free inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified, homeowners can request free installation of free space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to install free space guards themselves.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JONATHAN T. PIKE
Commissioner of Insurance
Utah Insurance Department
PO Box 146901
Salt Lake City, UT 84114

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MICHAEL S. PIECIAK
Commissioner of Insurance
Department of Financial Regulation
89 Main Street
Montpelier, VT 05620

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable SCOTT A. WHITE
Commissioner of Insurance
Virginia State Corporation Commission
Bureau of Insurance
PO Box 1157
Richmond, VA 23218

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MIKE KREIDLER
Commissioner of Insurance
Washington State Office of the Ins. Comm.
PO Box 40255
Olympia, WA 98504

Dear Commissioner:

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P.O. Box 6454
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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JAMES A. DODRILL
Commissioner of Insurance
West Virginia Offices of the Insurance Comm.
PO Box 50540
Charleston, WV 25305

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MARK AFABLE
Commissioner of Insurance
State of Wisconsin Office of the Comm. of Ins.
PO Box 7873
Madison, WI 53707

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable JEFF RUDE
Commissioner of Insurance
Wyoming Insurance Department
106 East 6th Avenue
Cheyenne, WY 82002

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable PENI ITULA SAPINI TEO
Commissioner of Insurance
Office of the Governor
American Samoa Government
A P Lutali Executive Office Building
Pago Pago, AS 96799

Dear Commissioner:

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Current thinking on elevator safety is that the gap space should be less than four inches. Excessive gap spaces may be reduced through the installation of a space guard, a simple fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).

To help reduce any excessive gap spaces and the risk of potential entrapment incidents, thyssenkrupp Access Corp (thyssenkrupp Access), a former manufacturer of residential elevators, is voluntarily conducting a Home Elevator Safety Program, an expanded version of a program it offered initially in 2014, to identify and reduce excessive gap spaces left by improper third-party installations. Through this Program, launched in February 2021, thyssenkrupp Access is offering homeowners with an installed elevator from any thyssenkrupp Access company a free inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified, homeowners can request free installation of free space guards to reduce these gap spaces. thyssenkrupp Access also offers free, simple instructions for inspections and space guard installation for homeowners who prefer, due to COVID-19 or other concerns, to install free space guards themselves.

More information about the Program, including a powerful video that illustrates the seriousness of the entrapment hazard and the value of space guards in reducing that hazard, is available at <https://www.homeelevator-safety.com>.

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If you have any questions or would like any further information about gap spaces in residential elevator installations or the thyssenkrupp Access Corp. Home Elevator Safety Program, please visit <https://www.homelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

thyssenkrupp Access Corp.
c/o Administrator
P.O. Box 6454
Portland, OR 97228-6454
info@homelevator-safety.com
800-285-9862 (phone)
833-406-1838 (fax)

July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MICHELLE B. SANTOS
Commissioner of Insurance
Department of Revenue & Taxation
Regulatory Division
PO Box 23607
GMF Barrigada, GU 96921

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable EDWARD DELEON GUERRERO
Commissioner of Insurance
Commonwealth N Mariana Islands Dept Comm.
Office of the Insurance Commissioner
PO Box 5795 CHRB
Saipan, MP 96950

Dear Commissioner:

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable MARIANO A. MIER ROMEU
Commissioner of Insurance
Office of the Commissioner of Insurance
Edificio World Plaza
268 Munoz Rivera Avenue
San Juan, PR 00918

Dear Commissioner:

We are writing to seek your assistance in protecting residents of your state from a serious hazard associated with residential elevator installations. Specifically, some elevators may have been installed with excessive space between the hoistway door (the door that allows access to the elevator from a hallway) and the elevator car door or gate (the door or gate inside the elevator cab, which is typically an accordion door or gate). This space is commonly known as the gap space. In some cases, elevator installers have left a gap space large enough to allow a child to fit between the closed doors. If a child becomes trapped in the gap space when the elevator is called to another floor, the child may be dragged inside the hoistway and crushed against the next floor's sill. Children have been seriously injured and even killed in these incidents.

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July 9, 2021

IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

The Honorable TREGENZA A. ROACH
Commissioner of Insurance
Office of the Lieutenant Governor
Division of Banking Insurance & Financial Reg.
1131 King Street 3rd Floor Suite 101
Christiansted St. Croix, VI 00820

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