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**IMPORTANT SAFETY INFORMATION
RECALL TO INSPECT HOME ELEVATORS**

NOTICE OF RECALL TO INSPECT HOME ELEVATORS

Dear Dealer:

Our records indicate that you have previously provided us with contact information for homeowners whose homes may have elevators manufactured by thyssenkrupp Access Corp. (TKA), now known as TK Access Solutions Corp., and you have our sincerest thanks for your participation in the thyssenkrupp Access Corp. Home Elevator Safety Program. We are writing to let you know that, in cooperation with the U.S. Consumer Product Safety Commission (CPSC), TKA is now conducting a Recall to Inspect home elevators it manufactured between 1996 and 2012 to address a serious potential safety hazard. The Recall to Inspect involves the following model names: Chapparral, Destiny, LEV, LEV II, LEV II Builder, Rise, Volant, Windsor, Independence, and Flexi-Lift.

To help in this Recall to Inspect, if you have identified any additional homeowners who may have TKA elevators installed in their homes, we ask that you provide us with their contact information, as well. You can do so by registering in the dealer link to our website, www.homelevator-safety.com, which offers a convenient way to upload homeowner contact information: **<https://www.homelevator-safety.com/Dealer>**. Alternatively, please contact us at 800-285-9862 or email us at info@homelevator-safety.com to provide any of the information requested or if you have any questions. We also ask that you send the enclosed letter to all homeowners who purchased TKA elevators—and re-send it four weeks later if you have not received a response—and confirm to us that you have sent the letters and the addresses you have sent them to.

Please note that the website URL, toll-free number, dealer portal and program administrator have not changed. Please confirm that you have notified homeowners by replying to the email accompanying this letter (or by emailing info@homelevator-safety.com if you received this letter in the mail). Through this Recall to Inspect, TKA will continue to offer homeowners free inspections, and free space guards (including free installation) at TKA's expense and **at no cost to dealers**. We truly thank you for helping us alert homeowners about this hazard and inviting them to participate in this Recall to Inspect.

Best regards,
thyssenkrupp Access Corp.

Enclosure: Notice to Homeowners