

# Home Elevator Safety Program Launches With Free Inspection, Space Guards

Homelevator-Safety.com Website, 800 Number Available to Help Homeowners Address Installation Issues with thyssenkrupp Access Corp. Elevators

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NEWS PROVIDED BY  
**thyssenkrupp Access Corp. →**  
Feb 16, 2021, 12:16 ET

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PORTLAND, Ore., Feb. 16, 2021 /PRNewswire/ -- thyssenkrupp Access Corp. today announced the launch of a free home elevator safety program for individuals with an elevator produced by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator that may have been installed with an excessive gap space.

Home elevators can significantly enhance personal accessibility and mobility but, if installed incorrectly, they can also pose a potential safety hazard to children. With that in mind, homeowners with these products should be aware of the following facts:

- Home elevators like the ones designed and manufactured by thyssenkrupp Access Corp. are not typically subject to a post-installation inspection process by state and local authorities having jurisdiction. Accordingly, there's no independent oversight to ensure their proper and safe installation.
- Each entry to a home elevator has two doors – the door to the elevator car itself, which moves up and down the shaft with the elevator, and the "hoistway" door, which is stationary and attached to a frame leading to a room or hallway in your house. Installations that resulted in an excessive gap between these two doors (the "gap space") could allow a child to become entrapped and suffer serious injury or death.
- A space guard installed on the backside of your hoistway door can reduce that excess gap space to help protect children.

Homeowners with a thyssenkrupp Access Corp. elevator can now go to Homelevator-Safety.com or call our new toll-free number at 1-800-285-9862 to schedule a free home inspection. thyssenkrupp Access Corp. will send a contractor to measure the gap space and then install a free space guard if needed.

**Remember, any homeowner whose home elevator has an excess gap space should take steps to prevent children from accessing their elevator. Never allow children to use, ride or play around a home elevator without adult supervision under any circumstances.**

The Home Elevator Safety Program builds on thyssenkrupp Access Corp.'s previous "homeSAFE" campaign to call attention to the potential hazard posed by installation that resulted in an excess gap space and offer homeowners with a thyssenkrupp Access Corp. home elevator a way to reduce the gap space. Space guards reduce the gap space but may not eliminate the gap altogether. Home elevator requirements vary by state and locality; thyssenkrupp Access Corp. does not guarantee that space guards comply with all codes and standards.

*thyssenkrupp Access Corp. is a stand-alone company that designed and manufactured elevators only for home use and it should not be confused with other companies that sell, install, and modernize elevators in settings such as low and high rise commercial and residential buildings that are subject to inspections by applicable authorities having jurisdiction. The home elevator products designed and manufactured by thyssenkrupp Access Corp. met all applicable safety codes when sold. Our free space guard program is intended to address issues with installations that resulted in an excess gap space.*

*Despite the fact that thyssenkrupp Access Corp. ceased manufacturing, selling and distributing new products in the United States in 2012, we take our commitment to enhancing homeowner safety very seriously. For that reason we want to help homeowners verify whether or not their home elevators manufactured by thyssenkrupp Access Corp. and its predecessors - thyssenkrupp Access Manufacturing, LLC, Access Industries, and National Wheel-O-Vator - may have been installed with an excessive gap space and, if so, offer an option to homeowners to reduce that risk.*

*To determine whether or not your home elevator was manufactured by any of the companies listed above we recommend that you check your owner's manual or contact the dealer who originally sold you that equipment.*



# thyssenkrupp Access Corp. Home Elevator Safety Program

If you are a U.S. homeowner equipped with an elevator model furnished by "thyssenkrupp Access", act now to protect children from an entrapment risk.

## Protect Children From a Dangerous Gap Between Home Elevator Doors

Home elevators are an important accessibility feature in many homes. However, children may become entrapped and suffer serious injury or death if a home elevator was installed with excessive space between the hoistway door and the elevator car door/gate (the "Gap Space"). Children have been seriously injured or killed in residential elevator entrapment incidents when installations failed to meet elevator safety standards or code requirements at the time of installation.



### 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.
- If your home elevator has excessive Gap Spaces, take steps to block children from accessing it until you are able to arrange for installation of Space Guards or other measures to reduce the Gap Space.
- Please click [here](#) for more information about the steps that you need to take to reduce the Gap Space.
- Take steps to protect children even if children do not live in your home. Children have been seriously injured or killed in vacation rentals or while visiting grandparents' homes equipped with an elevator.
- Never let a child ride in an elevator without an adult, and do not let children play on or around an elevator.

## Thank you for visiting our website.

If you do not have a thyssenkrupp Access Corp. elevator installed in your home, we encourage you to immediately contact the manufacturer of your home elevator, or a local elevator dealer or service technician, to help you determine if additional safety measures are needed to help protect children from a dangerous potential entrapment hazard. **NEVER** let children use any home elevator unsupervised or play on or around any elevator.

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Important Information

The video below illustrates how this child entrapment hazard may occur.

Video material not displayable in printed format.  
Video viewable by visiting <http://homelevator-safety.com>.

09:44



### 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.
- If your home elevator has excessive Gap Spaces, take steps to block children from accessing it until you are able to arrange for installation of Space Guards or other measures to reduce the Gap Space.
- Please click [here](#) for more information about the steps that you need to take to reduce the Gap Space.
- Take steps to protect children even if children do not live in your home. Children have been seriously injured or killed in vacation rentals or while visiting grandparents' homes equipped with an elevator.
- Never let a child ride in an elevator without an adult, and do not let children play on or around an elevator.

If you are a U.S. homeowner equipped with an elevator model furnished by ThyssenKrupp Access Manufacturing, LLC, ThyssenKrupp Access Corp., Access Industries, or National Wheel-O-Vator (jointly "thyssenkrupp Access"), please [contact](#) thyssenkrupp Access right away at 1-800-285-9862. We will arrange for a contractor to measure the Gap Space at each entrance to your elevator in order to determine the need for Space Guards. If needed, we will provide and pay for installation of a free Space Guard for each entrance to help reduce the Gap Spaces between the hoistway door and the elevator car door and lessen the risk of child entrapments.

**Important Notice:** Space Guards cannot take the place of careful adult supervision whenever children may be on or near an elevator. Never let a child ride an elevator without an adult, and don't let children play in or around an elevator.

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.



# Thank you for visiting our website.

If you do not have a thyssenkrupp Access Corp. elevator installed in your home, we encourage you to immediately contact the manufacturer of your home elevator, or a local elevator dealer or service technician, to help you determine if additional safety measures are needed to help protect children from a dangerous potential entrapment hazard. **NEVER** let children use any home elevator unsupervised or play on or around any elevator.

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Frequently Asked Questions

1. What is the "Gap Space"?
2. What do the terms "hoistway door," "elevator car door or gate" and "landing sill" mean?
3. Who is responsible for home elevator installations?
4. Why is thyssenkrupp Access offering this Home Elevator Safety Program?
5. How will I know if I qualify for a free inspection to assess if installation of a Space Guard is recommended to reduce the Gap Space?
6. How can I request a free inspection of the Gap Space in my home elevator?
7. I don't have children living with me. Do I really need to worry about the Gap Space?
8. What action should I take while waiting for the inspection?

9. What else do I need to know?
10. What codes and standards apply to home elevators?
11. Do updated elevator safety standards automatically become law?
12. Are home elevators subject to state or local mandatory inspections?
13. Is there only one code that applies to new and already-installed home elevators?
14. What requirements apply to new elevators?
15. How does the code for existing installations cover the Gap Space?
16. What Space Guard sizes are available?
17. What are the weights of the Space Guards?

### 1. What is the "Gap Space"?

The Gap Space is the space between the **hoistway door** and the **elevator car door or gate**, or the **landing sill** and elevator car door or gate. If this gap is too large, a child could become entrapped and suffer serious injury or death.

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### 2. What do the terms "hoistway door," "elevator car door or gate" and "landing sill" mean?

The "HOISTWAY DOOR" is the exterior door that leads from the hallway to the elevator car. There is one hoistway door at every floor served by the elevator (and at every elevator entrance, if there is more than one entrance at any floor, such as a front and rear entrance).

The "ELEVATOR CAR DOOR" or "GATE" is attached to the elevator car itself. It often is a folding "accordion" door or "scissor" gate.

The "LANDING SILL" is the space between the inside of the hoistway door and the edge of the landing.

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### 3. Who is responsible for home elevator installations?

Generally, installation of home elevators is the responsibility of elevator installers, working in conjunction with home builders and general contractors. Companies that produce elevator components do not typically oversee installation.

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### 4. Why is thyssenkrupp Access offering this Home Elevator Safety Program?

Home elevators may have been installed in a manner that allows excess space between the hoistway door and elevator car door or gate large enough for a child to enter and potentially become entrapped (Gap Space). Entrapment between the hoistway door and elevator car door may result in serious injury or death. To thyssenkrupp Access's knowledge, every



instance of child entrapment within the Gap Space between the hoistway door and elevator car door in home elevators involved installations that did not comply with the 3 inch/5 inch rule in place for the period during which thyssenkrupp Access offered home elevator components.

Although elevator installations are typically the responsibility of builders and elevator installers, thyssenkrupp Access Corp. is committed to safety. While thyssenkrupp Access has not manufactured or sold home elevators in the U.S. since 2012, thyssenkrupp Access has previously offered educational information on the importance of addressing the Gap Space, endorsed applying a reduced distance of 4 inches to evaluate the gap between the hoistway door and the elevator car door (even before the American Society of Mechanical Engineers [ASME] Code for new elevator installations was updated in 2016 to use that distance), and offered Space Guards at a discount to homeowners. To further aid homeowners, thyssenkrupp Access is now offering to inspect elevator Gap Spaces, and, if necessary, install Space Guard(s) free of charge to reduce the potential risks associated with mis-installation of home elevators. This enhanced program, which builds on the Company's earlier space guard program launched in 2014, was announced on February 26, 2021 in a nationally-distributed press release: Home Elevator Safety Program Launches With Free Inspection, Space Guards ([prnewswire.com](https://prnewswire.com)).

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**5. How will I know if I qualify for a free inspection to assess if installation of a Space Guard is recommended to reduce the Gap Space?**

Homeowners who currently have any of the following thyssenkrupp Access residential elevator models furnished by ThyssenKrupp Access Manufacturing, LLC, ThyssenKrupp Access Corp., Access Industries, or National Wheel-O-Vator (jointly "thyssenkrupp Access") are included in this Safety Program:

- Chaparral
- Destiny
- LEV
- LEV II
- Rise
- Volant
- Windsor

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**6. How can I request a free inspection of the Gap Space in my home elevator?**

Please contact an agent toll-free at 1-800-285-9862. You will be required to furnish proof that your home has an affected thyssenkrupp Access model elevator to qualify. The model name and serial number of your home elevator can be found in the manual that was provided with your elevator.

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**7. I don't have children living with me. Do I really need to worry about the Gap Space?**

Yes. It is essential to take these steps to protect children, even if children do not live in your home. Children have been killed or injured in vacation rentals and while visiting grandparents' homes furnished with an elevator.

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**8. What action should I take while waiting for the inspection?**

Homeowners should never let children access or use an elevator without adult supervision. If your home elevator has an excessive Gap Space, block children from accessing elevators with excess Gap Space until you are able to arrange for installation of a space guard or other measures to reduce the Gap Space.

Prevent children from accessing the elevator until Space Guards or other measures are in place to reduce the Gap Space.

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**9. What else do I need to know?**

Space Guards are intended to reduce the Gap Space between hoistway doors and elevator car doors or gates, lowering the risk of child entrapment. thyssenkrupp Access Corp. 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 allow a child to ride in an elevator without an adult, and don't let children play on or around an elevator.



[Back To Top](#)**10. What codes and standards apply to home elevators?**

There is no national law governing the manufacture and installation of home elevators. Instead, laws and regulations governing the design, installation, and inspection of home elevators vary from one state and locality to another. The laws that govern home elevators are not the same as the ones that govern commercial elevators. Nevertheless, voluntary national safety standards have been developed addressing various aspects of home elevators, principally through the ASME. Those standards are reviewed, revised, and updated on an ongoing basis. Standards applicable to *new* elevators are separate from those addressing potential modifications to *already-existing* elevators.

[Back To Top](#)**11. Do updated elevator safety standards automatically become law?**

No, voluntary national elevator safety standards (and revisions) do not automatically become law as they are developed and updated. Rather, state and local authorities in each jurisdiction choose whether to adopt the national elevator safety standards as part of their local building codes, as well as what parts of the standards they adopt. They may adopt the national standards in whole, in part, or not at all. Jurisdictions that incorporate national standards into their own laws can retain past versions indefinitely or they can update local laws and regulations from time to time to keep pace with revisions of the national standards. They can also depart from specific aspects of the voluntary standard.

This discretion given to local authorities leads to a varied "patchwork quilt" of laws governing home elevators from one state or locality to another. It is not feasible to briefly summarize the precise standards that apply to home elevators in every locality. Every owner and installer of a home elevator should become familiar with (and comply with) the relevant requirements established by the "Authority Having Jurisdiction" (AHJ) in their locale.

[Back To Top](#)**12. Are home elevators subject to state or local mandatory inspections?**

While state and local laws and codes require inspections of electrical systems, many states do not require regular, comprehensive inspections of home elevators. This is different from the situation with commercial elevators; commercial elevators must be installed by a licensed installer and must be inspected both at installation and periodically thereafter.

[Back To Top](#)**13. Is there only one code that applies to new and already-installed home elevators?**

No. ASME sponsors two elevator safety codes that address the manufacture and installation of elevators, one for new elevators and one for elevators already installed in a home. Generally speaking, the voluntary national standards regarding newly installed home elevators are found in the ASME A17.1 *Safety Code for Elevators and Escalators*. thyssenkrupp Access Corp. designed and manufactured elevators to meet ASME 17.1 through the period that it offered home elevators (until 2012). The standards applicable to existing elevators are found in the ASME A17.3 *Safety Code for Existing Elevators and Escalators*. Not every jurisdiction has adopted either of these codes, but far more jurisdictions have adopted the standards governing new elevator installations than those pertaining to existing elevators.

[Back To Top](#)**14. What requirements apply to new elevators?**

For *newly installed* home elevators, the A17.1 Safety Code has always provided guidance on two key dimensions affecting the Gap Space between the hoistway door and car door or gate: (1) the maximum distance between the hoistway door and the landing sill, as well as (2) the overall clearance between the hoistway door and the car door or gate. For many years, that provision stated, "The clearance between the hoistway doors or gates and the hoistway edge of the landing sill shall not exceed 75 mm (3 in). The distance between the hoistway face of the landing door or gate and the car door or gate shall not exceed 125mm (5 in)." This was the origin of the so-called "3 and 5 [inch] rule" that companies offering home elevators, including thyssenkrupp Access Corp. (thyssenkrupp Access), urged installers to follow during the period when it sold them. In thyssenkrupp Access' case, it ceased offering home elevators in 2012.

More recently, in 2016 (years after thyssenkrupp Access had stopped making home elevators), the A17.1 Safety Code was modified to reduce the maximum Gap Space clearances on new home elevators as an added precautionary measure to lessen the potential for entrapment. The modified provisions limited the distance between the hoistway door and the hoistway edge of the landing sill to 0.75 in. (19 mm). Those revised provisions also reduced the allowable distance between the landing door and a folding car door or gate (including the recesses in a folding gate), such that a four-inch diameter ball cannot fit between them when both are closed. The revisions added other criteria, such as a requirement for stiffness (deflection) of the car door or gate.





During the period in which thyssenkrupp Access sold elevator components for installation in residences, it recommended that installers adhere to the 3- and 5-inch rule set forth in the ASME Code in place at the time elevators were installed. However, thyssenkrupp Access recommends that homeowners seek to reduce the Gap Space to meet the  $\frac{3}{4}$  inch and 4-inch rule in the current standard to provide an added measure of safety.

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#### 15. How does the code for existing installations cover the Gap Space?

As noted, a separate voluntary standard, ASME Code A17.3, contains corresponding Gap Space recommendations for *existing* home elevators. Section 10.1.4.2, through amendments adopted in 2017, calls for reducing the distance between a hoistway door and the edge of the landing sill to 0.75 inch (19 mm), and the distance, including recesses, between the hoistway face of the landing door and the car door or gate to 4 inches (100 mm). ASME A17.3 has been adopted in far fewer jurisdictions than the standard for new installations, ASME 17.1.

Installation of Space Guards can be an important step to reduce an excessive Gap Space that could cause dangerous or deadly child entrapment. It is important for homeowners to know that modifying existing elevators to meet *all* the criteria of the ASME code for existing installations might require much more extensive modification and renovation than just installing Space Guards. Installation of Space Guards is intended to reduce the Gap Space to lessen the chance of a child entrapment incident but will not assure compliance with all provisions of ASME Code A17.3. Elevator owners should determine what requirements their own local authorities have adopted regarding inspecting and reducing excessive Gap Space in home elevators. If any further modifications are necessary, the owner should contact a qualified elevator contractor to take the steps needed to ensure compliance with all applicable safety requirements, and to advise them about other possible options that might help to reduce the risk of child entrapments.

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#### 16. What Space Guard sizes are available?

Measure the width of your hoistway door from edge to edge. (Please note that you should measure the width of the door itself rather than that of the doorway.) Space Guards are available in standard widths of 32 inches and 36 inches. If neither of those widths are suitable for your door size, please contact us for further assistance at 1-800-285-9862.

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#### 17. What are the weights of the Space Guards?

15 pounds each.

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To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Newsroom



thyssenkrupp Access Corp

8 July 2021

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PR Newswire

16 February 2021

### Home Elevator Safety Program Launches With Free Inspection, Space Guards

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## Media Contact

All media inquiries should be addressed to:

Howard Fencil  
Thom Fladung  
☎ 1-216-321-7774  
✉ [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Important Documents

For additional information, please see the video and/or select from the documents listed below.

### Safety Information and Measurement Video

#### Homeowners

- [Gap Space Measuring Instructions](#)
- [Home Elevator Safety Program Information Sheet](#)
- [Homeowner Safety Notice](#)
- [Homeowner Safety Notice Packet](#)

#### Dealers

- [Dealer Safety Notice](#)
- [Dealer Safety Notice Packet](#)
- [Space Guard Installation Instructions](#)

#### Other Home Elevator Safety Program Documents

- [Insurance Commissioner Letters](#)
- [Airbnb Letter](#)
- [Vrbo Letter](#)

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Affected Products

If your home is equipped with any of the following elevators, you qualify for our **free Space Guard Program**:

Chaparral	Destiny
LEV	LEV II
Rise	Volant
Windsor	

Model information appears on the installation manual which should be permanently retained with your home elevator. Only thyssenkrupp Access elevators installed with a hoistway may qualify for our free Space Guard program. If you believe you have a thyssenkrupp Access elevator installed with a hoistway that is not on the above list, please [contact](#) us at 1-800-285-9862 (Toll-Free).

thyssenkrupp Access encourages you to contact us to arrange for a contractor to measure the Gap Spaces on your elevator and then install Space Guards, if warranted. However, if you cannot contact us and/or wish to make your own repairs, please follow the instructions, available [here](#), for measuring the gap between the hoistway door and the elevator car door/gate on each floor served by the elevator.

Please Note: Only thyssenkrupp Access elevators installed with a [hoistway](#), may qualify for our free Space Guard program.



### 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.
- If your home elevator has excessive Gap Spaces, take steps to block children from accessing it until you are able to arrange for installation of Space Guards or other measures to reduce the Gap Space.
- Please click [here](#) for more information about the steps that you need to take to reduce the Gap Space.
- Take steps to protect children even if children do not live in your home. Children have been seriously injured or killed in vacation rentals or while visiting grandparents’ homes equipped with an elevator.
- Never let a child ride in an elevator without an adult, and do not let children play on or around an elevator.

### Thank you for visiting our website.

If you do not have a thyssenkrupp Access Corp. elevator installed in your home, we encourage you to immediately contact the manufacturer of your home elevator, or a local elevator dealer or service technician, to help you determine if additional safety measures are needed to help protect children from a dangerous potential entrapment hazard. **NEVER** let children use any home elevator unsupervised or play on or around any elevator.

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Register

Due to the continued effects of the COVID-19 pandemic, our ability to send a contractor to visit homes to inspect installation(s) and, as needed, install Space Guards may be delayed.

### Homeowners


If your thyssenkrupp Access elevator was installed with excessive Gap Spaces, we will arrange to provide and install Space Guards at no cost to you. You may use this online form to register your elevator and also request to have a contractor measure the Gap Space at each entrance to your elevator in order to determine the need for Space Guards.

To register, you will be **required** to provide the property address in which the elevator is installed, the manufacturer, model, and serial number of said elevator. The manufacturer, model and serial number can be found in your manual. Please have this information handy when you register. If you cannot locate this information, please email us at [info@homelevator-safety.com](mailto:info@homelevator-safety.com) or call us at 1-800-285-9862 (Toll-Free).

### Dealers/Installers

If your company potentially installed thyssenkrupp Access elevators with a hoistway, please register with us and provide any documentation you can about affected owners. We will contact them on your behalf.

To register, you will be **required** to upload documentation regarding potential homeowners.

 Any documentation that is provided should be clear, readable copies, as nothing will be returned to you. Acceptable files for online filing must be no larger than 20MB and in one of the following formats: jpg, jpeg, png, gif, tif, tiff, doc, docx, xls, xlsx, pdf, txt, rtf, or zip.

If you would like to register by email or mail, please send your information and all applicable documentation to:

thyssenkrupp Access Safety Program  
c/o Administrator  
P.O. Box 6454  
Portland, OR 97228-6454  
[info@homelevator-safety.com](mailto:info@homelevator-safety.com)

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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# thyssenkrupp Access Corp. Home Elevator Safety Program

## Contact


If you have any questions regarding this program, and/or want to contact us to arrange for a contractor to measure the Gap Spaces on your elevator, you may reach us at the following:

Due to the continued effects of the COVID-19 pandemic, our ability to send a contractor to visit your home to inspect your installation(s) and, as needed, install Space Guards may be delayed.

 Email Us:  
[info@homelevator-safety.com](mailto:info@homelevator-safety.com)

 Call Us:  
~~1-800-285-9862~~ 1-800-285-9862 (Toll-Free)  
Call Center Hours: 9 a.m. - 5 p.m. EST  
Monday - Friday except Holidays

 Fax Us:  
1-833-406-1838

 Write Us:  
thyssenkrupp Access Safety Program  
c/o Administrator  
P.O. Box 6454  
Portland, OR 97228-6454

Please ensure that you include your name and your return address on all correspondence.

### Send Us a Message:

Message

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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**IMPORTANT SAFETY NOTICE**

Re: **IMPORTANT SAFETY NOTICE – thyssenkrupp Access Corp. Home Elevator Safety Program**

You are receiving this **IMPORTANT SAFETY NOTICE** as a former dealer of thyssenkrupp Access Corp. or one of its related companies.

thyssenkrupp Access Corp. (“thyssenkrupp Access”) is attempting to contact every U.S. homeowner with an elevator produced by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator (jointly “thyssenkrupp Access”). **We are asking for your help in contacting those owners to inform them of a potential hazard to children who may become entrapped between the hoistway door and car door or gate of a home elevator. We will arrange for a contractor to measure the Gap Spaces at each entrance of those home elevators, assess the need for Space Guards to reduce the potential for child entrapment, and, if needed, provide and install a free Space Guard for each entrance with an excessive Gap Space.**

This safety campaign supplements our previous “homeSAFE” campaign to address and call attention to this potential hazard. **Please read the following additional information and then reply as requested** and contact us if you have any questions about this safety campaign.

Background: Over the course of the last several years, thyssenkrupp Access has learned that many of its home elevators may have been installed in such a manner as to permit excessive clearances between hoistway doors and elevator car doors/gates. While the ASME A17.1 code has permitted maximum clearances of 5 inches in the past, serious concerns have been raised about the safety of this spacing. Over the last several years, thyssenkrupp Access has become aware of several incidents where children were or could have been seriously injured or killed in a thyssenkrupp Access home elevator due to the elevator being installed with excessive clearances between the hoistway door and elevator car door/gate (the “Gap Space”). While in each such instance the installation resulted in clearances greater than the 5 inches maximum allowable under A17.1 standards, thyssenkrupp Access is taking proactive steps to remedy elevator installations with a gap greater than 4 inches in an effort to minimize the risk of child injury or death.

From a safety perspective, a Gap Space greater than 4 inches between the interior of the hoistway door and the deepest part of the elevator car door or gate may create a serious risk of child entrapment and injury. While thyssenkrupp Access maintains that its home elevators incorporating the A17.1 standards and recommending compliance with the installation requirements were reasonably safe and in compliance with industry standards in place at the time they were designed and manufactured, thyssenkrupp Access is taking action to notify dealers and homeowners of the potential child entrapment risks associated with some installations of these elevators. In addition, thyssenkrupp Access is embarking on a Home Elevator Safety Program in an effort to perform the necessary in-home measurements to determine if elevators were installed with a Gap Space greater than 4 inches and, if so, by providing and installing **free** space guards.

As part of thyssenkrupp Access's Home Elevator Safety Program, we are putting together a database of all thyssenkrupp Access elevators that your company has supplied and/or installed, including elevators manufactured by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, and National Wheel-O-Vator. This database will only be used to notify homeowners in writing of the potential risks and solutions available. In addition, we ask you to also reach out to the homeowners as indicated below.

In addition to our effort to compile this homeowner database (solely so we can contact elevator owners to advise them of the opportunity for a free inspection and free Space Guard installation if needed), we also ask you to contact those homeowners directly about this potential hazard and our Space Guard offer.

For this Home Elevator Safety Program, we are working with an Administrator who will serve as your point of contact for this program.

**HERE IS WHAT WE NEED FROM YOU**

**FIRST:** We are asking that you provide us with any documents or databases in your possession which would identify the address location of each thyssenkrupp Access elevator you have supplied and/or installed between 1996 and 2012. If this information is readily available in spreadsheet or other electronic format, a copy of the file can be emailed to [info@homelevator-safety.com](mailto:info@homelevator-safety.com).

If this information is contained in paper form only, please fax copies of these records to 833-406-1838 or mail copies to:

thyssenkrupp Access Safety Program  
c/o Administrator  
P.O. Box 6454  
Portland, OR 97228-6454

**Your cooperation with this request is critical. Please note that your assistance will not only help protect children but may help to protect your company from future exposure to claims in the event another incident occurs. Your immediate attention to this request is therefore necessary. The information you provide will be used solely to implement and monitor the Home Elevator Safety Program.**

**SECOND:** In addition to the homeowner information requested above, we ask that you ALSO directly notify all known homeowners for whom you have supplied and/or installed thyssenkrupp Access elevators by sending the attached notice from thyssenkrupp Access, alerting them to thyssenkrupp Access's Home Elevator Safety Program and our offer to evaluate their elevator entrances and, if appropriate, to supply and install Space Guards at no cost to those owners.

Attached to this letter is a letter from thyssenkrupp Access which we ask you to send to homeowners you have worked with, along with an information sheet that provides more information on thyssenkrupp Access's Home Elevator Safety program. Remember, sending the attached notice to homeowners may help protect children from injury and may also help protect you from liability. Please send a copy to us at [info@homelevator-safety.com](mailto:info@homelevator-safety.com), or mail a copy to:

thyssenkrupp Access Safety Program  
c/o Administrator  
P.O. Box 6454  
Portland, OR 97228-6454

If you have any questions or wish to obtain additional information about thyssenkrupp Access's 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. We are sure you share our interest in helping homeowners address this important safety issue.

Sincerely yours,

thyssenkrupp Access Corp.

Enclosures

Enclosure 1: Letter to Homeowners  
Enclosure 2: Homeowner Fact Sheet

**IMPORTANT SAFETY NOTICE**

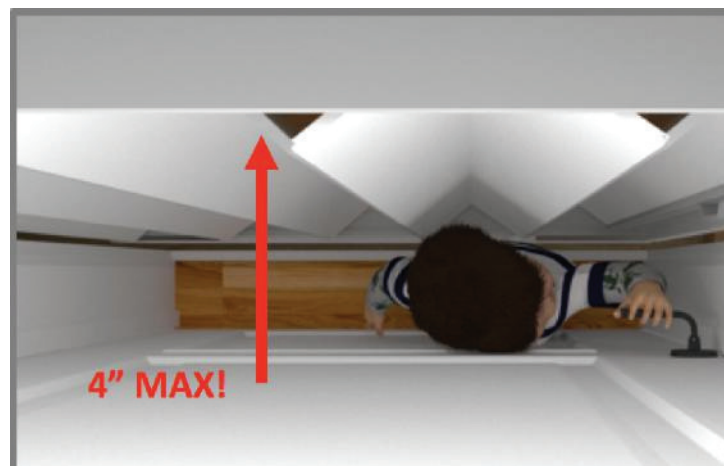
Re: **IMPORTANT SAFETY NOTICE – Home Elevator Safety Program**

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.

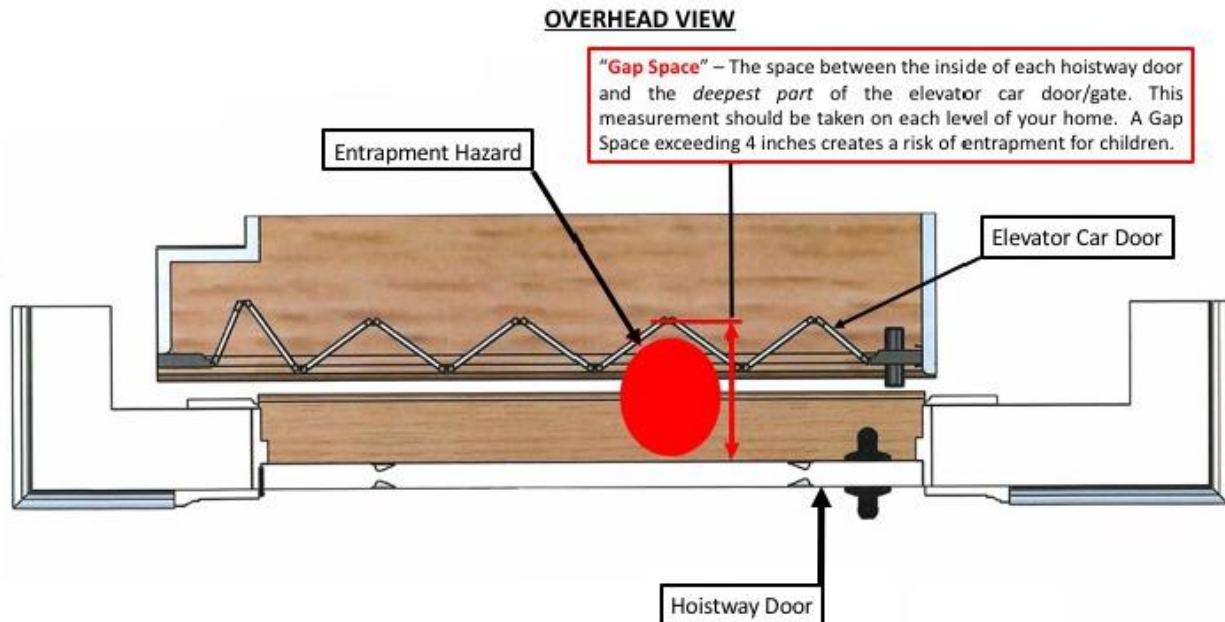
**Hoistway Door:** The hoistway door is the exterior door that leads from the hallway to the elevator car. There is one hoistway door on every floor serviced by the elevator.



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.

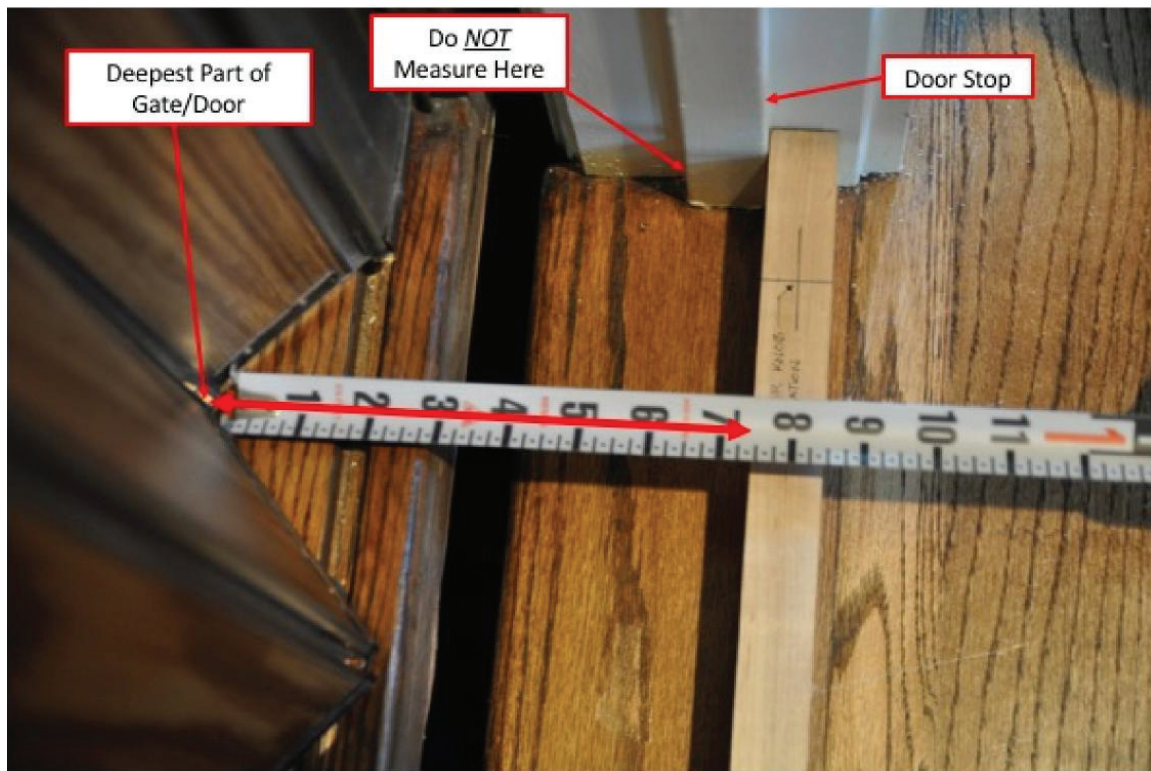
The first step is to determine whether the Gap Space in any entrance served by your home elevator exceeds 4 inches at any point. This measurement must be obtained at every floor and every entrance served by the elevator, with the elevator car at that floor, since the size of the gap may differ from floor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

# HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

## HOW TO MEASURE THE GAP SPACE

If you have a thyssenkrupp Access Corp. elevator installed in your home, we encourage you to call us at 1-800-285-9862 between 9am and 5pm Eastern to request that a contractor visit your home to take the Gap Space measurements and to install Space Guards if needed, all at no cost to you. We will arrange for a contractor to measure the Gap Space at each elevator entrance in your home. If the Gap Space at any floor or door served by your thyssenkrupp Access home elevator exceeds four inches, the contractor will take additional measurements (including door knob type, position and height, plus door and landing sill measurements) to determine (a) the correct size Space Guard(s) needed, and (b) whether you will need “spacers” to further reduce the Gap Space. If needed, thyssenkrupp Access will arrange for installation of a free Space Guard at each floor and entrance served by your elevator where there is an excessive Gap Space, at no cost to you.

If it is inconvenient or impossible for you to make those arrangements promptly, or you prefer to take the measurements and install Space Guards yourself if needed, please read the information below. Remember, you must provide detailed measurements for each elevator landing (floor) and each entrance (front and rear, if applicable) served by the elevator. If you need assistance completing the form or have specific questions, please contact us at 1-800-285-9862 or email us at [info@homeelevator-safety.com](mailto:info@homeelevator-safety.com).

### HOW TO MEASURE THE GAP SPACE:

To determine if your home elevator may need one or more Space Guards, you need detailed measurements for each elevator entrance and each landing or floor served by your elevator. Please provide all measurements to the nearest one-sixteenth (1/16) of an inch.



### Terms to understand when measuring:

The “HOISTWAY DOOR” is the exterior door that leads from the hallway to the elevator car. There is one hoistway door at every floor served by the elevator (and at every elevator entrance if there is more than one entrance at any floor).

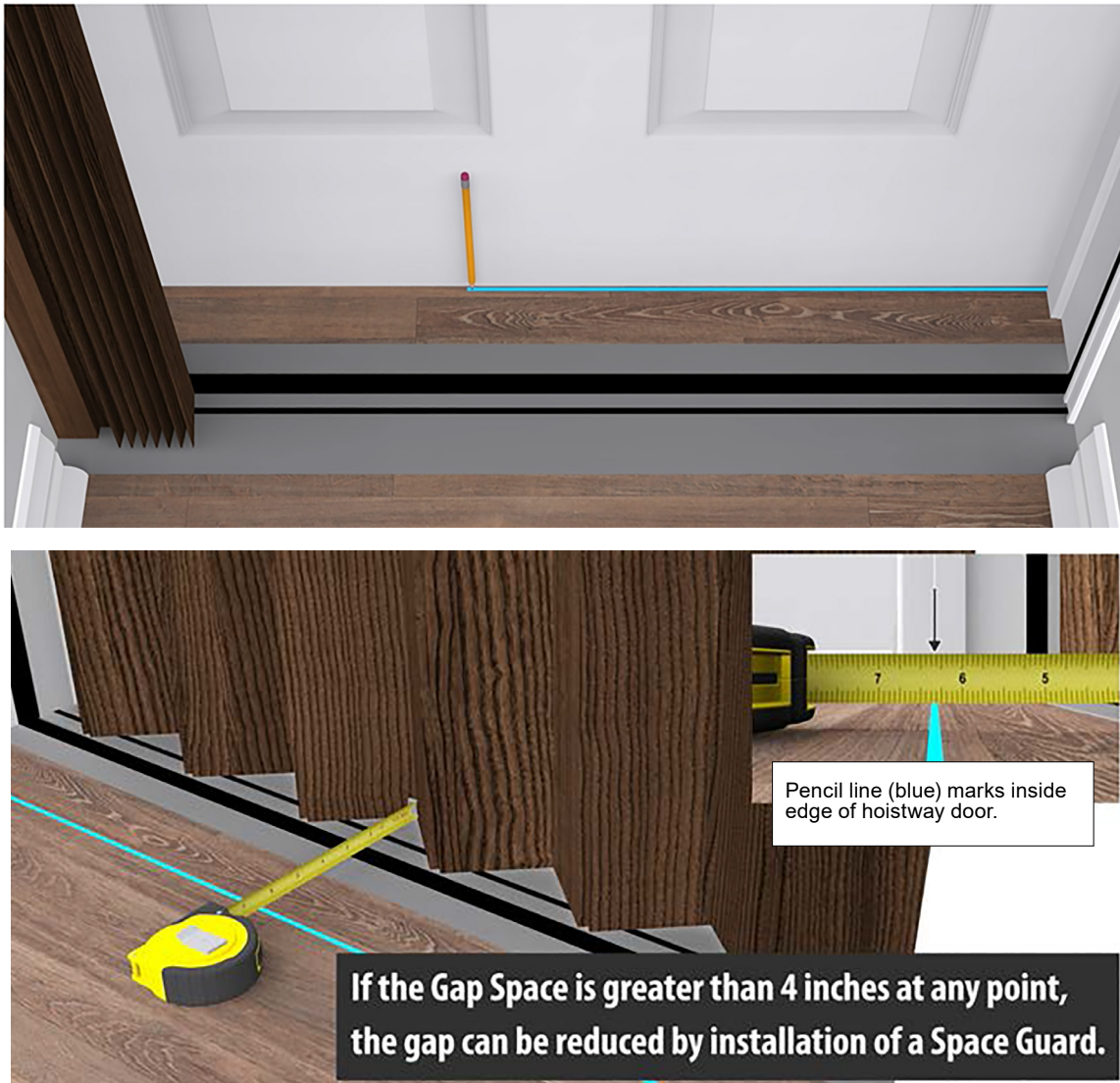
The “ELEVATOR CAR DOOR” or “GATE” is attached to the elevator car itself. It commonly is a folding “accordion” door or “scissor” gate.

The “LANDING SILL” is the space between the inside of the hoistway door and the edge of the landing.



## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

1. **GAP SPACE:** We will need the distance from the inside of the hoistway door to the farthest point on the car door or gate. Since it would not be feasible to measure this distance with both the hoistway door and car gate closed, you may find one of the following methods useful to mark the hoistway door location on the floor and then measure this distance:



- Enter the car at the entrance being measured. Close the hoistway door, but keep the car gate open. Mark a line on the floor (with tape, chalk, or other non-permanent means) directly below the inside face of the hoistway door. Then exit the car, close the car gate, and with the hoistway door still open, measure from the line you just marked to the farthest point of the car gate perpendicular to that line. (If you have an accordion gate, the farthest point will be in a “valley” of that gate.)

Even if the first measurement indicates that the Gap Space is less than four inches, take multiple measurements at different parts of the elevator car door to determine whether the Gap Space exceeds four inches **at any point**.

**If the elevator has a power-operated car door or gate that either self-closes whenever the hoistway door is closed or cannot be closed when the hoistway door is open, or you otherwise have difficulty taking these measurements, we recommend that you request that we arrange for a contractor to visit your home to check the Gap Space.**

## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

2. **DOOR KNOB TYPE:** If the door has a lever rather than a round knob, please verify that the lever is not longer than four inches. (Note: The Space Guard was designed for doors that have a round knob but may accommodate many lever-style handles. However, if the Space Guard hinders proper operation of your particular lever-style handle due to the handle's size or shape, then you might need to replace the handle with a round knob or different style handle.)



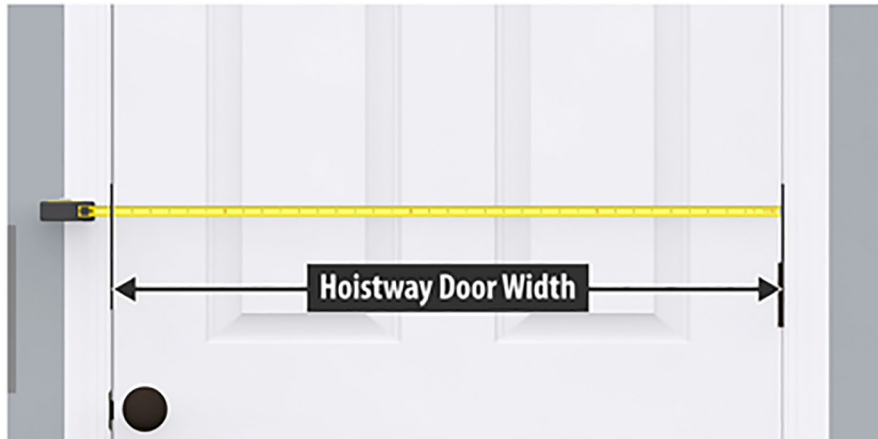
3. **DOOR KNOB HEIGHT:** At each floor with an excessive Gap Space, measure the vertical distance from the bottom edge of the door (directly beneath the door knob) to the center of the hoistway door knob (on the side of the door that faces the elevator car). (Note: Please do not make this measurement from the floor to the door knob, but only from the bottom edge of the door to the door knob.)



4. **DOOR KNOB POSITION:** Indicate whether the door knob or lever is on the left side or right side of the hoistway door, as viewed from *inside* the elevator car (that is, on the side of the hoistway door where the space guard will be mounted).

## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

5. **HOISTWAY DOOR WIDTH:** Measure the width of your hoistway door from edge to edge. (Please note that you should measure the width of the door itself rather than that of the doorway.) Space Guards are available in standard widths of 32 inches and 36 inches. If neither of those widths are suitable for your door size, please contact us for further assistance at 1-800-285-9862.



6. **HOISTWAY LANDING SILL SIZE:** Measure the distance from the inside of the hoistway door to the edge of the landing sill.



**Repeat these steps at every elevator entrance in your home.**

If you have any questions about how to take these measurements, please contact us at 1-800-285-9862.

Once you have gathered this information at each landing and entrance that has (or may have) excessive Gap Space, please complete the measurement information below and send it to [info@homelevator-safety.com](mailto:info@homelevator-safety.com). If you prefer to take measurements yourself, you can elect to request that a contractor install Space Guards free of charge. If you choose to order and install them yourself, we will send you installation instructions with your Space Guards.

## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

Please provide *each* of the requested measurements and answers regarding the Door Knob Position, Hoistway Door Width, Door Knob Height, Door Knob Type, and the Landing Sill Size for each elevator entrance in your home, including front, rear, and side entrances. All measurements should be to the nearest 1/16 inch. (If you have more than five elevator entrances, please duplicate and separately complete this form for each additional entrance.)

---

### FIRST ENTRANCE:

1. Floor/Level #: \_\_\_\_\_
  2. Floor/Level description: \_\_\_\_\_ (*i.e.*, basement, garage, main floor, top floor, etc.)
  3. Door knob position (left or right, as viewed from inside the elevator car):  
☐ Left    ☐ Right
  4. Hoistway door width (in inches): \_\_\_\_\_
  5. Height of the door knob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
  6. Door knob type (*i.e.*, round knob, horizontal straight lever, curved lever, etc.): \_\_\_\_\_  
\_\_\_\_\_
  7. Door lever not longer than 4 inches:  
☐ Yes    ☐ No    ☐ N/A
  8. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
  9. Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) *at furthest point* measured in inches: \_\_\_\_\_
- 

### SECOND ENTRANCE:

1. Floor/Level #: \_\_\_\_\_
2. Floor/Level description: \_\_\_\_\_ (*i.e.*, basement, garage, main floor, top floor, etc.)
3. Door knob position (left or right, as viewed from inside the elevator car):  
☐ Left    ☐ Right
4. Hoistway door width (in inches): \_\_\_\_\_
5. Height of the door knob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
6. Door knob type (*i.e.*, round knob, horizontal straight lever, curved lever, etc.): \_\_\_\_\_  
\_\_\_\_\_
7. Door lever not longer than 4 inches:  
☐ Yes    ☐ No    ☐ N/A
8. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
9. Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) *at furthest point* measured in inches: \_\_\_\_\_



## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

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### THIRD ENTRANCE:

1. Floor/Level #: \_\_\_\_\_
  2. Floor/Level description: \_\_\_\_\_ (*i.e.*, basement, garage, main floor, top floor, etc.)
  3. Door knob position (left or right, as viewed from inside the elevator car):  
☐ Left    ☐ Right
  4. Hoistway door width (in inches): \_\_\_\_\_
  5. Height of the door knob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
  6. Door knob type (*i.e.*, round knob, horizontal straight lever, curved lever, etc.): \_\_\_\_\_  
\_\_\_\_\_
  7. Door lever not longer than 4 inches:  
☐ Yes    ☐ No    ☐ N/A
  8. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches:  
\_\_\_\_\_
  9. Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) *at furthest point* measured in inches: \_\_\_\_\_
- 

### FOURTH ENTRANCE:

1. Floor/Level #: \_\_\_\_\_
  2. Floor/Level description: \_\_\_\_\_ (*i.e.*, basement, garage, main floor, top floor, etc.)
  3. Door knob position (left or right, as viewed from inside the elevator car):  
☐ Left    ☐ Right
  4. Hoistway door width (in inches): \_\_\_\_\_
  5. Height of the door knob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
  6. Door knob type (*i.e.*, round knob, horizontal straight lever, curved lever, etc.): \_\_\_\_\_  
\_\_\_\_\_
  7. Door lever not longer than 4 inches:  
☐ Yes    ☐ No    ☐ N/A
  8. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches:  
\_\_\_\_\_
  9. Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) *at furthest point* measured in inches: \_\_\_\_\_
-

## HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

### FIFTH ENTRANCE:

1. Floor/Level #: \_\_\_\_\_
2. Floor/Level description: \_\_\_\_\_ (*i.e.*, basement, garage, main floor, top floor, etc.)
3. Door knob position (left or right, as viewed from inside the elevator car):  
☐ Left    ☐ Right
4. Hoistway door width (in inches): \_\_\_\_\_

### HOME ELEVATOR SAFETY MEASUREMENT INSTRUCTIONS

5. Height of the door knob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
6. Door knob type (*i.e.*, round knob, horizontal straight lever, curved lever, etc.): \_\_\_\_\_  
\_\_\_\_\_
7. Door lever not longer than 4 inches:  
☐ Yes    ☐ No    ☐ N/A
8. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches:  
\_\_\_\_\_
9. Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) *at furthest point* measured in inches: \_\_\_\_\_

# Installation Instructions for Space Guards

Note 1: Space Guards may be installed by one person, but we recommend a two person installation to allow one person to aid in positioning, leveling, and holding the Space Guard while the other person attaches the Space Guard to the hoistway door.

Note 2: These instructions apply only to elevators with manually operated doors.

## YOUR SPACE GUARD KIT INCLUDES

- Space Guard(s)
- Spacers, if needed for your installation
- Screws
- Warning Sticker

**If any of these are missing, stop installation and contact us.**

## YOU WILL NEED THESE TOOLS TO BEGIN THE INSTALLATION PROCESS



BLOCK/WEDGE  
TO HOLD  
SPACE GUARD AND  
PROP DOOR



LEVEL



PENCIL



TAPE MEASURE



ELECTRIC  
SCREWDRIVER



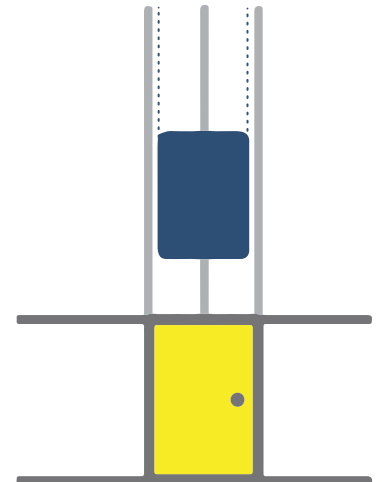
PHILLIPS  
HEAD BIT



SAFETY  
GLASSES

1

Call the elevator to the floor level where the Space Guard is to be installed.



2

Open hoistway door and prop open securely to prevent closure of the hoistway door during installation.

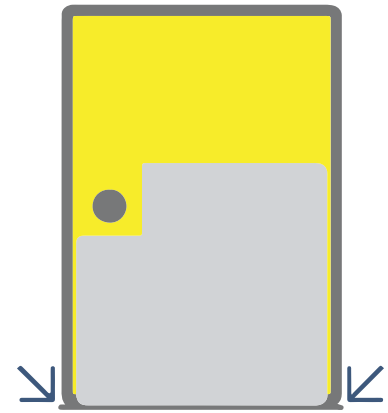


3

Remove any non-standard hardware or obstruction within the area of the Space Guard, such as pulls, hooks, or straps.

**4**

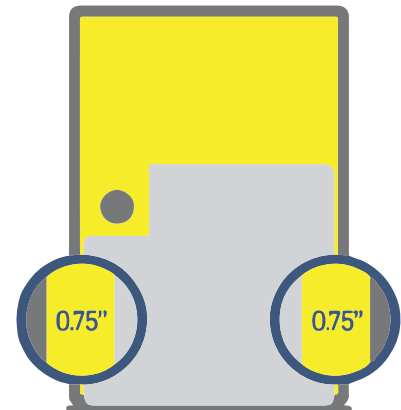
Position the Space Guard on the inside or hoistway face of the door, so that the bottom of the Space Guard is flush with the bottom edge of the door.



FLUSH WITH THE  
BOTTOM EDGE  
OF THE DOOR

**5**

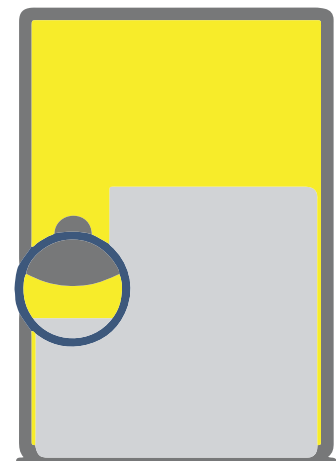
Center the Space Guard between the left and right edges of the hoistway side of the door. The spacing on the left and right sides should be equal and generally no less than 0.75 inches to allow the door to close properly.



CENTER BETWEEN  
THE LEFT AND RIGHT  
EDGES OF THE DOOR

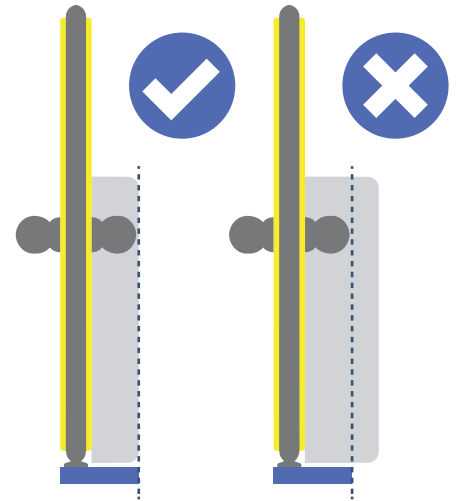
**6**

Ensure that there is adequate clearance to operate the door knob or handle without interfering with the Space Guard or pinching the user.

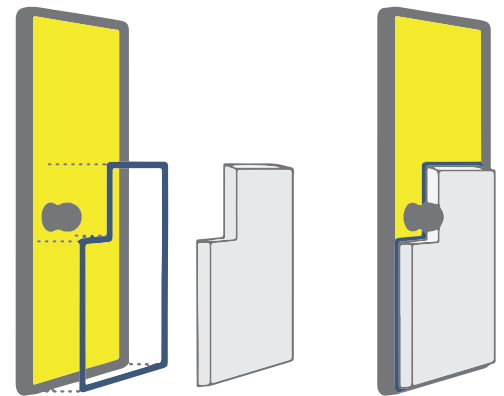


DOOR KNOB/LEVER  
HANDLE CLEARANCE

- 7** Before attaching the Space Guard, make sure it does not extend beyond the edge of the landing sill to ensure that it will not interfere with the movement of the elevator car.



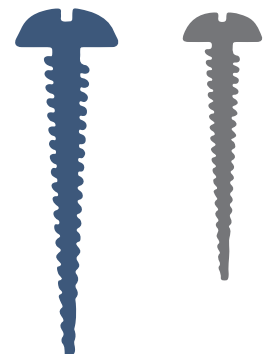
- 7.1** Spacers may be necessary to provide adequate reduction of excessive Gap Spaces. If needed, position the spacers between the Space Guard and the hoistway door prior to attaching the Space Guard.



**POSITION THE SPACERS  
BETWEEN THE SPACE GUARD  
AND THE HOISTWAY DOOR**

- 8** Starting from the bottom corner on the hinge side of the door, insert one screw using an electric screwdriver.

- Once the first screw is inserted, use a level to ensure that the Space Guard is leveled.
- While holding the Space Guard in a leveled position, insert another screw in the opposite corner of the Space Guard.
- Insert remaining screws around the flange at different locations to secure the Space Guard to the door.
- Ensure that the Space Guard is securely attached to the door.



9

Close and open the door to make sure the Space Guard does not interfere with the operation of the door or elevator.

Repeat for remaining doors with excessive Gap Spaces.



**IMPORTANT SAFETY NOTICE**

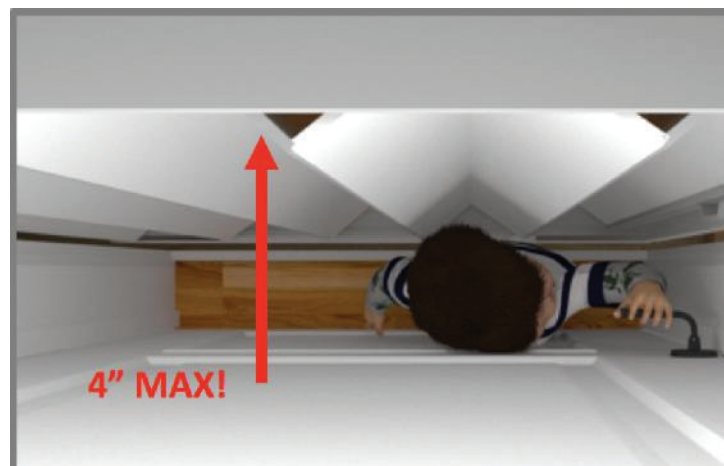
Re: **IMPORTANT SAFETY NOTICE – Home Elevator Safety Program**

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*



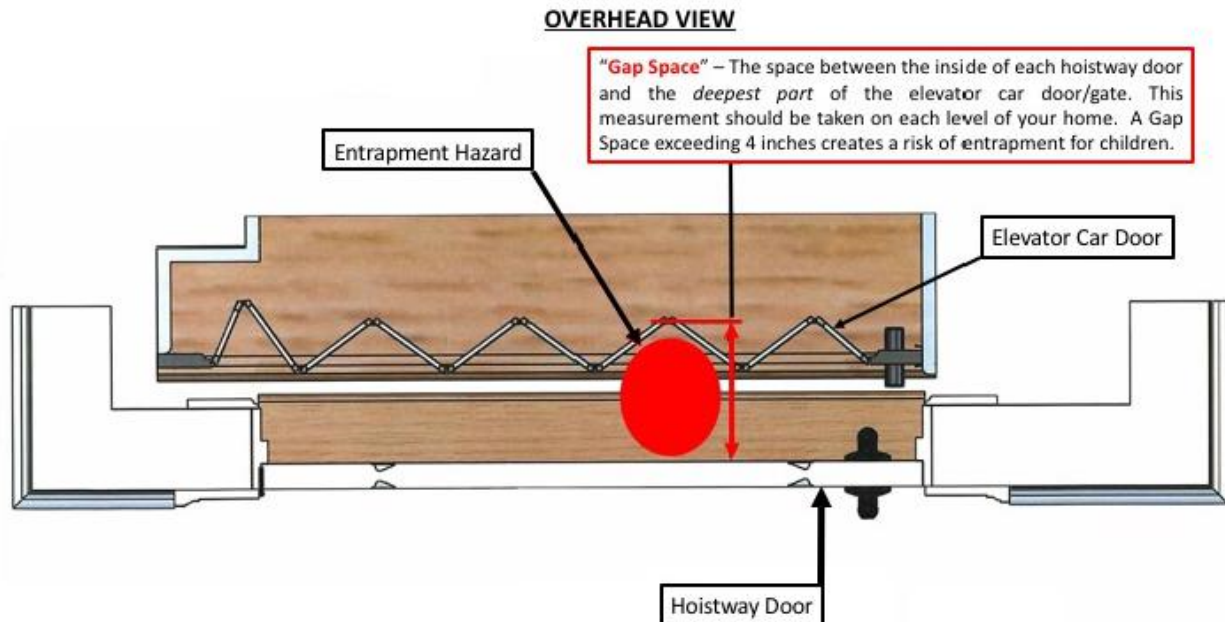
**Elevator Car Door or Gate:** The elevator car door or gate is attached to the elevator car itself, and is commonly an accordion door or a scissor gate. Some elevators have more than one entrance.

**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.

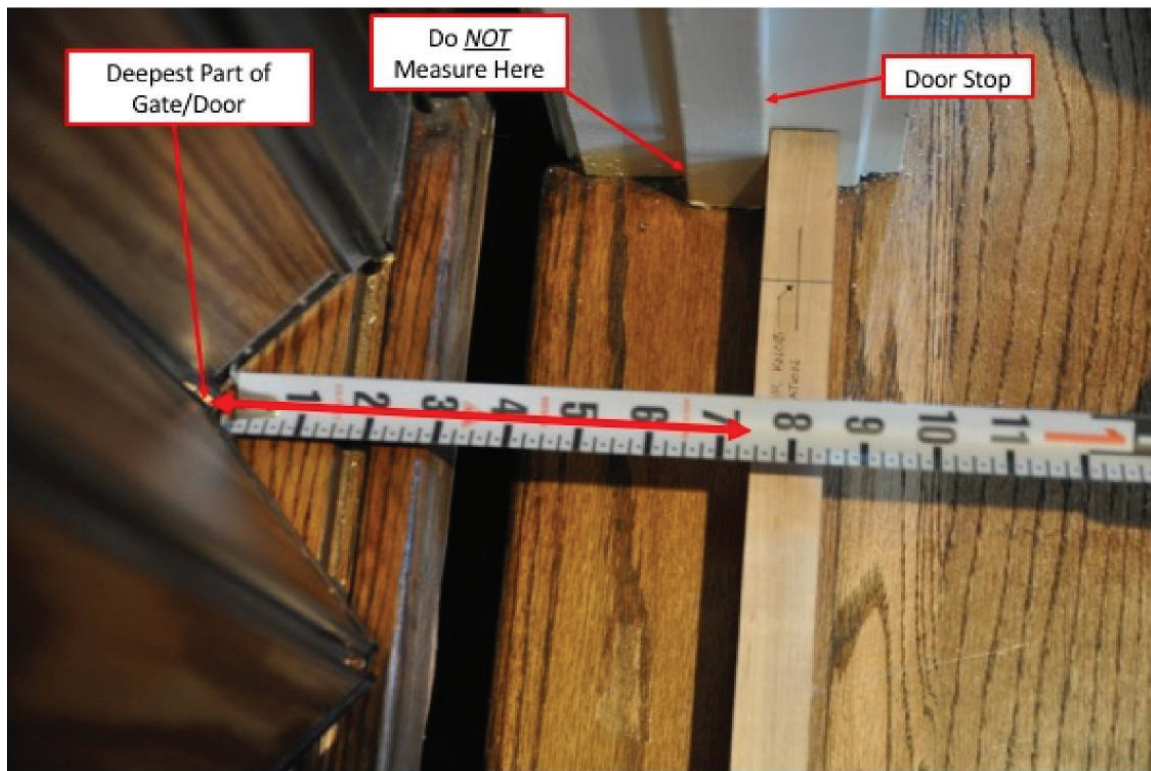
The first step is to determine whether the Gap Space in any entrance served by your home elevator exceeds 4 inches at any point. This measurement must be obtained at every floor and every entrance served by the elevator, with the elevator car at that floor, since the size of the gap may differ from floor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



# thyssenkrupp Access Corp. Home Elevator Safety Program

## Governor Correspondence

As part of the Home Elevator Safety Program, thyssenkrupp Access sent letters to the Governors of each of U.S. state and territory to seek assistance in contacting homeowners. An example of the letter is available below. To see a copy of the letter sent to specific Governors, click [here](#).

July 9, 2021

### IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION

Dear Governor:

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>.

Until it left the residential elevator business in 2012, thyssenkrupp Access delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors. Because thyssenkrupp Access cannot notify homeowners directly, thyssenkrupp Access is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access is 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 inspectors and realtors 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.homeelevator-safety.com> or reach out to us through the contacts provided below or on 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)

## State Specific Governor Letters

<a href="#">Alabama</a>	<a href="#">Idaho</a>	<a href="#">Montana</a>	<a href="#">Puerto Rico</a>
<a href="#">Alaska</a>	<a href="#">Illinois</a>	<a href="#">Nebraska</a>	<a href="#">Rhode Island</a>
<a href="#">American Samoa</a>	<a href="#">Indiana</a>	<a href="#">Nevada</a>	<a href="#">South Carolina</a>
<a href="#">Arizona</a>	<a href="#">Iowa</a>	<a href="#">New Hampshire</a>	<a href="#">South Dakota</a>
<a href="#">Arkansas</a>	<a href="#">Kansas</a>	<a href="#">New Jersey</a>	<a href="#">Tennessee</a>
<a href="#">California</a>	<a href="#">Kentucky</a>	<a href="#">New Mexico</a>	<a href="#">Texas</a>
<a href="#">Colorado</a>	<a href="#">Louisiana</a>	<a href="#">New York</a>	<a href="#">U.S. Virgin Islands</a>
<a href="#">Connecticut</a>	<a href="#">Maine</a>	<a href="#">North Carolina</a>	<a href="#">Utah</a>
<a href="#">Delaware</a>	<a href="#">Maryland</a>	<a href="#">North Dakota</a>	<a href="#">Vermont</a>
<a href="#">District of Columbia (DC)</a>	<a href="#">Massachusetts</a>	<a href="#">Northern Mariana Islands</a>	<a href="#">Virgina</a>
<a href="#">Florida</a>	<a href="#">Michigan</a>	<a href="#">Ohio</a>	<a href="#">Washington</a>
<a href="#">Georgia</a>	<a href="#">Minnesota</a>	<a href="#">Oklahoma</a>	<a href="#">West Virginia</a>
<a href="#">Guam</a>	<a href="#">Mississippi</a>	<a href="#">Oregon</a>	<a href="#">Wisconsin</a>
<a href="#">Hawaii</a>	<a href="#">Missouri</a>	<a href="#">Pennsylvania</a>	<a href="#">Wyoming</a>

[Back To Top](#)

To arrange for a contractor, call us at 1-800-285-9862 (Toll-Free).

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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>.

Until it left the residential elevator business in 2012, thyssenkrupp Access delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors. Because thyssenkrupp Access cannot notify homeowners directly, thyssenkrupp Access is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access is

**TK\_000160**



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.homeelevator-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@homeelevator-safety.com](mailto:info@homeelevator-safety.com)  
800-285-9862 (phone)  
833-406-1838 (fax)

July 9, 2021

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**

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

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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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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**TK\_000162**

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.homeelevator-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@homeelevator-safety.com](mailto:info@homeelevator-safety.com)  
800-285-9862 (phone)  
833-406-1838 (fax)

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:

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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**TK\_000164**

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.homeelevator-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  
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[info@homeelevator-safety.com](mailto:info@homeelevator-safety.com)  
800-285-9862 (phone)  
833-406-1838 (fax)

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:

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>.

Until it left the residential elevator business in 2012, thyssenkrupp Access delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors. Because thyssenkrupp Access cannot notify homeowners directly, thyssenkrupp Access is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access is

**TK\_000166**

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.homeelevator-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@homeelevator-safety.com](mailto:info@homeelevator-safety.com)  
800-285-9862 (phone)  
833-406-1838 (fax)



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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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.homeelevator-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@homeelevator-safety.com](mailto:info@homeelevator-safety.com)  
800-285-9862 (phone)  
833-406-1838 (fax)

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

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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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.

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Sincerely yours,

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



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## Home Elevator Safety Program

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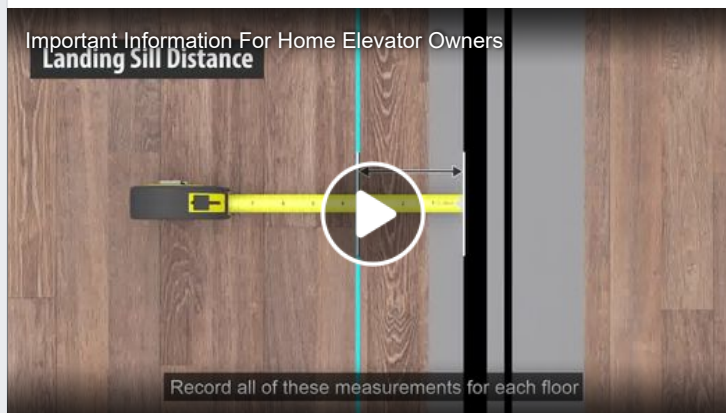
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## **CPSC LAWSUIT IGNORES HOME ELEVATOR SAFETY PROGRAM ALREADY UNDERWAY**

### *Consumer Products Safety Commission Has Refused to Lend Its Support to thyssenkrupp Access Corp. Safety Efforts in Favor of Relentless Pursuit of 'Recall'*

The administrative lawsuit filed by the Consumer Product Safety Commission (CPSC) against thyssenkrupp Access Corp. on Wednesday, July 7 puts semantics ahead of real attempts to make consumers safer while conveniently ignoring the facts that the CPSC has been fully aware of thyssenkrupp Access Corp.'s communication outreach efforts for years, and the agency has chosen to not lend its support to either the current or prior home elevator safety program. In fact, the lawsuit asks an administrative law judge to "order" a number of actions that CPSC knows thyssenkrupp Access Corp. is already taking. Despite the inaccurate implications of CPSC's press release and misleading news reports, thyssenkrupp Access Corp. is already providing free inspections, free hardware, and free installations to affected homeowners to address a hazard that CPSC knows is the result of improper third-party installations of safe, compliant elevators.

Indeed, CPSC knows that for years thyssenkrupp Access Corp. has worked to help homeowners address improper third-party installations of home elevators that were delivered to dealers by the company before it exited the residential elevator business in 2012. Elevators installed with an excessive gap space between hoistway and elevator doors create a potential child entrapment hazard, which could cause serious injuries or even death. **For years, thyssenkrupp Access Corp. has urged, and still today urges, owners of homes where any thyssenkrupp Access Corp. elevator was installed to take immediate action to prevent children from using or accessing the elevator until the home has been checked to see if there is an excessive gap space and space guards installed to reduce that gap space.** Qualifying homeowners can register for free gap space measurement assistance and free space guards to reduce excessive gap spaces at [homelevator-safety.com](http://homelevator-safety.com) or by calling, toll-free, 1-800-285-9862.

Since 2013, the CPSC has been well aware of thyssenkrupp Access Corp.'s extensive outreach efforts to alert homeowners to this installation hazard and offer space guards to reduce the gap space. And the CPSC has been fully informed of thyssenkrupp Access Corp.'s enhanced Home Elevator Safety Program, which launched in February 2021 and included a press release to alert dealers and homeowners ([Press Release](#)).

Nevertheless, rather than supporting this or our prior voluntary elevator safety initiatives, the CPSC has chosen the legal route to demand that thyssenkrupp Access Corp. conduct a "recall" - even though the elevators themselves were safe and met applicable standards at the time of delivery. Excessive gap space is created through improper installation. CPSC's action fails both to recognize the true source of the safety issue - the installation - and to acknowledge thyssenkrupp Access Corp.'s historical efforts to help homeowners make their elevators safer by taking voluntary steps to reduce the gap space - steps that CPSC itself appears to approve. For these reasons, thyssenkrupp Access Corp. cannot assent to the CPSC's demand to call its program a "recall."

Further, thyssenkrupp Access Corp. is disappointed to read press reports citing an unnamed agency official who reportedly improperly and inaccurately suggested that CPSC regulators had been spurred to action because of attempts to inspect and fix home elevators without alerting the regulators. In fact, CPSC is well aware of these voluntary efforts, and, in 2014, closed a prior investigation with no action. Now, even though nothing about the elevators has been changed since that time, CPSC is demanding a “recall” that mirrors the voluntary steps thyssenkrupp Access Corp. is already taking – steps publicly available at <https://www.homeelevator-safety.com>.

Here are other facts:

- Although thyssenkrupp Access Corp. exited the home elevator business in 2012, it began developing its homeSAFE elevator safety campaign in 2013 to help raise awareness about the safe installation, operation and maintenance of home elevators, with special focus on the need for homeowners to consider measures to reduce the gap space, such as by installing space guards.
- thyssenkrupp Access Corp. advised CPSC of its efforts to alert home elevator dealers, and to ask dealers to alert their customers, that home elevators improperly installed with an excessive gap space between the hoistway door and elevator car door could increase the risk of tragic child entrapment incidents.
- In 2014, thyssenkrupp Access Corp. briefed CPSC on the elements of the voluntary homeSAFE campaign to assist homeowners whose elevator installations may not meet applicable voluntary codes. That voluntary action, which was joined by multiple elevator industry associations, provided safety information so homeowners could assess whether their home elevators were installed with an excessive gap space. Homeowners with thyssenkrupp Access Corp. elevators were offered space guards at a discounted price. CPSC declined to join that initiative but indicated its approval of these measures, which was not a “recall.”
- Most recently, thyssenkrupp Access Corp. informed CPSC of its reinvigorated and enhanced home elevator safety campaign involving free gap space measurement and free space guards. On February 16, 2021, thyssenkrupp Access Corp. launched its Home Elevator Safety Program, an expanded version of the 2014 campaign. The company is committed to maintaining the program for at least the next five years. Full program details, including a video illustrating the potential hazard and many other important materials, are available at: <https://www.homeelevator-safety.com>. CPSC saw and reviewed these materials prior to initiating this lawsuit.
- The company invites people with a home or rental property elevator produced by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator to register at <https://www.homeelevator-safety.com> or call our toll-free number at 1-800-285-9862 to schedule a free home inspection. thyssenkrupp Access Corp. will send a contractor to measure the gap space and install free space guards if needed.
- thyssenkrupp Access Corp. has notified its former dealers, urging them to contact homeowners directly with a letter and fact sheet explaining the potential hazard and free space guard

program, and to also share homeowner information with us so we can follow-up with homeowners directly. The company is also sending these dealers follow-up notifications.

- The company plans to ask all known residential elevator dealers for their help identifying homes where a thyssenkrupp Access Corp. elevator might be installed, even if those dealers never handled a thyssenkrupp Access Corp. elevator, so that thyssenkrupp Access Corp. can contact those homeowners directly and urge them to participate in the free space guard program.

thyssenkrupp Access Corp. created Facebook and Twitter pages for the program and initiated paid media outreach to increase consumer awareness of the home elevator safety program and participation to correct installations. thyssenkrupp Access Corp. will also be notifying governors and state insurance commissioners about the voluntary program this week.

CPSC has been fully briefed on the many details of this robust, voluntary program. thyssenkrupp Access Corp. is dismayed that, despite the discussions of the past months, the CPSC is unwilling to publicly support thyssenkrupp Access Corp.'s efforts to address residential elevator installation hazards unless the company's program is mischaracterized as a "recall." thyssenkrupp Access Corp. is not "recalling" elevators. It is, however, voluntarily assisting homeowners and promoting safer use of elevators that might have been installed with an excess gap space through a robust communications outreach program and free installation of free space guards.

thyssenkrupp Access Corp. remains hopeful that CPSC will publicly support the specific steps it is well aware that the company is taking to alert residential elevator owners to the hazards that may result from improper third-party installations that left excessive gap spaces. The company also hopes CPSC will assist it in encouraging homeowners to take advantage of the simple, free tools thyssenkrupp Access Corp. is offering to help them identify and reduce any such gap spaces. However, thyssenkrupp Access Corp. cannot characterize its voluntary efforts to address installations handled by third parties as a "recall" or agree to be responsible for the actions of the third-party dealers and installers.

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*thyssenkrupp Access Corp. is a company that designed and manufactured elevators only for home use and it should not be confused with other companies that sell, install, and modernize elevators in settings such as low and high rise commercial and residential buildings that are subject to inspections by applicable authorities having jurisdiction. The home elevator products designed and manufactured by thyssenkrupp Access Corp. met all applicable safety codes when sold. Our free space guard program is intended to address issues with installations that resulted in an excess gap space.*

*Despite the fact that thyssenkrupp Access Corp. ceased manufacturing, selling and distributing new products in the United States in 2012, we take our commitment to enhancing homeowner safety very seriously. For that reason we want to help homeowners verify whether or not their home elevators manufactured by thyssenkrupp Access Corp. and its predecessors - thyssenkrupp Access Manufacturing, LLC, Access Industries, and National Wheel-O-Vator – may have been installed with an excessive gap space and, if so, offer an option to homeowners to reduce that risk.*

*To determine whether or not your home elevator was manufactured by any of the companies listed above we recommend that you check your owner's manual or contact the dealer who originally sold you that equipment.*

**Press Contacts:**

Howard Fencil

Thom Fladung

216.321.7774

info@homelevator-safety.com



**IMPORTANT SAFETY NOTICE**



\*400480260000044694\*  
000 0000001 00000000 0001 0002 02273 INS:  
REGENCY SOUTH ELEVATOR  
8650 S OCEAN DR  
JENSEN BEACH FL 34957-2151

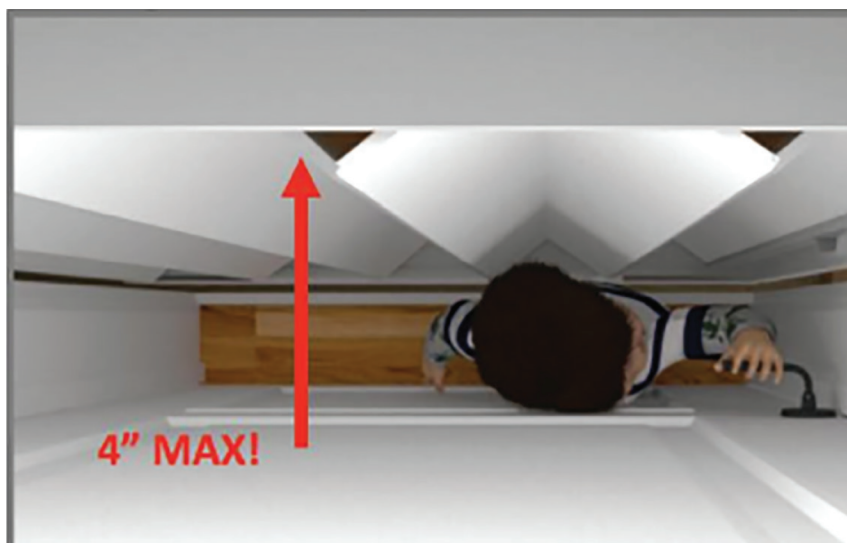
July 21, 2021

**Re: IMPORTANT SAFETY NOTICE – thyssenkrupp Access Corp. Home Elevator Safety Program**

To Whom It May Concern:

We are writing to provide you with an IMPORTANT SAFETY NOTICE about the thyssenkrupp Access Corp. Home Elevator Safety Program (the “Program”) advising you of our voluntary initiative to address a serious potential home elevator safety hazard. Homeowners with elevators produced by thyssenkrupp Access Manufacturing, LLC, thyssenkrupp Access Corp., Access Industries, or National Wheel-O-Vator (jointly “thyssenkrupp Access”) are eligible for this Program. *While you may not have sold or installed any thyssenkrupp Access elevators, if you have serviced any, we ask that you provide us with as much information as your records contain about the locations of these elevators so that we can identify and follow up with those homeowners directly.* We will use the homeowner contact information you provide only for the purposes of this program.

**In short, children may become entrapped and could be seriously injured or killed if excessive Gap Spaces between the hoistway doors and car doors or gates exist.** Below is a depiction of how a child entrapment in excessive gap space may occur.



thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

This risk can be reduced with the installation of a Space Guard. The Program offers free inspections of installations of thyssenkrupp Access elevators and, as appropriate, free installation of Space Guards to reduce any identified excessive Gap Spaces.

Your assistance is vital to our home elevator safety program, and it can help reduce the risk of any future incidents. If you do identify a homeowner with a thyssenkrupp Access Corp. elevator installed and are interested in participating in the program by measuring the Gap Space and installing Space Guards in those homes, please contact us for contracting details.

**Please contact us at 800-285-9862 between 9:00 a.m. and 5:00 p.m. Eastern Time to share any information that would be important to our initiative to protect families and children.** More information regarding our safety program is available at [www.homelevator-safety.com](http://www.homelevator-safety.com). You can also register at the dealer registration area of our website, [www.homelevator-safety.com](http://www.homelevator-safety.com), which offers a convenient way to upload homeowner contact information. We hope you can help us take the right steps to reduce this potential hazard.

Sincerely yours,

thyssenkrupp Access Corp.

## IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION



\*400480260000055930\*

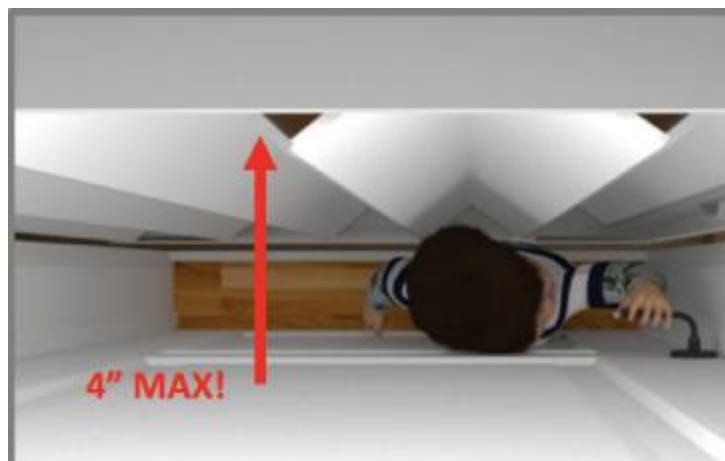
Chris Lehane  
Global Head of Policy and Communications  
Airbnb, Inc.  
888 Brannan Street  
San Francisco, CA 94103

July 20, 2021

Dear Mr. Lehane:

**We are writing to seek your assistance in helping your hosts protect their guests from a serious potential 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, and the risk may be higher in vacation homes or other temporary or rental properties with elevators, as guests may not be familiar with the devices or the proper safety measures. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. 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 fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your hosts so they can take steps to address the gap space if an elevator is installed in their rental property. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in the Safety portion of your Hosting policies and education materials. Hosts should make sure to advise their guests to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

**If your hosts have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge you to ask them to contact us immediately for assistance by calling us, toll free, at 1-800-285-9862 or visiting <https://www.homeelevator-safety.com>. thyssenkrupp Access Corp. elevators include units furnished by ThyssenKrupp Access Manufacturing, LLC, Access Industries, or National Wheel-O-Vator under the following model names:**

Chaparral	Destiny
LEV	LEV II
Rise	Volant
Windsor	

The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homeelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program.

**We encourage you to share this letter with your hosts.** If you or they 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.homeelevator-safety.com> or reach out to us through the contacts provided below or at the website.

Sincerely yours,

TK\_000186

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

## IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION



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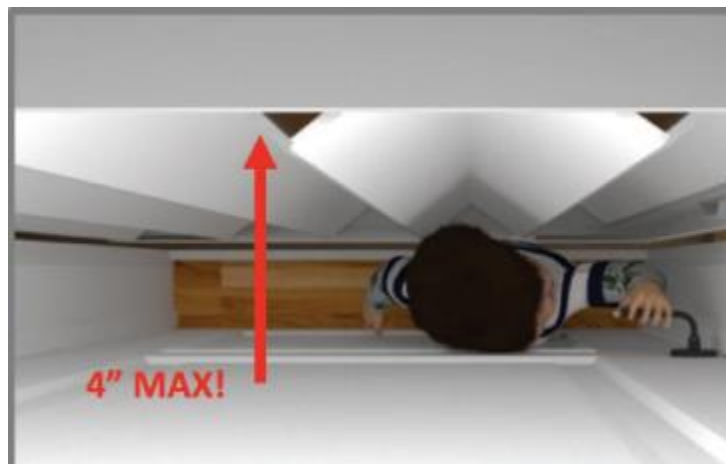
Peter M. Kern  
Vice Chairman and Chief Executive Officer  
Expedia Group, Inc.  
1111 Expedia Group Way W.  
Seattle, WA 98119

July 20, 2021

Dear Mr. Kern:

**We are writing to seek your assistance in helping your Vrbo homeowners protect their guests from a serious potential 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, and the risk may be higher in vacation homes or other temporary or rental properties with elevators, as guests may not be familiar with the devices or the proper safety measures. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. 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 fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your hosts so they can take steps to address the gap space if an elevator is installed in their rental property. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in the Safety portion of your homeowner policies and guest education materials. Homeowners should make sure to advise their guests to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

**If your hosts have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge you to ask them to contact us immediately for assistance by calling us, toll free, at 1-800-285-9862 or visiting <https://www.homelevator-safety.com>. thyssenkrupp Access Corp. elevators include units furnished by ThyssenKrupp Access Manufacturing, LLC, Access Industries, or National Wheel-O-Vator under the following model names:**

Chaparral	Destiny
LEV	LEV II
Rise	Volant
Windsor	

The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program.

**We encourage you to share this letter with your hosts.** If you or they 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,

TK\_000189

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



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Portland, OR 97228-6454

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**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



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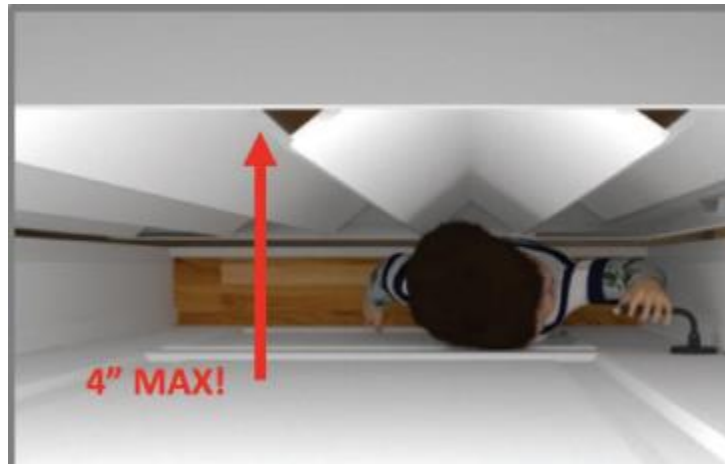
Steve Kaufer  
President & Chief Executive Officer  
Tripadvisor, Inc.  
400 1st Avenue  
Needham, MA 02494

July 26, 2021

Dear Mr. Kaufer:

**We are writing to seek your assistance in helping the B&B, vacation home, and guest house homeowners across the Tripadvisor platform (including FlipKey.com and VacationHomeRentals.com) protect their guests from a serious potential 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, and the risk may be higher in vacation homes or other temporary or rental properties with elevators, as guests may not be familiar with the devices or the proper safety measures. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. 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 fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your hosts so they can take steps to address the gap space if an elevator is installed in their rental property. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in the Safety portion of your homeowner policies and guest education materials. Homeowners should make sure to advise their guests to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

**If your hosts have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge you to ask them to contact us immediately for assistance by calling us, toll free, at 1-800-285-9862 or visiting <https://www.homelevator-safety.com>. thyssenkrupp Access Corp. elevators include units furnished by ThyssenKrupp Access Manufacturing, LLC, Access Industries, or National Wheel-O-Vator under the following model names:**

Chaparral	Destiny
LEV	LEV II
Rise	Volant
Windsor	

The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. company a **free** inspection to determine the sizes of their gap spaces. If excessive gap spaces are identified,

thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program.

**We encourage you to share this letter with your B&B, vacation home, and guest house owners.** If you or they 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  
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800-285-9862 (phone)  
833-406-1838 (fax)

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Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



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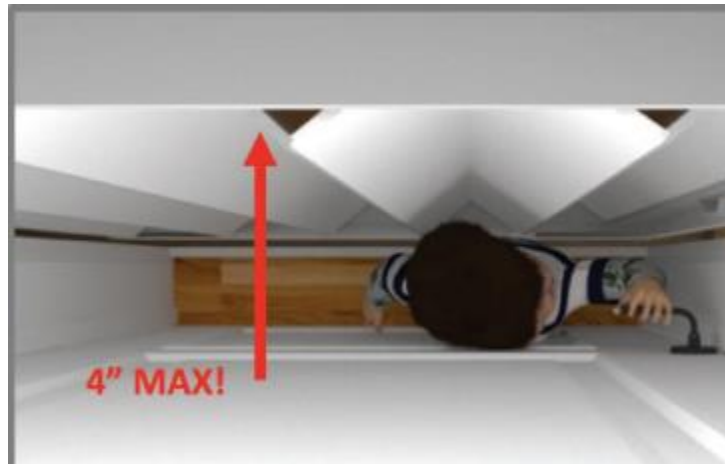
Glenn Fogel  
Chief Executive Officer  
Booking.com B.V.  
Postbus 1639  
1000 BP Amsterdam  
Netherlands

July 26, 2021

Dear Mr. Fogel:

**We are writing to seek your assistance in helping your Booking.com B&B, vacation home, and guest house homeowners protect their guests from a serious potential 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, and the risk may be higher in vacation homes or other temporary or rental properties with elevators, as guests may not be familiar with the devices or the proper safety measures. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. 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 fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your hosts so they can take steps to address the gap space if an elevator is installed in their rental property. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in the Safety portion of your homeowner policies and guest education materials. Homeowners should make sure to advise their guests to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

**If your hosts have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge you to ask them to contact us immediately for assistance by calling us, toll free, at 1-800-285-9862 or visiting <https://www.homelevator-safety.com>. thyssenkrupp Access Corp. elevators include units furnished by ThyssenKrupp Access Manufacturing, LLC, Access Industries, or National Wheel-O-Vator under the following model names:**

Chaparral	Destiny
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Rise	Volant
Windsor	

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P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program.

**We encourage you to share this letter with your B&B, vacation home, and guest house owners.** If you or they 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](mailto:info@homelevator-safety.com)  
800-285-9862 (phone)  
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thyssenkrupp Access Corp.  
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Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065186\*

James Borwey  
Executive Director  
NAESA International  
P.O. Box 4367  
Mankato, MN 56002

July 22, 2021

Dear Mr. Borwey:

We are writing to seek your assistance in helping to promote safety messaging to minimize the potential child entrapment risk where elevator installations have left a gap space large enough to allow a child to fit between the hoistway door and elevator car door. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

As you know, depending on the age and location of a home, standards applicable to a particular residential elevator installation may have varied, but current thinking is that the gap space should not exceed four inches, and excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door.

NAESA joined with thyssenkrupp Access Corp. in promoting the homeSAFE campaign, launched in 2014 to raise awareness and promote the installation of space guards. We again solicit your support to bring this vital safety message to homeowners through outreach to your members.

thyssenkrupp Access Corp. is voluntarily conducting an expanded Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012, building on the program initially offered 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

**TK\_000197**



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Sincerely yours,

thyssenkrupp Access Corp.  
c/o Administrator  
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Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065145\*

Evan Petrower  
AEMA – An Association of Members of the Accessibility Industry  
12106 Colwick St.  
San Antonio, TX 78216

July 22, 2021

Dear Mr. Petrower:

We are writing to seek your assistance in helping to promote safety messaging to minimize the potential child entrapment risk where elevator installations have left a gap space large enough to allow a child to fit between the hoistway door and elevator car door. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

As you know, depending on the age and location of a home, standards applicable to a particular residential elevator installation may have varied, but current thinking is that the gap space should not exceed four inches, and excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door.

AEMA joined with thyssenkrupp Access Corp. in promoting the homeSAFE campaign, launched in 2014 to raise awareness and promote the installation of space guards. We again solicit your support to bring this vital safety message to homeowners through outreach to your members.

thyssenkrupp Access Corp. is voluntarily conducting an expanded Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012, building on the program initially offered 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program by informing your members as well. To that end, please forward this letter to your members.

Sincerely yours,

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

thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065194\*

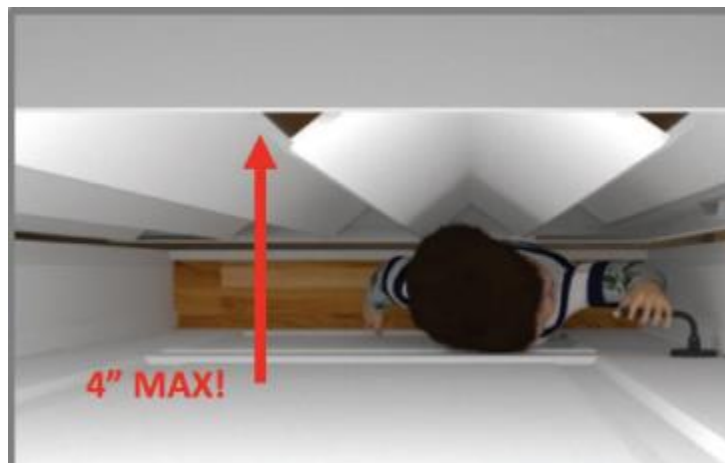
Melissa Voorhees  
Senior Vice President, Member Services & Education  
National Association of Home Builders  
1201 15th Street NW  
Washington, DC 20005

July 22, 2021

Dear Ms. Voorhees:

**We are writing to seek your assistance in helping your members protect homeowners from a serious potential 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.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. 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 fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator's gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your members so they can share it with homeowners in their communities and incorporate elevator safety considerations when they design and build homes. To that end, please feel free to share this letter. While most communities require home elevators to undergo an electrical inspection, most do not require that installed elevators are inspected to confirm that the installation meets requirements in force at the time of that installation.

**If homeowners have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge them to contact us immediately for assistance.** The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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.

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.

TK\_000202

thyssenkrupp Access Corp.  
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Portland, OR 97228-6454

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**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



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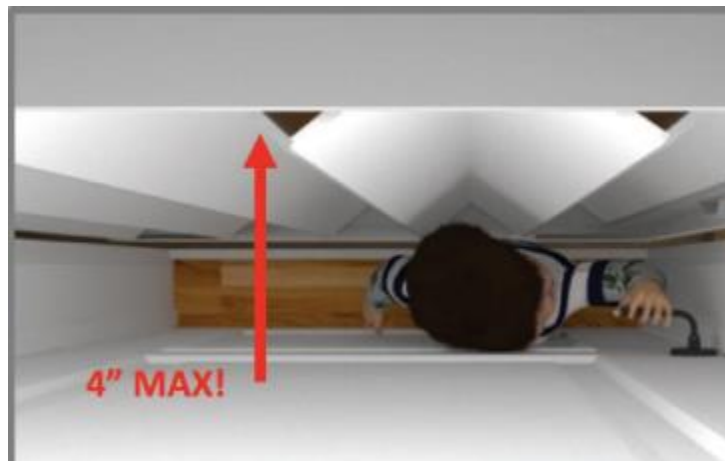
David Pikel  
Chief Executive Officer  
National Association of the Remodeling Industry  
700 Astor Ln  
Wheeling, IL 60090

July 22, 2021

Dear Mr. Pikel:

**We are writing to seek your assistance in helping your members protect homeowners from a serious potential 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.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. Current thinking on elevator safety is that the gap space should not exceed four inches. Excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).





To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your members so they can share it with homeowners in their communities and incorporate elevator safety considerations when they remodel homes. To that end, please feel free to share this letter with your members. While most communities require home elevators to undergo an electrical inspection, most do not require that installed elevators are inspected to confirm that the installation meets requirements in force at the time of that installation.

**If, when visiting or working in a home, one of your members determines that the homeowner has any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge your members to advise the homeowner to contact us immediately for assistance.** The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors who are expected to be experts in applicable elevator safety codes and other requirements. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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.

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.  
P.O. Box 6454  
Portland, OR 97228-6454

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**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065160\*

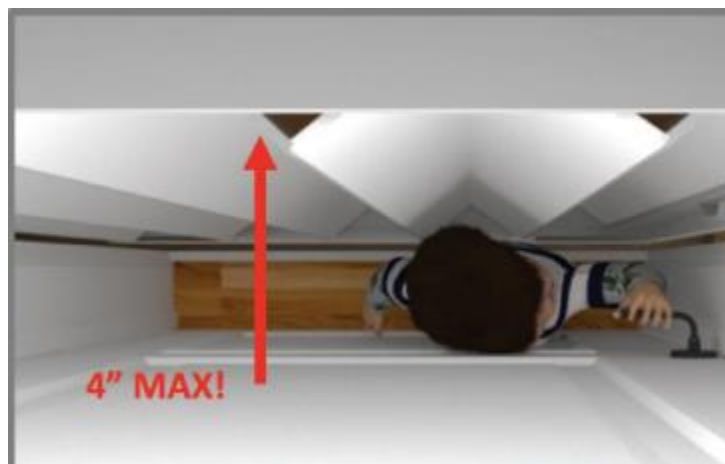
James Thomas  
Executive Director  
American Society of Home Inspectors  
932 Lee Street  
Des Plaines, IL 60016

July 22, 2021

Dear Mr. Thomas:

**We are writing to seek your assistance in helping your members protect homeowners from a serious potential 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.

Depending on the age and location of a home, standards applicable to a particular home elevator installation may have varied. Current thinking on elevator safety is that the gap space should not exceed four inches. Excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your members so they can share it with homeowners in their communities and incorporate elevator safety considerations when they inspect homes. To that end, please feel free to share this letter with your members. While most communities require home elevators to undergo an electrical inspection, most do not require that installed elevators are inspected to confirm that the installation meets requirements in force at the time of that installation.

**If, when inspecting a home, one of your members determines that the homeowner has any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge your members to advise the homeowner to contact us immediately for assistance.** The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012, when it ceased offering elevator components for on-site installation in homes. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

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800-285-9862 (phone)  
833-406-1838 (fax)

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Email: [info@homelevator-safety.com](mailto:info@homelevator-safety.com)

**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065152\*

Jo Ann Jenkins  
Chief Executive Officer  
AARP  
601 E Street NW  
Washington, DC 20049

July 22, 2021

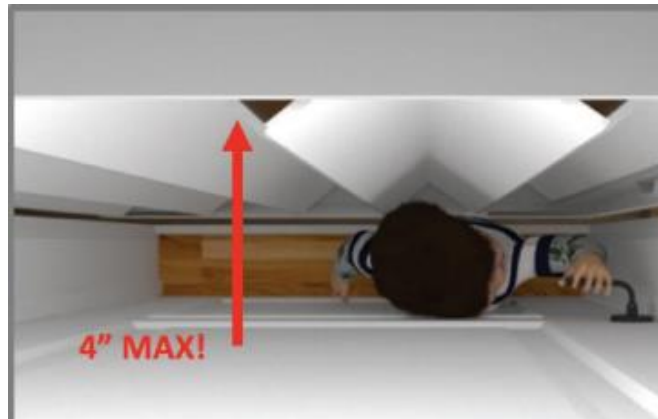
Dear Ms. Jenkins:

**We are writing to seek your assistance in helping your members protect themselves and their families from a serious potential hazard associated with residential elevator installations.** Residential elevators can be essential mobility devices for seniors or people with mobility challenges, but they must be installed and used properly.

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, 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, and the risk may be higher when children visit relatives or stay in vacation or rental homes, as visitors may not be familiar with the devices or the property safety measures. As you may know, a 7-year-old boy recently died after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need to ensure elevators are installed and used properly.

Depending on the age and location of a home, standards applicable to a particular elevator installation may have varied. Current thinking on elevator safety is that the gap space should not exceed four inches. Excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door (the door that allows entry to an elevator from the hallway of a home).



To help reduce excessive gap spaces and the risk of potential entrapment incidents, owners of any home – including a vacation or rental home – with a residential elevator should inspect that elevator’s gap space and, if it is greater than four inches, take measures to reduce the gap space. In most cases, the installation of a space guard – an attachment to the hoistway door that fills much of the gap space – will help reduce the risk. We urge you to communicate this vital safety message to your members so they can ensure that, if residential elevators are installed in their homes, they take steps to address the gap space. To that end, please feel free to send this letter to your members. We also ask you to include information on residential elevators, including information about gap spaces and potential entrapment, in your member communications, and in particular to share the message to **never let children ride in an elevator without an adult and never allow children to play on or around an elevator.**

**If your members have any model elevator provided by thyssenkrupp Access Corp. installed in their home, we urge them to contact us immediately for assistance.** The Company is voluntarily conducting a Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012. This program is an expanded version of a program it offered initially in 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

thyssenkrupp Access Corp.  
P.O. Box 6454  
Portland, OR 97228-6454

Email: [info@homelevator-safety.com](mailto:info@homelevator-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  
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**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065137\*

Maria Town  
President and CEO  
American Association for People with Disabilities  
2103 H Street NW  
5th Floor  
Washington, DC 20006

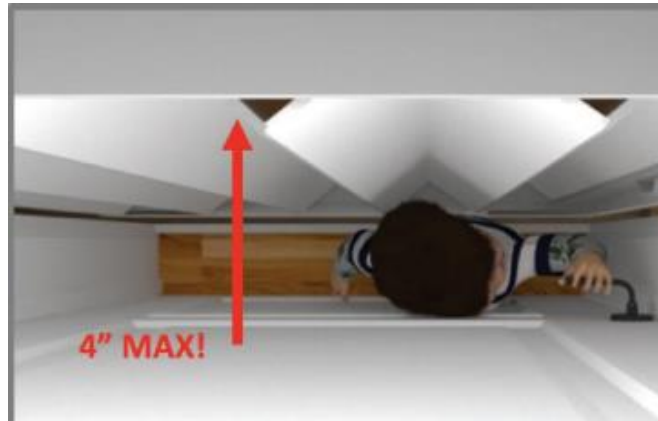
July 22, 2021

Dear Ms. Town:

**We are writing to seek your assistance in helping your members protect themselves and their families from a serious potential hazard associated with residential elevator installations.** Residential elevators can be essential mobility devices for seniors or people with mobility challenges, but they must be installed and used properly. 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, typically an accordion door or gate). This space is commonly known as the gap space.

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Sincerely yours,

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**IMPORTANT VOLUNTARY HOME ELEVATOR SAFETY PROGRAM INFORMATION**



\*400480260000065236\*

David Smarte  
Global Education and Safety Officer  
NAEC – National Association of Elevator Contractors  
1298 Wellbrook Circle NE  
Conyers, GA 30012

July 27, 2021

Dear Mr. Smarte:

We are writing to seek your assistance in helping to promote safety messaging to minimize the potential child entrapment risk where elevator installations have left a gap space large enough to allow a child to fit between the hoistway door and elevator car door. As you may know, a 7-year-old boy reportedly died recently after a tragic incident in a vacation rental home in North Carolina. While this tragedy is still under investigation and may not be related to an excessive gap space, it underscores the need for homeowners to take steps to check that elevators do not have an excessive gap space.

As you know, depending on the age and location of a home, standards applicable to a particular residential elevator installation may have varied, but current thinking is that the gap space should not exceed four inches. Excessive gap spaces may be reduced through the installation of a space guard, a fixture that attaches to the hoistway door.

NAEC joined with thyssenkrupp Access Corp. in promoting the homeSAFE campaign, launched in 2014 to raise awareness and promote the installation of space guards. We again solicit your support to bring this vital safety message to homeowners through outreach to your members.

thyssenkrupp Access Corp. is voluntarily conducting an expanded Home Elevator Safety Program to help homeowners identify and reduce excessive gap spaces left by improper third-party installations of any model elevator it offered through dealers and installers through 2012, building on the program initially offered 2014. Through this Program, launched in February, 2021, thyssenkrupp Access Corp. is offering homeowners with an installed model elevator from any thyssenkrupp Access Corp. 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 measure the gap space and 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, and a list of covered thyssenkrupp Access Corp. models, is available at <https://www.homelevator-safety.com>.

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Until it left the residential elevator business in 2012, thyssenkrupp Access Corp. delivered elevators to dealers for sale to homeowners, with installation typically performed by dealers or their contractors. Because thyssenkrupp Access Corp. cannot notify homeowners directly, thyssenkrupp Access Corp. is working with its former dealers to compile homeowner contact information. Given the passage of time, this information may not be available, and some dealers are no longer in business. To bridge this gap, thyssenkrupp Access Corp. is 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, and we would welcome your support for our program by informing your members as well. To that end, please forward this letter to your members.

Sincerely yours,

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