

RESIDENTIAL ELEVATOR OPERATING & SAFETY MANUAL



 RESIDENTIAL
ELEVATORS
Elevating Your Standard of Living
800.832.2004
ResidentialElevators.com

OPERATIONAL & SAFETY INSTRUCTIONS

READ AND UNDERSTAND ALL SAFETY AND INSTRUCTIONS BEFORE OPERATING HOME ELEVATOR

- ✓ **Store these instructions with your service records and inspection reports for easy access during technician visits or if selling your home.**
- ✓ **All individuals using the elevator should be properly instructed on its use.**



WARNING: To reduce the risk of injury, the user must read and understand the operator's manual before using this product. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR DEATH.

**DO NOT ALLOW CHILDREN OR PETS TO RIDE THE ELEVATOR UNATTENDED!
NEVER ALLOW CHILDREN TO PLAY IN OR NEAR THE ELEVATOR OR TO STAND
BETWEEN THE ELEVATOR GATE AND LANDING DOOR.**

**NEVER ENTER THE ELEVATOR HOISTWAY ABOVE OR BELOW THE ELEVATOR
CAB FOR ANY REASON. A MOVING ELEVATOR CAN CAUSE
SERIOUS INJURY OR DEATH**






**WARNING:
IMPORTANT SAFETY
WARNINGS FOR ALL
USERS**

**READ AND UNDERSTAND ALL
INSTRUCTIONS.**

Failure to follow all instructions listed below and, on the elevator, may result in severe personal injury or death.


- Children have been killed and seriously injured in or near home elevators.
- Users must be alert to the presence of children. Children are often attracted to the elevator. Never assume that children will remain where you last saw them.
- Do not allow children or pets to ride the elevator unattended.
- Never allow children to play in or near the elevator or to stand between the elevator gate and landing door.
- Elevator machine room must be secured to prevent access by children.
- Landing doors (also known as hallway or hoistway doors) should be kept in the closed position at all times except when entering or exiting the elevator.
- Landing doors must be secured to prevent access by children.
- Follow manufacturers' instructions for proper operation and installation of accessories. Only use accessories approved by the manufacturer.
- Do not operate the elevator if you detect any unusual sounds or if the ride seems abnormal. Immediately turn off the power, stop use, and contact a qualified, licensed residential elevator company for service.
- Do not operate the elevator if the car gate or landing door locking system is not functioning properly. Immediately turn off the power, stop use, and contact a qualified, licensed residential elevator company for service.
- Before entering or exiting the elevator, be sure the elevator has come to a complete stop and is at floor level. Always watch your step.
- Do not start and stop or reverse the elevator continuously.
- Do not lean against car (also known as elevator cab) gate or car controls while in the elevator.
- Do not open the car gate when in motion or extend your hands or feet through the openings in a scissor-style gate.
- Do not overload the elevator beyond its rated capacity of 950 pounds.
- Do not use the elevator in the case of fire or smoke.
- Maintain a working telephone in the elevator at all times.
- Service on the product must be performed by qualified, licensed repair personnel only. Service or maintenance performed by unqualified personnel could result in injury to the user or damage to the product.
- Use only authorized replacement parts when servicing the product. Use of unauthorized parts may create a risk of serious injury to the user, or damage to the product.
- Maintain or replace safety instructions labels, as necessary.
- Access to elevator machine room and equipment should be kept clean and clear at all times. Elevator machine room must be secured to prevent access by children
- Know how to turn off power to the elevator. There are two separate breakers (one for the elevator and one for the cab light), and often they are not next to each other in the panel box.

- Have your elevator inspected and maintained at least every six months by a qualified, licensed residential elevator repair company. (See Maintenance Section below.)
- Do not attempt to service or repair this elevator yourself.
- Replace critical parts that have reached the end of their useful life or that are worn or damaged. (See Maintenance Section below.)
- Never remove, bypass, tamper with or disable door locks or other safety features.
- Check for proper operation regularly.
- Save these instructions. Refer to them frequently and use them to instruct others who may use this product.

The following signal words and meanings are intended to explain the levels of risk associated with this product.		
SYMBOL	SIGNAL	MEANING
	DANGER:	Indicates a hazardous situation, which, if not avoided, will result in death or serious injury.
	WARNING:	Indicates a hazardous situation, which, if not avoided, could result in death or serious injury.
	CAUTION:	Indicates a hazardous situation, that, if not avoided, may result in minor or moderate injury.
	NOTICE:	(Without Safety Alert Symbol) Indicates information considered important, but not related to a potential injury (e.g. messages relating to property damage).

OPERATION

BASIC OPERATING STEPS

1. Press the hall call button (also known as Landing Operating Panel or LOP) to call the elevator to your floor. The elevator will automatically arrive at the landing.
2. Open the landing door after outer ring of call button is illuminated for standard pushbutton hall stations.
 - a. When using a Touchscreen Hall Station open the door when you see the words "Elevator Ready".
3. Open car gate fully after making sure elevator is at floor level and turn on car light. [Note: If your elevator is equipped with automatic on/off light feature, the car light will turn on automatically when you open the landing door and turn off automatically once the preset time has lapsed.]
 - b.  **WARNING:** Do not operate the elevator if the elevator is not at floor level. This may indicate tat the elevator is not functioning properly. Immediately turn off the power, stop use, and contact a qualified, licensed residential elevator company for service.
4. Close landing door securely.
5. Close car gate securely and push desired floor button on the Car Operating Panel (also known as the COP).
6. Once the elevator has stopped at the selected floor level and the light on the Car Operating Panel has turned off, open car gate, open landing door and step out.
7. Turn off car light (if not automatic), close car gate and secure landing door behind you so the elevator is ready for others to use.
 - c. If your elevator is equipped with an automatic car gate, the gate will close automatically upon registering a car call or when the "car here" light expires
 - d. The elevator will NOT operate unless ALL landing doors and ALL car gate(s) are securely closed.

IMPORTANT CODE INFORMATION THAT AFFECTS THE OPERATION OF YOUR ELEVATOR

Your home elevator is governed by the National Safety Code for Elevators and Escalators – ASME A17.1 Part 5.3 – Private Residence Elevator. Section 5.3.1.18.2.2 – Monitoring of the Car Door or Gate Switch Electric Contacts
- requires the elevator manufacturer to design the elevator controls so that the safety switch on your elevator car is monitored to ensure it has not been disabled, tampered with, or "jumped out".

What does this mean to you as a homeowner? If you push the call button in the hallway to call the elevator (but do not actually get in the elevator), it will be prevented from answering any other calls until the gate on the elevator is opened and closed at the floor level at which it was originally called. For example, if someone walks by the elevator on the first floor and pushes the call button but decides not to use the elevator at that time, the elevator will stay at the floor level to which it was called. If someone later calls the elevator from another floor, the elevator will not respond until someone goes back to the original floor from where the elevator was called, pushes the button again and either rides the elevator or opens and closes the gate. This is known as “cycling the gate.”

We understand this can be frustrating, but this is a safety measure from the National Safety Code and cannot be eliminated. Knowing how this feature works will hopefully keep this from happening in your home.

Another important Code issue is that each landing door should be recessed to ensure the distance between the door and the elevator gate(s) and the hoistway sill remain in compliance with Code at the time the elevator was installed (see our website for details). If baffles were installed by your contractor on the back side of your landing doors at the time of installation, they must never be removed; they are required for the safety of elevator passengers.

If you are told your elevator is out of compliance with the Code, immediately block access to prevent entry and contact a general contractor or qualified elevator company for more information and to correct the issue.

LANDING DOORS



The home has been furnished with swing doors at each landing by the general contractor and/or homeowner. The landing doors have been equipped with a hoistway locking system that prevents opening the landing door when the elevator is not at that landing. This lock also prevents movement of the elevator unless all doors are closed and locked.

DANGER: Children have been entrapped, injured, and killed between landing doors and elevators. Landing doors have been installed with precision measurements to avoid the risk of entrapment to children. Never renovate or change landing doors without an inspection by a qualified, licensed residential elevator company to ensure that spacing between the landing door and the elevator is correct.

Each car gate is equipped with an electric contact to prevent movement of the elevator if the car gate(s) is open. Remember to always keep the car gate in the closed position when the elevator is not in use (unless car gate is power operated).

Never extend your hands or feet through a gate opening in a scissor styled gate. Also do not let any item placed in the elevator rest on the gate or extend through a gate opening



WARNING: IF THE ELEVATOR FAILS TO STOP MOVEMENT WHEN A CAR GATE IS IN THE OPEN POSITION, DO NOT USE THE ELEVATOR. IMMEDIATELY TURN OFF POWER TO THE ELEVATOR AND SECURE ALL DOORS. CALL FOR SERVICE IMMEDIATELY.



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CAR CONTROLS

Below is a list of control functions of the car operating panel (COP). Familiarize yourself with the location and function of all controls before operating the elevator.



1. **Emergency Light** – When a power failure occurs, the emergency light will come on in the elevator.
2. **Emergency Descent** – In the event the car is moving when power is lost, the battery-operated safety feature will descend the elevator slowly to the next lowest landing. [WARNING: See Maintenance section to ensure battery is regularly serviced and charged to ensure that this feature is always operational. Failure to maintain battery-backup is regularly serviced and charged can lead to serious injury or death.]
3. **Car Light Toggle Switch** – The light switch turns the light in the elevator cab on and off. [Note: if your elevator has the automatic on/off light feature, the toggle switch should remain in the ON position.]
4. **Emergency Alarm Push Button** – When this button is pressed, it will sound the alarm. Use the Alarm button to notify others in the house when the elevator car is disabled.
5. **Car Call Push Buttons** – When pressed, the elevator will ascend or descend to the selected floor.
6. **Emergency Stop Switch or Push Button** – In the event of an emergency, this red switch or button will stop movement of the elevator when placed in the STOP position.
7. **Telephone** – Code requires a working phone line for use in emergency situations. Make sure the on/off button is pushed to end a call before a second call is initiated.

LANDING CONTROLS

[NOTE: Some landing controls are furnished with in-use lights or call-acknowledge lights. With in-use lights, the call button at all floors will illuminate when the elevator is “in-use.” With call-acknowledge lights, the call button at the landing will illuminate when your call has been registered.]

The hall station call buttons should be located adjacent to the landing door at each landing. Familiarize yourself with the location and function of all controls before operating the elevator.

1. Car-Here Light: This light will illuminate when the elevator arrives at the landing. The landing door interlock will ONLY be unlocked while the Car- Here Light is on and the cab is at that landing.
2. Hall Call Push Button: This button will call the elevator to the landing when pressed and/or allow elevator access. If the elevator is currently in use, your call will not be registered.

DOOR SAFETY SYSTEM

If an Elevator Landing Door is opened and the elevator is not at the landing being accessed, the Alarm Bell will go off and all of the Hall Station Call lights will start blinking to indicate the UNSAFE access and the elevator operation will be locked down.

Once the Elevator Landing Door is closed, the Alarm Bell should stop, but all the Hall Station Call lights will continue to blink to notify any potential user of UNSAFE access to the elevator and the elevator operation will continue to be locked down.

To reset and return the elevator to normal operation, physically make sure no one is in or near the elevator hoistway especially children, and all landing doors are tightly closed. Then, turn off the elevator's main house power breaker (EXCEPT IN FLORIDA — SEE FLORIDA STEP BELOW). After approximately 5 seconds, turn the breaker back to normal setting; this will reset the elevator and place it back in normal operation mode.

If, after resetting the elevator, a landing door can be opened with the elevator not at the landing, (i) shut the door, (ii) DO NOT USE THE ELEVATOR (iii) cut off the power to the elevator and (iv) secure all doors to prevent entry. Call Residential Elevators or another qualified, licensed residential elevator company for service immediately.

For elevators installed in Florida after 2017, you must activate the Florida Reset Key. Hydraulic Elevators: Reset Key located in the machine room. Traction Elevators: Reset Key through the access opening at the top of the hoistway may be in the attic). The key is spring-loaded: turn and release the key to reset may be in the attic). The key is spring-loaded: turn and release the key to reset may be in the attic). The key is spring-loaded: turn and release the key to reset the elevator.

REPLACING CEILING LIGHT BULBS

- Turn off both breakers at the main panel in the house to safely power down the elevator before replacing light bulbs.

MACHINE ROOM SAFETY (Hydraulic Elevators Only)

- Always keep clear access to all elevator equipment.
- Do not use the machine room for storage.
- Keep the machine room door, controller cover and other equipment closed and secure at all times.

- Do not let children access the machine room.
- Do not open or remove any covers from the controller or pump equipment (if applicable).
- Do not attempt to service this equipment yourself. Call Residential Elevators or another qualified, licensed residential elevator company for service.

TROUBLESHOOTING

All repairs should be performed only by a qualified, licensed residential elevator company. Before calling for service, refer to the following checklist. This may prevent an unnecessary service call.

- Check the breaker panel(s) in the house to confirm the main breaker(s) to the elevator have not tripped.
- Check to confirm the emergency stop switch (or button) in the elevator is in the run position.
- Check to confirm the car gate(s) are securely closed.
- Check to confirm the landing doors at all landings are securely closed.
- If your elevator is equipped with a key or lockout switch, be sure the key or switch is "ON."
- The control systems have a diagnostic feature that will help you "troubleshoot" your elevator.

– If, when you push the call button outside the elevator, the CALL light flashes once, but does not "hold" the call or does not stay lit up, wait 5 seconds and watch for the CALL button to flash. Count the number of flashes and that is where you will find the elevator. For example, if it flashes 3 times, you will find the elevator on the 3rd floor. This will locate the elevator if the gate needs to be cycled (see page 4) or if someone accidentally leaves an elevator gate in the open position.

– When you are in the elevator and select a floor, if the COP button lights up registering the call but the elevator does not start, hold any COP floor button for 10 seconds. If a landing door is not fully closed and locked, that floor level button will start blinking, indicating you must close the door before trying to operate the elevator.

- Float Switch (Optional Feature) – if the top floor light on the COP is blinking, that means there is water in the elevator pit. The elevator can be called to all floors except the bottom where water is detected by the float switch. Please call for service to have the water removed from the elevator pit.



IF YOUR ELEVATOR STOPS BETWEEN FLOORS

Stay in the car and remain calm. Never attempt to exit the elevator between floors. This can result in serious injury or death. Instead, follow the instructions below:

- Make certain all car gates are securely closed. If a gate is opened before the elevator has come to a complete stop, it can activate the safety system which will cause the elevator to stop.
- Make sure the red emergency stop switch is in the "run" position. (Sometimes a child or pet can bump this switch or the gate without the elevator operator being aware it happened.)
- Press the ALARM push button to notify others in the house that the elevator is disabled.

- Do NOT have someone in the household attempt to extricate anyone from an elevator while it is disabled between floors.
 - If there is someone in the house who can manually lower the elevator, have them contact Residential Elevators Service Department at 800-832-2004; Option 4.
 - Use the telephone in the elevator to call for assistance in getting out of the elevator:
Call Residential Elevators Service Department at 800-832 2004; Option 4.
- OR
- 911 (the local fire department will be sent)
 - Emergency access keys are located near or on the controller over a yellow label. Use of these keys by elevator code is limited to Fire and Rescue Personnel or licensed elevator mechanics.
 - Call Residential Elevators or another qualified, licensed residential elevator dealer to service your elevator before you attempt to use it again.

IN CASE OF HURRICANE OR POTENTIAL FLOODING

- Call the Elevator to the top floor.
- Make sure the Emergency Stop Button is activated; this will prevent the elevator from auto lowering in the event of a power loss or power recovery.
- Do one or both of the following:
 - Locate the breaker panel that controls the entire house. Switch ALL breakers labeled “Elevator” to the OFF position.
 - Locate the elevator disconnects, which are found on the front of the Elevator Controller, and switch those to the OFF position.
- When power is shut off to the elevator, the battery back-up system should begin to beep. It will continue until the battery has fully drained. If there is no beeping sound, the battery backup system may no longer be functioning properly. Do not reactivate elevator before elevator is inspected and battery is charged or replaced. Call Residential Elevators or another qualified, licensed residential elevator dealer to service your elevator before you attempt to use it again

MAINTENANCE

MAINTENANCE REQUIREMENTS

NO ORIGINAL EQUIPMENT SHOULD EVER BE TAMPERED WITH, DISABLED, MOVED OR REMOVED EXCEPT BY A QUALIFIED, LICENSED RESIDENTIAL ELEVATOR COMPANY OR TECHNICIAN.



**WARNING: FAILURE TO FOLLOW THESE INSTRUCTIONS
CAN RESULT IN SERIOUS INJURY OR DEATH.**

DO NOT ALLOW CHILDREN OR PETS TO RIDE THE ELEVATOR UNATTENDED! NEVER ALLOW CHILDREN TO PLAY IN OR NEAR THE ELEVATOR OR TO STAND BETWEEN THE ELEVATOR GATE AND LANDING DOOR.

NEVER ENTER THE ELEVATOR HOISTWAY ABOVE OR BELOW THE ELEVATOR CAB FOR ANY REASON. A MOVING ELEVATOR CAN CAUSE SEVERE INJURY OR DEATH TO ANYONE IN THE HOISTWAY.

MAINTENANCE

Operating your elevator without inspecting and replacing parts as needed poses a safety risk to passengers. Regular inspection of the elevator – a service offered by Residential Elevators – can help identify ordinary wear and tear of the elevator’s components.

Regular Maintenance – Every 12 Months



- ✓ To keep your home elevator safe, reliable, and operating smoothly, you **must** have it professionally serviced **every 12 months** by a qualified, licensed residential elevator company.
- ✓ Regular maintenance helps prevent unexpected issues and extends the life of your investment.
- ✓ Service on the product must be performed by qualified, licensed repair personnel only. Service or maintenance performed by unqualified personnel could result in serious injury or death to the user or damage to the product.
- ✓ Use only authorized replacement parts when servicing the product. Use of unauthorized parts may create a risk of serious injury to the user, or damage to the product.
- ✓ Regular maintenance & inspection by a certified technician can determine whether the following critical systems have been subject to wear and tear and are operating safely and correctly.

Schedule for Components Requiring Standard 6 Month Inspection by Certified Technician

Component	Estimated Lifespan	Maintenance Action Performed by Certified Technician
Door Interlocks	10 Years	Inspect - Replace as needed
Gate/Door Operators	10 Years	Inspect - Replace as needed
Elevator Control System	10–12 Years	Inspect - Replace as needed
Cables / Sheaves	10 Years	Inspect - Replace if frayed, scored, rusted, or stretched beyond limits
Guide Shoes & Rollers	5–7 Years	Inspect - Replace if excessive wear is observed
Gate Switch	5–7 Years	Inspect - Replace as needed

Traction Elevator:

Batteries (Backup Power)	1–2 Years	Replace during scheduled maintenance
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Hydraulic Elevator:

Hydraulic Fluid	Every 3–5 Years	Flush and replace if discolored or contaminated
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Note: These time frames are based on normal residential use. Heavy usage, environment (humidity, temperature), and other factors may shorten part lifespan.

NO ORIGINAL EQUIPMENT SHOULD EVER BE TAMPERED WITH, DISABLED, MOVED OR REMOVED EXCEPT BY A LICENSED RESIDENTIAL ELEVATOR DEALER OR TECHNICIAN.

Safety Critical Maintenance – Every 8 – 10 Years

- ✓ Safety-critical components are subject to wear and tear throughout their lifespan and **must be replaced** at the intervals shown below.
- ✓ **IMPORTANT** Aging of safety-critical internal parts, like the Motor Gearbox Brake System, the VFD, and/or the Hydraulic Valves are not evident through regular visual inspection during 6-month maintenance. These are internal systems and must be replaced on the timeline below.

⚠ WARNING: Failure to replace critical components as they reach the end of their lifespan can result in serious injury or death.

All Elevators: **Safety Critical Component Replacement List**

Safety Critical Component	Estimated Lifespan	Maintenance Action Performed by Certified Technician
Brake System	8–10 Years	Replace at end of lifespan or if delayed response noticed

Traction Elevator:

Powerhead Assembly (Motor Gearbox / Variable Frequency Drives)	10 Years	Replace at end of lifespan or if excessive torque observed during operation.
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Hydraulic Elevator

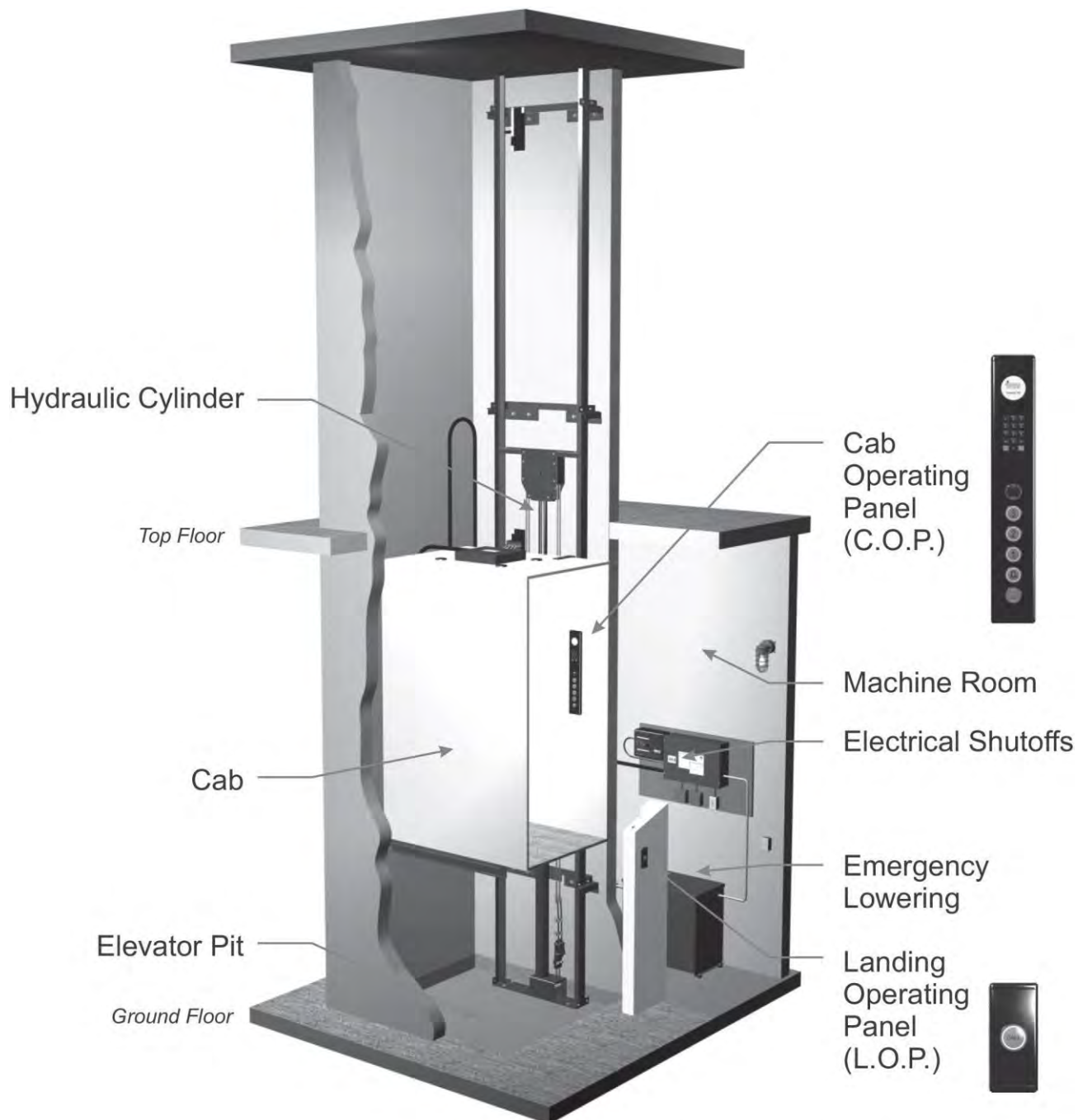
Hydraulic Valves	8–10 Years	Replace at end of lifespan or if excessive resistance observed during operation.
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Don't know which type of elevator you own?

Call us and we will assist you by reviewing our file on your elevator and advising you what critical component parts are due for replacement.

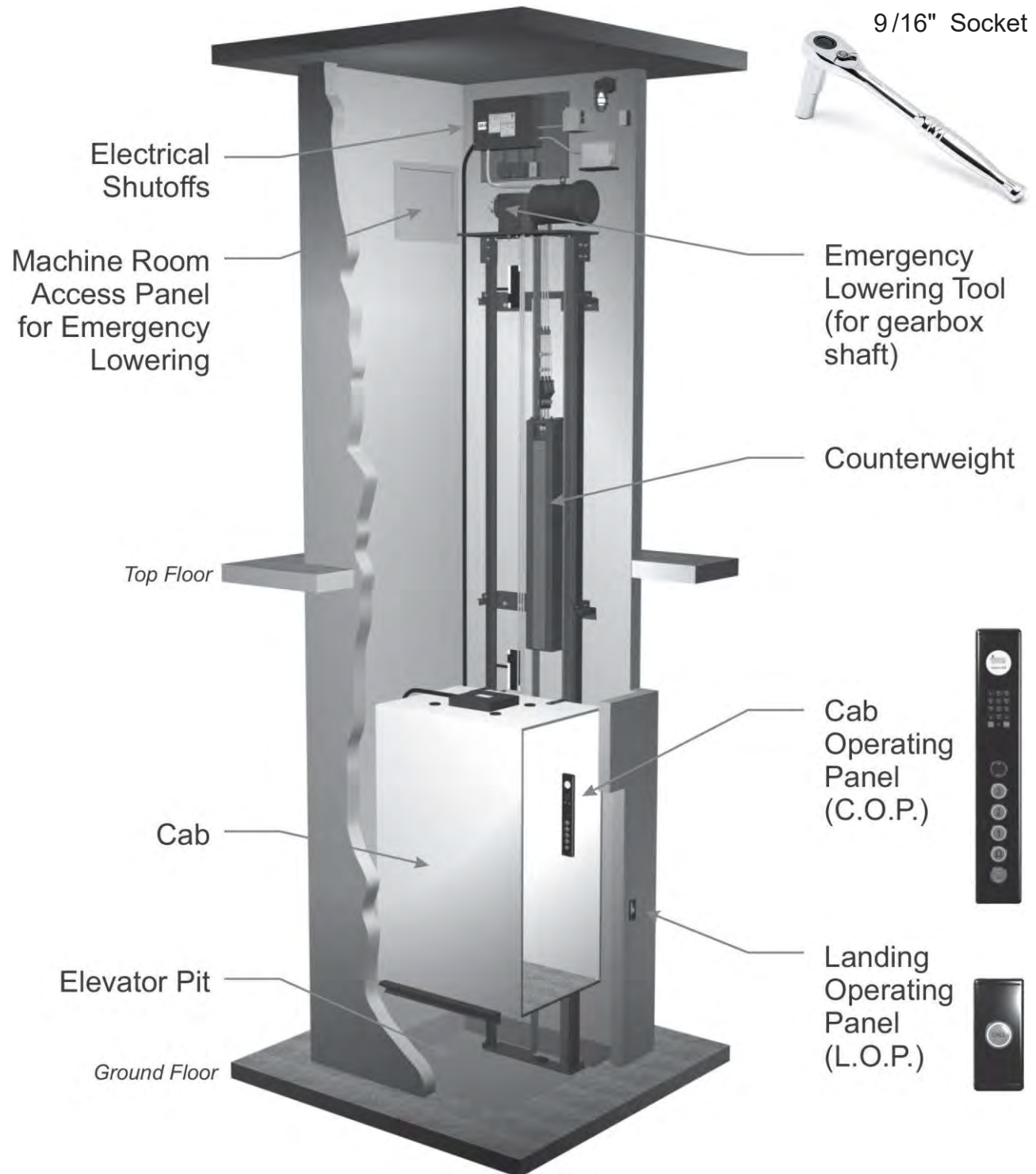
LLH

LUXURY LIFT HYDRAULIC ELEVATOR



LLT

LUXURY LIFT TRACTION ELEVATOR



1 Year Limited Warranty - Labor and Parts

3 Year Limited Warranty - Parts Only

10 Year Limited Warranty - Structure

This Limited Warranty is between Residential Elevators, LLC (RE) and the original purchaser of an elevator manufactured and installed by RE.

1-Year Limited Labor Warranty:

All labor performed by Residential Elevators is covered for a period of **one (1) year** from the date of installation. This includes any service work required due to manufacturing defects or installation-related issues. Labor required after this period will be billable.

3-Year Limited Parts Warranty:

Most mechanical and electrical parts are covered under a **limited three (3) year warranty** from the date of installation. This warranty excludes normal wear items and damage due to misuse, neglect, or acts of nature. This limited warranty excludes labor after the 1-year Limited Labor Warranty has expired.

10-Year Limited Structural Warranty:

The primary structural components of the elevator, such as the platform frame, guide rails, and support beams, are covered under a **limited ten (10) year warranty** from the installation date. This coverage excludes cosmetic wear, corrosion, any damage from improper use or environmental conditions, damage due to misuse, neglect, or acts of nature, and the replacement of critical components which are subject to wear and tear, are not structural. This limited warranty excludes labor after the 1-year Limited Labor Warranty has expired.

Please Note: Warranty coverage is contingent upon proper use and routine maintenance as directed per manufacturer guidelines. Full terms and exclusions are available upon request.

This Limited Warranty applies to residential property utilized primarily by the homeowner or family member(s) and is not valid on properties used for commercial or rental purposes. Act of God, misuse and abuse, vandalism, operator error, or equipment modified in a manner that results in removal of critical safety components or systems, or otherwise affects the safe or intended performance of the product are excluded from this Limited Warranty. Residential Elevators does not recommend and is not responsible for any modifications, alterations, installations, or replacements of its Products or component parts which are not made by a representative of Residential Elevators. Some replacement parts may only be available from Residential Elevators and use of parts made by other manufacturers may create a safety hazard. Under the terms of this Limited Warranty, Residential Elevators does not charge for replacement parts if necessary to repair an issue which is covered by this Limited Warranty. This Limited Warranty specifically excludes elevators installed by other Contractors not holding a Certificate of Competency or like equivalent as required by applicable state, county, or local regulations. Residential Elevators makes no other express warranties to the Purchaser of this product except as set forth above.

THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT.

This warranty grants specific legal rights, and other legal rights may be granted by law which vary from state to state. THIS EXPRESS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY WHICH BUT FOR THE WARRANTY CONTAINED HEREIN MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY.

This Warranty Does Not Extend to Incidental, Consequential, Special, or Direct Damages. Some states do not allow the exclusion or limitation of incidental, consequential, special, or direct damages, so the above limitation may not apply. Residential Elevators' liability for any damages from the use of this product is limited solely to repair or replacement of parts in accordance with the terms set forth and these are the exclusive remedies available to the purchaser.



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Elevator Serial #: _____