

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



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Current Business Representative
534 W 42ND ST
NEW YORK NY 10036

March 28, 2024

NOTICE OF RECALL TO INSPECT HOME ELEVATORS

Dear Business Representative:

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), thyssenkrupp Access Corp. (TKA), now known as TK Access Solutions Corp., is conducting a Recall to Inspect home elevators it manufactured between 1996 and 2012 to address a serious potential safety hazard. The Recall to Inspect involves the following model names: Chapparral, Destiny, LEV, LEV II, LEV II Builder, Rise, Volant, Windsor, Independence, and Flexi-Lift.

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

If a home elevator was installed with excessive space between the elevator car door or gate and the adjoining hoistway door, children can be entrapped and suffer serious injuries or death when the elevator is called to another floor. There have been three incidents involving these elevators, including a two-year-old child who died in 2017 and a 2010 incident that left a three-year-old child permanently disabled.

Through this Recall to Inspect, TKA will offer homeowners free inspections and free space guards (including free installation) at TKA's expense and **at no cost to dealers**. We are striving, with your help, to reach as many people as possible to notify them of our free space guard offer to reduce the chances of children becoming entrapped and injured or killed in a home elevator. Please send the attached notice to homeowners and provide us with homeowner contact information. CPSC may be contacting dealers who have not responded to encourage them to inform homeowners about this Recall to Inspect and to share homeowner contact information with us. Please confirm that you have notified homeowners you know by replying to the email accompanying this letter (or by emailing info@homelevator-safety.com if you received this letter in the mail).

We truly thank you for helping us alert homeowners about this hazard and inviting them to participate in this Recall to Inspect.

Best regards,
thyssenkrupp Access Corp.

Enclosure: Notice to Homeowners



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

Email: info@homelevator-safety.com

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

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NOTICE OF RECALL TO INSPECT HOME ELEVATORS

Dear Resident:

In cooperation with the U.S. Consumer Product Safety Commission (CPSC), thyssenkrupp Access Corp. (TKA), now known as TK Access Solutions Corp., is conducting a Recall to Inspect home elevators it manufactured between 1996 and 2012 to address a serious potential safety hazard. The Recall to Inspect involves the following model names: Chapparral, Destiny, LEV, LEV II, LEV II Builder, Rise, Volant, Windsor, Independence, and Flexi-Lift. Our records indicate that your home may have a TKA elevator.

Through this Recall to Inspect, TKA will offer homeowners free inspections and free space guards (including free installation). **Please visit www.homelevator-safety.com or contact us at 800-285-9862 between 9:00 a.m. and 5:00 p.m. Eastern Time or email us at info@homelevator-safety.com to register for this Recall to Inspect or to learn more.** TKA will also make inspection and installation instructions available to homeowners who may prefer to conduct the inspection and/or installation themselves or use their own contractor. Homeowners who elect self-inspection will still be eligible for TKA-contractor installation of required space guards, if preferred.

If a home elevator was installed with excessive space between the elevator car door or gate and the adjoining hoistway door, children can be entrapped and suffer serious injuries or death when the elevator is called to another floor. There have been three incidents involving these elevators, including a two-year-old child who died in 2017 and a 2010 incident that left a three-year-old child permanently disabled.

Thank you for your attention to this serious potential safety hazard. If you have already responded to a notice through our Home Elevator Safety Program and requested a measurement or installation visit, or have installed space guards, we will be in touch to advise if any further action is needed.

Best regards,

thyssenkrupp Access Corp.

