

## Important Safety Notice

Waupaca Elevator Company has become aware of a potential safety hazard regarding an elevator that you may have purchased or that may be installed in your home. As stated in a previous notice you may have received, if an affected elevator has been overloaded, the teeth on the gears in the gearbox can wear down or shear. If that occurs, the elevator cab can drop unexpectedly to the bottom of the elevator shaft. Given this potential safety hazard, in connection with the United States Consumer Product Safety Commission (the "CPSC"), Waupaca Elevator Company will be announcing a recall of all affected elevators to inspect their gearboxes and install an emergency braking system. Where necessary, a replacement gearbox will also be installed.

### **Affected Elevators:**

The affected elevators were manufactured and installed between 1979 and 2008 and have the following serial numbers:

- Custom Lift 450# Capacity elevators with serial numbers 10-1001 thru 10-3131; and
- Custom Lift 500# Capacity with serial numbers 10-3132 thru 10-8111; 010-00-8112 thru 010-10-8786; 110-00-1000 thru 110-03-1179.

The serial number for affected elevators can be found in three different places: (1) on the front of the controller box; (2) on the bottom of the controller box; or (3) on the base of the powerhead. Attached is a diagram showing where the serial numbers can be found.

### **Recall Description:**

You should immediately stop using the affected elevators and contact Waupaca Elevator toll-free at (833) 850-7981 from 8 a.m. to 4:30 p.m. CT Monday through Friday, email at [info@WaupacaElevator.com](mailto:info@WaupacaElevator.com) or online at [www.WaupacaElevator.com](http://www.WaupacaElevator.com) (click on "Recall Information") to schedule a free inspection of your elevator's gearbox. If your gearbox needs to be replaced, a new gearbox will be installed free of charge to you. An overspeed braking device will also be installed on your elevator. This overspeed braking device is an emergency braking system, which will prevent the elevator cab from falling in the event your gearbox fails. The overspeed braking device will monitor the rotations of the drum. If the drum is spinning faster than normal, the overspeed braking device will stop the elevator cab from falling. The overspeed braking device will be installed on your elevator, whether the gearbox needs replacement or not.

Waupaca apologizes for any inconvenience this issue has caused you.

Regards,

Gary Ziebell