

December 9, 2019

Dear Residential Elevator Owner,

Recently the United States Consumer Product Safety Commission ("CPSC") released a warning to all residential elevator owners about the space between the inside of the hall door and elevator car door or gate (attached for ease of reference). This notice applies to all residence elevators regardless of geographical location. See the CPSC information on their website, [CPSC.gov](http://CPSC.gov).

CPSC recommends reviewing the clearance measurement on your elevator to ensure compliance with the most recent ASME A17.1 / CSA B44 - 2016 elevator code (the "New Code"). The rule under the New Code sets the clearance measurement to a maximum 4" space (the "Clearance Measurement"). Your existing elevator may have been installed under a previous code allowing for a larger Clearance Measurement.

We have attached hereto instructions and a form to help you identify if your elevator needs modification. Notwithstanding the foregoing, we strongly recommend you have your elevator inspected by contacting your installation or service company or an independent inspection organization (QEI or Qualified Elevator Inspector) to ensure your elevator does not exceed the maximum Clearance Measurement under the New Code.

The measurement guide is simplified in this package for your convenience. You can identify if there is a potential issue by measuring the distance from the inside face of the hall door when closed, to the leading edge of the elevator car floor.

If your residential elevator was installed under the old code the simplified measurement should never exceed 4 $\frac{1}{4}$ ". If your measurement exceeds this, you should contact your service company or the original installation company and have them come to your home to address the situation immediately.

We strongly urge you to contact your installing dealer or service company for modifications to the New Code requirements.

Safety is of paramount concern to Savaria. Please take this notice very seriously by taking action to have your elevator inspected without delay. If you need the contact information for your local installing or servicing dealer, please contact us at 1.855.728.2742, or email us at [info@savaria.com](mailto:info@savaria.com)

Best regards,



Bill Richardson  
VP Product Development | **Savaria**

# Elevator door clearance

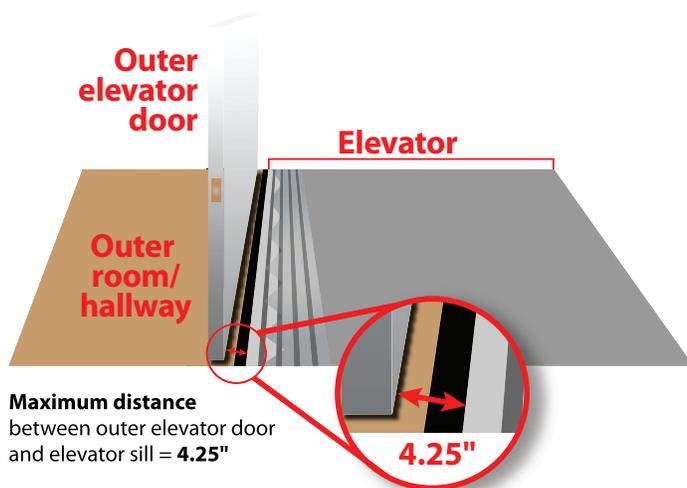
## Simplified measuring guide

**If your elevator has sliding doors in the hall, disregard this notice.**

Please follow the below steps to determine whether any measurement is larger than 4.25 inches. If any of the measurements exceed 4.25 inches, you should immediately contact the company that installed your elevator, or your elevator service company. If you need contact information for your local Savaria dealer, please call us at 1.855.728.2742 or email us at [info@savaria.com](mailto:info@savaria.com)



Floor opening	Door to car sill measurement
First level	
Second level	
Third level	
Fourth level	
Fifth level	
Sixth level	



1. This measurement is taken with the unit stopped at each floor (please note, each stop must be done individually)
2. The car door open and the hall door closed.
3. Standing inside the car, measure from the closed and latched hall door to the elevator car floor sill edge.
4. The measurement at each floor should be recorded in the above chart for reference.