

# RESIDENTIAL ELEVATOR OPERATING & SAFETY MANUAL



  
RESIDENTIAL  
ELEVATORS  
*Elevating Your Standard of Living*

# OPERATIONAL & SAFETY INSTRUCTIONS

## PLEASE READ BEFORE OPERATING HOME ELEVATOR

Before using the elevator, read and understand all safety and operational instructions.  
Any individuals using the elevator should be properly instructed on its use.

### FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SEVERE INJURY OR DEATH.

**DO NOT ALLOW CHILDREN OR PETS TO RIDE THE ELEVATOR UNATTENDED! CHILDREN SHOULD NOT PLAY IN OR NEAR THE ELEVATOR. NEVER ALLOW A CHILD 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.**

### **SAFETY RULES YOU SHOULD FOLLOW WHEN OPERATING YOUR ELEVATOR**

- 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.
- Never remove, bypass, tamper with or disable door locks or other safety features.
- Do not operate the elevator if the car gate or landing door locking system is not functioning properly.
- 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 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.
- Do not operate the elevator if you detect any unusual sounds or if the ride seems abnormal.

- 
- Do not start and stop or reverse the elevator continuously.
  - Access to elevator machine room and equipment should be kept clean and clear at all times.
  - 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.
  - Do not attempt to service or repair this elevator yourself. Call a qualified, licensed residential elevator company for service.
- 

## **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.
  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.]*
  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 landing door behind you so the elevator is ready for others to use.
    - a. 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.
    - b. 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 insure 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 then closed at the floor level it was called to originally. As an example: if someone walks by the elevator on the first floor and pushes the button, but just keeps walking and then someone later calls the elevator from another floor, the elevator will not respond until someone goes back to the first floor, pushes the button again and either rides the elevator or opens and closes the gate. This is known as “cycling the gate.”

This can be frustrating, but it is part of 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 are in compliance with Code at the time the elevator was installed (see our website for details). If baffles were installed by your contractor on 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 code compliance, please safely secure 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.

**IF A LANDING DOOR CAN BE OPENED WHEN THE ELEVATOR IS NOT AT THE LANDING, DO NOT USE THE ELEVATOR. SAFELY SECURE ACCESS TO PREVENT ENTRY. CALL A QUALIFIED ELEVATOR COMPANY FOR SERVICE IMMEDIATELY.**

---

## CAR GATE(S)

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.

If your elevator is equipped with an Infrared Protection System on a scissor-style gate and something breaks the infrared beam, the elevator will stop until the object is removed from breaking the infrared beam. This is similar to a garage door stopping because something is blocking the beam of light.

**IF THE ELEVATOR FAILS TO STOP MOVEMENT WHEN A CAR GATE IS IN THE OPEN POSITION, DO NOT USE THE ELEVATOR. CALL FOR SERVICE IMMEDIATELY.**

## 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.
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, make sure no one is in the elevator hoistway 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, shut the door, cut off the power to the elevator, and call for service immediately.

For elevators installed in Florida after 2017, you must activate the Florida Reset Key which is located in the machine room for hydraulic elevators and through the access opening at the top of the hoistway (may be in the attic) in traction elevators. 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 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.
- Do not let children access the machine room.
- Keep the machine room door, controller cover and other equipment closed and secure at all times.
- Do not open or remove any covers from the controller or pump equipment (if applicable).
- Do not attempt to service this equipment yourself. Call a qualified elevator company for service.

---

## TROUBLESHOOTING:

All repairs should be performed only by a qualified 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. Do not 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; ext 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; ext 4. during normal business hours (8 AM – 5 PM EST) or
  - After Hours number 866-251-9385 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 a qualified 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 and should be inspected and replaced by a qualified elevator dealer.

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

**FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SEVERE INJURY  
OR DEATH.**

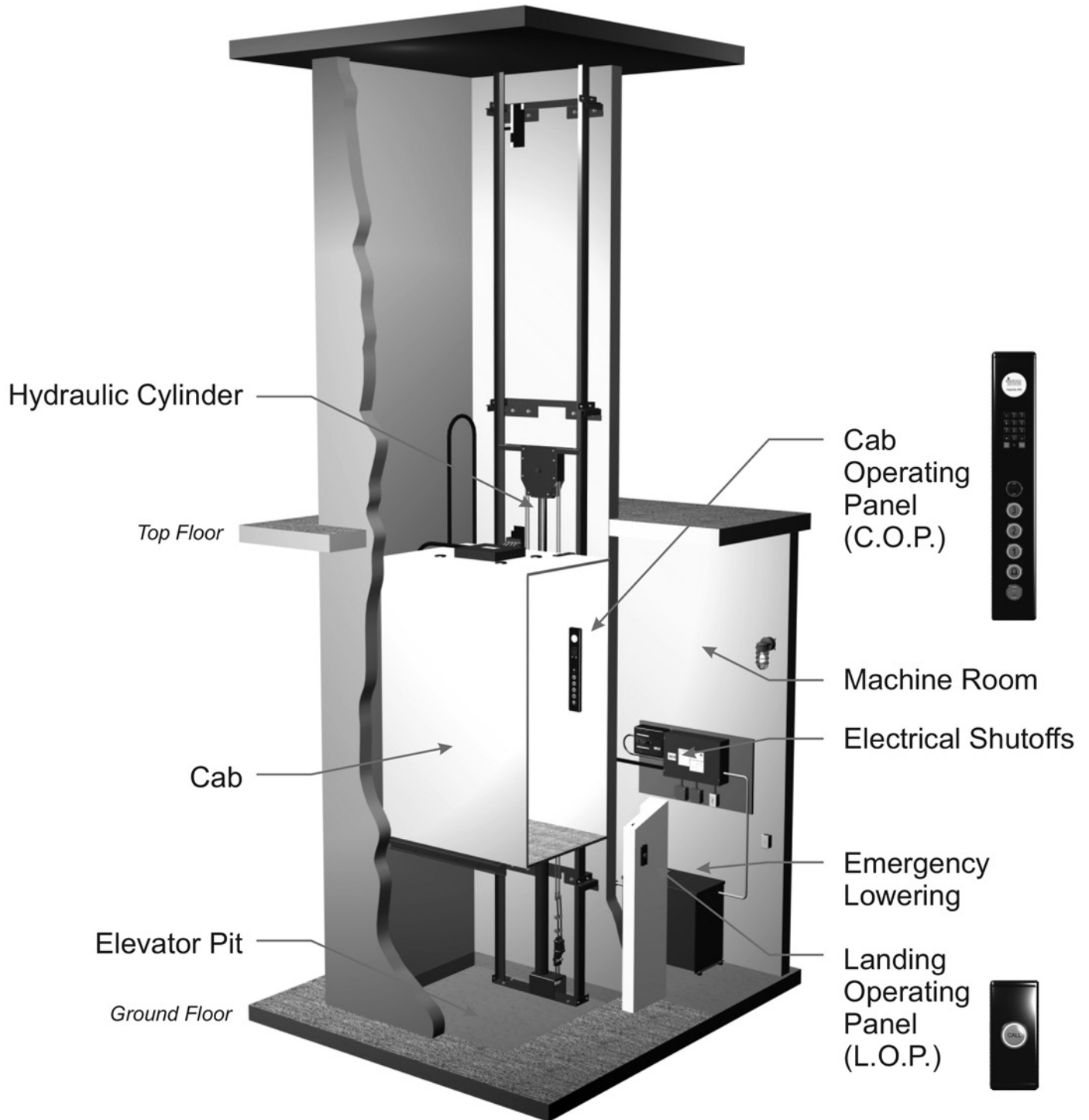
**DO NOT ALLOW CHILDREN OR PETS TO RIDE THE ELEVATOR UNATTENDED!  
CHILDREN SHOULD NOT PLAY IN OR NEAR THE ELEVATOR. NEVER ALLOW A  
CHILD TO STAND BETWEEN THE ELEVATOR GATE AND LANDING DOOR.**

**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.**

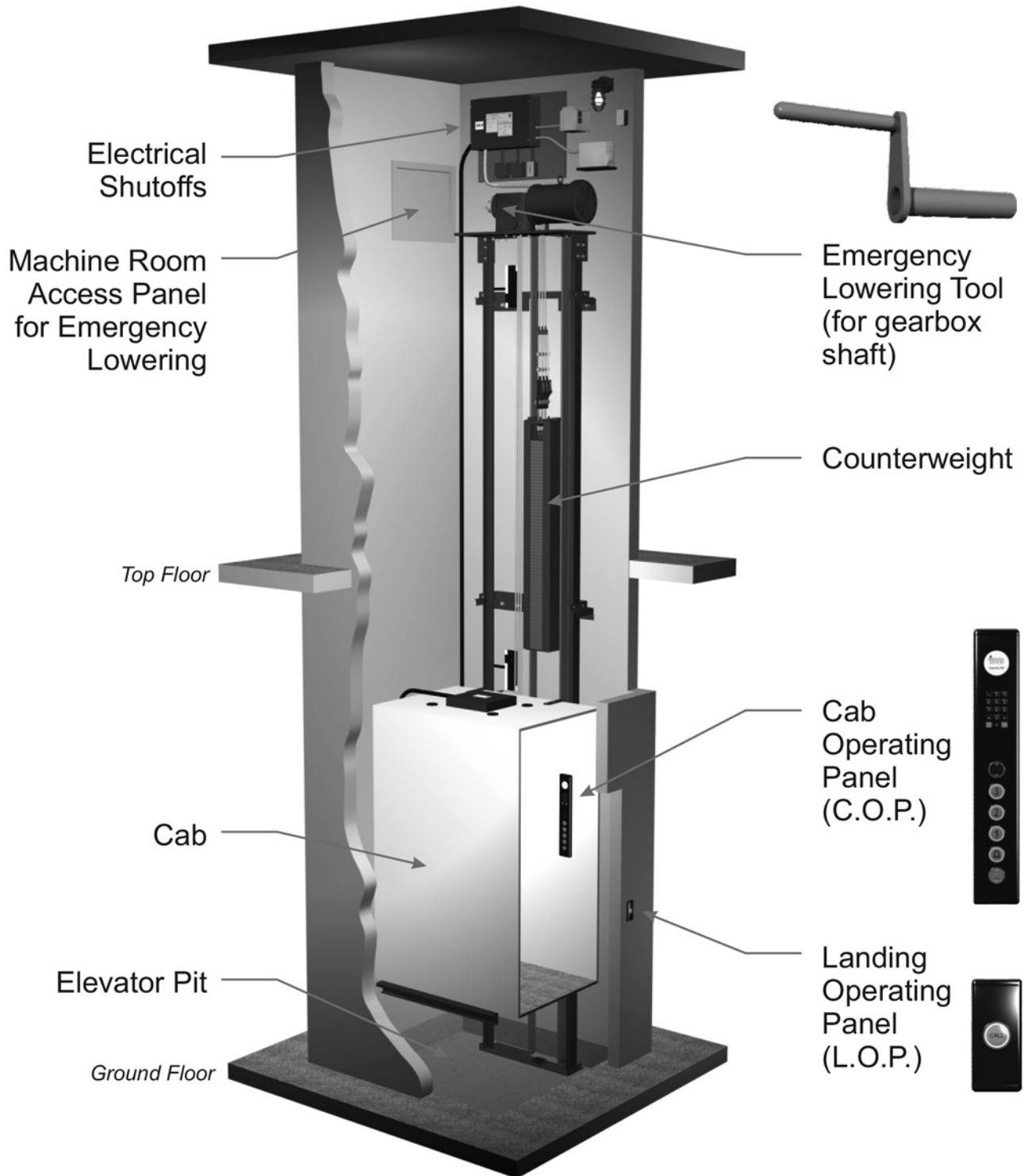
**Please retain this guide for future reference.**



# LLH LUXURY LIFT HYDRAULIC ELEVATOR



# LLT LUXURY LIFT TRACTION ELEVATOR



# 365-DAY LIMITED WARRANTY

This Limited Warranty covers residential elevator equipment (the "Elevator" or "Products") manufactured by Residential Elevators, Inc., and installed by Residential Elevators, LLC ("Residential Elevators"). When the Elevator is installed, adjusted, and operated in accordance with Manufacturer's Instructions, Residential Elevators will, for a period of 365 days from the date of substantial completion, provide a limited warranty for installation workmanship and for defects in materials or manufacturer workmanship on parts.

The Limited Warranty applies to residential property utilized primarily by the homeowner or family member(s) only and is not valid on property used for commercial or rental purposes. Any repair or maintenance required due to vandalism, Acts of God, misuse and abuse, operator error, or equipment repaired or damaged by anyone other than a representative of Residential Elevators is excluded from this Limited Warranty.

Performance under this Limited Warranty is specifically subject to Owner and/or General Contractor completing and acknowledging in writing that a "Home Owner Safety and Operational Walk Through" was provided by a representative of Residential Elevators. Notwithstanding this "Walk Through," Residential Elevators' commitment and responsibility, hereto, begins upon substantial completion.

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. This Limited Warranty will be considered null and void if service has been performed on it by anyone other than a representative of Residential Elevators.

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. General Contractor and/or Owner shall hold Residential Elevators harmless for all claims subject to "Work Done by Others" as defined in standard Residential Elevators Contract.

Residential Elevators makes no other express warranties to the Purchaser of this product except as set forth above. This warranty covers a consumer product. Purchaser is responsible for determining whether the Products, as installed, are fit for a particular purpose and suitable for Purchaser's method, use and application.

THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. This warranty gives you specific legal rights, and you may also have other rights 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 TO YOU.

**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 to you.

Residential Elevators' liability for any damages from use of this product is limited solely to repair or replacement of parts in accordance with the terms set forth above and these are the exclusive remedies available to the purchaser.

This Limited Warranty applies to services rendered during normal business hours of 7:30 am to 5:30 pm in the local time zone Monday through Friday, excluding national holidays. Services rendered or extended beyond these normal business hours shall be subject to Residential Elevators' standard published Service Charges and restrictions.

In the event this Limited Warranty is subject to any U.S. State Condominium or other Governmental Act requiring an extension to the Warranty period, an additional charge of \$600 per unit per year of extension shall be due and payable to Residential Elevators upon commencement of Limited Warranty.

A SERVICE MAINTENANCE AGREEMENT IS AVAILABLE FOLLOWING THE WARRANTY PERIOD BY CONTACTING RESIDENTIAL ELEVATORS AT 1-800-832-2004; FOR CUSTOMER SERVICE DIAL "4."

*Version Effective May-19*



Residential Elevators, Inc.  
800.832.2004  
[CustomerService@ResidentialElevators.com](mailto:CustomerService@ResidentialElevators.com)  
[ResidentialElevators.com](http://ResidentialElevators.com)