

# Important Safety Notice

To: Owners of Waupaca Elevators

Regarding: Potential failure of a portion of the lifting mechanism resulting in a possible unexpected drop of your elevator.

Waupaca Elevator Company has become aware of a potential safety concern with your elevator.

This potential hazard is associated with normal wear in your elevator. This is not a defect in the product, simply a possible type of failure caused by normal use over time. In response to this potential hazard we recommend you contact your elevator installer or service company. If you need assistance locating a service company or answering questions please call us at (920) 997-0920.

**WARNING** - If your elevator develops this problem and it is not repaired, the elevator may drop unexpectedly with you in it and you may be injured.

## **Serial Numbers of Affected Elevators:**

10-2530 through 10-8111

010-00-8112 through 010-10-8786

110-00-1000 through 110-03-1179

If you are searching for the serial number of your elevator, an elevator unit that is affected by this safety notice could have its serial number displayed 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.

(See the attached diagram which shows the three possible places where you will find the serial number of your elevator.)

## **Symptoms of Possible Failure**

The development of this problem will occur gradually. It is not possible to visually inspect your gearbox to determine if or when a failure may occur. Prior to a complete failure there will be symptoms that the failure is beginning. As the gearbox wears out you will notice one or more of the following symptoms:

1. Tripping of the circuit breaker that serves your elevator
2. Ticking sound from the elevator motor when it is running
3. Elevator that stops during operation

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If you experience any of these symptoms we strongly recommend that you discontinue use of the elevator and contact your service company immediately for repair and service.

If you have not experienced any of these symptoms we ask that you keep this letter with your documentation for the elevator for future reference and that you share it with any future owner of your home.

As a helpful reminder of the information in this important safety notice, we have enclosed a sticker that should be placed on the outside cover of the grey electrical box for your elevator.

Please remember that Waupaca Elevator Co. recommends getting annual service of your elevator by a qualified technician from your local authorized Waupaca Elevator dealer.

Regards,

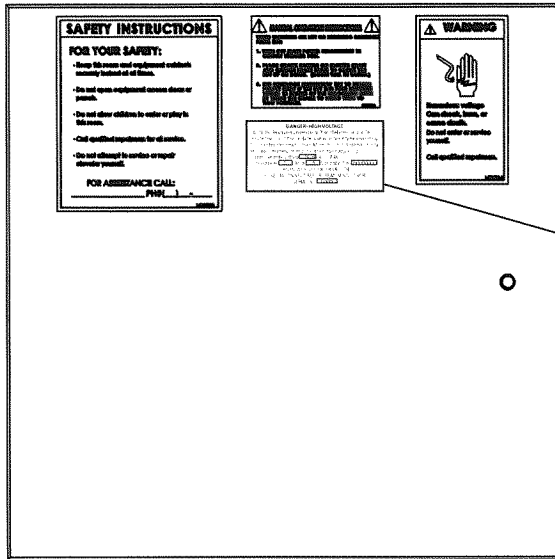
Gary Ziebell

# 010- Serial Number Locations



Series: 010

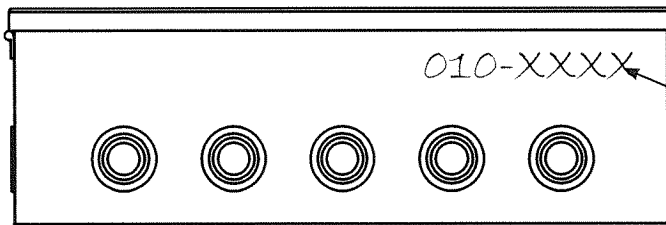
## On the Front of Controller Box



**DANGER- HIGH VOLTAGE**  
 CAUTION: Read and understand. Risk of electric shock. To reduce the risk of fire, replace fuse with same type and rating. Fuse size located next to fuse. More than one disconnect may be used. De-energize prior to servicing or adjusting. Indoor use only. Voltage [230volts] AC, HZ 80.  
 Horsepower [2] Amp [10] Controller No. [XXXXXXXX]  
 TURN POWER OFF EXTERNAL UNIT.  
 FUSE DISCONNECT BEFORE REMOVING COVER  
 SERIAL NO. [10-XXXX]

Serial Number Location

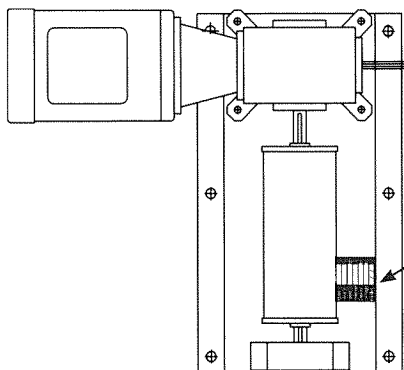
## On the Bottom of Controller Box



Serial Number Location

## On the Powerhead Base

**ATTENTION:** Be sure the elevator will not be in use while looking for the serial number on the powerhead base.



**WC WAUPACA ELEVATOR**  
 Appleton, WI 54911

Model	
Serial No.	
Speed	fpm
Suspension	
Capacity	lbs.
Car Weight	lbs.
Installed	/ /

Serial Number Location

PTS70092-A

1726 North Ballard Road, Suite 1 - Appleton, WI 54911 - 920.991.9082

03 JAN 2018

Technical Support 855.804.5774 - Parts@waupacaelevator.com

