



10000 North Galena Road
Peoria, Illinois 61615
877-375-1428



Important Safety Notice

SUBJECT: **Symmetry Branded Residential Elevators** (see below)

The U.S. Consumer Product Safety Commission and Bella Elevator, LLC are recalling to inspect/repair the following products due to an industry-wide issue involving home elevators installed with an excessive space between the elevator swing landing door (also called hoistway or hallway door) and elevator car door or gate. Although there have been no entrapment incidents with our elevators, **young children can become entrapped in that excessive space and suffer serious injuries or death.** If there is an excessive space between the landing door and elevator car door at any landing, we will provide you with free space guards to eliminate the excessive space.

The following models are affected:

Symmetry IGD, Hydraulic, and Winding Drum Elevators sold between 2009 and 2021. The Symmetry brand name is located on the elevators' controllers



The above picture shows a Residential Elevator with Space Between the Exterior Swing Landing (Hoistway) Door and Interior Elevator Car (Accordion) Door. A young child can become entrapped if there is an excessive space between the doors.

If your elevator is affected, KEEP UNSUPERVISED YOUNG CHILDREN AWAY FROM IT, and call toll free for a free space guard and installation instructions.

1-877-375-1428

between 8 a.m. and 5 p.m., Central Time, Monday through Friday, or go to www.home-elevator-door-gap.com for information about obtaining free space guards.