



*U.S. Consumer Product Safety Commission – Recall*

**Release Date:** October 25, 2018

## **Waupaca Elevator Recalls to Inspect Elevators Due to Injury Hazard**

### **Recall Summary**

**Name of Product:** Residential elevators

**Hazard:** The elevator cab can fall unexpectedly to the bottom of the elevator shaft and abruptly stop, posing an injury hazard to consumers in the elevator cab.

**Remedy:** Repair

Consumers should immediately stop using the recalled elevators and contact Waupaca Elevator to schedule a free gearbox inspection and the installation of a free overspeed braking device. Waupaca Elevator also will provide the installation of a free gearbox if the gearbox inspection reveals that the gears in the gearbox have worn down.

**Consumer Contact:** Waupaca Elevator toll-free at 833-850-7981 from 8 a.m. to 4:30 p.m. CT Monday through Friday, e-mail at [info@WaupacaElevator.com](mailto:info@WaupacaElevator.com) or online at [www.WaupacaElevator.com](http://www.WaupacaElevator.com) and click on Recall Information for more information.

### **Recall Details**

**Units:** About 8,000

**Description:** This recall involves residential elevator models Custom Lift 450# and Custom Lift 500#, shipped and installed between 1979 and 2008. The recalled elevators are used in consumers' homes. The Custom Lift 450# elevators have serial numbers 10-1001 through 10-3131. The Custom Lift 500# elevators have serial numbers 10-3132 through 10-8111; 010-00-8112 through 010-10-8786; and 110-00-1000 through 110-03-1179. The serial number can be found on the front or bottom of the controller box or on the base of the powerhead. The powerhead can be located in the attic, closet, machine room, crawl space, garage, or the bottom of the hoistway.

**Incidents/Injuries:** The firm has received 10 reports of the elevator cab falling unexpectedly, resulting in strained or sprained knees and ankles, and broken bones.

**Sold at:** Waupaca Elevator's dealers nationwide from 1979 through 2008 for between \$5,000 and \$14,000.

**Manufacturer:** Waupaca Elevator Company of Appleton, Wis.

**Manufactured in: U.S.**

**Photos with captions**



Recalled Waupaca residential elevator, Custom Lift

**About U.S. CPSC:**

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

For more lifesaving information, follow us on [Facebook](#), Instagram [@USCPSC](#) and Twitter [@USCPSC](#) or sign up to receive our [e-mail](#) alerts. To report a dangerous product or a product-related injury go online to [www.SaferProducts.gov](http://www.SaferProducts.gov) or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

**CPSC Consumer Information Hotline**

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

**Media Contact**

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800