

## HOW TO MEASURE THE SPACE BETWEEN THE HOISTWAY DOOR AND ELEVATOR CAR DOOR OR GATE

If you have a thyssenkrupp Access Corp. elevator installed in your home, we encourage you to call us at 1-800-285-9862 between 9 a.m. and 5 p.m. Eastern or by email at [info@homelevator-safety.com](mailto:info@homelevator-safety.com) to request that a contractor visit your home to take measurements of your elevator and to install Space Guards if needed, all at no cost to you. We will arrange for a contractor to measure the space between the hoistway (or landing) door and the elevator car door or gate at each elevator entrance in your home.

Please note: Any homeowner who initially requests self-inspection or self-installation is still eligible for free inspection or free installation upon request.

Please also note: There are several circumstances under which it may not be feasible to install Space Guards, including, but not limited to—

- If your home elevator was installed with multiple entrances (for example, front and rear entrances);
- If the landing sill size is greater than five and one-half inch (5 ½”) or less than one and three-quarters inch (1 ¾”);
- If your hoistway door has recessed portions or a hollow core; and
- If no local contractor participating in our program is available in your area.

If any of these circumstances apply, please contact us at 1-800-285-9862 or email us at [info@homelevator-safety.com](mailto:info@homelevator-safety.com) to determine if you qualify for an alternative financial remedy.

### MEASUREMENT DETAILS:

To determine if your home elevator may need one or more Space Guards, you need detailed measurements for each elevator entrance and each landing or floor served by your elevator. Please provide all measurements to the nearest one-sixteenth (1/16) of an inch.



### Terms to understand when measuring:

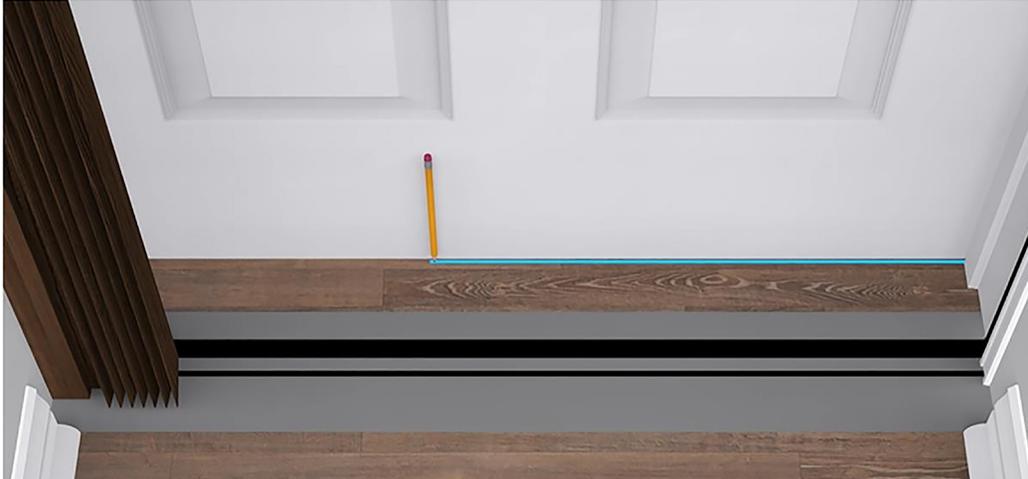
The “HOISTWAY DOOR” is the exterior door that leads from the hallway to the elevator car. There is one hoistway door at every floor served by the elevator (and at every elevator entrance if there is more than one entrance at any floor).

The “ELEVATOR CAR DOOR” or “GATE” is attached to the elevator car itself. It commonly is a folding “accordion” door (as depicted above right) or “scissor” gate.

The “LANDING SILL” is the space between the inside of the hoistway door and the edge of the landing.

1. **TOTAL SPACE BETWEEN ELEVATOR DOORS:** We will need the distance from the inside of the hoistway door to the farthest point on the car door or gate (see below for what the farthest point is if you have a folding accordion elevator car door). Since it would not be feasible to measure this distance with both the hoistway door and car gate closed, you may find the following method useful to mark the hoistway door location on the floor and then measure this distance:

- Enter the car at the entrance being measured. Close the hoistway door, but keep the car gate open. Mark a line on the floor (with tape, chalk, or other non-permanent means) directly below the inside face of the hoistway door.



- Then exit the car, close the car gate, and with the hoistway door still open, measure from the line you just marked to the farthest point of the car gate perpendicular to that line. (If you have an accordion gate, the farthest point will be in a “valley” of that gate.)



Even if the first measurement indicates that the space between the two elevator doors is less than four inches, take **multiple measurements** at different parts of the elevator car door to determine whether this space exceeds four inches at any point.

If the total space is greater than five and one-half inch (5 1/2”) or less than one and three-quarters inch (1 3/4”), a contractor will need to take ALL measurements due to door composition and complexity of Space Guard installation.

If the elevator has a power-operated car door or gate that either self-closes whenever the hoistway door is closed or cannot be closed when the hoistway door is open, or you otherwise have difficulty taking these measurements, we recommend that you request that we arrange for a contractor to visit your home to check the space.

2. **HOISTWAY LANDING SILL DISTANCE:** Using the line marked in step 1, measure the distance from the inside of the hoistway door to the edge of the landing sill. Prior to measuring, power down the elevator.

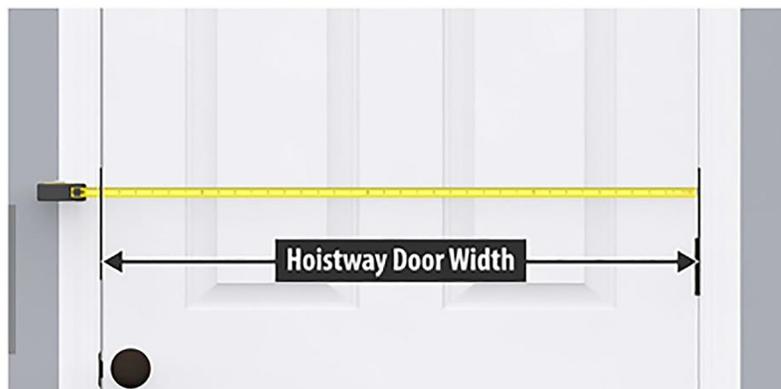


3. **DOOR KNOB HEIGHT:** At each floor, measure the vertical distance from the bottom edge of the door (directly beneath the door knob) to the center of the hoistway door knob (on the side of the door that faces the elevator car). (Note: Please do not make this measurement from the floor to the door knob, but only from the bottom edge of the door to the door knob.)



4. **DOOR KNOB POSITION:** Indicate whether the door knob or lever is on the left side or right side of the hoistway door, as viewed from inside the elevator car (that is, on the side of the hoistway door where the space guard will be mounted).

5. **HOISTWAY DOOR WIDTH:** Measure the width of your hoistway door from edge to edge. (Please note that you should measure the width of the door itself rather than that of the doorway.) Space Guards are available in standard widths of 32 inches and 36 inches. If neither of those widths are suitable for your door size, please contact us for further assistance at 1-800-285-9862.



**Repeat these steps at every elevator entrance in your home.**

If you have any questions about how to take these measurements, please contact us at 1-800-285-9862 or email us at [info@homelevator-safety.com](mailto:info@homelevator-safety.com).

Once you have gathered this information at each landing and entrance that has (or may have) excessive space, please complete the measurement information below and send it to [info@homelevator-safety.com](mailto:info@homelevator-safety.com). You can elect to request that a contractor install Space Guards free of charge or, if you choose to order and install them yourself, we will send you installation instructions with your Space Guards, again free of charge.

Please note, if the landing sill space is greater than five and one-half inch (5 1/2") or less than one and three-quarters inch (1 3/4") on any floor, a contractor will need to take ALL measurements to determine if Space Guards are suitable for your residence, or if an alternative solution in the form of a financial remedy is required. In addition, note that certain installations, such as those with multiple entrances or a hollow-cored hoistway door with recessed panels, may be unsuitable for installation of Space Guards and, in such event, an alternative financial remedy will be provided. To assist with this determination, we ask that you please proceed to obtain all measurements asked for below and please send this document to [info@homelevator-safety.com](mailto:info@homelevator-safety.com) for further review.

Please provide *each* of the requested measurements for each elevator entrance in your home, including front, rear, and side entrances. All measurements should be to the nearest 1/16 inch. (If you have more than five elevator entrances, please duplicate and separately complete this form for each additional entrance.)

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**SECTION 1: HOMEOWNER INFORMATION**

Homeowner First Name: \_\_\_\_\_

Homeowner Last Name: \_\_\_\_\_

Elevator Installation Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Mobile Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Contact Method:

- Home Phone     Mobile Phone\*     Email

\*By providing a mobile phone number, you request that we contact you via voice and/or text messaging and understand that message and data rates may apply.

Name of Elevator Manufacturer:

- ThyssenKrupp Access Manufacturing, LLC       National Wheel-O-Vator  
 ThyssenKrupp Access Corp.                       Other  
 Access Industries

Elevator Model: (You can obtain this information from the manual provided with your elevator or it may appear on a metal plate inside the elevator. Your dealer or real estate agent may also have this information.)

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Chaparral | <input type="checkbox"/> Volant                       |
| <input type="checkbox"/> Destiny   | <input type="checkbox"/> Windsor                      |
| <input type="checkbox"/> LEV       | <input type="checkbox"/> Flexi-Lift                   |
| <input type="checkbox"/> LEV II    | <input type="checkbox"/> Independence                 |
| <input type="checkbox"/> Rise      | <input type="checkbox"/> Other (please provide) _____ |

Elevator Serial Number: (You can obtain this information from the manual provided with your elevator or it may appear on a metal plate inside the elevator. Your dealer or real estate agent may also have this information.)

How many floors are served by the elevator (total number—including front, rear, and/or side entrances into the elevator)? \_\_\_\_\_

Do any of the floors being serviced have doors/entrances on two sides?

- Yes (insert number of landings with doors on two sides) \_\_\_\_\_
- No.

Year installed (if known): \_\_\_\_\_

**SECTION 2: GAP SPACE MEASUREMENTS**

*Follow the measurement instructions, provide the information needed below, sign, and return to the Administrator for review:*

**FIRST ENTRANCE:**

1. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
2. Total Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) in inches: \_\_\_\_\_
3. Does the hoistway door have recessed portions, such as recessed panels?  Yes  No

If yes, would installation of Space Guards adequately close the gap between the hoistway door and the elevator car door after installation without creating a space between the Space Guards and hoistway door that might allow a child's fingers to be inserted/caught?

- Yes  No

4. Is the hoistway door a hollow-cored door?  Yes  No
5. Floor/Level #: \_\_\_\_\_
6. Floor/Level description: \_\_\_\_\_ (e.g., basement, garage, main floor, top floor)
7. Height of the doorknob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
8. Doorknob position (left or right, as viewed from inside the elevator car):  Left  Right
9. Hoistway door width (in inches): \_\_\_\_\_
10. Photographs of the interior of the hoistway door must be taken and sent to the Administrator with this form. Have you taken pictures of the interior hoistway door for this landing?  
 Yes  No

**SECOND ENTRANCE:**

1. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
  2. Total Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) in inches: \_\_\_\_\_
  3. Does the hoistway door have recessed portions, such as recessed panels?  Yes  No  
If yes, would installation of Space Guards adequately close the gap between the hoistway door and the elevator car door after installation without creating a space between the Space Guards and hoistway door that might allow a child's fingers to be inserted/caught?  
 Yes  No
  4. Is the hoistway door a hollow-cored door?  Yes  No
  5. Floor/Level #: \_\_\_\_\_
  6. Floor/Level description: \_\_\_\_\_ (e.g., basement, garage, main floor, top floor)
  7. Height of the doorknob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
  8. Doorknob position (left or right, as viewed from inside the elevator car):  Left  Right
  9. Hoistway door width (in inches): \_\_\_\_\_
  10. Photographs of the interior of the hoistway door must be taken and sent to the Administrator with this form. Have you taken pictures of the interior hoistway door for this landing?  
 Yes  No
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**THIRD ENTRANCE:**

1. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
2. Total Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) in inches: \_\_\_\_\_
3. Does the hoistway door have recessed portions, such as recessed panels?  Yes  No  
If yes, would installation of Space Guards adequately close the gap between the hoistway door and the elevator car door after installation without creating a space between the Space Guards and hoistway door that might allow a child's fingers to be inserted/caught?  
 Yes  No
4. Is the hoistway door a hollow-cored door?  Yes  No
5. Floor/Level #: \_\_\_\_\_
6. Floor/Level description: \_\_\_\_\_ (e.g., basement, garage, main floor, top floor)
7. Height of the doorknob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
8. Doorknob position (left or right, as viewed from inside the elevator car):  Left  Right
9. Hoistway door width (in inches): \_\_\_\_\_
10. Photographs of the interior of the hoistway door must be taken and sent to the Administrator with this form. Have you taken pictures of the interior hoistway door for this landing?  
 Yes  No

**FOURTH ENTRANCE:**

1. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
  2. Total Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) in inches: \_\_\_\_\_
  3. Does the hoistway door have recessed portions, such as recessed panels?  Yes  No  
If yes, would installation of Space Guards adequately close the gap between the hoistway door and the elevator car door after installation without creating a space between the Space Guards and hoistway door that might allow a child's fingers to be inserted/caught?  
 Yes  No
  4. Is the hoistway door a hollow-cored door?  Yes  No
  5. Floor/Level #: \_\_\_\_\_
  6. Floor/Level description: \_\_\_\_\_ (e.g., basement, garage, main floor, top floor)
  7. Height of the doorknob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
  8. Doorknob position (left or right, as viewed from inside the elevator car):  Left  Right
  9. Hoistway door width (in inches): \_\_\_\_\_
  10. Photographs of the interior of the hoistway door must be taken and sent to the Administrator with this form. Have you taken pictures of the interior hoistway door for this landing?  
 Yes  No
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**FIFTH ENTRANCE:**

1. Landing sill size (distance from the edge of landing sill to the hoistway door face or door stop) in inches: \_\_\_\_\_
2. Total Gap Space (the space between the inside of each hoistway door to the furthest part of the elevator car door) in inches: \_\_\_\_\_
3. Does the hoistway door have recessed portions, such as recessed panels?  Yes  No  
If yes, would installation of Space Guards adequately close the gap between the hoistway door and the elevator car door after installation without creating a space between the Space Guards and hoistway door that might allow a child's fingers to be inserted/caught?  
 Yes  No
4. Is the hoistway door a hollow-cored door?  Yes  No
5. Floor/Level #: \_\_\_\_\_
6. Floor/Level description: \_\_\_\_\_ (e.g., basement, garage, main floor, top floor)
7. Height of the doorknob/handle from the bottom edge of the hoistway door (in inches): \_\_\_\_\_
8. Doorknob position (left or right, as viewed from inside the elevator car):  Left  Right
9. Hoistway door width (in inches): \_\_\_\_\_
10. Photographs of the interior of the hoistway door must be taken and sent to the Administrator with this form. Have you taken pictures of the interior hoistway door for this landing?  
 Yes  No