

**Dealer Safety Notice Letter**

TO: All Dealers

Waupaca Elevator Company has become aware of a potential safety concern associated with normal wear in certain models of elevators you may have sold, installed or may currently be servicing. This is not a defect in the product, simply a possible failure mode caused by normal use over time. In response to this potential hazard we are sending this letter to all dealers to recommend a plan for you to address this potential problem with timely service by a qualified elevator technician.

**Serial Numbers of Affected Elevators:**

10-2530 through 10-8111

010-00-8112 through 010-10-8786

110-00-1000 through 110-03-1179

These affected elevators were all manufactured / installed between 1989 and 2008.

**Description of Potential Hazard**

This potential safety hazard may occur in certain elevator models equipped with Grove, Perfection or Waupaca Elevator brand gearboxes, the normal use of the elevator over a long period of time will wear down the gearbox to the point where it needs to be replaced. If an elevator continues to be used after the gearbox has been worn out, then an unexpected drop can occur. There is no inspection that can be performed with the powerhead unit in place to confirm whether the gearbox is worn-out to the point that replacement is necessary. But there are several telltale indicators that it is time to replace the powerhead assembly and control system due to wear. With your help, we wish to educate your technicians and owners of these elevators about the importance of having a technician search for these symptoms of a worn-out gearbox.

In order to educate your technicians about symptoms of progressive gearbox failure and to remind consumers that these gearboxes are wear items that require regular service from a professional, we are asking and expecting each of our dealers to implement the following plan.

**Fix for Potential Hazard - Service Plan**

- 1) Share the enclosed Technical Service Bulletin with all technicians, so they learn this important product service information.
- 2) Send (via U.S. Mail) the enclosed Technical Service Bulletin and the enclosed Customer Notice Letter to every customer in your database who purchased the affected elevator types.

It is important for the current owner or occupant of the building to receive the Technical Service Bulletin and the Customer Notice Letter so Waupaca requests that you mail copies of these two documents together in one envelope to every address where one of these elevators was known to be installed. It should be addressed to the attention of the "CURRENT RESIDENT."



- 3) Maintain the following information for the information you have sent:
- a) The name and address for each customer you contacted
  - b) The identifying information for the elevator installed
  - c) The date the information was sent to the customer's address

As you may know, Waupaca Elevator does not have a means of identifying or directly contacting the owners and addresses associated with these elevators. Instead, Waupaca must rely upon each of its dealers to relay this safety information to each of its past and present customers who has purchased or received service on one of the affected elevator types. It is imperative that your dealership must share this safety information in accordance with the instructions set forth in this letter.

Please immediately begin implementing this plan to share the Technical Service Bulletin with your technicians, mail the Technical Service Bulletin and Customer Notice Letter to all of your customers with affected elevators, and document the details of sending the Technical Service Bulletin and Customer Notice Letter as soon as possible. Waupaca is asking all dealers to be completed with implementation of this plan no later than July 31, 2018.

If you have any questions about the content of the Customer Notice Letter, the content of the Technical Service Bulletin, or these instructions for sharing the documents with your technicians and customers, please call Waupaca's technical support line at (855) 844-5774.

We are supplying you with 25 envelopes containing the Technical Service Bulletin and Customer Notice Letter to get started. If you need more, please call (920) 991-9082 to request them.

Regards,



Gary Ziebell



# 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

# Important Safety Notice

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

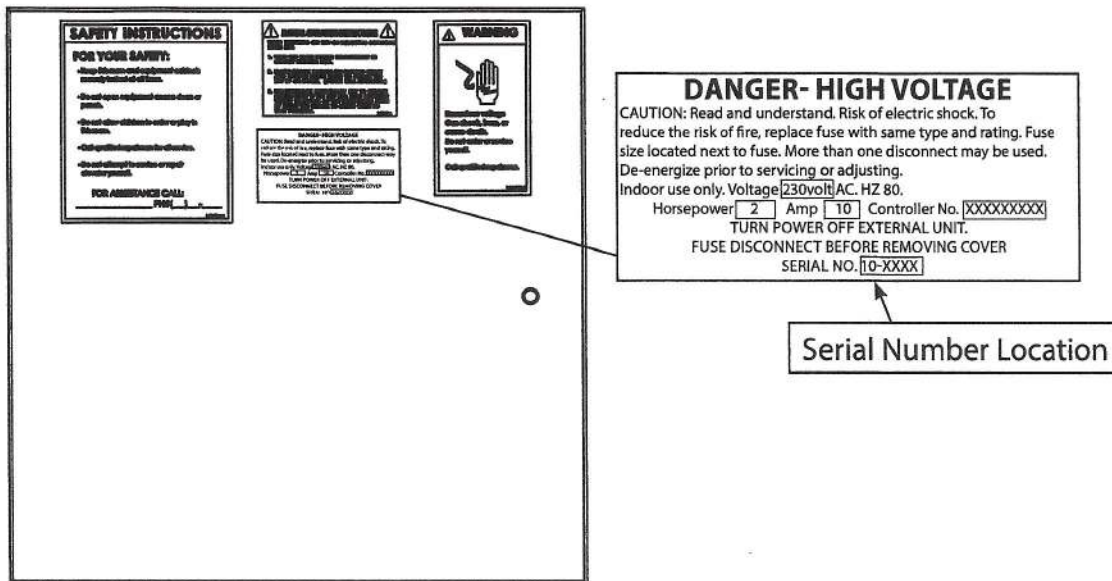


# 010- Serial Number Locations

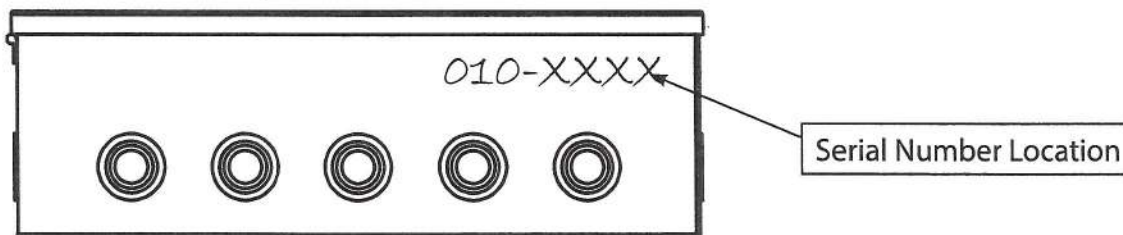


Series: 010

## On the Front of Controller Box

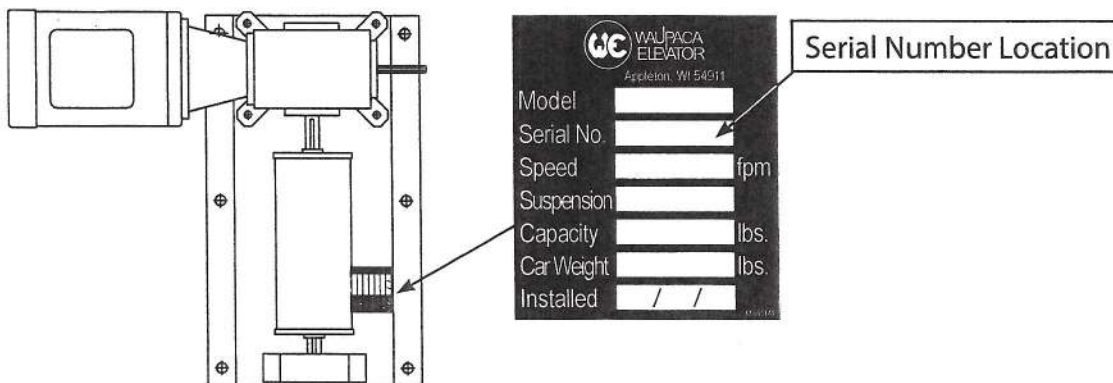


## On the Bottom of Controller Box



## On the Powerhead Base

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



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

**WE**  
Lift Expectations

# TECH BULLETIN

## Important Safety Notice

### Powerhead Assembly



## Important Safety Notice – Powerhead Assembly

### Grove, Perfection, and Waupaca Elevator brand gearboxes

Affected Elevator Serial Numbers:  
 10-2530 through 10-8111  
 010-00-8112 through 010-10-8786  
 110-00-1000 through 110-03-1179

Through normal use and normal wear, the above-listed elevator units eventually require powerhead replacement. There are several symptoms that indicate a new powerhead assembly and control system should be installed.

The symptoms may include, but are not limited to:

1. Blowing fuses in the controller (fuses F1 & F2)
2. Tripping the elevator circuit breaker in the house
3. A ticking sound from the gearbox, when the unit is running
4. A stalled motor making a humming sound in one direction (this symptom is most common in the down direction with the unit at the lowest landing with no load).
5. You can feel a significant backlash when turning the gearbox by hand
6. Metal fragments (silver or bronze in color) in the gearbox oil

While some of these symptoms, individually, do not absolutely indicate an imminent failure of the powerhead unit, the symptom in conjunction with use history of the elevator should be considered carefully when determining the appropriate course of action. Please contact Waupaca Elevator if you need additional assistance in diagnosing this potential failure.

If the powerhead assembly fails, the elevator may experience an unexpected drop during use of the elevator.

There is no specific age for the powerhead that will cause these symptoms or lead to a failure. This is a normal wear issue and depends upon the elevator usage history. There is no inspection that can be performed with the powerhead unit in place to determine if the powerhead needs replacement. The symptoms listed above are the best indicator of wear and the need for powerhead replacement. Technicians should consider these symptoms when servicing the Waupaca Elevator units listed above.

We encourage you to contact the homeowners in your database to pass this technical bulletin information on to them, so that they can watch for the symptoms listed and schedule replacement with you when necessary.

25-072

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30 JAN 2018

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