

Home Elevators **Owners Manual**

INLINE GEAR DRIVE/ HYDRAULIC DRIVE/ WINDING DRUM



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THANK YOU FOR CHOOSING CIBES SYMMETRY ELEVATOR!

Every elevator is unique. Please fill in the information of your elevator and the contact information of your local technician in the table below.

MY CIBES SYMMETRY ELEVATOR

Elevator owners name:

Serial number:

Date of manufacture:

Model:

Warranty Period:

Cibes Symmetry
authorized dealer's signature:

Dealer contact information:

INTRODUCTION

Please read the following information carefully regarding the care and maintenance of your Cibes Symmetry Residential Elevator. Your elevator has been manufactured and installed to meet all national and local governing codes. The proper care and use of your new elevator is critical to provide you with years of safe and reliable service. Regular maintenance is essential to ensure your safety and smooth elevator operation. To ensure proper elevator operation, the owner must carefully read and understand the content in this manual before use. The elevator owner shall keep these instructions for future use.

PREFACE

The elevator is manufactured and designed to be assembled as described in the Cibes Symmetry Assembly Instructions. Any additions to or modifications of the elevator that are not authorized by Cibes Symmetry and performed by Cibes Symmetry or our certified partners, can affect the function and safety of the elevator. If a part of the elevator needs replacing it must be sourced and provided by Cibes Symmetry. The manufacturer is not liable for functional faults or safety defects arising from unauthorized parts, additions, or modifications. The elevator is designed to be used as described in this Owner's Manual. The manufacturer is not liable for functional faults or safety defects due to reckless use or vandalism.

Cibes Symmetry manufactures elevators in compliance with ASME A17.1.

Cibes Symmetry products undergo thorough inspections and quality control before leaving the factory.

Cibes Symmetry

Mail: customerservice@cibessymmetry.com

Phone: +1 877-375-1428

DISCLAIMER

Installation, service, and maintenance must be performed by qualified personnel only. Failure to follow these instructions may compromise the elevator's safety system and potentially result in severe injury or death. Cibes Symmetry is not responsible for property damage, warranty claims, or personal injury, including death due to non-compliance. To ensure proper operating condition of your elevator, the items listed below must be inspected and/or serviced every six (6) months. Please ensure that your service technician follows the Maintenance Control Program and Logbook that contains the required and/or recommended list of maintenance procedures and inspections that must be performed to keep the elevator performing in a safe manner and in order to avoid unnecessary damage to your elevator.

- › Tighten all fastening anchors
- › Inspect drive system for wear
- › Inspect travel cable for excessive wear or damage; replace as necessary
- › Verify proper operation of all elevator car door/gate and hoistway door switches
- › Verify proper operation of all car operating controls and hall station buttons
- › Clean and lubricate rail system as needed
- › Verify proper operation of emergency lowering

All safety devices circuits MUST be maintained in working condition. Removing safeties or bypassing safeties is dangerous and can cause the elevator to seriously injure someone or seriously damage the unit. This elevator is designed to meet ASME A17.1 Section 5.3 Private Residential Elevator safety codes. By removing any safety, you will have compromised the safe operation of the unit and void any warranty and assume the liability for any injuries.

Make sure your installer shares a copy of the parts warranty and any documentation relating to the use of the elevator and its warranty.

DEFINITIONS AND SYMBOLS

The list below includes a number of terms and definitions included in the body of this manual.

PEOPLE

Owner: The person who owns the elevator.

Elevator user: A person who uses the elevator.

Competent personnel: A person with training, knowledge, and practical experience in the maintenance of Cibes Symmetry elevators in a safe manner.

DRIVE SYSTEMS

Inline Gear Drive, Hydraulic Drive, Winding Drum

FUNCTIONALITIES

Operating Controller: The PLC (programmable logic controller) is located in the machine room, control room, or control space. The controller is located within 40 feet of the drive machine in a temperature-controlled environment. The controller includes a self-diagnostic feature which will alert you to a complication by showing an E or F code on all **Position Indicators** (PIs), refer to Troubleshooting on page 10.

Position Indicator (PI): This will display the location of the elevator car and also alerts you to complications detected by the **Operating Controller**. Refer to Troubleshooting on page 10.

Car Operating Panel (COP): Used to control the elevator from inside the car. **The PI** will indicate the floor on which the elevator is currently. **The Emergency Stop Switch** can be activated at any time to stop the elevator's movement and sound an alarm. **The Emergency Alarm Button** can be pressed to sound an alarm at any time to alert others in the home of an emergency. Asterix Car or COP option will have a dimmer switch above the alarm button.

Telephone: A telephone is required inside the elevator in the recessed phone box or integrated phone COP, if option selected. The telephone is integrated into the main phone system in your home and is available for use in the event of an emergency. (If you have DSL phone service,

you will need a DSL filter to allow the phone to work. Contact your phone provider to secure a filter.)

Hall Call Buttons: These buttons are located near each hoistway door. The PI will display the location of the elevator car. Some hall calls might not be equipped with a digital position indicator.

Hoistway Doors: May be provided by the builder or elevator manufacturer. The doors must be installed so that the face of the door on the hoistway side is flush to the hoistway, eliminating the potential of people or property being between the door and sill edge, as required by ASME A17.1-2016 or newer elevator code.

Hoistway Door Locking Devices: These locks keep the hoistway doors secure when the elevator is not there and prevent the elevator from leaving the floor if the hoistway door is not in the closed and locked position.

Automatic Car Door/Gate Operator (Optional):

Operator automatically opens the car door/gate when the elevator stops at a floor. Power car door/gate operator available only for accordion, Symmetry Safety Doors, two and three speed style car door(s)/gate(s). Operators are not available for collapsible gates.

Automatic Door Opener (Optional): Automatically opens hoistway door when elevator stops at a floor. Opener works in sequence with the automatic car door/gate operator.

Automatic Homing: The elevator can be programmed to travel to a preprogrammed floor at a preset time of the elevator sitting idle.

Automatic Car Lighting: Car lights will automatically turn off 5 minutes (adjustable by a trained technician) after the elevator has been used. Car door(s)/gate(s) and hoistway doors must be closed in order for the lights to turn off. Lights will automatically turn on when the hall call button is pressed, the hoistway door is opened, or the car door(s)/gates(s) are opened.

SAFETY INSTRUCTIONS

GENERAL INSTRUCTIONS

1. This elevator is designed for residential use and must not be used for commercial applications
2. Every entrance to the elevator has two doors: one on the car, which will slide either left or right, and the other on the landing, which will swing or slide open. All doors must be fully closed for the elevator to operate.
3. Be certain the elevator is at the proper floor level before entering or exiting
4. Close the elevator car door/gate when not in use
5. Close hoistway door when not in use



Only competent personnel are authorized to repair and maintain the elevator. As a user, you are not allowed to perform any work on the elevator unless you are competent personnel with the training and practical experience appropriate to carry out the elevator's installation, servicing, and maintenance safely.

PROHIBITED ACTIONS

- › In case of fire, do not use elevator.
- › Do not let children use the elevator without supervision.
- › Labels with warning text and safety instructions must not be removed or made illegible
- › Do not bypass any safety switches or sensors.
- › Do not operate elevator if it has been damaged in any manner.
- › Do not exceed maximum capacity of elevator.
- › Do not use elevator to transport freight.
- › Do not lean against elevator car doors/gates or hoistway doors.
- › Do not open the elevator car door/gate when the elevator is in use. Attempting to open the elevator car door/gate while the elevator is in use constitutes a safety hazard and could result in injury to passengers or bystanders.
- › Do not enter the hoistway when the car is not present.

Contact your authorized servicing Cibes Symmetry dealer for service or questions.

MANDATORY ACTIONS

- › Use the elevator only as described in this manual.
- › Familiarize yourself with the use of the telephone system present in the elevator.
- › Know how to locate the power supply to the elevator and disconnect it in an emergency.

PROTECTIVE ACTIONS



In the event of foreseeable flooding, raise the elevator to an upper level to avoid damaging the elevator. If water enters the elevator, turn off the power supply and contact your maintenance personnel.



Entry into an elevator hoistway when the car is not present is hazardous and could lead to serious injury or death.



HOW IT WORKS

OPERATING INSTRUCTIONS

1. Operating the Elevator from the landing

- › Locate the hall call near the elevator hoistway door and press the call button. The hall call button has an illuminated ring that will remain illuminated after you release the button to acknowledge the call has been registered and will be responded to. The Position Indicator (PI), if provided, will show the position of the elevator.
- › The elevator will travel to the desired floor.
- › Once the elevator arrives at the landing, the illuminated ring around the call button will extinguish and the hoistway door locking device will unlock.
- › With manual hoistway doors, grasp the handle of the manual hoistway door and pull to the door open gently but firmly.
- › With manual car door/gate(s), grasp the handle of the car door/gate and slide the car door/gate open.
- › With automatic car door/gate(s), the car door/gate will open automatically.
- › With automatic hoistway doors, the hoistway door and car door/gate will open automatically.
- › Ensure that the elevator car floor is level with the landing floor.
- › Once the hoistway door and car door/gate are fully open, enter the elevator car carefully.
- › With manual hoistway doors grasp the handle of the manual hoistway door and pull to the door closed.
- › With manual car door/gate(s), grasp the handle of the car door/gate and slide the car gate closed.
- › With automatic car door/gate(s), the car door or gate will close automatically.
- › With automatic hoistway doors, the hoistway door and car door/gate will close automatically.

2. Operating the Elevator from the car

- › Locate the Car Operating Panel (COP) inside the elevator car and press the desired floor call button. The call button has an illuminated ring that will remain illuminated after you release the button to acknowledge the call has been registered and will be responded to. The Position Indicator (PI) on the COP will show the position of the elevator.
- › The elevator will travel to the desired floor.
- › Once the elevator has arrived at the landing, the illuminated ring around the call button will extinguish, and the hoistway door locking device will unlock.
- › With manual car door/gate(s), grasp the handle and slide the car door/gate open.
- › With automatic car door/gate(s), the car door/gate will open automatically.
- › Ensure the elevator car floor is level with the landing floor.

- › With manual hoistway doors, grasp the handle and push the door open.
- › With automatic hoistway doors, the door will open automatically.
- › Carefully exit the elevator car.
- › With manual car door/gate(s), grasp the handle of the car door/gate and slide the car gate closed.
- › With manual hoistway doors, push the hoistway door closed.
- › With automatic hoistway doors, the hoistway door and car door/gate will close automatically.

Notes

The car lights will operate automatically and will turn off after the elevator is no longer in use and the hoistway doors and car door/gate(s) are closed for five minutes.

Safety Tips

- › Never enter or exit the elevator car without confirming it is safe to do so.
- › Do not force the doors or gates: If they do not open or close easily, check for obstructions or contact maintenance.
- › Supervise children and pets: Ensure they are safely inside the elevator before operating it.
- › Regular Maintenance: Schedule regular maintenance checks to ensure the elevator operates safely and efficiently.

OPERATION IN THE EVENT OF A POWER FAILURE OR INTERRUPTION OF TRAVEL

Sequence

If a car door or gate is opened or the emergency stop switch is activated during travel, the car will stop until the car door/gate is closed and the emergency stop is set to the run position. At this point, the elevator will descend to the nearest level below its current position, where normal operation will resume.

If the car's travel is interrupted by a power failure,

1. The emergency lighting if equipped will automatically come on. The emergency light is typically 50% of the lights on the car's ceiling.
2. The car will stop and then automatically descend to the nearest floor below.
3. The car will then be able to travel to lower floors but will not travel up until power is restored.
4. When power is restored, the elevator will return to normal operation.

SAFETY EQUIPMENT

SAFETY EQUIPMENT

1. Emergency stop

The COP has an emergency stop button that is push to stop and pull to run. When activated, the button will stop the elevator and an alarm will sound.

2. Alarm button

An alarm button is located on the COP and will sound the alarm as long as the button is depressed.

3. Telephone

A telephone is required in the elevator car to provide a means of communication in an emergency. Telephones can be in a telephone box, on the wall, or integrated into the COP.

4. Car gate bypass monitor

The elevator is equipped with a car door/gate bypass monitor. This is an added safety feature to prevent the unit from leaving the floor if the hoistway door has been opened and closed without the car door/gate having been opened. This is designed to prevent the car from starting with people or things in the space between the car door/gate and hoistway door. If the operating controller detects a potential for this, the PI's will display an "E06" code. To clear this code, simply open the hoistway door, open and close the car door/gate, and close the hoistway door.

5. Unauthorized hoistway entry detection

Entry into the hoistway when the car is not present is dangerous and can result in serious injury or death. For

UHED reset should only be done by competent personnel!
If you have not been trained in this operation contact trained
elevator personnel!

OPERATING INSTRUCTIONS

"UNAUTHORIZED HOISTWAY ENTRY DETECTED"

TO RESET DIAGNOSTIC CODES
F-9-1 TO F-9-6*

IT IS THE RESPONSIBILITY OF THE ELEVATOR
PERSONNEL TO CHECK FOR OBSTRUCTIONS ABOVE
AND BELOW THE ELEVATOR CAR BEFORE MANUALLY
RESETTING THE ELEVATOR WITH THE RESET KEY.

AFTER VERIFYING THE HOISTWAY IS CLEAR TURN THE
RESET KEY ON AND BACK OFF AGAIN, THE ELEVATOR
WILL THEN RETURN TO NORMAL OPERATION.

(*THE LAST DIGIT INDICATED THE FLOOR ENTERED FROM*)



Never try to exit the elevator if it is stuck between landings. In this case, contact someone trained in rescue procedures or emergency services.

If the elevator does not start, perform these basic checks:

- › Are all hoistway door/ car doors/ gates correctly closed and locked? The elevator cannot move if hoistway door/ car doors/ gates are open.
- › Is a message displayed on the position indicator at the landing? Communicate this message to your technician for diagnosis.

If none of this works:

- › Contact your elevator maintenance personnel. They will be able to put the elevator back into working order.



TROUBLESHOOTING

DIAGNOSTIC CODES

Diagnostic codes are displayed through the position indicators at each landing as well as the one in the car. When a fault occurs, the position indicator will show the current diagnostic code.

The display will normally show the current floor. When a

fault occurs, the display will go blank and then flash the code in the following sequence:

1st Flash: Current Floor

2nd Flash: Diagnostic Code 1st Digit

3rd Flash: Diagnostic Code 2nd Digit

4th Flash: Diagnostic Code 3rd Digit

5th Flash: Current Floor

Code	Description	Note	Action Required
E01	Hoistway Door Open	(1)	Close Hoistway Door
E02	Car Gate Open	(1)	Close Car Gate
E03	Hoistway Door Unlocked	(1)	Make sure door is closed and lock activated
E04	In-Car Emergency Stop Activated	(2)	Confirm stop button is "pushed in"
E05	Battery Lowering Mode	(2)	Power loss, wait for main power to return
E06	Car Gate Bypassed	(1)	Open and close car gate, initiate call
E07	Disable Keyswitch Activated	(2)	Unit shutdown by the disable keyswitch
F01	Service Indicator	(3)	Call trained elevator personnel
F02	SC1 – Cartop Safety Circuit Open	(1)	Call trained elevator personnel
F03	SC2 – Main Safety Circuit Open	(1)	Call trained elevator personnel
F04	RNC Contactor Failed to Release	(1)	Call trained elevator personnel
F05	RNC Contactor Failed to Seat	(3)	Call trained elevator personnel
F06	BR Relay Failed to Release	(1)	Call trained elevator personnel
F07	BR Relay Failed to Seat	(3)	Call trained elevator personnel
F08	Up Run Timer Exceeded	(3)	Call trained elevator personnel
F09	Down Run Timer Exceeded	(3)	Call trained elevator personnel
F10	Selector Fault	(3)	Call trained elevator personnel
F11	Encoding Fault	(3)	Call trained elevator personnel
F12	UTS Failure	(3)	Call trained elevator personnel
F13	LTS Failure	(3)	Call trained elevator personnel
F14	System Check 1 Fault – SC1	(3)	Call trained elevator personnel
F15	System Check 1 Fault – SC2	(3)	Call trained elevator personnel
F16	System Check 1 Fault – DC	(3)	Call trained elevator personnel
F17	System Check 1 Fault – GC	(3)	Call trained elevator personnel
F18	System Check 2 Fault – DL	(3)	Call trained elevator personnel
F19	System Check 2 Fault – ES	(3)	Call trained elevator personnel
F20	System Check 2 Fault – UTS	(3)	Call trained elevator personnel
F21	System Check 2 Fault – LTS	(3)	Call trained elevator personnel
F22	IGD Motor Slip/ Drum Motor Slip	(3)	Call trained elevator personnel
F91	Unauthorized Hoist Way Entry – 1st Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel
F92	Unauthorized Hoist Way Entry – 2nd Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel
F93	Unauthorized Hoist Way Entry – 3rd Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel
F94	Unauthorized Hoist Way Entry – 4th Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel
F95	Unauthorized Hoist Way Entry – 5th Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel
F96	Unauthorized Hoist Way Entry – 6th Floor Door Opened Without Car Present	(3)	See Page 9 or Call trained elevator personnel

NOTES:

1. The diagnostic code will display once for every time the fault occurs.
2. The diagnostic code will automatically reset once the condition is remedied.
3. This diagnostic code will display until the fault is remedied and will require a manual reset.

CLEANING YOUR ELEVATOR

Given the variety of materials used in the manufacture of elevators, take care to use the right product in the right place to ensure the longevity of the parts of your elevator.

To keep your elevator clean throughout its life, follow the below steps:

Do not use chemical cleaning solutions on metal finishes. The clear coatings could be damaged. Use polishes, dusting solutions or light soaps to clean all surfaces. Brass fixtures are truly brass and have been coated to retard tarnishing and oxidation, cleaning brass surfaces with chemicals or abrasives will damage this coating and expose raw brass to the air which will cause oxidation fingerprints on raw brass will accelerate tarnishing.

Some car and car door/gate panels are real wood and finished with commercial grade stains and clear coatings. Use furniture cleaning solutions to clean and polish wall and gate wood panels. For steel cars and gates use a mild detergent cleaner.

CLEANING YOUR ELEVATOR

1. Interior cleaning

- a. On unpainted surfaces, such as buttons, it is recommended to use an alcohol-free solution so as not to damage the plastics over time.
- b. Use a vacuum cleaner on the floor.

2. Ceiling cleaning

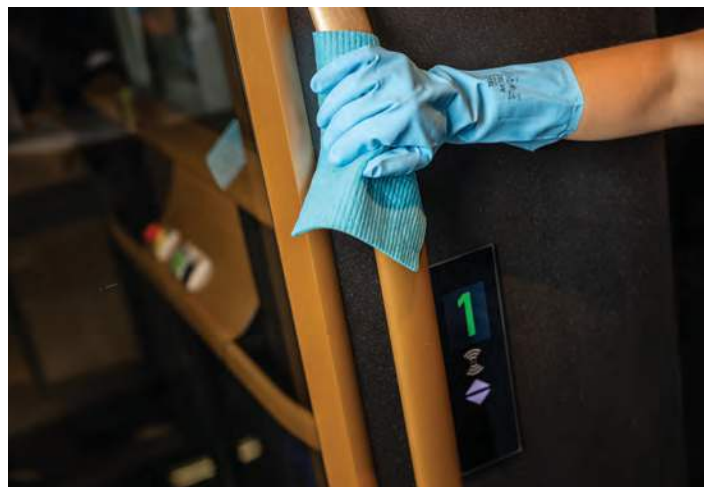
Use a vacuum cleaner with a soft nozzle to remove any dust. If there are stains, remove them with a cloth. Ensure not to come into contact with lighting surfaces.

3. Cleaning the bottom of the pit

The maintenance personnel must clean the bottom of the pit; it is included in maintenance visits. Do not enter the pit to clean.



Entry into an elevator hoistway when the car is not present is hazardous and could lead to serious injury or death.



EXTENDING THE LIFE OF YOUR ELEVATOR

Installing an elevator is an investment in your comfort. It must be used and maintained correctly to extend its lifespan.

THREE WAYS TO EXTEND THE LIFE OF YOUR ELEVATOR

1. Follow the instructions in this user manual

Keep this manual to ensure the proper functioning of your elevator.

2. Schedule regular maintenance

Following the maintenance schedule will help ensure the good health of your elevator.

3. Carry out regular checks

Inspect the parts of the elevator, such as buttons and handles, to prevent possible malfunctions between maintenance visits. If the elevator starts to sound strange, contact your maintenance personnel.

TERM OF WARRANTY

Cibes Symmetry warrants the Residential Elevator for 3 years (unless arranged otherwise) to be free from defects in material and workmanship under normal use and service. This warranty is offered to Cibes Symmetry's authorized distributor on behalf of the final purchaser and commences on the date of shipment from our facilities.

COVERAGE

This warranty applies to the repair or replacement, at the manufacturer's option, of parts only, and excludes labor. A separate labor warranty may be available from the authorized distributor of Cibes Symmetry products.

CONDITIONS OF WARRANTY

1. The warranty card must be returned to Cibes Symmetry's authorized distributor within 30 days from the original purchase date in order for this limited warranty to go into effect.
2. The product must be maintained, at minimum, every 6 months by Cibes Symmetry's authorized representative. The warranty becomes void if the product is serviced by personnel which are not authorized by Cibes Symmetry.

LIMITATIONS OF WARRANTY

1. This limited warranty is the sole and exclusive warranty provided by Cibes Symmetry and is in lieu of all other warranties, written or oral, expressed or implied, arising by operation of law or otherwise, by Cibes Symmetry or any other party, including but not limited to, warranties of merchantability and fitness for a particular purpose, whether or not the purpose has been disclosed and whether or not the product has been specifically designed or manufactured for the buyer's use or purpose.
2. This limited warranty does not extend to any losses or damages incurred as a result of any of the following:
 - a. Failure to comply with recommended maintenance as outlined in maintenance schedule in the owner's manual.
 - b. Installation or service by a technician which is not an authorized Cibes Symmetry representative
 - c. Misuse, neglect, accident, abuse, user's negligence, improper operation (operation not in accordance with owner's manual)
 - d. Fire, flood, acts of God
 - e. Ordinary wear and tear, and damage during shipment
 - f. Improper assembly, care or maintenance if performed by any individual other than an authorized representative of Cibes Symmetry
3. The remedies provided under this limited warranty do not extend to minor mechanical adjustments (such as tightening of nuts, bolts and screws).
4. No person has been authorized to provide any other warranty or to assume any other liability with respect to the elevator except by written statement from an authorized officer of Cibes Symmetry.

LIMITATIONS OF LIABILITY

1. Under no circumstances shall Cibes Symmetry be liable for losses or damages arising from delay in performance or use or inability to use the product regardless of the form of the claim or cause of action (whether based in contract, infringement, negligence, strict liability, other tort or otherwise), and in no event shall Cibes Symmetry's liability to buyer exceed the price paid by buyer for the elevator.
2. Buyer agrees that in no event shall seller's liability to buyer extend to include incidental, consequential, special or punitive damages.

CLAIMS

The sole and exclusive remedy for breach of the limited warranty hereunder shall be limited to repair of the defect or replacement of the elevator without charge.

Claims for defects in material and workmanship under this limited warranty must be made within the warranty period set forth above by written notification to Cibes Symmetry. The written notice must include a description complained of, along with a copy of the invoice or other proof of purchase and the serial number of the product.

Cibes Symmetry will, at Cibes Symmetry's option, repair or replace the elevator at buyer's premises without charge for materials.

EXTENDED WARRANTY

An optional extended warranty is a service offered by Cibes Symmetry as a complement to the standard limited warranty.

Commencing at the conclusion of the standard warranty period, this optional extended warranty continues your protection for either: one, two, three, or four additional years, extending the warranty up to a maximum of 7 years combined total for the standard and extended warranty.

The warranty period is to be agreed upon by the purchaser and Authorized Cibes Symmetry Representative at the time of purchase. This extended warranty covers any manufacturing defects including mechanical and electrical components but does not cover replacement of parts due to wear and tear (consumable parts) i.e. batteries, UPS systems, belts, seals, wear pads, cables, accordion gates, gate track rollers, door gibs, sills and flooring, pickup rollers, guide rollers and shoes, etcetera. Exclusions in the standard limited warranty still apply.

This warranty is available only when purchased with new Cibes Symmetry products and becomes void if the product is not maintained a minimum of twice a year by a qualified Cibes Symmetry service technician.

This warranty covers the expense of parts only and excludes labor and expedited shipping.

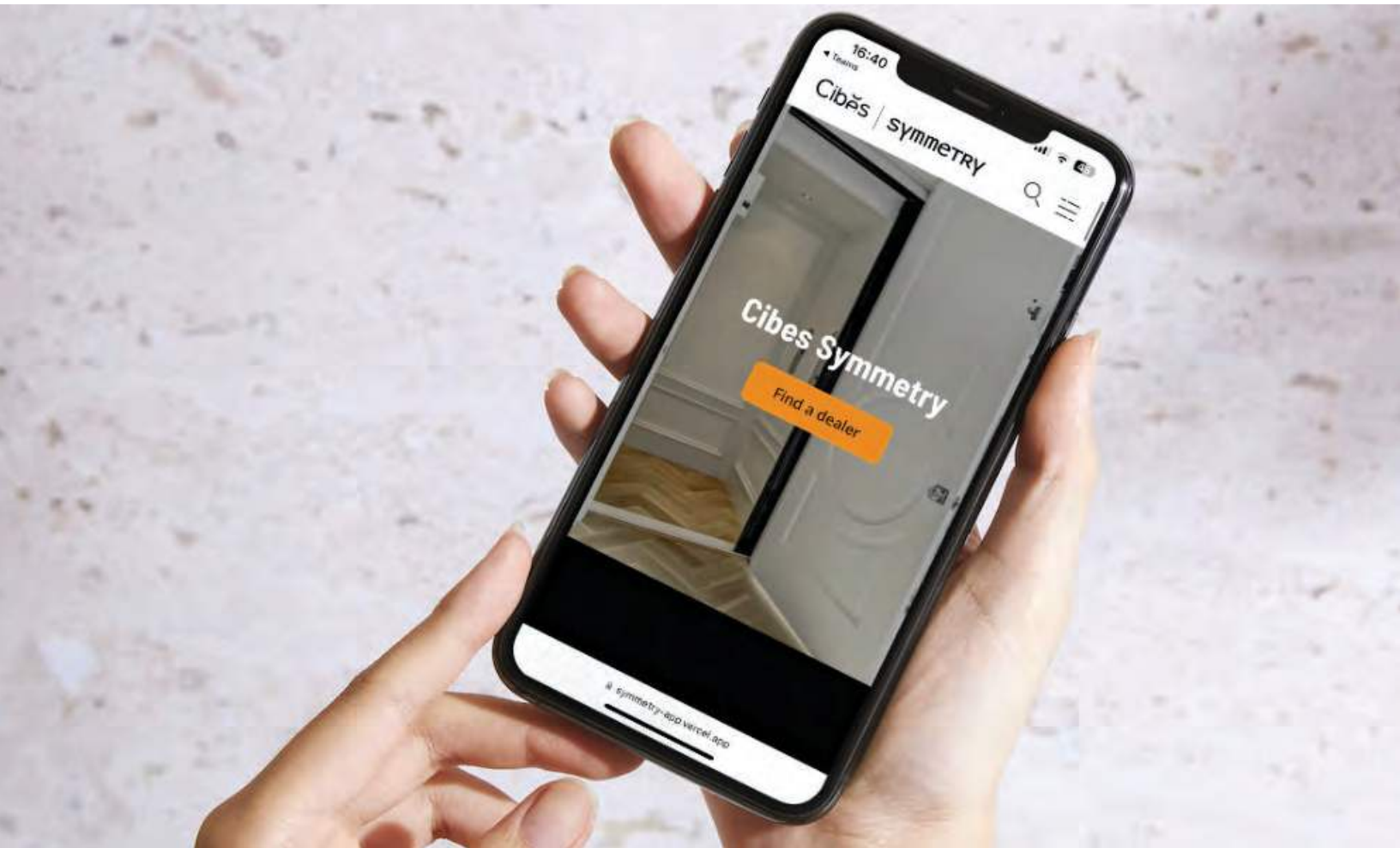


REGISTER YOUR WARRANTY

1. Register your elevator warranty on our website below:
www.cibessymmetry.com/contact/register-elevator-warranty
2. Scan QR and register your elevator warranty

IMPORTANT NOTE:

Your warranty will not be certified until this form has been returned.



MAINTENANCE/SERVICE RECORDS

Dealer name:

Dealer name:

LIFE ELEVATED

Cibes Symmetry is a beautifully crafted, expertly engineered accessibility-related product line proudly made in the U.S.A. since 2008. Promoted and sold by our exclusive nationwide network of carefully selected Cibes Symmetry partners and associates, Cibes Symmetry offers residential elevators, vertical platform lifts (VPL), limited use/limited application (LULA) elevators.



cibessymmetry.com