

December 17, 2020

*Subject: Otis Elevator Announces Recall to Inspect Private Residence Elevators in Cooperation with U.S. Consumer Product Safety Commission to Prevent Serious Injury or Death to Children*

Dear Colleague:

Otis Elevator Company is writing to inform you that on December 17, 2020, the Company announced a recall to inspect and, if necessary, repair all Otis private residence elevators, including those manufactured by our former subsidiary, CemcoLift Elevator Systems. Otis Elevator is undertaking this action in cooperation with the United States Consumer Product Safety Commission (CPSC) because children can become entrapped in the space between the exterior landing (hoistway) door and the interior elevator car door or gate, and suffer serious injuries or death when the elevator is called to another floor. Fortunately, this type of accident can be avoided by retrofitting existing elevators with space guards if needed.

To remedy this issue, Otis is offering all owners of an Otis or CemcoLift private residence elevator a free inspection to ensure that their elevator does not pose this hazard. In the event that the inspection reveals that the space poses a danger, Otis will install a space guard at no cost to the consumer.

**A copy of the press release is enclosed with this letter.** We respectfully request that you take the time to read this letter and the enclosed notice carefully. **The failure of consumers to participate in the recall could result in serious injury or death to children.** Importantly, please note that this recall applies only to Otis/CemcoLift private residence elevators and does not include Otis' commercial elevators.

**IMPORTANT:** We are reaching out to our current maintenance customers that have private residence elevators and are also sending notification to all addresses where we are aware of Otis or CemcoLift private residence elevators having been installed at one time. For those Otis or CemcoLift private residence elevators installed by independent third parties, Otis is sending notification to contacts that include distributors and other third parties that could have information about where affected units could be located. **In the event that you have any information, including records, concerning Otis or CemcoLift private residence elevators, we respectfully request that you get in touch with us as soon as possible to help make this recall a success. We also encourage you to take any action within your agency's authority to support this effort to address private residential elevators with a hazardous gap between the exterior landing (hoistway) door and the interior elevator car door/gate.**

**Otis Elevator Company**  
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The OTIS logo consists of the word "OTIS" in a bold, dark blue, sans-serif font. The letters are closely spaced and have a slight shadow effect, giving it a three-dimensional appearance.

We can be reached at 800-233-6847 from 8 a.m. to 5 p.m. ET Monday through Friday, visit us online at [www.otis.com](http://www.otis.com) and click on "IMPORTANT SAFETY INFORMATION – PRIVATE RESIDENCE ELEVATORS," write your Otis business contact, or email us at [recalltoinspect@otis.com](mailto:recalltoinspect@otis.com) for more information.

It should be important to all of us that consumers take advantage of this recall immediately and request that Otis inspect, and if necessary, install a space guard to eliminate the hazard to children.

We thank you for your help.

Sincerely,

A handwritten signature in blue ink, appearing to read "C. P. Moore", with a long horizontal flourish extending to the right.

**Christopher P. Moore**

Executive Director, Otis Americas Legal