



**Owner's Manual  
Winding Drum Elevator**

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# General, Safe Operation

**Please read the items below to ensure your safety while operating the elevator. Failure to follow these instructions could result in severe injury or death.** Before anyone operates this equipment, thoroughly and carefully read this entire manual.

Know where the elevator equipment (**machine room**) is located. You may need to access this equipment in the event of a power failure to manually lower the cab. This equipment, as well as the motor access panel, are located at the top of the hoistway.

Familiarize yourself with the **door lock** device (door interlock) located at the top of the landing door near the door jamb. Learn how to manually open the door (Southeast Elevator will provide a special **door lock key** inside the elevator controller. (see Page 8 "Elevator Door Key.")

The elevator is not a toy. Adults should always accompany children when using the elevator. **Do not allow children or pets to ride the elevator unattended. Never allow a child to stand between the elevator gate and the landing door.**

Follow instructions and always keep clear of any moving parts to prevent accidents.

Always be sure that the cab is at floor level before entering or exiting.

This unit should only be operated by a competent person who understands its proper operation as set out in this manual.

**\* Never enter the hoistway below or above the elevator for any reason. A moving elevator can cause severe injury or result in death for anyone in the hoistway.**

## Operating Checklist:

1. Make sure all doors and gates are locked and secure
2. All areas in and around the lift are clear of any obstructions
3. All lights are functioning properly
4. Test your keys (if equipped) and emergency stop button every month
5. Check for live phone communication in the elevator cab regularly

Read labels and follow instructions. If any label becomes damaged, replace it immediately.

Ensure that only trained elevator personnel perform maintenance and service on this equipment.

# Elevator Specifications

<b>Capacity:</b>	950 lbs.
<b>Speed:</b>	40 FPM
<b>Maximum Travel:</b>	50 ft.
<b>Maximum # of stops:</b>	4
<b>Power Supply:</b>	220 Volt, 1 Phase, 30 Amp
<b>Drive System</b>	Overhead Winding Drum
<b>Pit Depth Required</b>	12"
<b>Minimum Overhead Clearance</b>	102" minimum overhead for 80" cab 106" minimum overhead for 86" cab 117" minimum overhead for 96" cab
<b>Control System</b>	PLC/Relay or PLC/Relay/VVVF Drive
<b>Floor Selection</b>	Reflective tape selector/limits, photo eye sensor
<b>Floor Material</b>	Unfinished, 1 1/2" plywood sub-floor with metal frame FINISHING DONE BY OTHERS
<b>Control Panel Finish</b>	Standard - Brushed stainless steel Optional - Dark bronze, brushed brass, black
<b>Hall Station Finish</b>	Standard - Brushed stainless steel Optional - Dark bronze, brushed brass, black
<b>Motor</b>	3HP Overhead
<b>Cab Wall Finish</b>	Standard - Sugarmill style cab with 3/4" cabinet grade veneered plywood in oak, cherry, mahogany, or maple with clear semi-gloss finish. Optional - Peachtree, Plantation, or Shaker style cab Optional - Wood finish color choice with clear semi-gloss finish
<b>Ceiling</b>	3/4" cabinet grade plywood with white laminate
<b>Lighting Supply</b>	120 Volt, 1 Phase, 15 Amps

# Elevator Cab Features

## COP Buttons

Automatic control operating panel (COP) buttons move the cab UP/DOWN between landings. Once gate and landing doors are closed, the cab will travel to the selected landing.

## Alarm Button

This button can be pressed at any time to sound the alarm in case of an emergency. This is only an audible alarm and will not call for help.

## Run/Stop Switch

This button can be used at any time to stop the cab in case of an emergency.

## Cab Key Switch (optional, not pictured)

The key switch turns the cab control floor buttons ON and OFF. This safety feature is provided to limit the use of the elevator to authorized persons only.

## Integrated Phone Dialer

An emergency phone dialer is standard with all our elevators.

## Gate

Standard folding accordion gate with acrylic panels. Optional scissor style gates and 2-speed doors are available. The gate ensures safe travel between landings while in the elevator cab. The gate must be closed before the cab will begin traveling.

## Ceiling

Standard white, laminate ceiling with a single (1) automatic 3" recessed LED light, and a silver trim ring.

## Handrail

Flat, brushed stainless steel handrail is standard in all cabs for added support and stability while traveling.

## Standard Cab Features

- Automatic on/off cab lighting
- "Car in use" illuminated hall call buttons
- Floor indicator in cab
- Emergency battery powered lowering and lighting with automatic recharging
- Emergency stop button in cab
- Emergency alarm button in cab
- One (1) 3" recessed LED light with silver trim
- Flat, brushed stainless steel handrail
- Brushed stainless steel control panel/hall stations
- Integrated phone dialer



# Landing Features

## Landing Hall Call Station Controls

Hall Call buttons are installed at all landings to bring the cab to the landing from which it is being called. The light will go off when the cab has arrived at the landing. An optional key switch limits the use of the elevator to authorized persons only.



Hall Call Button

## Landing Door Lock (Interlock)

The door locks ensure that the hoistway/landing doors remain locked when the cab is not at that floor and to prevent the elevator from running until all doors are closed and locked. Each landing door lock is on a timed setting. After five minutes of inactivity, the door returns to a secure, locked state. To renew the timer, simply press the call button again.



Door Lock

## Emergency Battery Lowering

In the event of a power failure, most elevators are equipped with a battery lowering unit which will supply temporary power to the elevator. The cab will then descend to the next lower floor. At this point the lock will release and allow you to exit the cab. Automatic gate operators will also function on the battery lowering system.

Once the home's power is restored, the back-up system will turn off and automatically begin recharging.

**NOTE:** If the landing door can be opened when the elevator is not at the landing, **DO NOT USE THE ELEVATOR.** Secure access to the elevator to prevent anyone from entering and call your nearest Southeast elevator location for service.

# Optional Automatic Openers

## Automatic Door Opener

- Press the Landing Hall Call button to call the elevator to your location. The entrance door will open automatically once the elevator stops at the landing.
- Push-N-Go allows the entrance door to open automatically with a slight push to the door itself. The door timer is inoperative when this feature is activated.

## Automatic Gate Opener

- Press the Landing Hall Call button to call the elevator. The gate will open automatically once the elevator stops at the landing.
- The gate will not close until a call is placed.



Battery Lowering UPS

**NOTE:** The cab gate must be closed after exiting the cab. If the gate is left open, the elevator controls will not work.

# Operating the Elevator

## Operating Controls At Landings

1. Press the Hall Call button once and then release it. The call light will be illuminated while the cab is traveling, the elevator will automatically come to your landing. (If you opted for a key switch, insert and turn the key to the ON position before pressing a hall call button. Then turn key to OFF position and remove key after pressing hall call button.)
  - If the elevator is already at the landing, the hall call button will not stay illuminated. Pressing the hall call button will unlock the elevator swing door allowing you to enter the elevator.
  - When the call light turns off, the cab has arrived at your landing and you can open the landing door.
2. Check that the cab is at the floor level. If the cab has a manual gate, slide the gate open and enter the cab.
3. Once inside, close the landing door and close the gate.  
(insert the key into the key switch if applicable)

### **SAFETY WARNING:**

Wheelchair wheels must be locked at all times while the elevator is moving.

## Operating Controls In the Cab - Standard or Touchscreen Controls

1. Press the desired landing button and release. If you have opted for a key switch, insert the key and turn to the ON position before pushing the landing button. The button pressed will illuminate and the cab will start traveling to the selected landing. When it has arrived, the cab will automatically stop and the button light will turn off. Be sure not to open the gate until the button light turns off.
2. If applicable, turn the key switch to OFF and remove the key. If a wheelchair is present, unlock the wheels.
3. Be sure the cab is at floor level.
4. Open the gate, exit the cab, close the gate and close the swing door.

## Lights

The overhead cab light(s) will automatically come on when any call button is pushed and will stay on while the elevator is in use. The cab light is shut off by a 5-minute timer when the elevator is not in use.

When the landing door is left open the cab lights will automatically time-out and turn off. The lights will come back on when you:

- Press the hall call button before getting into the cab
- Enter the cab. Close both the landing door and the cab gate and press a landing button

## Emergency Lighting

The cab light will automatically turn on via the battery backup if there is a power failure.

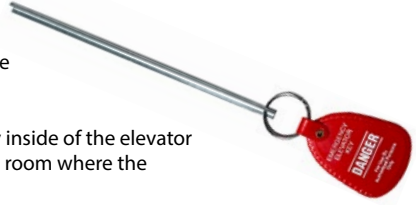
## Gate

Never extend your hands, feet, or put anything through a scissor style elevator gate. Do not allow any items to rest against the gate or extend through a gate opening. If the elevator does not stop moving when any style of gate is open, **DO NOT USE THE ELEVATOR**. Call for service immediately.

# Elevator Door Key

The elevator key is a narrow piece of metal in the shape of a "C" with a red key chain attached.

After installation, Southeast Elevator will leave this key inside of the elevator controller panel (mounted on the wall) in the machine room where the elevator equipment is located.



## Manually Opening the Door

1. Insert the key at a downward angle through the plate with the "C" shaped hole.
2. Pull the key down which will lift the lock pin inside and allow you to open the door.



Keyhole



Insert at a downward angle



Pull down to unlock



Internal locking mechanism



## Manually Opening the Door From the Inside of the Cab

If you are inside the elevator and within 6" of the landing floor during a power failure and do not have battery lowering, you can unlock it manually and exit the cab.

First open the accordion or scissor gate, then push the locking mechanism up by hand to unlock and open the hall door to exit the elevator.



# Manual Lowering of the Cab

## This procedure is **ONLY** used in an emergency

In the event that the elevator stops moving, there is a manual lowering lever and 5/8" crank located on the side of the motor in the overhead.

**\* Prior to using this procedure, ensure that there is no other reason that the elevator stopped.**

Some common causes for the elevator to stop are that an elevator gate is open, the stop switch was accidentally pressed, or one of the shaft doors was left ajar. After these items are checked, manually open the shaft doors to make sure that the shaft is clear.

1. Let any person(s) inside the elevator cab know your intentions to lower the cab manually. Tell them to remain calm and stay back from the elevator gate.
2. In the machine room, locate the **main power disconnect switch** to the elevator controller and **switch it to the OFF position**.
3. Locate the **battery pack inside the controller box** and **switch it to the OFF position**.
4. Locate and open the access hatch at the top landing (typically above the door).
5. Locate the manual lowering lever on the side of the motor and the 5/8 hex crank shaft on the end of the motor.
6. Using a 5/8 wrench or socket, place your tool on the 5/8 hex crankshaft. Using two hands, you must simultaneously pull the manual lowering lever and turn the 5/8" hex crankshaft clockwise to overpower the gear reduction in the gearbox. As you turn the crankshaft, the elevator will move slowly as long as the manual lowering lever is pulled to disengage the motor brake. Continue turning the crank until the cab reaches the bottom landing. You can visually watch the drum turn and the elevator cab lower during this process. You should be able to tell when the cab has reached the bottom because gravity will no longer be assisting in lowering the elevator and the hoist cable coming down from the drum may appear loose.
7. Open the bottom door manually. **Use the door key provided by Southeast Elevator** to lift the pin on the door lock through the keyhole in the lock plate and open the door at the same time. Assist any person(s) to exit the cab. (see pg. 8 for instructions)
8. If this procedure was performed, immediately call for service.



# Power Outage While Operating the Elevator

## Battery Backup Power

If power is lost while the cab is traveling, the cab will stop. The cab will automatically descend with the battery backup power to the next lower floor after approximately 10-30 seconds. The lock will release so you can exit the cab.

## Door Interrupt Reset

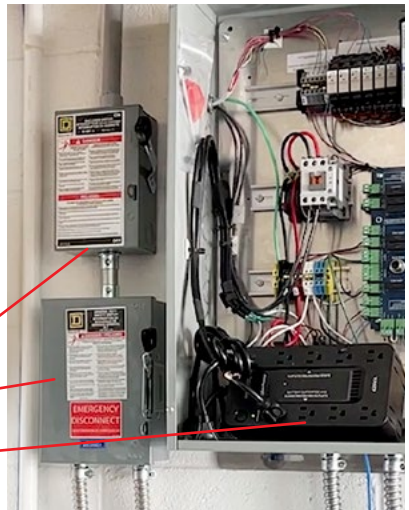
You will know that the elevator needs to be reset if the buttons inside the cab, the hall call buttons, and all the lights inside the controller are flashing.



1. Make sure the elevator cab and elevator shaft are clear of any obstructions.
2. Manually open all hall doors and visually inspect the shaft for any obstructions before resetting.
3. Close the elevator cab gate and all the landing doors before resetting.
4. To reset the "door interrupt," go to the machine room and open the control panel. Locate the door fault reset key.
5. Turn the run/reset key to reset. (the key will return to the default position on its own)
6. Once it's reset, the elevator will return to normal operation.

## Preparation for a Storm or Potential Flooding

1. Send the elevator cab to the highest floor.
2. Turn the run/stop switch OFF inside the cab.
3. Turn the power OFF at the main disconnect in the machine room.
4. Turn the battery backup OFF.
5. Do not use the elevator in the event of a storm or flood.
6. You can use the elevator again once the storm passes, full power has been restored to your house and the pit has been checked for water.



Power Sources

Battery Backup

# Maintenance

We recommend your elevator be serviced once a year to continue its optimal performance.

Southeast Elevator offers an Annual Service Plan for a yearly fee. While you're enrolled in the service plan, any additional service calls required for your elevator are discounted.

With the Annual Service Plan, Southeast Elevator will perform a 30-point inspection maintenance service. Areas that will be serviced include: Pump unit, controller, cab, gate, doors, locks, and hoistway.

You will be provided with an enrollment form along with this manual after your installation is complete.

If you did not receive the enrollment form, please contact the office at: 772-461-0030.



Scan for  
Service Plans

## NOTE:

Ultimately, it is the responsibility of you, the homeowner, to ensure that the maintenance and upkeep of your elevator are performed on a regular basis.

Units that are installed in extreme/adverse environments or experience excessive usage are recommended to be serviced more than once a year.



# One Year (365 Day) Limited Warranty

This warranty applies to all new products sold and installed by Southeast Elevator. The coverage is for a period of one (1) year from the time the elevator and/or other purchased products is turned over to the contractor or purchaser, at which point it is deemed completed. All parts and labor are covered to be free from defects in workmanship and materials for this period.

## Warranty Claims

Warranty claims can be made by calling 855-624-8888 for an appointment.

All substantiated claims will be repaired during normal business hours of 8:30 am to 5:00 pm, local time, Monday through Friday.

If the warranty has expired on your product, typical service and replacement rates will apply.

## Installation Details For Your Records

Purchaser \_\_\_\_\_

Address \_\_\_\_\_

Installed Product \_\_\_\_\_

Completion date \_\_\_\_\_

\* Warranty Period is One (1) Year from completion date

## IMPORTANT — Please Read

Only a representative of Southeast Elevator or a professional with elevator training and licensing to install, adjust, service or modify any mechanical or electrical device involving an elevating device should be permitted to work on this equipment. Ignoring this warning will compromise the safety of the system and can result in serious injury or death. Southeast Elevator accepts no liability for damage to property, warranty claims or personal injury, including death, in this circumstance.

Please use your own discretion to have your equipment serviced more frequently if usage, environment or local jurisdiction deems necessary. It is the responsibility of you, as the homeowner, to maintain this elevator with regular service.

Refer to this manual for specifications, operating instructions and maintenance of your residential elevator.

**Southeast Elevator equipment is designed and installed with passenger safety as top priority. After installation is complete, we recommend servicing your equipment annually at minimum to ensure compliance, safety, and longevity.**



Scan for more information on our service plans.

This Limited Warranty covers residential elevator equipment (the "Elevator" or "Products") manufactured by Southeast Elevator, and installed by Southeast Elevator. When the Elevator is installed, adjusted, and operated in accordance with Manufacturer's Instructions, Southeast Elevator will, for a period of 365 days from the date of completion, provide a limited warranty for installation workmanship and for defects in materials or manufacturer workmanship on parts.

**The Limited Warranty applies to residential property utilized primarily by the homeowner or family member(s) only and is not valid on property used for commercial or rental purposes. Any repair or maintenance required due to vandalism, Acts of God, misuse and abuse, operator error, or equipment repaired or damaged by anyone other than a representative of Southeast Elevator is excluded from this Limited Warranty.**

Performance under this Limited Warranty is specifically subject to Owner and/or General Contractor completing and acknowledging in writing that a "Home Owner Safety and Operational Walk Through" was provided by a representative of Southeast Elevator. Notwithstanding this "Walk Through," Southeast Elevator's commitment and responsibility, hereto, begins upon completion.

Southeast Elevator does not recommend and is not responsible for any modifications, alterations, installations, or replacements of its Products or component parts which are not made by a representative of Southeast Elevator. This Limited Warranty will be considered null and void if service has been performed on it by anyone other than a representative of Southeast Elevator.

This Limited Warranty specifically excludes elevators installed by other Contractors. General Contractor and/or Owner shall hold Southeast Elevator harmless for all claims subject to "Work Done by Others" as defined in the standard Southeast Elevator Contract. If a copy of the Contract is needed, it will be provided as requested.

Southeast Elevator makes no other express warranties to the Purchaser of this product except as set forth above. This warranty covers a consumer product. Purchaser is responsible for determining whether the Products, as installed, are fit for a particular purpose and suitable for Purchaser's method, use and application.

THERE IS NO OTHER EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

THIS EXPRESS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY WHICH BUT FOR THE WARRANTY CONTAINED HEREIN MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

**This Warranty Does Not Extend to Incidental, Consequential, Special, or Direct Damages.** Some states do not allow the exclusion or limitation of incidental, consequential, special, or direct damages, so the above limitation may not apply to you. Southeast Elevator's liability for any damages from use of this product is limited solely to repair or replacement of parts in accordance with the terms set forth above and these are the exclusive remedies available to the purchaser.

This Limited Warranty applies to services rendered during normal business hours of 8:30 am to 5:00 pm in the local time zone Monday through Friday, excluding national holidays. Services rendered or extended beyond these normal business hours shall be subject to Southeast Elevator's standard published service charges and restrictions.

In the event this Limited Warranty is subject to any U.S. State Condominium or other Governmental Act requiring an extension to the Warranty period, an additional charge of \$3,000 per unit per year of extension shall be due and payable to Southeast Elevator upon commencement of Limited Warranty.

A SERVICE MAINTENANCE AGREEMENT IS AVAILABLE BY CONTACTING SOUTHEAST ELEVATOR AT 1-855-624-8888.

Version effective 11-13-2023

# Fault Flash Codes

The controller will flash a pattern on the car operating panel buttons to indicate different problems. Below is a brief description of the codes.

Description	Pattern	Reset Procedure
Position error	All buttons illuminate, car hunts down to level one	Auto resets on level one
Battery lowering active	Buttons "count down" from four to one	Auto resets when power is restored
Door/Gate watchdog active	All buttons, two quick flashes, three second pause, two quick flashes, repeated.	Press the call button at the landing where the elevator is. Open the door. Open and close the gate. Close the door.
Critical hoistway door fault	All buttons rapidly flashing	Visually inspect the elevator hoistway for obstructions. Close all the doors and gates. Turn the door fault reset key on the circuit board on the controller to reset.

## Safety Code

Your home elevator is governed by the National Safety Code for Elevators and Escalators. ASME A17.1 part 5.3, private residence elevator. Section 5.3.1.18.2.2, monitoring of the car door or gate switch electric contacts. This requires the elevator manufacturer to design the elevator controls safety switch on the elevator cab to be monitored to make sure it has not been disabled, jumped out, or tampered with.

### **WARNING, FAILURE TO FOLLOW THE GUIDELINES WITHIN THIS MANUAL CAN RESULT IN SEVERE INJURY OR DEATH:**

No original equipment should be disabled, removed, moved or tampered with in any way except by a certified Southeast Elevator technician or other licensed residential elevator company.

Do not allow children or pets to ride the elevator unattended or stand between the elevator gate and the landing door. Never allow children to play in or near the elevator.

Never enter the hoistway below or above the elevator for any reason. A moving elevator can cause severe injury or result in death for anyone in the hoistway.

PLEASE RETAIN THIS USER MANUAL FOR FUTURE REFERENCE





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