

July 16, 2014



**Roped Hydraulic  
Residential Elevator  
OWNER'S MANUAL**

**Authorized Custom Elevator Representative:**

<b>Company Name:</b>	
<b>Address:</b>	
<b>Phone #:</b>	

**Model #** \_\_\_\_\_ HYD-7.540 \_\_\_\_\_

**Serial #** \_\_\_\_\_

**Installation Date** \_\_\_\_\_

# INTRODUCTION

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*Thank you for purchasing a residential elevator manufactured by Custom Elevator Manufacturing Co. You will soon discover the convenience and luxury your residential elevator will add to your lifestyle.*

*With proper care and periodic maintenance, we are sure that you will find your Custom Elevator to be the most durable, safe, and trouble-free elevator available on the market today.*

*This manual provides operating instructions, safety precautions, troubleshooting, maintenance, and warranty information that must be read and understood prior to operating your elevator. This manual should be retained for future reference. Any scheduled maintenance, service, or repairs performed should be recorded in the service/maintenance log found in this manual. In addition, you should complete and mail the warranty registration card in order to validate the warranty.*

## TABLE OF CONTENTS

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<b>IMPORTANT SAFETY PRECAUTIONS</b>	.	.	.	.	.	.	.	<b>1</b>
<b>CONTROLS &amp; FEATURES</b>	.	.	.	.	.	.	.	<b>2 - 3</b>
<b>OPERATION INSTRUCTIONS</b>	.	.	.	.	.	.	.	<b>4</b>
<b>MAINTENANCE &amp; CARE</b>	.	.	.	.	.	.	.	<b>5</b>
<b>TROUBLESHOOTING</b>	.	.	.	.	.	.	.	<b>5</b>
<b>SERVICE/MAINTENANCE LOG</b>	.	.	.	.	.	.	.	<b>6</b>
<b>GENERAL SPECIFICATIONS</b>	.	.	.	.	.	.	.	<b>7</b>
<b>LIMITED WARRANTY</b>	.	.	.	.	.	.	.	<b>8 - 9</b>
<b>WIRING DIAGRAM</b>	.	.	.	.	.	.	.	<b>10</b>

# IMPORTANT SAFETY PRECAUTIONS

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This residential elevator is designed and manufactured in accordance with ASME A17.1 Part 5, safety code for elevators and escalators. It is intended for use in a private residence only and not for commercial or public use. Its use is to be limited and under the supervision of the homeowner who is responsible for ensuring the safety of the elevator operation as well as with persons using the elevator.



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**This safety alert symbol will be found throughout this manual and on various components of the elevator. This symbol is used to alert you of a hazard that could cause injury to yourself or others and what you can do to avoid the hazard.**

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The following is a list of safety instructions that must be understood and followed by everyone operating the elevator. Failure to follow these instructions can result in severe injury or death.

- Read and understand the contents of this manual prior to attempting to operate the elevator.
- Never allow children to access the machine equipment or operate the elevator unattended.
- Never overload the elevator beyond its rated capacity. Do not use the elevator to transport freight.
- Always watch your step when entering or exiting the elevator. Be certain that the elevator sill is level with the landing sill.
- Never extend your hands or feet outside the cab while the elevator is moving or between floors.
- Never use the elevator in case of smoke or a fire.
- Never operate the elevator if you should detect any abnormal operation, unusual sounds, or recognize damage to any parts of the elevator.
- Never bypass any safety devices.
- Never lean against the car doors or landing doors.
- Make certain that the telephone and alarm located in the elevator cab are operable at all times.
- Never enter the hoistway above or below the elevator.
- Never remove covers from the control equipment.
- Always keep equipment room locked and keep access to the equipment clear in case of an emergency.
- The elevator hoistway and machine area must be kept dry.
- Never try to extract anyone from the elevator if it has stopped between floor levels.
- Never allow pipes, conduits, ducts, and other unrelated utilities to run through the elevator hoistway.
- Never attempt to repair or service the elevator yourself. Call an authorized Custom Elevator Representative for service.

# CONTROLS & FEATURES

## ➤ **CAR CONTROLS:** located in the elevator cab (reference figure A)

1. **Digital car position indicator with car direction arrows:** Displays the floor number at which the car is located and displays an arrow indicating the direction that the car is traveling.
2. **Cab light switch:** Turns the cab ceiling lighting on and off. If left in the on position, the cab lights will time out automatically after 3 minutes and illuminate when the elevator is called or if a car or landing door is opened.
3. **Car push buttons:** Used to send the elevator to a desired landing. The button will illuminate indicating that the car call has been registered and will extinguish upon arrival at the selected landing. Also used to unlock the hoistway doors when the elevator is equipped with electric solenoid door locking devices. See "operation instructions"
4. **Emergency stop switch:** The elevator will stop movement when pulled. Remember to always push the button in during normal operation, otherwise the elevator will not run.
5. **Alarm push button:** This button should be pushed and held to activate the alarm siren in the event of an emergency. It is used to alert others in the residence.

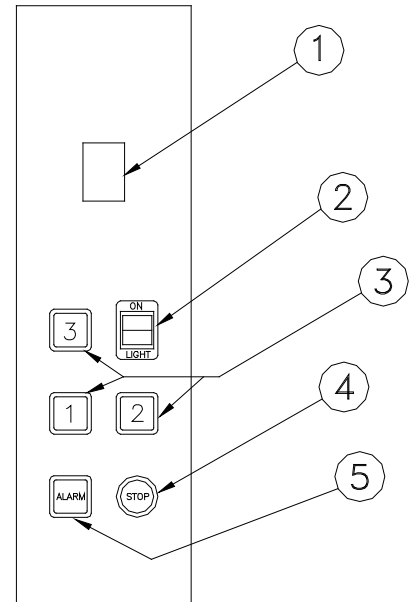


FIGURE A

## ➤ **LANDING CONTROLS:** located near each landing door (reference figure B)

1. **Car here indicator light:** This indicator will illuminate when the elevator arrives at the landing. A programmable time out feature can be activated by your authorized Custom Elevator representative to time out the indicator lights after (10) seconds.
2. **Call push button:** These buttons are used to call the elevator to the landing. The button will illuminate indicating that the call has been registered and will extinguish when the elevator arrives at the landing. Also used to unlock the hoistway doors when the elevator is equipped with electric solenoid door locking devices. See "operation instructions"

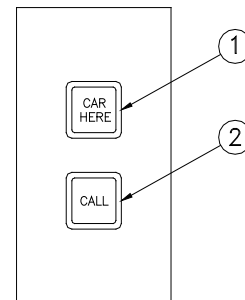


FIGURE B

- **TELEPHONE:** A telephone connected to a central telephone exchange must be installed in the elevator car and maintained in working order at all times. This telephone is to be used to call for assistance in case of an emergency.



**A working telephone must be maintained inside the elevator car at all times.**

- **CAR DOOR(S):** The elevator cab openings are protected by an accordion type door. The elevator will not run unless the car door(s) are securely closed. Remember to always keep the car door(s) closed when the elevator is not in use otherwise the elevator will not operate. If your elevator is equipped with a power car door(s) option, the car door(s) will close automatically upon placing a car or landing call. The car door(s) corresponding to the landing door will open automatically upon arrival at the landings.



**If the elevator should run with the car door(s) open, call for service immediately. Avoid operating the elevator until it has been repaired.**

- **LANDING DOORS AND INTERLOCKS: (reference figure C)**

The elevator landing doors are furnished with door interlocks and keepers which prevent the landing doors from being opened when the elevator is away from that landing. In addition, they prevent elevator operation unless the landing doors are securely closed and locked by the door interlock system. Avoid operating the elevator if you detect any damage or notice anything unusual about the door interlock system.

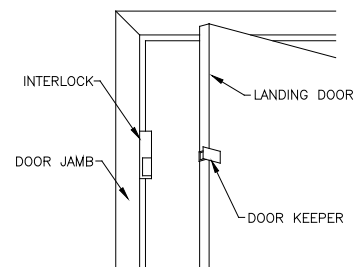


FIGURE C



**If the elevator operates with a landing door open or if a landing door can be opened when the elevator is not at the landing, call for service immediately. Avoid operating the elevator until it has been repaired.**

- **AUTOMATIC RELEVELING:** This elevator is equipped with an automatic releveling device which will maintain the elevator at floor level ( $\pm \frac{1}{2}$ "") during loading and unloading regardless of the car door or landing door position.
- **HOME PARK FEATURE:** When programmed by your authorized Custom Elevator representative, the elevator will automatically return to a designated landing after (1) minute without use.
- **BATTERY LOWERING:** In the event of a power failure, the elevator will automatically descend to the home park landing, wait (30) seconds, then proceed to the bottom landing providing all hoistway doors and car door(s) are securely closed. If your elevator is equipped with a power car door(s) option, the door(s) will automatically open and close even during a power failure.
- **EMERGENCY CAR LIGHTING:** In the event of a power failure, the cab ceiling lights automatically transfer to battery power, never leaving you in the dark.

# OPERATION INSTRUCTIONS

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**NOTE:**

The elevator will not be operable if a landing door or car door is in the open position. Additionally, the emergency stop button located in the car controls must be in the run position.

- **OPERATING THE ELEVATOR FROM A LANDING CONTROL:** Press and release the call button. The call button will illuminate indicating that the hall call is registered. When the elevator arrives at the landing, the call button will extinguish and the “care here” light will illuminate. When the elevator arrives, simply open the landing door and car door, then enter the elevator. When equipped with electric solenoid door locking devices, the hoistway door will lock 20 seconds after the car arrives at the landing. Press the current floor button to unlock the door.

**NOTE:**

When the elevator is running, no other car or landing calls can be registered unless the controller is programmed for “collective call” operation which will allow several calls to be registered, then each call is responded to in the direction that the elevator is traveling. This feature must be activated by your authorized Custom Elevator representative.

- **OPERATING THE ELEVATOR FROM THE CAR CONTROLS:** After entering the elevator from a landing, remember to close the landing door and car door(s) securely before attempting to operate the elevator.

**NOTE:**

If your elevator has an automatic car door operator, the car door will close automatically after registering a car call. To reopen the car door while closing, press the car pushbutton for the designated landing at which the elevator is currently parked. After use, the elevator will park with the car door open.

Push and release the car pushbutton for the designated landing that you wish to go to. The pushbutton will illuminate indicating that the car call is registered. The car direction arrow will illuminate indicating the elevators direction of travel. Upon arrival at your selected landing, the car pushbutton will extinguish. After the elevator comes to a complete stop, open the car door and landing door, then exit the elevator. When equipped with electric solenoid door locking devices, the hoistway door will lock 20 seconds after the car arrives at the landing. Press the hall call push button to unlock the door.

**Remember** to close the car door (unless automatically operated) and landing door while exiting the elevator so that it will be ready for use again.

**NOTE:**

The car lights will automatically turn off after (3) minutes when the elevator sits idle and all doors are closed.

# MAINTENANCE & CARE

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Although your elevator is designed and manufactured to minimize the need for service and repairs, regular preventative maintenance and equipment inspections should be performed every 6-12 months, depending upon the use of the elevator. A preventative maintenance program will prolong the life of the equipment, and regular inspections will give you the peace of mind that your elevator is in safe operating condition.

All maintenance and service should only be performed by an authorized Custom Elevator representative. Remember, as the homeowner, you are responsible for having maintenance performed on a regular schedule and it is recommended that any work performed on your elevator be recorded in the maintenance log on the following page. An accurate log may be necessary when validating a warranty claim.



**Do not attempt to maintain the elevator yourself. Call an authorized Custom Elevator representative for service.**

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## TROUBLESHOOTING

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If the elevator should fail to operate after following the operation instructions in this manual, check the following to prevent an unnecessary service call.

- Verify that the emergency stop switch located in the car control panel is in the run position
- Verify that the car door(s) is securely closed (unless automatically operated)
- Verify that all landing doors are securely closed
- Verify that the service disconnect switch is turned on
- Check for a tripped circuit breaker in your main service panel

If after checking the above items the elevator still fails to operate, contact an authorized Custom Elevator representative for service.



**Do not attempt to repair or service the elevator yourself. Call an authorized Custom Elevator representative for service.**

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# SERVICE/MAINTENANCE LOG

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DATE	REASON FOR SERVICE	WORK PERFORMED	COMPANY PERFORMED BY	PREVENTATIVE MAINTENANCE	TECHNICIAN'S INITIALS



# GENERAL SPECIFICATIONS

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<b>CAPACITY</b>	750 lbs / 950 lbs (optional)
<b>CAR SPEED</b>	40 FPM
<b>OPERATION</b>	AUTOMATIC
<b>POWER</b>	220 Volt, Single Phase, 60 HZ
<b>CONTROL VOLTAGE</b>	24 VDC
<b>CAR LIGHTING VOLTAGE</b>	115 VAC
<b>DRIVE SYSTEM</b>	Roped 1:2 Hydraulic
<b>MOTOR</b>	3HP, 1750 RPM, Capacitor Run
	5HP, 1750 RPM, Capacitor Run (950 lb capacity)
<b>PUMP</b>	Rotary Screw, Constant Displacement
<b>VALVE</b>	Blain Hydraulic, EV-100, (4) Coil, (2) Speed
<b>JACK ASSEMBLY</b>	2-3/4" Piston / 4-1/2" Cylinder, Single Stage
	3-7/16" Piston / 5-9/16" Cylinder, Single Stage (over 30' of travel and 950 lb capacity)
<b>SUSPENSION</b>	(2) 3/8" Diameter, 6 x 9, Traction Steel
<b>SAFETY DEVICES</b>	Instantaneous Broken Rope Car Safeties
	Pipe Rupture Valve
	Manual Lowering Device
	Battery Lowering
	Slack Cable Switch
	Top Final Limit
	Emergency Car Lighting

# LIMITED WARRANTY

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In these conditions the “**seller**” shall mean Custom Elevator Manufacturing Co. Inc. and the “**purchaser**” shall mean the authorized representative of Custom Elevator Manufacturing Co. Inc. who purchases the goods from the seller.

The seller warrants, to the original purchaser, that this product is free from defects in material and workmanship, under normal use and maintenance, for a period of (2) years on the major components of the drive train \*, and (1) year on other parts, from the date of shipment. The warranty registration card must be completed and returned to Custom Elevator Manufacturing Co. Inc. within (30) days of shipment to validate the warranty.

The warranty is conditioned on written notice to the seller within the warranty period of the claimed defect. Warranty is further conditioned upon reasonable opportunity afforded to the seller to test or inspect the claimed defect. Limit of responsibility of the seller under this warranty shall be to repair or replace defective items, including reasonable transportation charges thereof.

This warranty does not cover labor charges for diagnosis, repair, removal, or installation of any replacement parts. All replacement parts, whether new or remanufactured, assume the warranty period to be only the remaining time period of this warranty. Additionally, this warranty does not cover lightbulbs, hydraulic seals, batteries, physical damage or defects caused by or occurring in transit or shipment, or by accident, misuse, abuse, neglect, lack of maintenance, improper installation, modifications or repairs made by other than an authorized representative of the Seller, alterations, overloading, structural conditions, acts of God (flood, lightening, fire, etc.) or exposure to abnormal conditions of temperature, moisture, dirt, corrosion, etc. In addition, failure to run or damage caused by inadequate or interruption of electrical service resulting in blown fuses and or open circuit breakers is not covered.

No other warranties are made, expressed or implied, including any implied warranty of merchantability or of fitness for a particular purpose, shall extend this warranty. No responsibility is assumed for any incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts and some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

\* Major drive train components consist of the following:

- Hydraulic Drive Machine: Pump, motor and valve (excluding solenoid coils) and hydraulic jack unit including pipe rupture valve (excludes jack seals).
- Winding Drum Machine: Motor, brake, gear reducer, drum and machine outboard bearing seals.

To obtain warranty service or to make a claim under this limited warranty, promptly notify the authorized Custom Elevator representative that performed the installation who will be responsible for handling the warranty claim. The claim must be received by our representative within the warranty period. Custom Elevator will repair or replace any items with defects in materials or workmanship including reasonable transportation charges. Labor and/or service charges incurred in the diagnosis, repair, or replacement of a defective part is not included in this limited warranty.

**Important:** The warranty registration card must be completed and returned to Custom Elevator Manufacturing Co. Inc. within (30) days of shipment in order to validate the warranty.

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➤ **OWNER SATISFACTION:**

Your satisfaction and goodwill are extremely important to us and our authorized representatives. Any problems concerning your elevator will be handled by our representatives service department. If you have a warranty problem that has not been handled to your satisfaction, we suggest that you take the following actions:

- Discuss your problem with the service manager of the authorized company that performed the installation/warranty claim. If the problem has already been reviewed by a manager, contact the president or the owner of the company.
- If your problem has still not been resolved to your satisfaction, notify our customer service department

Custom Elevator Manufacturing Co. Inc.  
Customer Service Dept.  
P.O. Box 749  
5191 Stump Road  
Plumsteadville, PA 18949

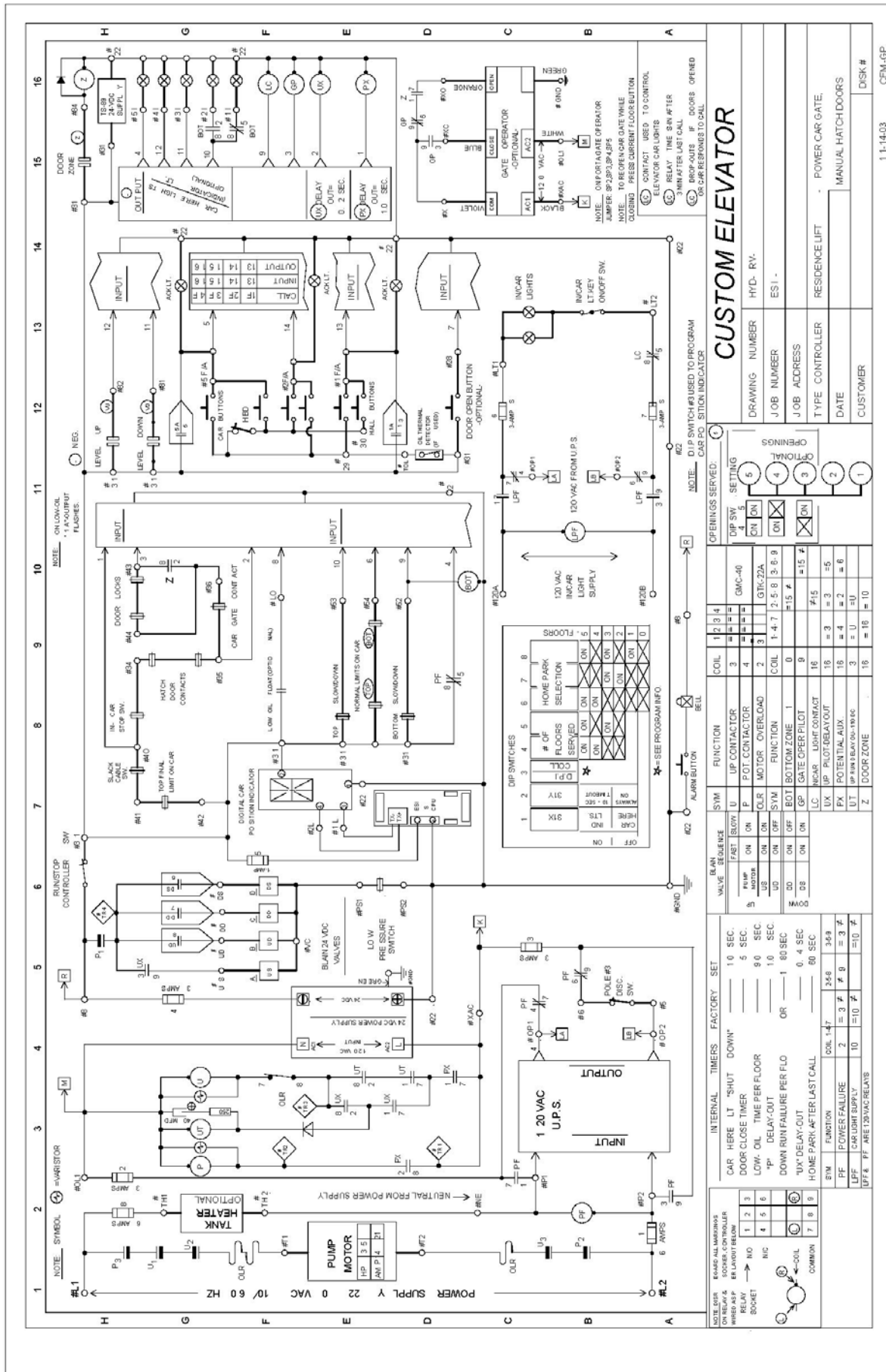
**Toll Free: 888-443-2800**  
Phone: 215-766-3380  
Fax: 215-766-3385  
Email: [info@customelevatorinc.com](mailto:info@customelevatorinc.com)

We will require the following information to assist you:

- Your name, address, and phone number
- Elevator model and serial number
- Date of installation
- Name of authorized Custom Elevator representative
- Nature of problem

Upon receipt of the above information and reviewing all of the facts, you will be advised of what action can be taken. Please remember that your problem will likely be handled by the representative that performed your installation/service, so it is very important that your initial contact be with them.

Your purchase of a Custom Elevator product is greatly appreciated. We want to assist you in every way possible to assure your complete satisfaction.



**NOTE:**  
This diagram is intended for use by  
trained persons having necessary skills  
and experience in servicing this equipment.

# WIRING DIAGRAM