

**REMI HOME ELEVATORS**  
**PO Box 71**  
**Mountain Home, Tennessee 37684**  
**800-545-6120**

March 18, 2016

Dear Home Elevator Owners,

For over twenty years I have been selling and installing residential elevators across our great country, and although I have never written a public letter like this, I find today is my day to step out from behind my desk to notify you of two serious safety issues facing homeowners and the home elevator industry as a whole.

After leaving the University of Tennessee at Chattanooga at the age of twenty-three to start my own elevator company, it has become my life's work and passion to sell the safest, highest quality and most well-built home elevators possible. Yet, over the last few years as the popularity of home elevators has grown, so has the rate of associated risks of accident, death, and occurrence.

No better example of this safety concern is Michael and Brandi Helvey's story about their child Jacob:

[https://www.youtube.com/watch?v=TeH\\_LAI65zk](https://www.youtube.com/watch?v=TeH_LAI65zk)

Although REMI Home Elevators did not install the Helvey's elevator, I was moved by their tragic story. Not because I know the Helvey's personally, but because I too have children in my life and although we hope for the best, it is tragic accidents like Jacob's that bring a signal to all of us that we can do better.

Another indicator that the Helvey's hoistway door-to-threshold tragedy deserved a closer look by my industry was the recent January 1, 2015 code change in the State of Georgia, specifically reducing the hoistway door-to-threshold distance from three inches to three quarters of an inch.

Here at REMI Home Elevators we believe already-installed home elevators without door baffles, regardless of brand, pose the greatest risk to children's safety, which in turn presents the greatest challenge to my industry's future.

I strongly feel Georgia elevator officials were right and prudent in their decision to address the hoistway door-to-threshold safety concern. But I believe the state's single remedial code change does not go far enough to encourage existing home elevator owners to buy and attach door baffles to all of their home elevator doors.

In my opinion the State of Georgia's new elevator code also does not address another fast moving issue facing our industry across all states, not just Georgia—what to do about residential elevator homeowners who choose not to keep their land lines working because they have moved their family entirely to cell phone service.

After all, it was an elderly couple in St. Simons, Georgia who died several years ago, not because their home elevator malfunctioned, but because they could not call for help when it broke down.

Here at REMI we teach, say, and do everything we can to encourage all home elevator owners to keep their land lines, even if the homeowner does not see the risk-reward financial safety benefit right in front of them.

Like with most family-owned businesses, REMI Home Elevators does everything we can to retain our personal credibility while generating a business profit. I coach my people every week that it is not whether you win or lose that defines your business character, but rather, it is how you react when things do not go exactly as you planned.

As most of us know, none of us are perfect and yet every day we all strive for more and more protection and safety via perspective, observation, coordination, and the acknowledgement of knowing if we act today, rather than waiting until tomorrow, we will all be safer. Today's decision by me to start including door baffles on all REMI Home Elevators, regardless of what state you live in, comes from a place of acknowledged need, via informed design risk.

In other words, my business decision today became less about us and more about you.

After hearing about several more accidents involving children and improperly framed hoistway door jambs it became obvious to me that my company could make a huge difference protecting children and pets by including door baffles as a standard item for every homeowner hoistway door. Therefore after June 1, 2016 every newly purchased REMI Home Elevator will include door baffles as a standard safety feature.

REMI Home Elevators has also partnered with [doorbaffles.com](http://doorbaffles.com) to offer all REMI Home Elevator owners the opportunity to purchase door baffles at our cost, plus shipping, for the next year with the hope that home elevator owners across the country will install these door baffles to their existing hoistway doors.

For more information about how door baffles might keep your family safe, please visit our designated REMI Home Elevator web page.

With Earnestness,

Michele Peterson  
President  
Remi Home Elevators

**Ps: Please keep a dial-tone on your home elevator phone line.**