



RESIDENTIAL CALLS SERVICE AVAILABILITY

Bagby Elevator has decided to decline to perform service work on residential units other than those manufactured by Inclinator and to a lesser extent, Waupaca Elevator. The elevator brand we have always installed is Inclinator. We have a bit of familiarity with the Waupaca brand that is now part of Fox Valley Elevator. However, given various issues, we are less inclined to take on any customers that own Waupaca Elevator.

As background, Bagby Elevator is a commercial contractor and therefore our billing rates are likely much higher than most homeowners will typically encounter. It is a simple reality that many homeowners are not interested in receiving a minimum bill of over \$600.00 for a simple service call. This is especially the case when we might not be able to return their elevator to operation.

Part of the problem we are seeing is a lack of factory support in the residential market. The lack of support may mean that parts are unavailable or that there is additional difficulty in troubleshooting. Bagby Elevator might respond to a service call only to find that necessary parts are unavailable or tied to a restrictive "sole source" dealer arrangement. In such an instance, we have not helped the customer other than to possibly "assess" the underlying problem. However, we still have not resolved the customer's problem.

Additionally, the quality and consistency of installations is sometimes lacking. Resolution of pending elevator issues can often turn into a lengthy, expensive and sometimes dissatisfying process for the customer. For example, Bagby Elevator might resolve one pending issue but feel that it is not proper to return the elevator to service. In such an instance, the customer might be left with a large bill and perhaps, no running elevator. Suffice it to say that this result is not satisfactory for either party.

If you are truly having problems with securing service, then you may want to look into the replacement of your existing unit. Bagby Elevator is happy to talk with you about your options in that regard. However, before you decide to replace your unit, it is helpful to reach out to the manufacturer. Below is contact information for some common makes of residential elevator:

Residential Elevators, Inc. <https://www.residentialelevators.com> (667)843-7459

Fox Valley Elevator/Waupaca <https://www.foxvalleyelevator.com> (800)238-8739

Garaventa <https://www.garaventlift.com> +1 604-594-0422 (Canada)

American Crescent <https://www.americancrescent.com> (601) 798-9392

We hope you find this information helpful. Thank you for your consideration.