Rise Up, Safe Rider
If the elevator stops unexpectedly for any reason, please follow the instructions below.

1. Remain calm - you are safe inside
You are safest inside the elevator. Please wait for assistance. Attempting to remove yourself from the elevator is potentially dangerous.

2. Use alarm button - communicate
There is someone to assist you in the event of an emergency at all times; 24/7. Using the radio or telephone inside the car, explain your situation. Help will be sent as soon as possible.

3. Follow instructions - be patient
Follow the instructions of the trained professionals when they arrive. It is very important to remain calm and quiet, to be sure you hear and understand all instructions.

4. Don’t be a hero - it is best to wait
Be patient and remain calm. The professionals will remove you as soon as they can do so safely. If someone in the car is panicking, talk to them and try to reduce their anxiety while you wait.