Elevator Entrapment Extraction Procedure

1. Verify what floor the elevator is on and make contact with the person(s) inside and let them know you are there to assist.

2. Try resetting the elevator by turning off the power for 15 to 30 seconds and then power it back up. The elevator may return to normal function.

3. If resetting fails, **TURN OFF THE POWER** and use the elevator exterior door key to check the distance the elevator cab floor is to the landing floor. If it is 18 inches or more, **DO NOT CONTINUE**. Notify the Facilities Management front desk to call the elevator service company.

4. If the distance is 18 inches or less, you may perform the extraction. Once the person(s) is out, leave the power off and the elevator service company will return the elevator to service.