








## What To Do If You Are In A Stalled Elevator:

1. Push the "Door Open" Button 
  - If you are near the landing the door will open. You can slowly and carefully step out of the elevator. Be sure to watch your step as the elevator floor may, or may not, be level with the landing.
2. Remain Calm
  - If the door does not open, you are still safe. Do not try to exit the elevator. Wait for trained emergency personnel to arrive. Even if the air temperature feels warm, there is plenty of air circulating in the elevator and its hoistway.
3. Press the Alarm or Phone Button, and Use Any Available Communication Systems
  - Push the alarm button  and wait for someone to respond to you.
  - In newer elevators, there will be a phone button  instead of an alarm button . When pushed, this will place a call to a party that is trained to take action (i.e. elevator company, alarm company, etc.). It will give the exact location of the building and elevator you are in.
  - Some elevators have a two-way speaker system or telephone  that will allow for communication between you and the building or rescue personnel. Do not be alarmed if you cannot be heard or if the phone does not work. Some phones are designed only to receive calls. Trained personnel should call when they arrive at the building.
4. Relax, and DO NOT Try to Extract Yourself from the Elevator
  - NEVER try to exit a stalled elevator car. It is extremely dangerous. ALWAYS wait for trained emergency personnel.
  - our best course of action is to relax, get comfortable, and wait for professional assistance.
  - You may be inconvenienced but you are SAFE.

For more information on vertical transportation safety, please go to the *NEII* Safety pages for [elevators](#) and [escalators](#).

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