



ARTISAN ELEVATORS
www.artisanelevators.com

VIDO ELEVATOR OWNER'S MANUAL

Rev. 1.0 1-26-2025

INSTALLATION

The VIDO Elevator must be installed by authorized offices or affiliates of Artisan Elevators. The work must be completed by licensed mechanics.

MAINTENANCE

Routine maintenance is required to keep this equipment running in safe and reliable manner. The equipment must be served at least once per year. It is the responsibility of the homeowner to ensure that the equipment is serviced.

WARRANTY

The warranty policy is available on the Artisan Elevators website. A copy will be provided to the homeowner upon request. The warranty period begins on the date that the equipment shipped from the factory. For any warranty questions, reach out to the dealer responsible for the installation.

DEALER INFO

Installation Dealer: _____

Dealer Phone: _____

Dealer Email: _____

Date Installed: _____

Job Name/Number: _____

INTRODUCTION

Artisan Elevators launched the VIDO Elevator line in 2025 to address the needs of discerning homeowners looking for something that is sleek and luxurious but also more financially and spatially accessible. VIDO clients are interested in both design and function. The VIDO Elevator is designed to fit into smaller homes without sacrificing functionality and maximizing cabin size. With its combination of exceptional service and design expertise, Artisan Elevator's has worked with various partners to install VIDO Elevators in all kinds of homes across North America.

The VIDO Elevator is as versatile as it is beautiful with limited customization elements the VIOD can fit to just about any home. For some homes, the VIDO Elevator is the only elevator that can fit into the desired space. The VIDO Elevator can provide wheelchair access in a small footprint when no other product can. VIDO clients do not have to compromise functionality and beauty to get the convenience of a home elevator.

SPECIFICATIONS

Code Compliance:	ASME A17.1 Section 5.3 (Residential Elevators)
Load Capacity:	500 lbs.
Rated Speed:	30 fpm
Power Supply (by others):	120V, 1PH, 60Hz, 15A
Lighting Supply (by others):	120V, 60Hz, 15A
Drive System:	Automatic 1HP winding drum with variable frequency drive
Temperature Range:	-10 to + 40 degrees C, 14 to 104 degrees F
Maximum Travel:	23 ft
Control System:	PLC with error log and troubleshooting indicators
Levels:	Up to 3 stops
Pit Depth:	No pit necessary.
Minimum Overhead:	96" for 78" cab (92" where permissible by state code)
Cab Sizes:	26" x 26.71" (36"x36" footprint) 26" x 38.71" (36"x48" footprint)
Cab Lighting:	Automatic LED Lighting
Cab Phone:	Hands-free, recessed in wall

Safety Features:	<ul style="list-style-type: none"> Cab emergency stop switch Cab gate switch Pit stop switch Car top stop switch Battery backup lowering Battery backup lighting Upper and lower final limit switches Safety brakes Slack cable switch Auxiliary safety circuit for service
Hall Station / COP Finish:	<ul style="list-style-type: none"> Stainless steel Powder coated
Cab Panel:	Acrylic
Cab Gate:	Bi-parting accordion
Landing Doors:	Swing doors

CAR OPERATING PANEL

The Car Operating Panel (COP) is the panel within the elevator cab that houses the buttons and phone.

Landing Buttons: The landing buttons in the example on the right are labeled B, 1, 2, 3, 4. Each button represents a landing. After pressing a landing button, the cab will automatically move to the landing. The cab stops once it arrives at the selected landing.

Stop Switch: The stop switch will immediately stop the movement of the cab. The stop switch shown in the example on the right is a push-pull stop switch. The switch is pushed in to stop. To return to the run position, twist the switch clockwise and it will pop out. The stop switch may also be a rocker switch. In this case, the switch is pressed upwards for run, and pressed downwards to stop.

Alarm: An audible alarm will sound whenever the stop switch is in the stop position.

Phone: A phone is installed in every home elevator. The VIDO Elevator is equipped with a speaker phone. Press the red button to get dial tone, then dial the phone number to call. Press the red button again to hang up.



BUTTON LIGHTS

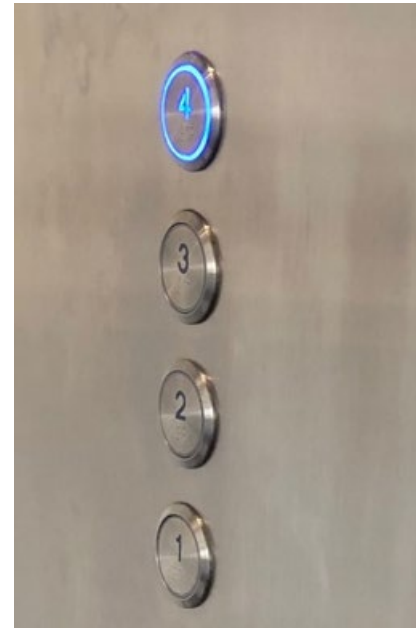
The button on the car operating panel and the landing call stations will light up to indicate the operation state of the elevator.

Solid Light: If a landing button is lit solid, that indicates that the elevator is running to that landing. If the cab is not moving, the elevator is waiting for the door and gate to be closed and then it will run to the landing. If the door and gate are not closed within 10 seconds of selecting a landing, the elevator will cancel the call and the light will turn off.

Slow Flash on One Button: If a single landing button is flashing slowly, that indicates that the door at that landing is currently open. The door must be closed before the elevator will run.

Slow Flash on All Buttons: If all landing buttons are flashing slowly, this indicates that a safety is open. Check the stop switch and the cab gate. If you cannot find the issue, call the dealer for assistance.

Fast Flash on One Button: A fast flash indicates that the interlock is currently activated and the landing door will unlock.



CAB LIGHTING

The elevator cab is equipped with 2 LED lights in the ceiling. These lights turn on when the elevator is in used and stay on for 1 minute after use.

If the elevator loses power, the cab lights will turn on with battery backup power. The lights will remain on until power is restored. The battery backup will last several hours.

EMERGENCY BATTERY LOWERING

The VIDO Elevator is equipped with Emergency Battery Lowering. In the event of a power outage, the elevator will still operate in the down direction. You can ride the elevator to any landing below the current landing. The cab will not move in the up direction under Emergency Battery operation. Once power is restored, the elevator will switch back to normal operation.

If your building is equipped with a backup generator, Emergency Battery Lowering is typically not installed.

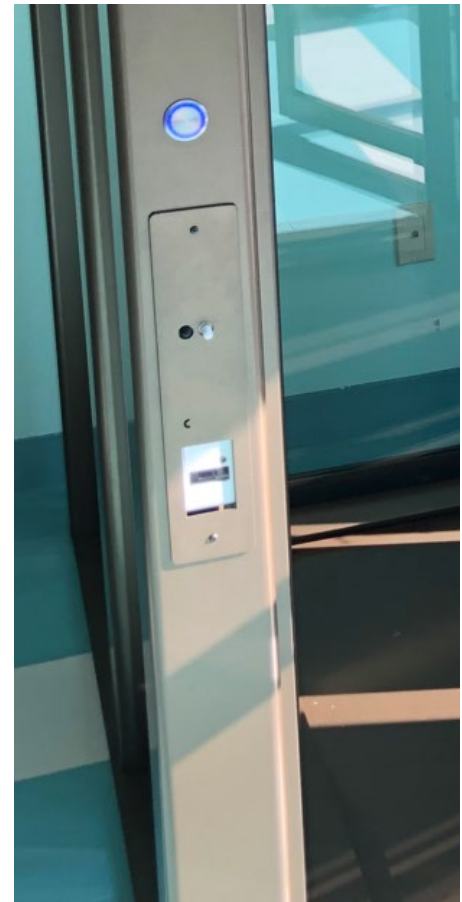
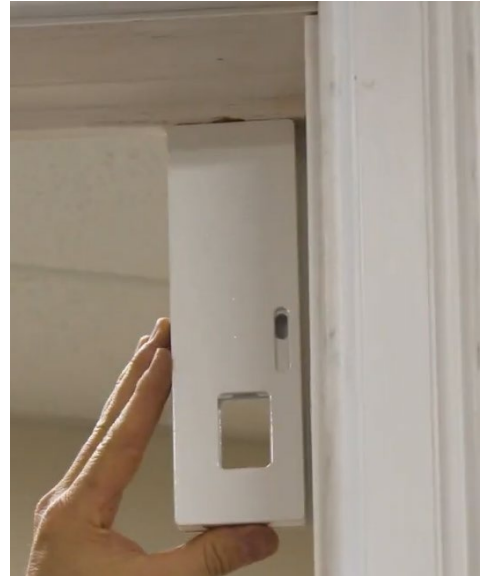
ELEVATOR DOOR INTERLOCKS

All elevators are equipped with a landing door interlock. The interlock is responsible for holding the landing door closed when the elevator is in operation or when the cab is away from the landing. The interlock is also responsible for verifying that the landing door is closed and secured prior to the cab moving.

The interlock shown in the top photo is hung within the landing door frame. The interlock in the lower picture is built into the frame of the elevator. Your elevator may have either one of these depending on the configuration.

In case of emergency, there is a way to release the interlock latch from inside the cab. Locate the release tab on the inside face of the interlock and lift up. Hold the release tab up and push out on the door. The interlock should release the door and allow you to exit.

If you need to release the interlock from outside the cab, a special tool is required. The tool will be provided with the elevator upon completion. Insert the tool through a V-shaped slot in the door with the tool tilted down. Once inserted, tilt the tool upward to lift the release tab. While the release tab is lifted, pull outward on the door. The interlock will release the door and allow you to open it. For further explanation on the emergency opening of the doors please consult with the dealer that installed the elevator.



TROUBLESHOOTING

The VIDO Elevator is equipped with a touchscreen display for showing status and troubleshooting the unit. In many cases, service technicians can assist you with troubleshooting over the phone. If the error is something simple, we will explain what is wrong and help you put the elevator back into operation. Simple fixes include Door ajar, Gate open, stop switch triggered, Power loss.

More complicated issues will require a mechanic on site. We will make this determination based on the initial phone troubleshooting. *

