

*Dedicated to People Flow™*



ELEVATOR, ESCALATOR AND DOOR SERVICES

**KONE Care™ Maintenance**



# KONE Care™ - Preventing problems before they happen

KONE maintenance delivers industry-leading customer value and quality. KONE services more than one million elevators, escalators and doors from both KONE and other manufacturers. The starting point is an understanding of your maintenance requirements, so that KONE provides the most suitable maintenance solution for you.

## More than 100 years of experience

KONE has been in the elevator maintenance business for more than 100 years. Local KONE Service Technicians are backed by over 11,000 colleagues worldwide. Your equipment is serviced by KONE service technicians, dedicated professionals with world-class technical skills. More than 50 global training courses make sure that KONE Service Technicians have the latest technical know-how of both KONE and other manufacturers' equipment.

## Safety is the top priority

Safety has the highest priority in KONE maintenance. KONE maintenance ensures end user safety through a safety management system with comprehensive standards, processes and procedures, audits, training and development.

## Quality means getting it right the first time

Service delivery is designed to maximize the availability and safe operation of your equipment. The KONE Modular Based Maintenance™ method sets global standards and processes for preventive maintenance. Equipment with recurring problems is investigated thoroughly to find the cause and define corrective procedures.

## A unique plan for every site

KONE creates a unique maintenance plan for each site and piece of equipment. The KONE Care offering enables you to choose the level of service you need: Standard, Plus or Premium. All three levels include KONE Modular Based Maintenance and access to the KONE Customer Care Center. You can tailor the solution by adding other services from the KONE Care portfolio.

### KONE Care™ Standard

Voice Link Service

KONE Customer Care Center

KONE Modular Based Maintenance

### KONE Care™ Plus

KONE eOptimum notification

Service Repair – partial coverage

Call-out Service – partial coverage

Entrapment Rescue Service

Voice Link Service

KONE Customer Care Center

KONE Modular Based Maintenance

### KONE Care™ Premium

Enhanced Call-out Response Times

Authority Service

KONE eOptimum notification and online

Service Repair – full coverage

Call-out Service – full coverage

Entrapment Rescue Service

Voice Link Service

KONE Customer Care Center

KONE Modular Based Maintenance

*KONE Care solutions for any building*

#### KONE Care™ Premium

**Performance:**

Because your business depends on it.

KONE Care Premium is the solution when uninterrupted People Flow™ is an essential part of your business. There are no unexpected costs as this solution includes preventive maintenance, call-outs and service repairs. You have easy access to all relevant information about the operation and maintenance of your equipment, which helps in budgeting and planning. This solution is ideal for locations where reliability is essential, for example airports, metro stations and department stores.

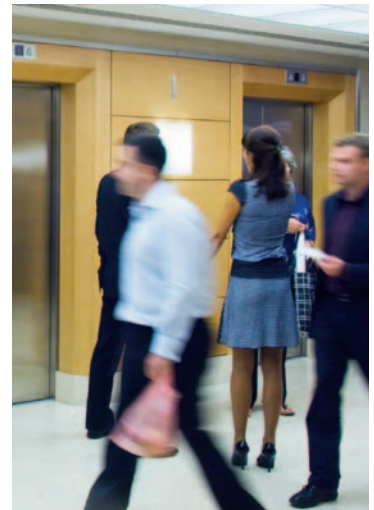


#### KONE Care™ Plus

**Transparency:**

Helping you manage your equipment and plan for the future.

KONE Care Plus includes partial coverage of service repair and call-outs, making budgeting more predictable. You get real-time information about ongoing maintenance work, which gives transparency for the maintenance and operation of your equipment. This solution is ideal for facility managers who are responsible for multiple buildings and need equipment performance data.



#### KONE Care™ Standard

**Compliance:**

Safety compliance for people who don't want to worry about elevator maintenance.

KONE Care Standard ensures full compliance with all relevant laws and regulations. Preventive maintenance is included in this solution, but call-outs and service repairs are invoiced separately. You have access to reliable, quality service. This solution is excellent for mid-rise apartment buildings, where the main emphasis is on basic maintenance.



# KONE Care Services

KONE Care is based on the **KONE Modular Based Maintenance™** method, which enables us to detect and fix potential faults before they can cause downtime. Each technical module of the equipment is serviced at the correct intervals, ensuring reliability and minimizing downtime, and making sure that the equipment meets all relevant regulations.

**KONE Customer Care Center™** ensures 24/7 support for the customer and end user. KONE has a systematic process to follow through service requests from receiving the call, to dispatching a technician, to successful resolution of the request.

**KONE Voice Link™** enables two-way voice communication between a passenger in the elevator and a KONE Customer Care Center.

**Service Repair** fixes malfunctions or damaged components. With this service you can upgrade or enhance operation of the equipment. Service Repairs can also be done during a regular maintenance visit.

**Call-out Service** resolves unexpected equipment failures requiring immediate attention.

**Entrapment Rescue Service** releases an entrapped passenger quickly and safely from the elevator.

**KONE Authority Service** ensures that regulatory inspections are coordinated and managed professionally.

**KONE eOptimum™** notification sends on-time information on maintenance activities by email or text message. KONE eOptimum™ online gives online access to track the current condition of your equipment and maintenance services performed, and provides maintenance activity history reports.

**KONE Data Link™** Service enables full-time performance and safety monitoring of elevators and escalators. KONE monitors 200 critical parameters and symptoms.

**KONE Clinica™** can be done for equipment with recurring problems. The KONE Clinica™ specialist thoroughly investigates the installation to find the cause and define corrective actions.

**Availability Service** ensures equipment service availability and minimizes downtime. This service can be offered in connection with KONE Care Premium.

**Enhanced Service Hours** for preventive maintenance is for customers who need preventive maintenance services at specific times (e.g. department stores).

**Enhanced Call-out** response times ensure that the Call-out Service is delivered fast and within a mutually agreed time frame.





# Service: for the lifetime of your building

KONE serves you throughout the lifecycle of the equipment. KONE provides maintenance already during building construction, when KONE construction time elevators speed up the movement of workers and goods on the site. With preventive maintenance KONE serves to keep the equipment running ensuring smooth People Flow™ everyday. Throughout the equipment lifetime KONE evaluates the equipment condition and proposes repair and modernization when needed.

## Eco-efficiency: reducing the carbon footprint

Environmental excellence is a focus area at KONE. We strive to reduce our own carbon footprint by 5% a year and we help our customers achieve greater eco-efficiency. Modernization significantly increases the lifetime of the equipment. Modernizing elevators can reduce their energy consumption by up to 70%.

*Construction time usage*



*Maintenance*



*Modernization*



*Full replacement*



KONE serves you already during design and construction of the building. After handover, KONE Care keeps your elevators, escalators and doors running reliably for decades. If your equipment requires an upgrade, KONE can provide modernization or replacement solutions - for the lifetime of your building.



KONE provides innovative and eco-efficient solutions for elevators, escalators and automatic building doors. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life-cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace®, KONE MaxiSpace™, and KONE InnoTrack™. You can experience these innovations in architectural landmarks such as the Trump Tower in Chicago, the 30 St Mary Axe building in London, the Schiphol Airport in Amsterdam and the Beijing National Grand Theatre in China.

KONE employs over 34,800 dedicated experts to serve you globally and locally in over 50 countries.

KONE Corporation  
[www.kone.com](http://www.kone.com)