



KONE

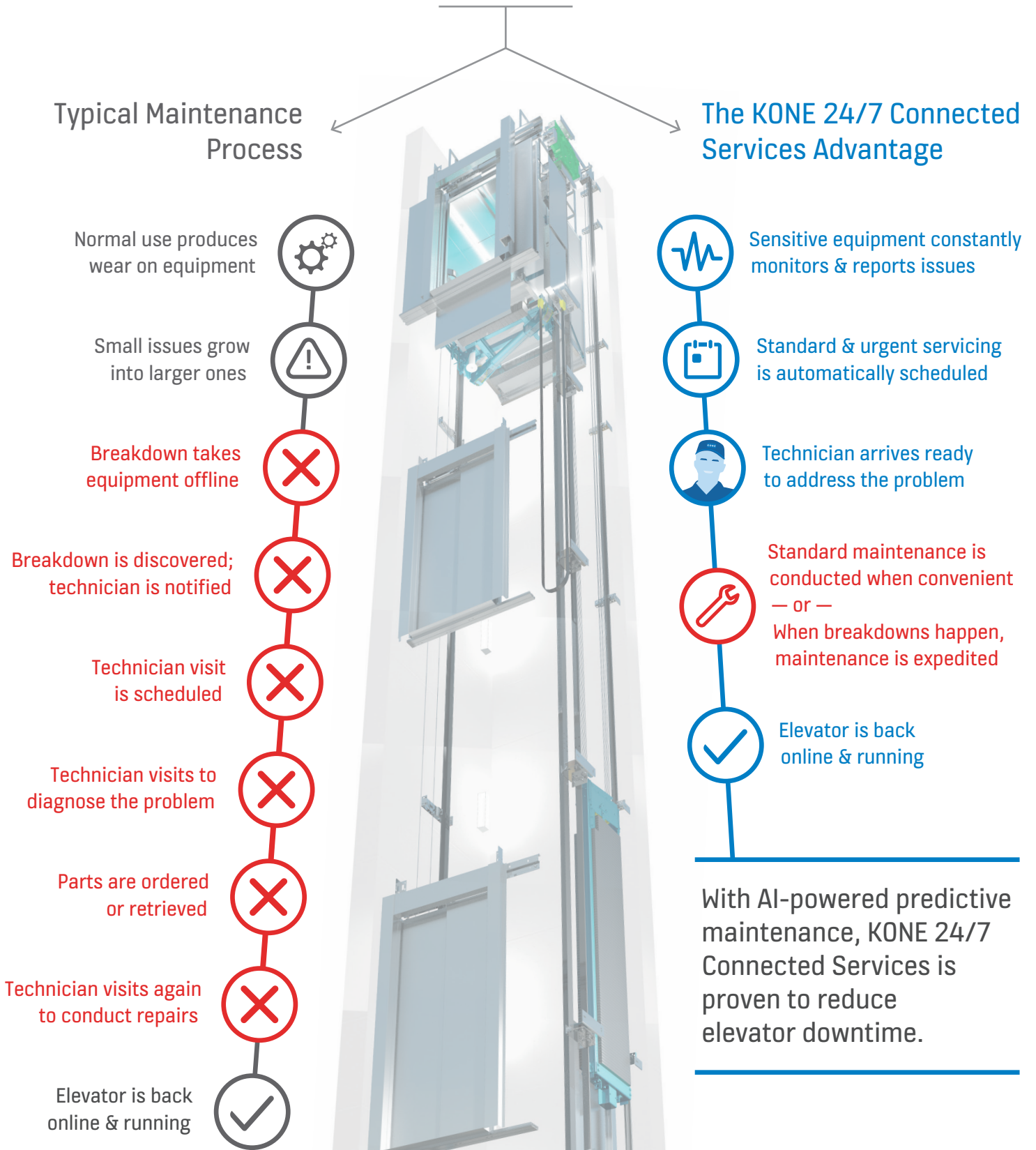
KONE 24/7 Connected Services

BREAK FREE FROM BREAKDOWNS

Give yourself less to worry about—and tenants more to smile about.
Get predictive maintenance and achieve up to 72% fewer breakdowns.*

THE CHOICE IS YOURS

With standard maintenance, a breakdown can bring life in your building to a grinding halt. Predictive maintenance with KONE 24/7 Connected Services keeps your elevators up and running longer.



With AI-powered predictive maintenance, KONE 24/7 Connected Services is proven to reduce elevator downtime.

⊗ = Equipment Offline

The real cost of downtime

- × **Business stalls.** Downed equipment can impact safety—and hurt your tenants' profitability.
- × **Wasted time.** Time spent coordinating repairs is time you'll never get back.
- × **Costly repairs.** Left unaddressed, small problems turn into larger, more expensive ones.
- × **Negative publicity.** From unwanted headlines to damaging reviews, breakdowns can affect your reputation.

What 30% fewer callouts could mean for you

- **Less downtime.** Both routine and emergency maintenance are faster and more effective.
- **Time is money.** Automated monitoring and scheduling mean less time spent coordinating maintenance.
- **Fewer surprises.** Schedule routine maintenance when it's convenient for your occupants.
- **Peace of mind.** With a smoother ride and fewer interruptions, tenants and visitors are satisfied.



REAL-WORLD RESULTS

It's proven to reduce
callout rates by an
average of

30%

In fact, some
customers saw
reductions as high as

72%*

And the percentage
of issues fixed with
one visit rose by

15%†

It's up to you. Stay in the break-fix-repeat cycle or get AI-powered predictive maintenance?
Take the first step at [KONE.us/connected](https://kone.us/connected) or call your local KONE representative.



What Technicians Are Saying

Once I understood that it identifies the floor where the problem is, time-stamps the error, and explains what's going on, I thought it was the greatest thing KONE had ever come up with.

- Rob Cochran
Service Technician, KONE USA

KONE 24/7 Connected Services is able to lead me in the direction of the root cause, which would have been a bit of a guessing game, relying on little more than personal experience.

- Daniel LaFleur
Mechanic, KONE Canada



What Customers Are Saying

We're seeing strong results for older equipment, and there's already less impact on our customers. We're really excited to see this positive trend. It's almost like an insurance policy.

- University
Facility Services Director, Canada

The last thing you want is to see elevators out of service. You'd be foolish not to have KONE 24/7 Connected Services. It gives you one less thing to worry about.

- Chief Engineer
Property Management