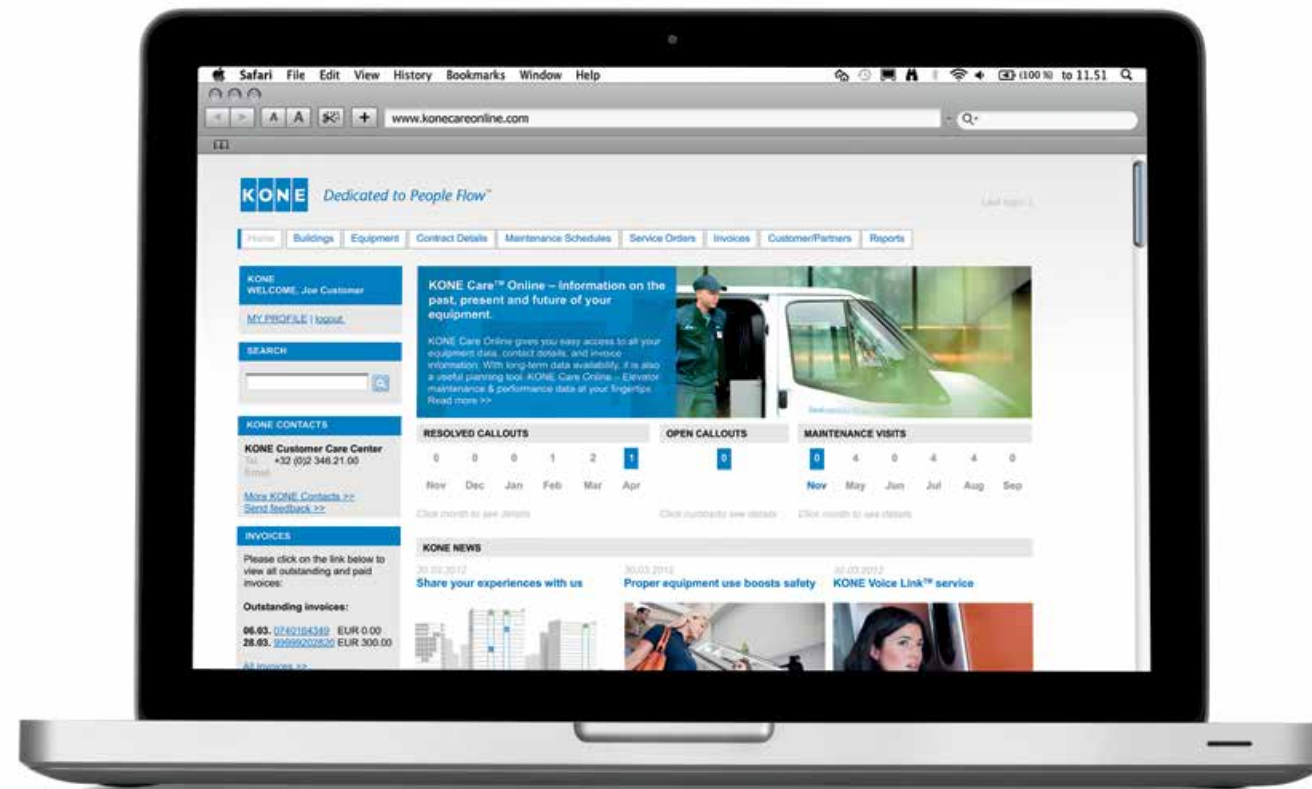


## Key benefits

- Easy access to online information on equipment, maintenance, service requests, repairs and invoices
- Increased convenience and efficiency in monitoring equipment performance
- Transparent reporting of KONE services
- Historical details aid future budgeting and planning
- Auto reporting tool provides e-mail notifications at your desired frequency
- Create service requests online
- Flexible reporting tools that provide raw details and graphs



**U.S. Operations Center**  
One KONE Court  
Moline, Illinois 61265  
1-800-956-KONE (5663)

**Canadian Operations Centre**  
6696 Financial Drive, Unit 2  
Mississauga, Ontario L5N 7J6  
1-905-858-8383

**KONE Mexico, S.A. de C.V.**  
Av. Coyoacán 1622 Ed. 1 PB  
Col. Del Valle Sur  
México City, D.F. CP 03100  
+52.55.1946.0100

For the latest product information  
and interactive design tools, visit  
[www.kone.us](http://www.kone.us)

### U.S. Offices

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		<b>New Hampshire</b> Warren	781-828-6355 908-626-0220	<b>West Virginia</b> Charleston Morgantown	614-866-1751 412-279-1561
		<b>New Jersey</b> Albany New York City	518-464-0002 718-361-7200	<b>Wisconsin</b> Milwaukee	262-373-0460
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<b>Alberta</b> Calgary Edmonton	403-275-5650 780-452-9227	<b>Manitoba</b> Winnipeg	204-895-2942	<b>Quebec</b> Montreal Quebec City Sherbrooke	514-284-5663 418-877-1494 819-821-2182
<b>British Columbia</b> Vancouver Victoria Kelowna	604-777-5663 250-384-0613 778-436-8150	<b>Nova Scotia</b> Bedford	902-450-1102		
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Dedicated to People Flow™



EQUIPMENT MAINTENANCE AND PERFORMANCE DETAILS AT YOUR FINGERTIPS

# KONE Care™ Online



# Information for the past, present and future of your equipment

All of your elevator and escalator maintenance details, wherever you have internet access.

KONE Care™ Online provides details about the past, present and future maintenance of your equipment. All the information is at your fingertips.

For the past, KONE Care Online provides details about the performance of your equipment and services performed by KONE, as well as how well KONE has responded to service

requests. For the present, it provides details about service requests and other maintenance services. For the future, it provides details about upcoming maintenance to be performed and also lets you view planned service for your equipment.

### Based on customer survey

KONE Care Online has been developed based on KONE customers' feedback and optimized based on usability test results. KONE Care Online is part of the service we offer to all of our KONE maintenance customers.

## Review the past

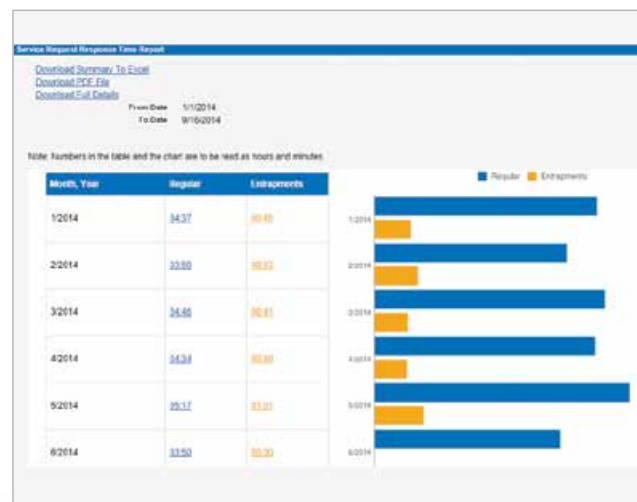
With KONE Care Online you can monitor equipment performance and track services performed by KONE.

You have online access to performance history details, and you can monitor service requests and KONE maintenance services. With KONE Care Online you will be able to set up e-mail notifications to push equipment reports to fit your needs.



### Service request

You can monitor the safety and reliability of your equipment by seeing how many service requests each unit has had over selected time frames. It's easy to spot trends and identify any equipment that has had too many service requests.



### Transparent reporting

All information about the service history of your equipment is easily available.

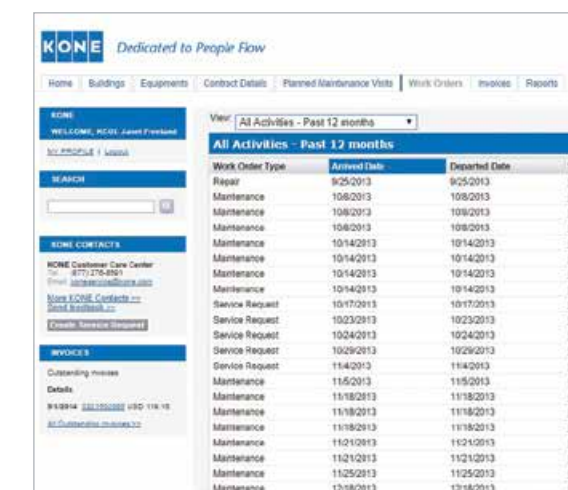
## Check the present

You will have all of your equipment details, contract details and invoice information in one easily accessible location.



### Personalized homepage

The personalized KONE Care Online homepage gives you instant access to maintenance details for your elevators and escalators. You can view maintenance schedules, open service requests and resolved service requests, for example.



With KONE Care Online you have real-time access to information about the performance of your equipment.

## Plan for the future

With longer-term performance and maintenance details, KONE Care Online is a useful planning tool.

You can see how well your equipment is performing, for example, by reviewing the equipment availability and costs for service requests and repairs. By comparing costs and performance over time, you can identify any equipment in need of modernization.

### How is your equipment performing over time?

The maintenance, service and invoice history reports show how your equipment is performing over a longer term. This information is valuable when planning future maintenance and modernization.

Work Order #	Work Order #	Maintenance	Job Description												
19154201	081170105	Maintenance	Work Order #												
<table border="1"> <thead> <tr> <th>Created Date</th> <th>Invoiced Date</th> <th>Work Order #</th> <th>Worked (hrs)</th> <th>Material</th> <th>Job Description</th> </tr> </thead> <tbody> <tr> <td>12/12/14</td> <td>12/29/14</td> <td>081170105</td> <td>4.00</td> <td>No</td> <td>REPAIR ESCALATOR - 11/27/14 AT 11th Floor - After the arrival at 11th Floor the unit did not start. Escalator stopped at 11th Floor and will be replaced.</td> </tr> </tbody> </table>				Created Date	Invoiced Date	Work Order #	Worked (hrs)	Material	Job Description	12/12/14	12/29/14	081170105	4.00	No	REPAIR ESCALATOR - 11/27/14 AT 11th Floor - After the arrival at 11th Floor the unit did not start. Escalator stopped at 11th Floor and will be replaced.
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