

# STAY UP-TO-DATE AT ALL TIMES

**Home** | PORTFOLIO: ALL EQUIPMENT | SEARCH | 32 REQUESTS AND CALLOUTS | 0 NEW REQUESTS | 0 ENTIREMENT

Improving the flow of urban life  
See scheduled maintenance visits  
See completed services

HISTORY (6 MONTHS)		OPEN ACTIVITIES		SOLVED UNDER 3 HOURS	
10K COMPLETED	MAINTENANCE 3011 REPAIRS 4089 CALLOUTS 2900	60 TOTAL	MAINTENANCE 28 REPAIRS 10 CALLOUTS 22	95% OF ALL REQUESTS	2h 12min AVERAGE TIME

**CONTACT KONE** | Customer Contact Center | TEL: 0760 76 90 971 | EMAIL: KONE@KONE.COM

**RELEASED ENTRAPMENTS** | 1 THIS WEEK | 2 PAST 2 WEEKS

**MY SHORTCUTS** | Complete unit history report | Elevator LOBBY 1 LEFT

KONE Online and KONE Mobile

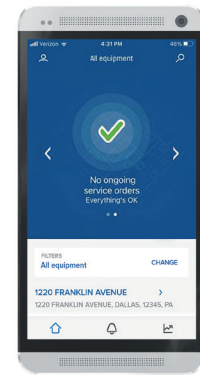
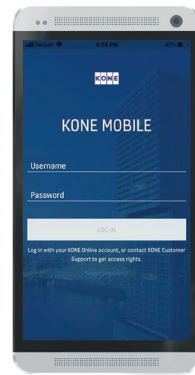
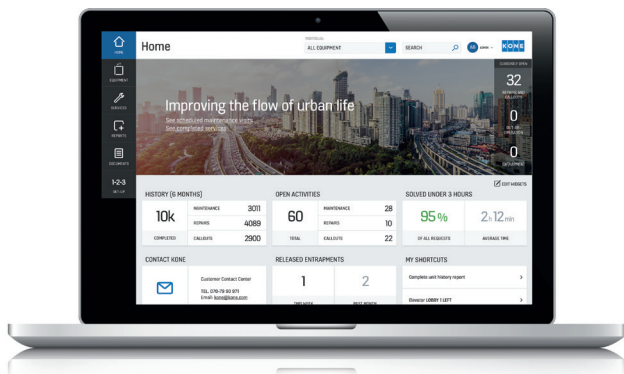


# USING OUR NEW DIGITAL CHANNELS,

you and your team can stay up-to-date on the status of equipment and maintenance work around the clock.

Easily monitor all our maintenance work through online communication and reporting systems that provide real-time information on the condition of your elevators and escalators – including details on repairs and their associated costs.

Get even more detailed analysis regarding the health of your equipment with a subscription to KONE 24/7 Connected Services. This AI-based system can identify issues before they cause breakdowns, saving you time and hassle.



## KONE ONLINE – INFORMATION ON OUR MAINTENANCE WORK WHEN YOU NEED IT

- Get detailed info and summaries about the health of your equipment.
- Stay up-to-date on the progress of service orders.
- See helpful usage stats, key metrics and equipment history.
- Plan ahead and budget for future maintenance needs.

## KONE MOBILE – REAL-TIME UPDATES ON THE GO

- Would you like a heads-up when your maintenance work is starting and when it's all done?
- With our app, you can:
  - Receive service status notifications for the entire process, from service request registration to completion of the work.
  - Make maintenance service requests using the app instead of having to call KONE.
  - Get in touch with your KONE contacts with a single tap.

## KONE ONLINE AND KONE MOBILE ARE AVAILABLE FOR OUR MAINTENANCE CUSTOMERS

Contact us to get more information.

Call 877-276-8691 or email [koneservice@kone.com](mailto:koneservice@kone.com)

If you already have KONE Online credentials, download the app to get started:



KONE  
[www.kone.us](http://www.kone.us)