

KONE creates the best possible customer experience

KONE Destination and KONE Lane turnstiles

- KONE Destination provides clear guidance, eliminates unnecessary stops and reduces crowding by directing people to a specific elevator based on their destination floor.
- Space-efficient KONE Lane turnstiles reduce need for floorspace by up to 90 percent, compared with conventional similar products.
- Next-generation KONE Lane sensors can be augmented with facial recognition. Digitally projected floor guides and audio prompts help visitors reach their destination quickly and safely.

Setting a new standard for transformative technology, efficiency and occupant health and wellness, the Queensbridge Collective in Charlotte, North Carolina, features world-class architecture and best-in-class amenities – as well as today's most advanced elevator solutions.

The two-tower mixed-use complex is located at 1111 South Tryon in Charlotte's South End, one of the fastest growing urban submarkets in the U.S. The 42-story multi-family tower offers 409 luxury units. An adjacent 35-story office tower boasts 525,000 square feet of Class A+ office space, more than 20,000 square feet of retail space and 1,600 parking spaces.

At the Queensbridge Collective, the proven eco-efficient technology of KONE MiniSpace™ DX elevators deliver exceptional ride quality and design innovation. KONE Destination and KONE Lane turnstiles further optimize the visitor experience.

CHALLENGES:

- Vertical transportation in high-profile towers must keep pace with world-class architecture and best-in-class amenities
- Destination and access solutions must be technologically sophisticated yet intuitive for users

KONE SOLUTION TOWER 1:

- 3 KONE MonoSpace® 500 DX elevators
- 4 KONE MiniSpace™ DX elevators
- KONE Destination: Offering shorter travel time to destination, uncrowded cars and fewer unnecessary stops

KONE SOLUTION TOWER 2:

- 11 KONE MiniSpace™ DX elevators (four in a low-rise bank) and six KONE MiniSpace™ DX elevators in a high-rise bank; one service elevator
- 2 KONE MonoSpace® 500 DX elevators
- KONE Destination: Offering shorter travel time to destination, uncrowded cars and fewer unnecessary stops
- KONE Lane: Six space-efficient turnstiles provide a next generation access/security solution adaptable to RFID, Bluetooth and QR code systems

Touchless features, streamlined movement

Space and energy-efficient, KONE MiniSpace™ DX elevators need less overhead machine room space than traditional traction elevators while providing superior ride quality. Innovative KONE hoisting technology, lighting and standby solutions may help reduce building life-cycle costs.

Touchless health and security systems lend peace of mind while streamlining movement through both towers. KONE Destination creates an effortless elevator experience with orderly boarding, uncrowded cars, shorter travel times and fewer unnecessary stops.

Blending smart connectivity with elegant design, six KONE Lane turnstiles in the Queensbridge office tower provide friction-less security. Next-generation sensors can be augmented with facial recognition. Digitally projected floor guides and audio prompts provide passengers cues, while arrows, lights, and displays help visitors reach their destination quickly.

Creating the best possible customer experience

Banks of low-rise and high-rise KONE MiniSpace™ DX elevators serve both Queensbridge towers, and KONE Destination ensures smooth people flow throughout both residential and office space. In a world-class property like this, nothing can be left to chance: Vertical transportation must be intuitive.

“We appreciate the seamlessness and ease of operation of KONE solutions,” says Anthony Scacco, President of Riverside Investment & Development. “KONE has made the integration of its turnstiles and access systems as easy as possible.



FAST FACTS:

- 42-story multi-family tower with 409 luxury units
- 35-story office tower with 525,000 square feet office space, 20,000 square feet retail, 1,600 parking spaces
- Developers: Riverside Investment & Development and Woodfield Development
- Construction Manager-at-Risk: Clark Construction

“For the type of projects we build, elevators are one of the few elements everybody touches several times a day,” he adds. “The ride quality, reliability and features of KONE elevators are always superior. We know we can count on KONE to create the best possible customer experience.”

“We know we can trust KONE”

The Queensbridge Collective represents Riverside’s fourth consecutive project with KONE. “That is unique in today’s world,” Scacco says, “but it speaks to the strong relationship we have with KONE and our confidence in their products.”

In a highly competitive environment, quality matters more than ever before. Investments in infrastructure – the things that customers don’t necessarily see every day – can generate strong payback. “Investing in the best quality product is essential to Riverside’s success,” Scacco notes.

“We have a very strong ongoing working relationship with KONE. Once we get a contract, we know we can put it in a drawer and the execution and delivery will be top notch. We know we can trust KONE, and that’s critical.”

At KONE, our mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators and escalators as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle. Through more effective People Flow®, we make people’s journeys safe, convenient and reliable, in taller, smarter buildings. In 2023, KONE had annual sales of EUR 11.0 billion, and at the end of the year over 60,000 employees. KONE class B shares are listed on the Nasdaq Helsinki Ltd. in Finland.