

Dedicated to People Flow™



SERVICE EXCELLENCE FOR ELEVATORS AND ESCALATORS

KONE Maintenance Method



KONE Maintenance Method

KONE services more than one million elevators and escalators from both KONE and other manufacturers. The starting point for every KONE Care™ solution is a thorough understanding of your requirements, so that KONE can provide the most suitable maintenance solution for you.

Unique service for your equipment

The KONE Maintenance Method (KMM) is designed to evaluate each piece of equipment and create an individual maintenance plan for each unit, based on criteria such as usage, operating environment, control and drive types, number of openings, door type, etc. This information is stored in each equipment record and is used to create individual maintenance profiles which help us develop a unique plan for your equipment.

There are significant advantages to the KONE Maintenance Method when compared to calendar-based maintenance programs. This includes providing the maintenance technician with more productive time on site, allowing more time on site performing our service.

Coupling more time maintaining the equipment with a more regimented approach to maintenance improves the quality of the equipment reducing unnecessary downtime, callouts and repairs.

KONE Service Technicians maintain more than one million elevators and escalators worldwide, from both KONE and other manufacturers.



Key benefits

Quality

- Global standards with local quality audits for maintenance
- Standardized maintenance process and methods that are continuously audited by local supervisors
- A unique maintenance plan based on technical characteristics
- KONE Service Technicians are dedicated professionals with world-class training and support
- KONE Technical Support adds a layer of support for those tough technical issues

Customer service

- KONE Customer Care Center agents are available 24/7 for fast response to service requests
- Dedicated account rep
- Transparency to maintenance delivery and equipment performance
- Email notification following completion of maintenance; this summary will provide you with an overview of the work done on your equipment
- KONE Care Online is KONE's web-based extranet service which provides equipment performance and maintenance information at your fingertips

End-user safety

- End-user safety is the highest priority in KONE maintenance
- Reduces owner liability

Other benefits include:

- Prolonged equipment life due to proper maintenance
- Increased tenant satisfaction
- KONE Care Phone Monitoring Service: two-way communication between an elevator phone line and the KONE Customer Care Center™
- KONE Care Wireless Phone Monitoring Service: wireless two-way communication between an elevator and the KONE Customer Care Center
- KONE Care Remote Monitoring

Maximize equipment availability

The KONE Maintenance Method (KMM) focuses on the actual maintenance requirements of the equipment. The KONE Maintenance Method takes into consideration the equipment's operational environment and usage, the technical platform and the regulatory requirements to provide you with an optimal maintenance plan. If the maintenance requirements change, the maintenance plan is adjusted accordingly.

The KONE Maintenance Method is based on our understanding that not all components need maintenance at the same time. Maintenance tasks are grouped into modules, which define the maintenance actions for each main component. KONE's Maintenance Method is a task-based program not built on generic guidelines, but rather on the operational environment and unique characteristics of your equipment. Each maintenance visit includes maintenance modules for the main component areas, which are comprised of tasks and detailed procedures on how the task is to be performed. KONE's Maintenance Method ensures safety and performance are the focus of each maintenance plan.

KMM standards ensure your equipment is:

- Safe
- Clean, neat and organized
- Functionally correct
- Customer acceptable
- Properly lubricated

Spare parts: available when you need them

KONE Spares has a very efficient delivery network. A dedicated inventory is maintained in each van, which is matched to the equipment usage for each technician. Replenishment of parts used from vans occurs automatically. We have agreements with our strategic supply partners which have drop locations strategically located within the technician's route or our local office. Additional levels of support are provided from local branch inventories on site where necessary, as well as from KONE Spares Inventory.



Improved availability of parts for call-outs and unplanned repairs means less travel time for our technicians and less downtime for your equipment.

KONE Care maintenance solutions

The KONE Care service offering enables you to choose the level of service you need: Premium, Plus or Standard. All three levels include the KONE Maintenance Method and access to the KONE Customer Care Center. We can customize your solution by including other services from the KONE Care portfolio.

Technical modules

- 1 - Control Panel
- 2 - Signalization
- 3 - Machinery
- 4 - Shaft
- 5 - Landing Doors
- 6 - Door Operator

KONE Care maintenance focuses on each technical module at the correct intervals. This ensures top performance and safety, and minimizes equipment downtime.





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