



ELEVATOR AND ESCALATOR MAINTENANCE SOLUTIONS

KONE Care™



Taking care of people by taking care of technology.

KONE services more than one million elevators and escalators from both KONE and other manufacturers. We deliver industry-leading customer value and quality by understanding your maintenance needs and providing the most suitable solution for you.



More than 100 years of experience

KONE has been in the elevator maintenance business for more than 100 years. Local KONE Service Technicians are backed by over 11,000 colleagues worldwide. Your equipment is serviced by KONE Service Technicians who are dedicated professionals with world-class technical skills. KONE Service Technicians are trained in a classroom setting using simulator based instruction as well as on-site training for competitor equipment.

Safety is the top priority

Safety is the highest priority in KONE maintenance. KONE maintenance ensures end user safety through a safety management system with comprehensive standards, processes and procedures, audits, training and development.

Quality means getting it right the first time

Service delivery is designed to maximize the availability and safe operation of your equipment. The KONE Maintenance Method (KMM) sets global standards and processes for preventive maintenance. Equipment with recurring problems is investigated thoroughly to find the cause and define corrective procedures.

A unique plan for every site

KONE creates a unique maintenance plan for each site and piece of equipment. The KONE Care offering enables you to choose the level of service you need: On Demand, Standard, Plus or Premium. You can tailor the solution by adding other services from the KONE Care portfolio.

How will KONE Care benefit me?

- ▣ Increased safety
- ▣ Reduced liability
- ▣ Increased availability
- ▣ Improved reliability
- ▣ Better response times
- ▣ Improved passenger/tenant satisfaction
- ▣ Reduced operating expenses

KONE Care Packages – tailored to fit your needs.

KONE Care: On Demand, Standard, Plus and Premium

Every customer and their equipment have different requirements, so we provide flexible packages that allow you to customize our services to meet your specific needs.

Your KONE Account Representative will help you choose the right tailor-made KONE Care service package. We will help you choose the level of comprehensive service you need for your building and people flow, to ensure the safety and convenience of your passengers.

KONE Care On Demand

- Parts Inventory Network
- 24/7/365 Call Center
- Asset Management Planning

KONE Care Standard

KONE Care On Demand Package and...

- Examination and Lubrication

Optional

- Testing
- KONE Care Remote Monitoring

KONE Care Plus (Complete Maintenance)

KONE Care Standard Package and...

- KONE Maintenance Method
- Adjustment and Repairs
- Major and Minor Components
- Service Requests – Regular Time

Optional

- Service Requests – Overtime
- Testing
- KONE Care Remote Monitoring

KONE Care Premium (Performance Based)

KONE Care Plus Package and...

- Adjustments and repairs
- Equipment Availability Assurance*
- Assured Response Time (Regular and Overtime)
- Annual Audit
- Service Assurance Provision
- Major and Minor Components

Optional

- Service Requests – Overtime
- Testing
- KONE Care Remote Monitoring

**Subject to equipment condition, age and environment*

KONE Care Enhancement Options

ASME A17.1/B44 Safety Code for Elevators and Escalators requires that your elevator be connected to an outside staffed location operating on a 24/7 basis through the use of a phone system should an emergency situation occur.

KONE Care™ Phone Monitoring Service enables two-way communication service 24/7 utilizing a dedicated land line to connect the elevator phone to our KONE Customer Care Center.

KONE Care™ Wireless Phone Monitoring Service provides a wireless two-way communication service 24/7 that connects the elevator phone to the KONE Customer Care Center, allowing the customer to eliminate their current elevator phone lines.

KONE Care™ Remote Monitoring is a monitoring service that addresses safety and equipment operation for multiple levels of failure. This is a standard feature on most of KONE's advanced elevator controls.

KONE Care Online

Our web-based program lets you see information about the performance and service of your equipment for any specific building, region or district within your organization at any time. Customized user access allows you to focus on specific areas that are important to you and your company.

Automatic E-mail Notification

You stay in the loop on all work performed in real time with our automatic e-mail notifications from our technicians' hand-held devices.

Asset Management Planning

With an **Asset Management Plan**, we prepare a plan to assist you with capital improvements through incremental upgrades and/or modernization of the equipment in order to achieve the required standards of performance, safety, aesthetics and accessibility. Asset Management Planning evaluates possible investment schedules and constraints, helping you manage your investment plan and increase the value of your building.



KONE Care brings you value

Safety

KONE's service delivery methods are designed to ensure technician safety. KONE's additional emphasis on the riding public's safety is what sets KONE apart.

Our **GPS-based Safety Locator** ensures safety by electronically confirming – in real time – that the maintenance work has been performed.

Our **equipment and process audit requirements** are built on a culture of integrity and safety first that spans the organization. This system of safeguarded checks ensures that comprehensive protection stays top priority for our number one priority – you.

Skilled Technicians

KONE's newly renovated Technical Service Center located in Moline, Ill., strategically brings KONE employees, spare parts, training and technology under one roof to enhance customer service in the U.S., Canada and Mexico.

The Technical Service Center includes KONE Spares parts supply, along with development and administration of Technical Support, Technical Services and Technical Training programs for elevator and escalator service, modernization and construction employees throughout the Americas regions.

The Center is the new home for KONE and Non-Kone equipment hands-on Technical Training classes and the development of quick reference video training to help technicians with diagnostics and troubleshooting.



Training equipment inside Technical Service Center.

Over 60% of equipment we maintain was originally produced by another manufacturer, so you can always count on a knowledgeable technician to diagnose and correct any issue. Also, with the capabilities of KONE Field Mobility™, Service Technicians have real-time remote access to KONE's maintenance database and KONE's Customer Care Center™. These technician resources translate to **fast and well informed service, and reduced equipment interruptions.**

Maximum Availability

Experienced, dedicated, highly-trained and skilled technicians are the foundation for maximizing equipment availability. The **KONE Maintenance Method (KMM)** delivers the right maintenance at the right time. Customized maintenance plans are designed for each unique piece of equipment, based on technical characteristics, operating environment and usage.

KONE's **spare parts warehouse** maintains a \$60 million parts inventory for both KONE and non-KONE equipment. The spare parts inventory and support are available for emergency shipping 24 hours a day, 7 days a week.

Responsiveness

KONE responsiveness means not just getting to your site quickly, but also providing a quality service experience. Whether you are working with one of our technicians, representatives or our KONE Customer Care Center, there is a **total commitment to customer service** that will exceed your expectations.

Speed to Site

Our speed to site is enabled through the application of two tools. The first is **KONE's Maintenance and Acquisition Planning (MAP) tool**. This tool brings together the geo-position of each piece of equipment KONE maintains, total work (planned and unplanned) associated with each unit and technician location. Employing a sophisticated load balancing and geographic optimization algorithm, KONE develops the optimum route structure. The result is our skilled technicians being placed in the closest proximity to your equipment.

The second tool is **Dynamic Scheduling**. We are able to develop a prioritized work plan for our technicians based on the equipment location, technician's location and status of the equipment. This work plan is updated continuously (in real time) throughout the work day, and ensures our speed to site is maximized.

Combining these two powerful strategic tools gives you **confidence in the reliable operation of your equipment**, as well as the safety of those who matter most.

What makes KONE remarkable?

QUESTION	KONE	CURRENT PROVIDER?
What are your current service provider's maintenance methods?	<i>KONE Maintenance Method</i>	
<i>Is your call-out rate at or below the industry average?</i>	<i>KONE's call-out rate is the lowest in the industry and ensures optimum reliability for your facility.</i>	
<i>What is your current provider's commitment to making their service visits?</i> <i>What is your current response time to a call-out?</i>	<i>KONE leads the industry with greater than 98% made visits.</i> <i>KONE leads the industry with an average call-out response less than 2 and half hours.</i>	
Is your current service provider able to deliver the required maintenance to your equipment? <i>How many units per operative are they currently carrying (total units divided by total service personnel)?</i>	<i>Average less than 75 units per operative.</i>	
<i>Does their maintenance program account for all the work required to be performed by their technician on the technician's route?</i>	<i>Yes, KONE maintenance program accounts for all work the technician must perform. This includes all maintenance, call-backs, minor repairs and testing assigned to the technician.</i>	
How are your current service provider's routes planned? <i>Is the working capacity of the technician aligned with the work required on his/her route?</i>	<i>Yes, the total work which must be performed on our technicians' routes is equal to or less than the technicians' capacity to perform work (including the impact of vacations and holidays).</i>	
<i>Are the routes optimized geographically based on the geo-position of your equipment?</i>	<i>Yes, KONE uses a sophisticated mapping program to geographically optimize the assignment of each unit to a maintenance route and ensures optimum response to your needs.</i>	
How experienced is your current provider in supporting and maintaining equipment not originally manufactured by them? What percent of their service base did they not originally manufacture?	<i>Over 60% of equipment we maintain was originally manufactured by another manufacturer.</i>	
Does your service provider have a comprehensive safety program in place which is focused not only on the safety of their technicians, but also the safety of the riding public?	<i>Yes, process control mechanisms and an industry-leading End User Safety program.</i>	
Does your current service provider offer an assessment of your equipment based on current code and one that categorizes the issues (and presents solutions) by Safety, Reliability, Accessibility and Aesthetics?	<i>Yes, we will provide Asset Management Planning services based upon the current state of your equipment. Annual reviews will be made by your account manager to ensure the continued relevance of the Asset Management Planning.</i>	
Does your current service provider dispatch your equipment's service, prioritize calls, and use technician and equipment geo-position to optimize the speed to site?	<i>Yes, KONE employs a sophisticated Dynamic Scheduling algorithm to optimize speed to site and maximize efficiency.</i>	
How does your current service provider confirm the work reported has been completed? <i>Do they use GPS information to confirm their technicians were on site as reported?</i>	<i>KONE utilizes a geo positioning system to confirm technician visits and provides e-mail work order completions and a Web-Based Program which allows work confirmation by site personnel.</i>	
<i>What is their policy related to equipment and process audits?</i>	<i>KONE performs extensive audits to ensure that the equipment and processes are in accordance with our maintenance standards.</i>	



Key benefits of KONE Service Technicians

- ▣ Dedicated professionals with world-class technical and customer skills
- ▣ Enabling safe and reliable service
- ▣ Local expertise with continuous simulator based and on-site training
- ▣ Full use of KONE's global technical support base
- ▣ Excellent problem-solving skills
- ▣ Ability to maintain all makes and models of equipment
- ▣ Fast and accurate equipment diagnosis and immediate access to spare parts through KONE Field Mobility



To reduce our carbon footprint, KONE has begun using QR – or Quick Response – codes, which are an environmentally-friendly alternative to printed materials.

QR – or Quick Response – codes are a quick and easy way to get to a webpage without having to type in a long URL address. Simply scan this QR code with your Smartphone and you'll be taken to the video of how KONE's Maintenance Method, Customer Care Center and service technicians keep your equipment working at peak safety and performance. Or just type in this shortened URL link – <http://goo.gl/6NwBW> – to watch the video in your web browser. If you'd prefer a CD, please contact us at us.communications@kone.com and we'll be happy to send you one.