

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

The **extensive and rigorous KONE training program** includes classroom and simulator based instruction. We further support our training program by providing on-site training for KONE and non-KONE equipment. Our training covers all the needs of your equipment.

Your equipment performance is ensured by KONE Service Technicians, who make sure that your equipment operates reliably and is performing efficiently. **KONE Service Technicians are true professionals** responding quickly to service requests and minimizing downtime on your equipment.

Over 50% 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 part warehouse** has over one million parts stocked in our 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>Are they generic and calendar based, or are they customized to each unit's specific needs?</i>	<i>Each maintenance plan is customized to the unit level and based upon that unit's unique needs.</i>	
<i>Do they take into account each unit's unique characteristics in the development of the unit's maintenance plan?</i>	<i>The unit's make/model, technical equipment characteristics (e.g. control type, drive type, etc.), operating environment, usage and other factors are considered in development of the maintenance plan.</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 70-80 units per technician</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, callbacks, minor repairs and testing assigned to the technician.</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 50% 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 extensive 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, KONE Care for Life Asset Management Program</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 MAP program to geographically optimize the assignment of each unit to a maintenance route.</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 Safety Locator 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 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.



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