

SERVICE EXCELLENCE FOR ELEVATORS, ESCALATORS AND DOORS

# KONE Care™

# Maintenance Methods

KONE services more than one million elevators, escalators and doors 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

KONE develops a unique maintenance plan for each piece of equipment. Maintenance is performed for each technical module of the equipment at the correct intervals. This ensures quality and end-user safety, and minimizes equipment downtime. KONE Modular Based Maintenance™ meets all relevant regulations and standards.



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

## KEY BENEFITS

### End-user safety

- End-user safety has highest priority in KONE maintenance
- Equipment complies with all relevant safety standards and regulations
- KONE Voice Link™ provides two-way communication between elevator and KONE Customer Care Center™

### Quality

- Global standards and quality audits for maintenance
- Global maintenance process and methods
- A unique maintenance plan based on technical characteristics, usage, environment and customer needs

### Customer orientation

- Immediate access to KONE Customer Care Center
- Fast response to service requests
- Transparency to maintenance delivery and equipment performance
- Minimized out-of-use time for your equipment

# Availability for the lifetime

## KONE Modular Based Maintenance™

The preventive maintenance (KONE Modular Based Maintenance™) approach focuses on the actual maintenance requirements of the equipment. Modular Based Maintenance 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.

Modular Based Maintenance is based on KONE's understanding that not all of the components need maintenance at the same time. The maintenance tasks are grouped into modules, which define the maintenance actions for each main component. Maintenance of different modules can be executed during different visits. Modular Based Maintenance ensures the equipment's lifetime safety and performance.

Modular Based Maintenance sets global standards and processes for preventive maintenance. Modular Based Maintenance includes planning and operating processes, as well as defining a maintenance profile specific to each installation. The purpose of the maintenance profile is to maximize the availability of your equipment by performing the right maintenance tasks at the right intervals.

## Spare parts: available when you need them

KONE Global Spares Supply has a very efficient global delivery network. Over 40 thousand parts are kept in the distribution centers and our country warehouses. Our technician vans also carry the most frequently needed spares for the equipment under their service.



KONE services elevators, escalators and doors

When a part is needed, the technician is able to access the availability and order the part via an on-line tool from their PDA or mobile phone. Requested parts are dispatched from the distribution centers within 24h. The technicians also have order tracking information at their fingertips.

## KONE Care™ Solutions

The KONE Care service offering enables you to choose the level of service you need: Standard, Plus or Premium. All three levels include KONE Modular Based Maintenance and access to the KONE Customer Care Center. You can tailor the solution by adding other services from the KONE Care portfolio.



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

For more information go to [www.KONE.com](http://www.KONE.com)