

Dedicated to People Flow™

A high-angle photograph of a KONE technician wearing a white hard hat with the KONE logo, safety glasses, a blue short-sleeved button-down shirt, and white gloves. He is focused on working on the internal mechanism of an escalator, specifically the handrail assembly. The background shows the metal structure of the escalator and another person's hands in white gloves working on a different part. The overall scene is brightly lit, suggesting an indoor industrial or maintenance environment.

KONE Care™
Escalator/Autowalk
Maintenance

KONE Modular based Maintenance™ (MBM)

KONE's established Modular Based Maintenance (MBM) is an audited and approved standards based service programme. The level of maintenance KONE provide is based on the specific requirements of your particular equipment type and a detailed specification relating to its manufacture, operating environment, legislation and the anticipated daily use. During the maintenance cycle specialist KONE field engineers who are specifically trained and dedicated to Escalator and Autowalk equipment will undertake modules that include the following.

KONE MBM Modules

- Basic module performed on each visit
- Basic inspection
- Step module
- Brake door module
- Comb plate module
- Drive module
- Guide module
- Handrail module
- Partial cleaning module
- Maintenance site audit
- Third-party inspection

KONE Care™ Standard

- KONE Customer Care Centre™
- KONE Modular Based Maintenance™
- KONE Email Notification Service
- Authority Service* (assisting others)

Services Include:

- Maintenance in accordance with KONE standards.
- Electronic notification of engineer's visit
- Access to the 24 hour UK based KONE Customer Care Centre.
- Callout service 24/7/365 charged at standard call out rates (service failures and repairs are charged separately).
- Recommendations relating to: H&S / general repairs / DDA / changes in legislation & regulations.

*attendance with others such as external audits must be pre booked and fall within planned maintenance schedule

Equipment Availability

To ensure your equipment remains available to meet your requirements and is returned to service in the quickest possible time, KONE engineers:

1. Carry prescribed spares as van stock in accordance with equipment on round to enable first time fix.
2. Have access to local preferred suppliers for off the shelf parts.
3. Have access to UK Storage Facility which stocks over 1,800 (£1m) Escalator/Autowalk spares available for same day delivery.
4. Are supported by our Global Spares Supply, located in Germany, with over 46,00 items (€35m) available for next day delivery. This includes over 6,000 parts for 3rd party equipment.



KONE Care™ Plus

- Semi comprehensive- £250 threshold for callouts and parts, £500 threshold upgrade available
- KONE eOptimum™

- KONE Customer Care Centre™
- KONE Modular Based Maintenance™
- KONE Email Notification Service
- Authority Service* (assisting others)

Services Include:

- KONE Care™ modular based maintenance normal working hours (upgrade to out of hours maintenance available).
- Upgrade to include eOptimum™ – KONE's online reporting system.
- Electronic notification of engineer's visit.
- Access to the 24 hour UK based KONE Customer Care Centre.

*attendance with others such as external audits must be pre booked and fall within planned maintenance schedule

UK Service Engineers & KONE Field Mobility

Added benefits include a second to none UK based training facility with fully functional elevator and numerous test rigs.

Full use of KONE's global technical knowledge base.

Ability to maintain all makes & models of equipment – (over 50% of UK service portfolio is 3rd Party equipment).

Fast, accurate equipment diagnosis and quick access to spare parts through KONE Field Mobility™ (KFM).

KONE engineers use cutting edge KFM mobile technology to deliver:

Maintenance visits notifications

Callout notifications

Safety alerts

Over 25 specific Escalator training courses available to KONE engineers.



KONE Care™ Premium

- Fully comprehensive for callouts and parts
- Fully comprehensive for Service Repair

- Semi comprehensive- £250 threshold for callouts and parts, £500 threshold upgrade available
- KONE eOptimum™

- KONE Customer Care Centre™
- KONE Modular Based Maintenance™
- KONE Email Notification Service
- Authority Service* (assisting others)

Services Include:

- Callout/Service Repair fully comprehensive.
- KONE Care normal working hours (upgrade to out of hours maintenance available).
- Upgrade to include eOptimum™ KONE's online reporting system.

Parts Include

- Motors
- Handrial guides
- Handrails
- Handrail drive tyres
- Newel end rollers
- Chain guides
- Chain Rollers
- Entry guides
- Main step chain
- Relays and printed circuit boards
- Harnesses
- Brake shoes
- Step rollers
- Hydraulic pump components
- Oil seals
- LED skirting and handrail lighting (excludes non LED lighting)

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At a Glance...

Escalator Services	Standard	Plus	Premium
KONE Customer Care Centre	✓	✓	✓
KONE Modular Based Maintenance	✓	✓	✓
Voice Link Service	✓	✓	✓
Kone Email Notification Service	✓	✓	✓
Authority Service (Attendance with Inspector)	✓	✓	✓
KONE eOptimum™	○	○	○
"Out of Hours Maintenance" Option	○	○	○
Callout Attendance (Normal Hours)	£	*	✓
Callout Labour	£	*	✓
Component Cover	£	*	✓
Callout Attendance (24 hr)	£	*	○

○ Optional at additional cost

£ Billable

* Threshold limit applies

KONE Customer Care Centre

KONE's in house UK based Customer Care Centre™ ensures 24/7 support for the customer and end user. KONE has a systematic process to follow through service requests from receiving the call, to dispatching a technician, to successful resolution of the request.

KONE One Stop Shop

KONE also offer maintenance contracts for Lifts, Doors, Roller Shutters, Fire Shutters, Access Equipment and Loading Bays. KONE cover all types of equipment from Dock Leveller/Scissor lifts to all passenger/goods carrying lifts. Find out more at www.kone.co.uk.



KONE provides innovative and eco-efficient solutions for elevators, escalators, doors, loading bays and access. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernisation. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life-cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE UniDrive™, KONE MonoSpace®, KONE MaxiSpace™, and KONE InnoTrack™. You can experience these innovations in architectural landmarks such as 30 St Mary Axe and Broadgate and 201 Bishopsgate buildings, BAA Terminal 5, Emirates Stadium, Brunel University, Citigroup, Jubilee Line and St. Georges Wharf.

KONE employs approximately 35,000 dedicated experts to serve you globally and locally in 50 countries.

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