

Dedicated to People Flow™



KONE Care™

One Stop Shop

Maintenance

KONE Care™ - Preventing problems before they happen

KONE maintenance delivers industry-leading customer value and quality. KONE services more than one million elevators, escalators, and doors from both KONE and other manufacturers. The starting point is an understanding of your maintenance requirements, so that KONE provides the most suitable maintenance solution for you.

More than 100 years of experience

KONE has been in the elevator maintenance business for more than 100 years. Your equipment is serviced by KONE service technicians, dedicated professionals with world-class technical skills. More than 50 global training courses make sure that KONE Service Technicians have the latest technical know-how of both KONE and other manufacturers' equipment.

Safety is the top priority

Safety has 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 maximise the availability and safe operation of your equipment. The KONE Modular Based Maintenance™ method 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: Standard, Plus or Premium. All three levels include KONE Modular Based Maintenance and access to the KONE Customer Care Centre™. You can tailor the solution by adding other services from the KONE Care portfolio.



Safety for Life



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 minimises equipment downtime. KONE Modular Based Maintenance™ meets all relevant regulations and standards.



Lifts, Escalators & Autowalks

KONE Care™ Standard

KONE Care™ Plus

KONE Care™ Premium

- KONE Voice Link Service™ (where fitted)
- KONE Customer Care Centre™
- KONE Modular Based Maintenance™
- Passenger Release Service
- KONE Email Notification Service

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- KONE eOptimum™

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

Request a lift maintenance quote online www.kone.co.uk



Doors & Shutters

KONE Care™ Standard

KONE Care™ Plus

KONE Care™ Premium

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

- KONE Modular Based Maintenance™
- Inspection Service
- KONE Customer Care Centre™
- Inspection Report

- Callout Service - partial coverage
- Service Repair- partial coverage

- Callout Service - partial coverage
- Service Repair- partial coverage

- Callout Service-full coverage
- Service Repair- full coverage
- Enhanced Callout Response

Get an instant quote for door maintenance online www.kone.co.uk/doorsonline

KONE Care Services

KONE Care is based on the **KONE Modular Based Maintenance™** method, which enables us to detect and fix potential faults before they can cause downtime. Each technical module of the equipment is serviced at the correct intervals, ensuring reliability, minimising downtime and making sure that the equipment meets all relevant regulations.

KONE 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 Voice Link™ enables two-way voice communication between a passenger in the elevator and a KONE Customer Care Centre.

Service Repair fixes malfunctions or damaged components. With this service you can upgrade or enhance operation of the equipment. Service Repairs can also be done during a regular maintenance visit.

Callout Service resolves unexpected equipment failures requiring immediate attention.

Passenger Release Service releases an entrapped passenger quickly and safely from the elevator.

KONE eOptimum™ notification sends on-time information on maintenance activities by email or text message. KONE eOptimum™ online gives online access to track the current condition of your equipment and maintenance services performed, and provides maintenance activity history reports.

Enhanced Callout response times ensure that the Callout Service is delivered fast and within a mutually agreed time frame.

KONE Clinica™ can be done for equipment with recurring problems. The KONE Clinica™ specialist thoroughly investigates the installation to find the cause and define corrective actions.





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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