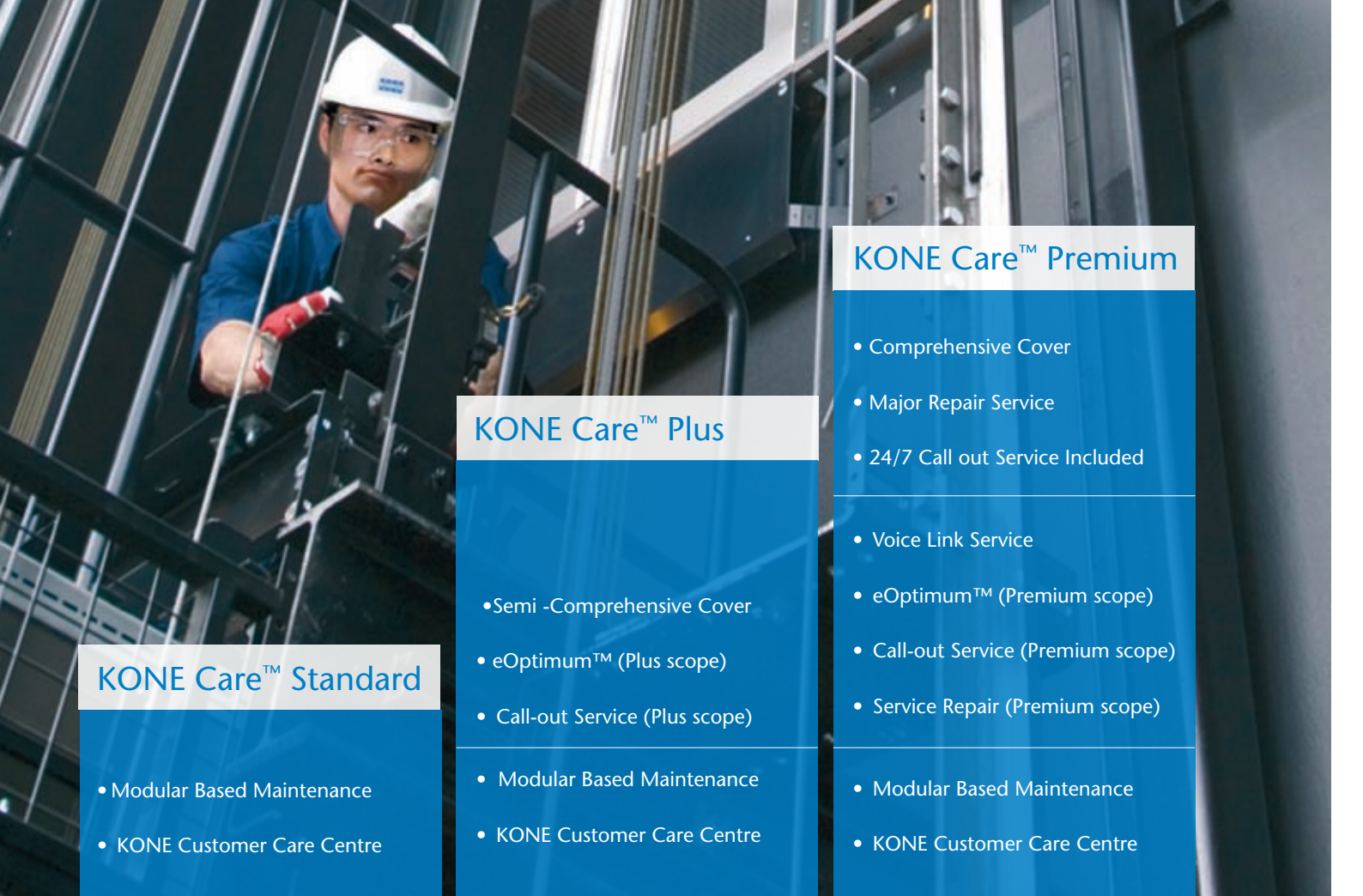


Dedicated to People Flow™

KONE

MAINTENANCE SOLUTIONS FOR ELEVATORS AND ESCALATORS

KONE Care™



KONE Care™ Standard

- Modular Based Maintenance
- KONE Customer Care Centre

KONE Care™ Plus

- Semi -Comprehensive Cover
- eOptimum™ (Plus scope)
- Call-out Service (Plus scope)
- Modular Based Maintenance
- KONE Customer Care Centre

KONE Care™ Premium

- Comprehensive Cover
- Major Repair Service
- 24/7 Call out Service Included
- Voice Link Service
- eOptimum™ (Premium scope)
- Call-out Service (Premium scope)
- Service Repair (Premium scope)
- Modular Based Maintenance
- KONE Customer Care Centre

KONE Care™ Solutions

KONE Care covers the maintenance of elevators and escalators. It is a vital ingredient in helping you to ensure the best People Flow experience.

KONE offers three main types of maintenance solutions, from which you can choose the solution that best suits your requirements. You can further enhance the solution with additional services from the service portfolio.

KONE Care Standard is a good choice for customers who want to have a good quality preventive maintenance solution. This simple and transparent contract ensures that your equipment is compliant with safety laws and standards, and that the equipment downtime is minimised. With this solution the customer prefers that all extra work is charged separately and is therefore excluded from the contract price. The KONE Care Standard package also provides customers with access to our 24 Hour Call-Out Service and Service Repairs.

KONE Care Plus covers agreed level call-out and hence makes maintenance expenditure more predictable. This solution also provides real-times information on the maintenance work through eOptimum™ service. Customers also benefit from good service level in terms of call-out response times.

KONE Care Premium is the most advantageous solution to the customer sites where People Flow has a direct impact on their business. The solution maximises the availability through fast call-out response times, all inclusive repairs and access to enhanced service hours. All inclusive Premium solution makes maintenance costs predictable and easy to budget. Maintenance history reporting is available to support facility and asset management. You can further enhance the solution with additional services to meet your exact requirements.

KONE Care Services

The core of KONE Care services is professional people, technical skills and first-class technology.

KONE Modular Based Maintenance™ is the most advanced preventive maintenance service in the industry. The service takes into account numerous technical characteristics and customer-specific requirements. Based on these, KONE develops a unique maintenance plan for each piece of equipment to deliver performance and maintenance quality.



KONE Customer Call Centre

Our KONE Customer Call Centre is available 24-7 to answer calls, deal with any customer queries and to dispatch KONE technicians to perform Call-outs.

Our highly expert team of Service Technicians are on hand to resolve unexpected equipment stoppages or erratic operations of your equipment requiring immediate action. Our 24 hour service also ensures safe and professional passenger rescue should an entrapment situation arise.

KONE eOptimum enables the customer to receive real-time information on maintenance work and access maintenance history reporting.

The Authority Service saves you time and effort with KONE assisting 3rd Party Inspections on your behalf.

KONE Service Technicians

Your equipment performance is ensured by KONE Service Technicians. They will ensure that your equipment is working efficiently and to the optimum level. KONE consider the safety of passengers to be paramount. KONE Service Technicians are true professionals responding quickly to service requests and minimising the downtime of your equipment.

KONE Field Mobility™ gives Service Technicians real-time remote access to KONE's maintenance database and our local KONE Customer Call Centre. For KONE's customers, this translates into fast, well-informed service and reduced equipment interruptions.

Key benefits of KONE Service Technician

- Dedicated professionals with world-class technical skills
- Enabling safe, comfortable, and uninterrupted service
- Local expertise and continuous training
- Full use of KONE's global technical knowledge base
- Creative problem solving skills
- Ability to maintain all makes and models of equipment
- Fast, accurate equipment diagnosis and quick access to spare parts through KONE Field Mobility™



KONE provides innovative and eco-efficient solutions for elevators and escalators. 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™.

On a local level KONE Ireland has developed an impressive project portfolio over the years and has developed many close relationships with customers. With our experienced team of technicians and sales executives we provide a high quality and customer focused approach to installation, modernisation and maintenance solutions. Feel free to contact a member of our team for further information on any of our products and services.

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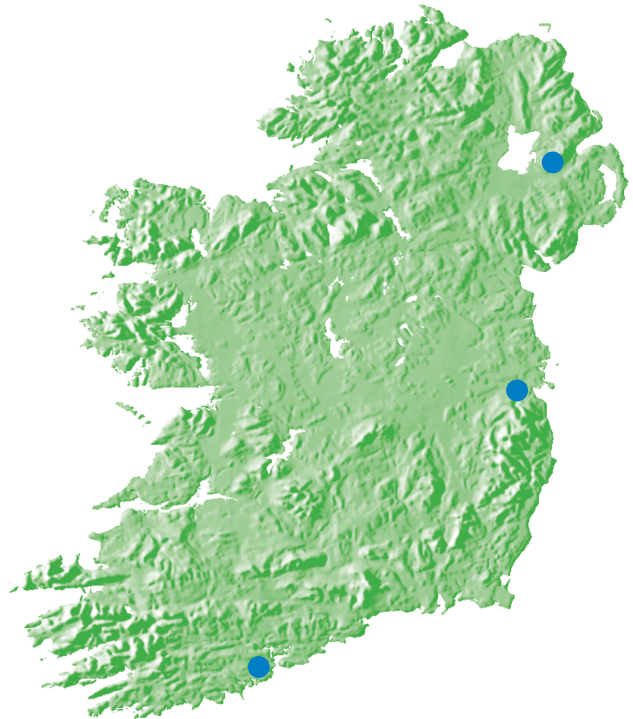
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You are never far from KONE.

Locally KONE have more than 50 Service Engineers covering the whole of Ireland with 4 teams dedicated to repairs



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