



"Using the elevator with my little one around was a nightmare & too risky for me (courtesy all the dreadful newspaper clippings on the mishaps of the elevators).

I would sometimes reluctantly even walk three floors.

Now, thanks to KONE & their safety systems. I am relaxed & my little one leads me confidently.

Using elevators now is a great pleasure and KONE... Our best companion.

Indeed Kone elevator is the real heart of our building".

These are the most common remarks of many elevator users.

To us in Kone, every customer is precious.

Customer satisfaction & safety is our key priority.

KONE - The No Problem Elevator

Best Service : *Our people make the difference*

Your KONE technician is a professional. Through a continuous training program and extensive on-the-job experience, he is able to provide the best preventive maintenance on any type of equipment, from the old to the most modern.

We don't serve elevators and escalators, *we serve people*

Keeping your equipment in top operating condition is just part of our service business. When it comes to service, KONE success stories are about people who are focused on creating very satisfied customers. The combination of our dedicated and highly responsive people, with our resources as an industry leader, make us the preferred choice - first time, every time.

Your benefit from KONE Service : *preserving the value of your building*

From Performance Based Maintenance to Full Replacement, passing through modular Modernization System, KONE offers you an intelligently matched series of modules to keep pulsing the heart of your building - the best way to preserve its value.

KONE maintains more than 5,00,000 elevators all over the world.



SPARE PARTS

Elevator has electrical, electronic and mechanical components and quite a few are custom made or of special design to suit the building need. We stock over 10,000 parts to meet the various needs of our elevators. We have stock in all our branches and also in the Head Office. We have spare parts stored at specific locations in various cities to help speedy transfer. Our technicians also carry most wanted spares with them. A computerised system is used to monitor and regulate our stocks. With KONE you can be assured that the spare parts are genuine and meet your need.

MODERNISATION

KONE offers Modernisation to upgrade ageing elevators. Modernisation means using development in technology, to boost the performance and enhance reliability at fractional cost of new elevator. Modernisation solutions mean value for money. Our people are available to do an assessment and make proposal for you to evaluate the benefits.

SPECIAL REPAIR WORK

Special Repair Work is carried out on all the heavy equipments like motor, traction rope, etc, when it is found necessary. KONE has special equipments to meet the needs of specialised repair work. KONE branch offices have various tools from chain pulley blocks and hydraulic puller and custom made gauges to special tools for precision work.

BREAK DOWN MAINTENANCE

KONE CALL CENTRE is available round the clock to register Breakdown calls. Ticket Number is always allotted when a call is received. Alert Message is sent on Pager & Mobile to technician. Our Technician attends to the fault. Fault is Cleared and lift is put back into operation. Feedback is obtained from Customer on the Break Down Work Done.



CUSTOMER VISITS

Senior Staff from KONE meet KONE customers at regular intervals. During the meeting they listen to customer and note down all the points mentioned by Customer. Customer feedback is discussed with the concerned front line staff and top management action will be initiated. For we believe that despite a program of regular maintenance, there are issues of concern to customer that need to be listened to and addressed. Route engineers are assigned to be the voice of the customers they serve.

CUSTOMER FEED BACK

At KONE, Customer feedback is the guiding light. We look for feedback from Service and Break Down Reports. From Call Centre we seek customer feedback at the closure of a call. Periodically we provide a Feedback Form to our customers which is self addressed and stamped to KONE. These feedbacks are evaluated by Senior Management and used to drive change in the organisation.



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COMMUNICATION

KONE has a wide network of Service Centres and provide service to several thousands of elevators around the country. We use all appropriate communication tools to ensure that information and knowledge is shared. Every service department employee is equipped with a pager or a mobile or a walkie talkie to help in quick communication.

CONTRACT

We provide several types of contracts to suit various needs. The most popular is the "Full Comprehensive Contract". This contract takes care of parts replacement and labour costs towards maintenance, breakdown and repair. We also offer a Labour Contract where parts are excluded. Labour Contract is suitable for customers who are willing to stock spares in advance. There are also variations of these contracts to suit low usage needs and with exclusions to certain parts. Such contracts are suitable to customers who are looking for cost effective solutions. Normally, a full comprehensive contract is an insurance cum maintenance offer where parts change required due to wear and tear under normal working conditions and inherent component failures is taken care to give peace of mind to our customers.

PERFORMANCE

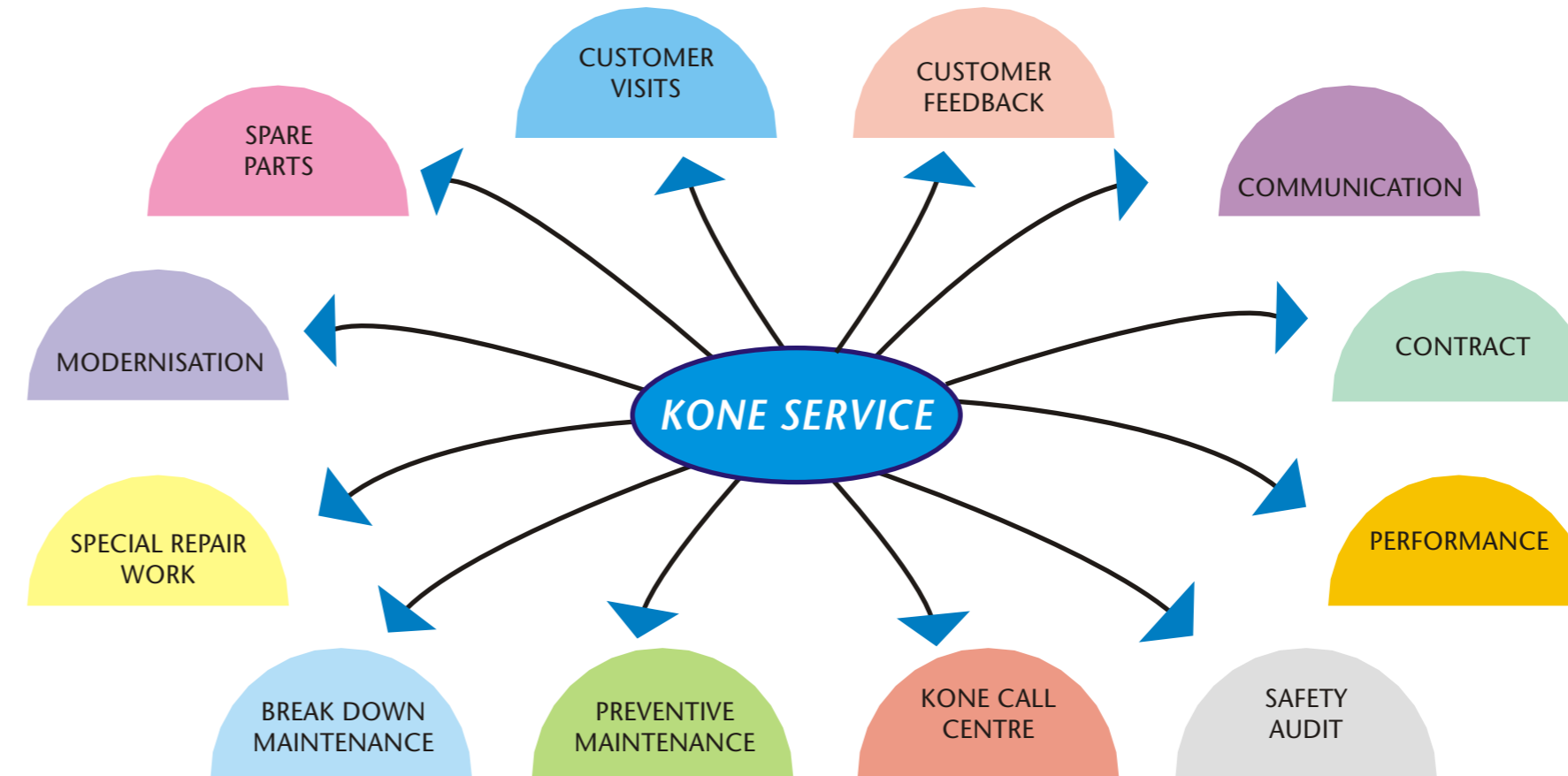
KONE believes in improving continuously and we place high value for being a professional service provider. We aim to continually improve our performance in the following areas:

- ◆ Quick Response Time to Calls
- ◆ Reduction of Break Down Rate
- ◆ Maximum Availability of Elevators



Best Service: Service is same each time, every time

KONE's Specialised Services



PREVENTIVE MAINTENANCE

The hallmark of a good service is a sound Preventive Maintenance Plan. At KONE we follow "Usage Based Modular Maintenance" approach which enables focused attention to components of the lift that need most attention. For instance, a particular visit will focus on Doors over and above the Basic Maintenance. Also this enables us to provide correct frequency of maintenance most suited for that particular lift. Data collected through Break Down Report and Audit Reports are used to plan the Service Visit. Technicians meet the Customer prior to starting their work to know about anything specific to be attended to. Service report is given and customer signature is obtained.



Update		would be getting back to you shortly.	
Lift Id	Lift Number	11276	12776
Lift Condition	Complaint	Not Working	Lift Not Working
Caller Name	All Phone	Mr. RAMESH	in
Site Arrival Date	Status of Lift	2 Dec 2003 9 0	Stopped on level (empty cab)
Rectification Action	Rectification Result	Reset	Working Alright
Additional Info	Technician		Sharma
Site Name	Job Completion Date and Time	P/M TOWER	2 Dec 2003 9 10
Call Out Report 1	Code 1	Power Supply Fault	Any other problem worth report Low Voltage
Call Out Report 2	Code 2	Power Supply Fault	Phase Reversal Main Fuse Blown
Spare Parts Needed	Spare Part No	No	
Spare Description			
WorkStatus		Job Closed and Completed	Ready
Service Zone	Service Route	Zone 1	
Do Not Show To Customer			
Message: Dear Customer, We have attended to your complaint number KEE-1003120046. The problem was due to low voltage in generator power.			
Reply			