

Dedicated to People Flow™



REMOTE MONITORING FOR ELEVATORS

KRMS™



What it is...

KRMS (KONE Remote Monitoring System) is a 24/7 monitoring service that addresses emergency communication needs, safety and equipment operation. It works by linking the on-site voice and data equipment with the KONE Customer Care Center™ through existing telephone lines.

ASME A17.1/B44 Safety Code for Elevators and Escalators requires that your elevator be connected to an outside staffed location operating on a 24/7 basis through the use of a phone system should an emergency situation occur.

KRMS Voice is available on all elevators that are equipped with an ADA phone. KRMS Data equipment is a standard feature on most of KONE's technologically advanced elevator controls and can also be installed on existing KONE equipment by way of modernization.



What it provides...

Voice link

Response technology benefits:

- Direct 24/7 access to KONE's Customer Care Center.
- A dedicated emergency line ensures calls from the elevator phone receive top priority.
- KONE Customer Care Center Agents who are professionally trained and experienced in handling emergency situations in elevators.
- Personal contact to reassure passengers and prevent unsafe reactions.
- Established communication network ensures a technician is quickly dispatched for improved response times.
- Increased passenger safety and reduced liability on equipped models.
- Capable of communicating in over 100 languages.
- Consolidation of building services with one full-service elevator company.

Data link

Performance monitoring and safety benefits:

- Peace of mind from 24/7 safety and performance monitoring.
- Quicker response times.
- Increased availability due to quicker response times and improved maintenance planning.
- Proactive equipment status monitoring notifies KONE in the event of a shutdown, and will take appropriate actions before you will know there was a problem.
- Centralized state-of-the-art technical support resources supply detailed troubleshooting information about your elevator equipment, allowing for quick troubleshooting to bring your elevators back in service faster.
- Customized maintenance plans, based on individual equipment needs and data gathered through KRMS, establishes a plan to help prevent call-outs and help ensure equipment availability.
- Data from KRMS provides improved troubleshooting capabilities by KONE technicians.





Voice link

how emergency voice communication works...

1. Passenger activates the pre-programmed ADA phone by pressing a button, and phone dials to KONE Customer Care Center's dedicated emergency line.
2. Elevator identification and location is immediately displayed at the KONE Customer Care Center.
3. KONE Customer Care Center agent attempts to determine if an entrapment has occurred or if it is a false alarm. If the agent cannot determine if there is an actual entrapment, the agent calls the customer's contacts to determine the status and how to proceed.
4. If an entrapment has occurred, two-way voice communication from the agent lets passengers know that help is on the way.
5. A technician is immediately dispatched and passengers are told when they can expect help to arrive. If there is an emergency situation, agent contacts local fire and police first.
6. Customer's contacts will be notified of entrapment situations.
7. Agent remains on phone with passengers for continued reassurance.
8. Technician quickly arrives on site and releases passengers.

Data link

how safety and performance monitoring works...

KONE Technical Support and Field Operations receive daily KRMS usage statistic reports. If unusual conditions are detected, service and maintenance can be performed to keep the customer's elevator in top condition.

The Data link service is currently a standard feature on most of KONE's new installations.

KRMS delivers...

- Round-the-clock, direct voice communication with dedicated elevator experts who know what's happening, where it's happening and when it will be fixed.
- Elevators that meet the latest code requirements.
- Innovative remote monitoring that helps all of us manage our business more intelligently.
- Immediate access to professionally trained call center agents that ensure a technician is dispatched immediately.
- Reduces customer's potential liability risks and eliminates the need to hire additional personnel or answering services.
- Immediate personal contact that reassures passengers and prevents unsafe reactions in the event of an elevator entrapment.
- Information on the elevator's current condition to expedite troubleshooting and reduce downtime.



U.S. Operations Center

One KONE Court
Moline, Illinois 61265
1-800-956-KONE (5663)

Canadian Operations Centre

6696 Financial Drive, Unit 2
Mississauga, Ontario L5N 7J6
1-905-858-8383

KONE Mexico, S.A. de C.V.

Clavel 227
Colonia Atlampa
Mexico City, D.F. 06450
+52.55.1946.0100

For the latest product information
and interactive design tools, visit
www.us.kone.com

U.S. Offices

Alabama

Birmingham 205-944-1032
Mobile 251-661-7522

Arizona

Phoenix 602-269-7877
Tucson 520-624-3125

Arkansas

Little Rock 501-758-1889

California

Cypress 714-890-7080
Sacramento 916-372-1458
San Diego 858-578-5100
San Francisco 510-351-5141
Santa Barbara 805-349-1013

Colorado

Denver 303-792-3423

Connecticut

Hartford 860-257-9277

Delaware

856-251-1555

District of Columbia

Washington, DC 301-459-8660

Florida

Jacksonville 904-292-0225
Miami 954-437-4300
Naples 239-598-9310
Orlando 407-812-8033
Tampa 813-635-0330

Georgia

Atlanta 770-427-3373

Hawaii

Honolulu 808-836-2231

Idaho

801-977-1144

Illinois

Chicago 630-629-3100
Peoria 309-697-9011
Quad Cities 309-797-3232
Rockford 815-874-1502

Indiana

Fort Wayne 260-484-9586
Indianapolis 317-788-0061

Iowa

Des Moines 515-243-0109
Quad Cities 309-797-3232

Kansas

Wichita 316-942-1201

Kentucky

Louisville 502-491-0565

Louisiana

Baton Rouge 225-291-5270
New Orleans 504-736-0776

Maine

781-828-6355

Maryland

Baltimore 410-766-2100

Massachusetts

Boston 781-828-6355

Michigan

Detroit 734-513-6944
Grand Rapids 616-534-3300

Minnesota

Minneapolis 651-452-8062

Mississippi

Jackson 601-939-7597

Missouri

Kansas City 816-531-2140
St. Louis 314-521-8800
Springfield 417-862-1174

Montana

Helena 406-449-1399

Nebraska

Omaha 402-592-7381

Nevada

Las Vegas 702-269-0919

New Hampshire

781-828-6355

New Jersey

Warren 908-626-0220

New Mexico

Albuquerque 505-888-0626

New York

Albany 518-464-0002
New York City 718-361-7200

North Carolina

Charlotte 704-597-0430

North Dakota

651-452-8062

Ohio

Cincinnati 513-755-6195
Cleveland 440-546-1100
Columbus 614-866-1751

Oklahoma

Oklahoma City 405-682-5651
Tulsa 918-258-0582

Oregon

Portland 503-652-1011

Pennsylvania

Harrisburg 717-653-7177
Philadelphia 856-488-8830
Pittsburgh 412-279-1561

Rhode Island

781-828-6355

South Carolina

704-597-0430

South Dakota

Sioux Falls 605-336-1578

Tennessee

Knoxville 865-938-3444
Memphis 901-758-8320
Nashville 615-360-7013

Texas

Austin 512-443-0967
Dallas 469-549-0581
Houston 281-442-6619
San Antonio 210-491-0485

Utah

Salt Lake City 801-977-1144

Vermont

781-828-6355

Virginia

Richmond 804-328-1032

Washington

Seattle 425-861-9696

West Virginia

Charleston 614-866-1751
Morgantown 412-279-1561

Wisconsin

Milwaukee 262-373-0460

Wyoming

303-792-3423

Canada Offices

Alberta

Calgary 403-275-5650
Edmonton 780-452-9227

British Columbia

Vancouver 604-777-5663
Victoria 250-384-0613
Kelowna 250-491-1838

Manitoba

Winnipeg 204-895-2942

Nova Scotia

Halifax 902-450-1102

Ontario

Hamilton 905-648-3188
Kingston 613-531-6262
Ottawa 613-225-8222
Toronto 905-948-2230

Quebec

Montreal 514-284-5663
Quebec City 418-877-1494
Sherbrooke 819-821-2182

KONE Inc. reserves the right to alter
design and specifications without
prior notice.

KONE is a registered trademark of
KONE Inc. Customer Care Center,
Dedicated to People Flow and
KRMS are trademarks of KONE Inc.

"USGBC" and related logo is a
trademark owned by the U.S.
Green Building Council and is
used by permission.

