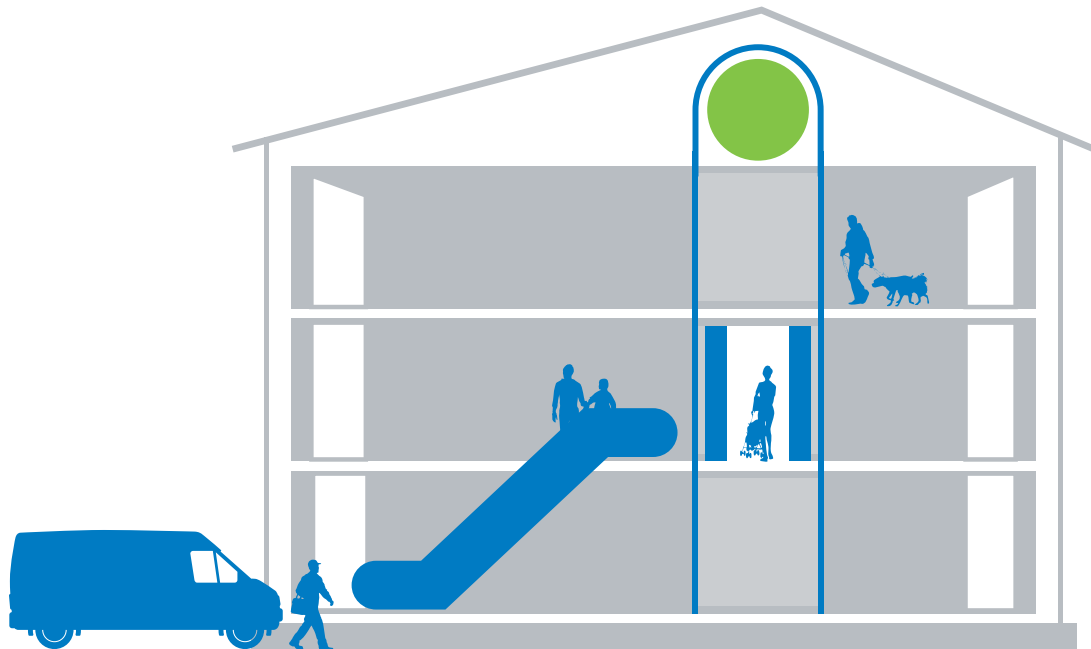


KONE SAFETY INFORMATION

Safety is top priority



Your KONE Care™ maintenance service has been designed to maximize the safety of your equipment. Safety means more than conforming with local laws and norms. KONE maintenance detects issues before problems arise, reducing hazards and preventing accidents from taking place.

Proper use of equipment boosts safety

The responsibility for elevator and escalator safety rests with the owner of the equipment. You can help ensure an easier, safer ride for everyone and a longer life for your equipment by ensuring the elevators and escalators are used correctly. Proper operation also saves money by eliminating service calls.

Systems to ensure safety

KONE's company culture puts safety first. We work to ensure that all equipment under our service complies fully with regulations and meets the highest levels of safety within the industry.

Due to increased safety requirements, some of the older elevators and escalators are not equipped with current safety features. Modernizing these units can significantly increase their safety and ensure compliance with code requirements. One way to significantly enhance passenger

safety is through the KONE Voice Link Service, which enables voice communication between passengers in the elevator car and personnel at the local KONE Customer Care Center™. Also, the KONE Remote Monitoring System™ is installed on new and modernized KONE equipment and can keep an eye on the condition of the equipment, so that when intervention is required, a service technician is dispatched fully informed of the problem.

Active involvement in standard development

KONE plays a strong role in the development of safety codes and standards, participating actively in local and international standardization committees and associations. We monitor developments in the industry and share our technical expertise to help find the best solutions for achieving the highest level of safety for all elevator and escalator passengers.

Safety tips for elevator and escalator passengers

Elevators

- If you notice something unusual in the elevator, such as sounds, smells or malfunctions in the lighting system, call your local KONE Customer Care Center to schedule a site visit.
- In case of a fire or other emergency, use stairs instead of elevators.
- Children should be accompanied at all times and prohibited from playing in or around the elevators.
- Passengers should keep away from the elevator doors during the ride.
- Keep clothes and carry-ons away from the opening.
- Do not try to stop a closing door.
- Push and hold the DOOR OPEN button if the doors need to be held open.
- In the event a passenger gets trapped in an elevator, remember that elevator cars have sufficient ventilation and plenty of fresh air. For immediate assistance, call the KONE Customer Care Center for immediate assistance at 877-276-8691, by using the phone located inside the elevator car operating panel. This phone provides a direct line to the KONE Customer Care Center.

Escalators

- Discourage incorrect use by passengers, such as riding the up escalator down or vice versa.
- No running or walking; stand still.
- Children should be accompanied at all times and prohibited from playing on or around the escalators.
- Keep away from step edges at all times. Don't lean against the sides.
- Keep a firm grip on the handrail.
- Loose clothing, clogs, flip-flops, soft-soled shoes or scarves are discouraged. Don't ride barefoot or with loose shoelaces.
- Be careful when carrying hanging clothes.
- Children should be accompanied by adults. Guide passengers with strollers to the nearest elevator.
- Passengers using canes, crutches, walkers or wheelchairs should be guided to the nearest elevator.
- Passengers attempting to transport heavy or bulky items on the escalator should be directed instead to a service elevator.
- Step off promptly; Immediately move clear of the escalator exit area.
- Use emergency button in emergency situations only.

What to do if an elevator stops operating

- Make sure that there are no obstructions at the doors.
- Check that none of the buttons in the elevator car are stuck.
- Have a qualified person check if there is a tripped breaker on the main power supply.
- Do not force open the elevator doors. Do not attempt to leave the elevator.
- In the event a passenger gets trapped in an elevator, remember that elevator cars have sufficient ventilation and plenty of fresh air. Call the KONE Customer Care Center for immediate assistance at 877-276-8691.

Did you know?

- Problems can often be solved before passengers are even aware of them. The KONE Remote Monitoring System provides a direct connection to your local KONE Customer Care Center in the event of a malfunction.
- KONE Care for Life™ analysis provides a thorough assessment of your elevator or escalator, including its safety, performance, accessibility and aesthetics. This assessment can help identify areas of improvement for your building transportation equipment which will make your equipment more reliable, potentially avoid unpredicted repair costs and reduce energy consumption.

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

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SF2917 Rev 0311
Printed in U.S.A.



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