

# KONE Service Technicians – true professionals

## Maximizing quality. Minimizing downtime.

Your equipment performance is ensured by KONE Service Technicians. They will make sure that your equipment – elevators, escalators and autowalks – is safe and reliable.

KONE Service Technicians are true professionals who provide quality service by responding quickly and improving equipment reliability.

## Fast and accurate

KONE Field Mobility™ gives Service Technicians real-time remote access to KONE's maintenance database and KONE's Customer Care Center™. For KONE's customers, this translates into efficient and effective route management through dynamic dispatching, reduced equipment interruptions and ensures you receive the best possible response.

## Key benefits

- Dedicated professionals with world-class technical and customer skills
- Enabling safe, comfortable and uninterrupted service
- KONE Service Technicians have the lowest callout rate in the industry
- Local expertise and continuous training
- Full use of KONE's national and global technical support base
- Excellent problem-solving skills
- Ability to service all makes and models of equipment
- Fast and accurate equipment diagnosis and immediate access to spare parts through KONE Field Mobility
- Trained to maintain and support all OEM equipment including OTIS, Schindler, Thyssen Krupp and more



## Ten million visits annually

KONE Service Technicians perform around ten million visits annually. They dress and present themselves professionally and they are the most frequent point of contact between KONE, you and your building tenants. They communicate with you during site visits and whenever you place a service call. Their performance directly translates into customer satisfaction, trust and loyalty.

North American service competence fast facts	
The percentage of the KONE maintenance portfolio that is made up of non-KONE equipment	over 50%
The average response time for a normal call-out	less than 2 hours
Number of KONE Service Technicians	more than 2,000
Average number of years that KONE-employed service technicians have served in the Elevator Union	21+ years
The percentage of made customer visits by a KONE Service Technician	100%
In 2010 the percentage of delivered planned preventative maintenance by a KONE Service Technician	nearly 105%
Global service competence fast facts	
Longest serving KONE service technician	47 years
Most common upper education discipline	electrical engineering
Nationalities of KONE service technicians	over 50 countries
Number of elevators and escalators in KONE maintenance base	over 750,000
Number of total training days for KONE trainers	more than 7,700
Number of total training days for KONE technicians	40,000
Number of unique local training events	more than 1,100

### Always at your service

KONE Service Technicians combine technical knowledge with problem-solving skills, allowing them to prevent and solve a wide range of technical problems for all types of equipment. KONE Service Technicians respond to call-outs quickly and service customer equipment at thousands of sites every day.

### Continuous training

Continuous training ensures that the Technicians have world-class technical and customer skills and an excellent service mentality. KONE Service Technicians have a key advantage when it comes to unique site requirements. Our training facility includes classroom and simulator based instruction. Further, we support our training program by providing on-site training for KONE and non-KONE equipment and can make full use of our global technical resources.

### Global know-how

Service expertise is shared in 24 training centers across the globe and training is available in 20 different languages. KONE's Service Technicians can participate in 55 different global training courses, as well as courses tailored to their own localities – North America and regional.

### A preventive maintenance method

All KONE Service Technicians are trained to use the KONE Maintenance Method (KMM), one of the most advanced preventive maintenance methods in the industry. KONE KMM provides our technicians with a maintenance profile and schedule specifically designed for your elevators, escalators and/or autowalks. This profile helps keep your equipment safe, functionally correct, properly lubricated, clean, neat and acceptable to you.

With KONE KMM, Service Technicians maintain your equipment systematically, monitor the entire system and work to prevent equipment problems before they happen. KONE Service Technicians also use their experience, skill and in-depth knowledge about elevators, escalators and autowalks at your facility to make timely repair recommendations in order to prevent unnecessary downtime, improve safety, suggest performance upgrades and to keep your equipment operating at the highest level of efficiency and safety.

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For the latest product information, visit [www.us.kone.com](http://www.us.kone.com)

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SF2888 Rev 0211  
Printed in U.S.A.



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