

CASE: TOWN SQUARE APARTMENTS

## Elevator Installation & Extended Full Maintenance Plan

### Challenge

Town Square Apartments, a new construction project, required more than an elevator installation. As a permanent supportive housing facility for persons with disabilities, Town Square was seeking engineering excellence, competitive pricing, and stellar long-term service. The architect insisted on a reliable elevator without the noise, smell, and space sacrifice of a hydraulic system. The management company's board of directors wanted the assurance that no disruptions in service would occur over the long haul. The Town Square team chose KONE because their solution proved to have the right balance of innovative technology at the best value.

### Fast facts

Town Square Apartments/Northwood Living  
Fort Dodge, Iowa

Type: Permanent supportive housing facility for  
persons with disabilities

### KONE solution:

Install EcoSpace Low-Rise Elevator  
Provide Extended Full Maintenance Plan





# Long-term Service. Engineering Excellence. Competitive Pricing.



The Machine Room-Less design saves space.

door-closing time allows everyone an appropriate amount of time to enter and exit the elevator safely.

## Reliable and Proactive Service

Proper maintenance prevents problems. KONE technicians follow strict protocol on each visit, segmenting the overall elevator system into smaller maintenance modules. One crucial module targets elevator door operation, "one of the main areas for potential breakdowns", says Andy Braaten, KONE Branch Manager. Elevator doors open and close constantly and are used as much as any other part of the elevator, meaning parts wear out and/or become misaligned more frequently. That's why "technicians check the door interlock system, verifying critical running clearances between door parts to ensure the doors are properly aligned" according to Mr. Braaten. KONE Remote Monitoring System (KRMS) is another innovative feature standard on all of our elevators. KRMS provides technicians with a detailed operation history, including the number of floors served, number of door openings, and hundreds of other valuable pieces of electronic data that enable KONE to determine optimal levels of required maintenance for each segment of the elevator system.

KONE's performance maintenance agreements act like an extended warranty covering parts and labor. They allow clients to call with any concerns without worrying about unforeseen, costly bills. Town Square can budget for their service needs confidently knowing all service callbacks, maintenance visits, and labor fall within their purchased plan.

## Discovering Solutions

The board vote was unanimous. At the end of the bid process, Town Square thought of KONE as a partner dedicated to helping make a purchase based on merits rather than high-pressure salesmanship. Town Square selected KONE to install the elevator and also purchased a five-year extended full maintenance agreement.

## Innovative Technology

A trouble-free elevator begins with innovative components that have been thoughtfully engineered and rigorously tested to ensure safe, reliable operation. The gearless traction design recommended by the KONE team impressed the client with its simplicity and energy efficient savings. The powerful EcoDisc gearless hoisting machine is environmentally friendly (no hydraulic oil required) and contains only one primary operating part. Fewer parts mean fewer potential items that can fail and require service.

## Responsive to Customers' Needs

The residents at Town Square are amazed by the smoothly calibrated elevator. It levels precisely with the floor, securing the way for users of wheelchairs, walkers, and canes. The lengthened



## Striving for Customer Satisfaction

From bid process to daily customer service, KONE commits to serving clients full-circle. Town Square Property Manager Jo Berkland described KONE as "patient, professional, and knowledgeable. Overall elevator functioning has been flawless. We have many tenants who would be unable to reside here without an elevator. It is such a part of day-to-day life. We treat it as a necessity instead of an amenity."

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