

Dedicated to People Flow™



OUR ELEVATOR AND ESCALATOR SOLUTIONS

Superior Experience and Resources for Non-KONE Equipment



Vertical transportation has been our business for over 100 years.

The KONE Training Program is extensive and rigorous. The program uses the best of classroom and simulator-based training, supported by on-site training for non-KONE equipment. We assist our local mechanics with strategically located national resources focused specifically on competitive equipment.

Our inventory information system tracks parts everywhere, all the way from the KONE Customer Care Center™, to the branches and “rolling” stock maintained on trucks and even at the service site.



Expert Service for Dependable Performance

Just because you don't have KONE equipment doesn't mean you can't have KONE quality service. KONE Service means you can count on your experienced Service technician to keep your vertical transportation system running reliably and affordably, regardless of who manufactured it. In fact, over 50% of the equipment we service was manufactured by our competitors.

Keeping up with this technology is a full-time proposition. KONE Service education is continuous, with technicians participating in regular sessions at KONE training centers. As a result, KONE Service Professionals are the best equipped to make sure equipment meets OEM standards, keeping performance levels right where they belong. That's why more building owners choose KONE Service for preventive maintenance on their building's equipment.

State-of-the-art systems

Every time you call your local KONE Service provider you tap into a national network designed to bring you a faster solution. Our state-of-the-art systems integrate scheduling, customer reporting and work flow to focus on your needs and improve communication. They also give KONE Service technicians instant access to a national parts inventory to ensure available replacements are never more than a day away.



KONE Service Quality Assurance

Regular meetings with local Service supervisors provide ongoing support for you – and your KONE technician. Random audits by KONE managers ensure high standards for service operations and an effective response to your concerns.

An independent firm periodically audits the customer satisfaction levels achieved by each branch.

Take the KONE Service Challenge

Are you satisfied with your current service provider's:

- ability to assure reliable performance of your equipment?
- ability to resolve problems quickly?
- ability to provide special assistance when requested?

- ability to provide an effective preventive maintenance program?
- ability to provide highly trained service technicians?

If you answered "no" to any of these questions, please contact us about conducting a Service Audit. We will survey your equipment, discuss your needs and create a custom-tailored Service Program that will make you a satisfied customer. There is absolutely no cost or obligation.





U.S. Headquarters

KONE Inc.

One KONE Court
Moline, Illinois 61265
1-800-956-KONE (5663)
www.kone.com

Canadian Headquarters

KONE Inc.

80 Horner Avenue
Toronto, Ontario M8Z 4X8
1-416-252-6151
www.kone.com

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

KONE Inc. reserves the right to alter design and specifications without prior notice.
KONE Customer Care Center is a trademark of KONE Inc.



©2007 KONE Inc.
SF2699 Rev 1207
Printed in U.S.A.