



Who better to service your KONE elevator system than the people who created it?

When it comes to servicing your KONE elevator system, choose the company that actually manufactured and installed it. Since KONE developed its innovative EcoDisc® technology in 1996, our hoisting machines have provided energy-saving solutions for low, mid- and high-rise buildings. The KONE elevator system design revolutionized the elevator industry through its efficiency and innovative technology. The EcoDisc® hoisting technology, AMD door operator and KCM831 control system are just a few of the unique components that can be found in KONE elevator systems. And our specialized service will help to keep them running smoothly and reliably.



Technician Training and Technical Support

As the creator of your KONE elevator system, we are able to use that unique knowledge and depth of experience to provide you with a superior level of service.

KONE's highly skilled Service Technicians have received in-depth training consisting of both simulator-based classroom instruction and on-site field training. Our North American KONE Service Technicians received over 40,000 hours of education in 2009; specialized training that enables them to address the unique maintenance needs of your KONE elevator system.

In addition, local Service Adjustors support Service Technicians in the event they encounter a problem they can't solve, and phone support staffed by National Field Engineers supports both KONE Technicians and Service Adjustors. KONE engineers are continuously working to improve KONE elevator systems and share their valuable knowledge with the KONE Service Technicians who visit your site regularly. If an operating issue persists, National Field Engineers are available to visit your jobsite to troubleshoot and correct problems.

The KONE Remote Monitoring Service (KRMS™) allows 24/7 access to the KONE Customer Care Center. Which means in the event of a shutdown, our call center knows about the problem before you do. A technician is dispatched and arrives on site

already aware of the equipment fault. With KRMS, equipment data is also stored to support analysis and troubleshooting; soon our teams will be able to predict equipment failures before they even occur.

Custom Maintenance Planning

Since KONE designed and engineered the EcoDisc hoisting technology, door operator and control system found in KONE elevator systems, we provide you with a custom-designed maintenance plan—developed specifically for your KONE elevator and your unique building needs. This plan is supported by the most sophisticated maintenance delivery methods.

KONE Service Technicians also have 24/7 access to engineering support and spare parts—including spare parts stocked in the vehicle they drive to each jobsite; access to local branch warehouse stock and manufacturing factories and the KONE Spares Warehouse in Moline, IL. Whatever replacement component is needed, we can get it for you.

Continuous Improvements

KONE is continually looking to improve our product offerings, enhance safety features, increase equipment reliability and availability, and provide solutions for our elevator systems. By having a KONE Service Technician maintain your KONE elevator system, you will be the first to receive improved features and technology.

For more information go to www.us.kone.com/maintenance

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