

Dedicated to People Flow™



SERVICE EXCELLENCE FOR ELEVATORS AND ESCALATORS

KONE Maintenance Method



KONE Maintenance Method

KONE services more than one million elevators and escalators from both KONE and other manufacturers. The starting point for every KONE Care™ solution is a thorough understanding of your requirements, so that KONE can provide the most suitable maintenance solution for you.

Unique service for your equipment

The KONE Maintenance Method (KMM) is designed to evaluate each piece of equipment and create an individual maintenance plan for each unit, based on criteria such as usage, operating environment, control and drive types, number of openings, door type, etc. This information is stored in each equipment record and is used to create individual maintenance profiles. This ensures quality and end-user safety, and maximizes equipment availability. KONE develops a unique maintenance plan for each piece of equipment. Maintenance is performed for each technical module of the equipment at the correct intervals.

There are significant advantages to the KONE Maintenance Method when compared to calendar-based maintenance. One of the most beneficial is to provide the maintenance technician with more productive time on site. This is achieved by simply reducing non-productive time.

Coupling more time maintaining the equipment with a more regimented approach to maintenance will improve the quality of the equipment and, thereby reduce unnecessary downtime, callouts and repairs.

KONE Service Technicians maintain more than one million elevators and escalators worldwide, from both KONE and other manufacturers.



Key BENEFITS

Quality

- Global standards with local quality audits for maintenance
- Standardized maintenance process and methods that are audited by local supervisors
- A unique maintenance plan based on technical characteristics, usage, environment and customer needs
- KONE Service Technicians are dedicated professionals with world-class technical and customer skills who provide quality service by responding quickly and improving equipment reliability

Customer service

- Immediate contact with the KONE Customer Care Center™
- Fast response to service requests
- Transparency to maintenance delivery and equipment performance
- Minimized out-of-use time for your equipment
- After maintenance has been performed, KONE follows up with an e-mail showing when the technician was on site and what work was done. Ask your KONE Account Representative if Automatic E-mail Notification is appropriate for you.
- eOptimum™ is KONE's web-based extranet service which allows you to view information about the status and work performed on your equipment. Contact your KONE Account Representative for further information.

End-user safety

- End-user safety is the highest priority in KONE maintenance
- Reduced owner liability
- Equipment complies with all applicable safety codes

Other benefits include:

- Prolonged equipment life due to proper maintenance
- Maximized equipment availability
- Reduced service interruptions, both planned and unplanned
- Increased tenant satisfaction
- Reduced operating expenses by reducing unplanned service interruptions that may not be covered under your maintenance agreement
- KONE Voice Link provides two-way communication between an elevator phone line and the KONE Customer Care Center
- KRMS™ Data Link (Remote Elevator Monitoring) is available for newer KONE equipment

Maximize equipment availability

The preventive maintenance (KMM – KONE Maintenance Method) approach focuses on the actual maintenance requirements of the equipment. The KONE Maintenance Method takes into consideration the equipment's operational environment and usage, the technical platform and the regulatory requirements to provide you with an optimal maintenance plan. If the maintenance requirements change, the maintenance plan is adjusted accordingly.

The KONE Maintenance Method is based on KONE's understanding that not all of the components need maintenance at the same time. The maintenance tasks are grouped into modules, which define the maintenance actions for each main component. KONE's Maintenance Method is a task-based program, not built on generic guidelines. Each maintenance visit includes maintenance modules for the main component areas, which are comprised of tasks and detailed procedures on how the task should be performed. KONE's Maintenance Method ensures the equipment's lifetime safety and performance.

KMM standards ensure your equipment is:

- Safe
- Clean, neat and organized
- Functionally correct
- Customer acceptable
- Properly lubricated



Spare parts: available when you need them

KONE Spares has a very efficient delivery network. A dedicated inventory is maintained in each van, which is matched to the equipment usage of that route. Replenishment of parts used from vans occurs automatically and deliveries are sent to a facility located in the center of each route. Additional levels of support are provided from the local branch inventories as well as KONE Spares inventory.

Improved availability of parts for call-outs and unplanned repairs means less travel time for our technicians and less downtime for your equipment.

KONE Solutions

The KONE Care service offering enables you to choose the level of service you need: Premium, Plus or Standard. All three levels include the KONE Maintenance Method and access to the KONE Customer Care Center. You can tailor the solution by adding other services from the KONE Care portfolio.

KONE Care maintenance focuses on each technical module at the correct intervals. This ensures top performance, safety and minimizes equipment downtime.

- 1 - Control Panel
- 2 - Signalization
- 3 - Machinery
- 4 - Shaft
- 5 - Landing Doors
- 6 - Door Operator





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