

CASE: SUMMIT CHASE CONDOMINIUM

ReVolution™ A complete elevator system upgrade.

The Summit Chase Condominium Board came to KONE with a simple problem: They needed to upgrade the fire service recall system in their elevators. The upgrade would include two passenger elevators and one service elevator used by the 178 families who call the 24-story building their home. KONE saw beyond this initial need to envision a solution that not only solved the immediate problem, but also created better overall service and efficiency in the long run.

Challenge

Before meeting with the Summit Chase Condominium Board, we dedicated ourselves to learning more about their unique situation. After touring the building, we noticed their service elevator was slow—a major inconvenience for residents. Then we examined their current system and discovered that the wiring was old, brittle, and badly in need of replacement. The doors were also old, and worse than that, they were noisy, slow, and clunky. Furthermore, the system itself was powered by an outdated traction machine using an inefficient worm reduction gear design, which uses significantly more power and more money than our state-of-the-art gearless machines.

Fast facts

Summit Chase Condominium
Grandview, OH
Type: Residential

KONE solution:
Replace out-dated geared traction system with ReVolution™ solution using the EcoDisc® hoisting machine

Install ReSolve™/KCM Control Solution

Modernize with the ReNova™ High-Performance Door Operation Solution

Bring buttons up to ADA height requirements with the KSS ReVive™ Elevator Fixture Solution



Cutting-edge technology for savings & enhanced performance



The outdated system equipment room.



The smoother, faster, more efficient ReVolution™.

Improved Traffic Flow & Energy Efficiency

After getting to know their needs, we made our recommendation. We proposed replacing their current elevator system with the ReVolution™, our turnkey solution that offers innovative gearless technology for a smoother, faster, more efficient ride. We explained that our ReVolution™ solution, powered by our award-winning EcoDisc® Hoisting Machine Technology, offers up to 40% energy savings over conventional systems. Our proposal also included an overall “facelift” to the look of their elevators to enhance the overall appeal of the building. We planned to update the buttons and fixtures with the KONE KSS ReVive™, installed in compliance with ADA height standards, and provide smoother door operation with our ReNova™ package.

Responsive to Customer’s Needs

To help demonstrate the power and efficiency of our solution, we took our presentation out of the board room. We didn’t just ask our client to take our word for it. Instead, we showed them exactly how our system worked, and how it would save them money and provide better service. We took their project lead, engineer Joe Heisler, to see one of our current projects, and gave him an up-close view of our gearless systems. We answered all their questions and outlined multiple scenarios to demonstrate the various kinds of solutions we could provide. *“Every step of the way, KONE responded to questions and made every effort to help meet our goal,”* Heisler said.

Innovative & Reliable

And since all these upgrades were combined in a single project employing more cost effective technology, we offered a solution that would enable Summit Chase to save money in the long term and avoid the inconvenience of future upgrades. Our competitors couldn’t match our proposal. No other bidder took the time to seriously analyze this client’s needs, and since they were offering less efficient, more costly traditional machines, they were unwilling to consider replacing the entire elevator system. Our proposal offered the best return on investment, and it was the only solution that addressed the client’s future needs as well as the problem at hand.

Striving for Customer Satisfaction



According to Heisler, KONE won the bid because our customer service matched our innovative products. *“This is a major project that occurs only every few decades in a building of our size, so trust becomes an important element,”* says Heisler. *“In our due diligence we found that we could trust KONE.”*

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