

MAINTENANCE SOLUTIONS FOR YOUR ELEVATOR

KONE Care™ Solutions

KONE CARE™ SOLUTIONS

KONE Care™ covers the maintenance of all brands of elevators, escalators and building doors. It is a vital ingredient in helping you to ensure the best People Flow experience. The core of the KONE Care™ services is professional excellence, people, technical skills and first class technology.

THREE TYPES OF CARE

KONE offers three main types of maintenance solutions for you to choose from

STANDARD

- Modular Based Maintenance™
- KONE Customer Care Centre with 24/7 service

KONE Care™ Standard is a good choice for Customers who want quality preventative maintenance solutions. This simple and transparent agreement ensures that your equipment is compliant with safety laws and standards and that equipment downtime is minimised.

PLUS

- Call-out Service
- Service Repairs and spare parts
- Immediate callout notification and service reports
- KONE Online Customer Portal

- Modular Based Maintenance™
- KONE Customer Care Centre with 24/7 service

KONE Care™ Plus has the added benefit of agreed performance levels for call-outs and service repair work, thus making maintenance expenditure more predictable.

PREMIUM

- Availability guarantee
- KONE Mobile app
- Electrical Fusion

- Call-out Service
- Service Repairs and spare parts
- Immediate callout notification and service reports
- KONE Online Customer Portal

- Modular Based Maintenance™
- KONE Customer Care Centre with 24/7 service

KONE Care™ Premium Is the most advantageous solution for sites where People Flow has a direct impact on their business. The solution maximises availability through fast call-out response times, all inclusive repairs and access to enhanced service times. You can further enhance the solution with additional services to meet your exact requirements.



18 offices
around Australia
and New Zealand



1400+
employees in
Australia and
New Zealand



24/7
Customer Care
Centre



Local spare parts
warehouse and
global spare
parts network



Local
technical and
engineering
support

KONE ONLINE PORTAL

KONE Online encompasses our suite of digital tools to help you manage, track and report on your equipment's status, performance and reliability wherever you are.

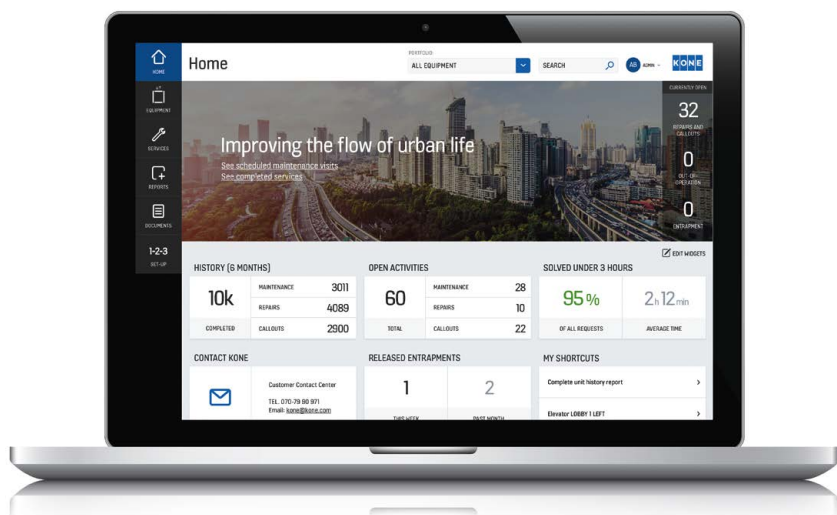
KONE Online Portal

For the past, KONE Online provides data about the availability, performance and repair costs of your equipment, as well as how well KONE has responded to service requests.

For the present, KONE Online provides data about callouts and other maintenance services.

For the future, it provides data about longer-term equipment performance and costs, providing you with a valuable tool for planning budgets for maintenance and modernisation.

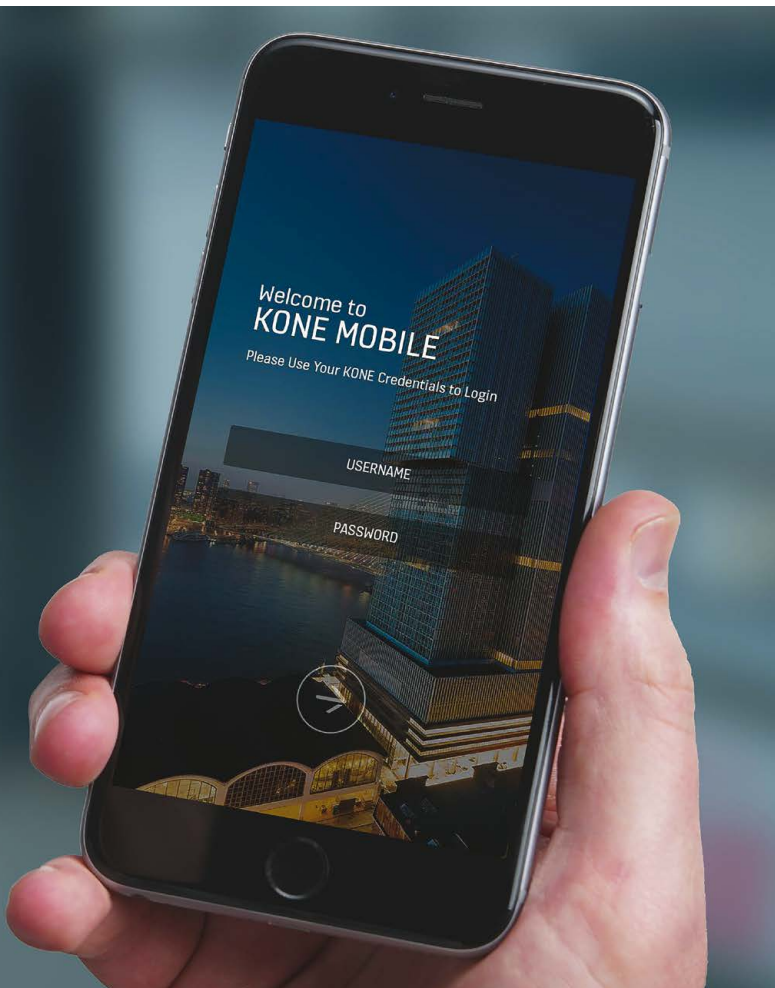
The new KONE Online portal provides a dynamic and personalised view which allows you to create your own portfolio and manage on-site personnel access to specific parts of the portfolio.



KONE Mobile – real-time updates on the go

With KONE Mobile app, you are kept up to date on all maintenance work, even when you are out and about. You always know what work has been carried out and how the service has been delivered.

Our mobile app also supports on-site personnel such as reception and facility managers day to day, keeping everyone up to date with what is happening regarding your KONE maintained equipment.

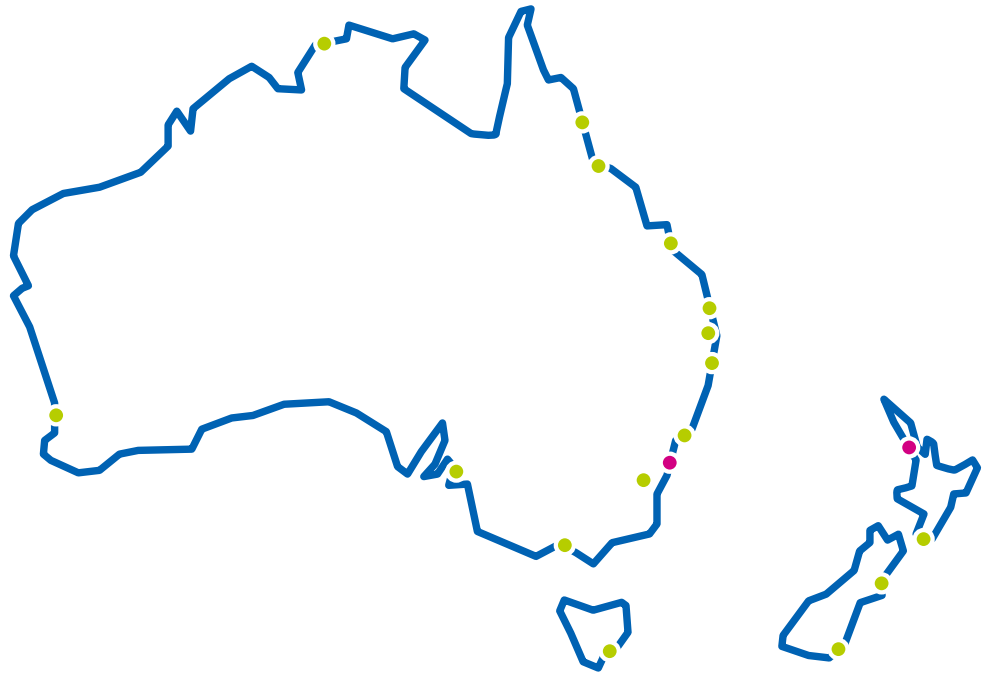


KONE provides innovative and energy efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings. We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernisation.

KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings. Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry and we are dedicated to improving the flow of urban life.

We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace® and KONE UltraRope®.

KONE employs close to 50,000 dedicated experts to serve you globally and locally. We have a team of over 1400 staff around Australia and New Zealand.



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