



ALL NEW SERVICES TAILORED TO YOUR NEEDS

KONE Care™ Maintenance

WHEN IT COMES TO MAINTENANCE SERVICES, ONE SIZE DOESN'T FIT ALL.

With the help of customers from all around the world, we identified the most common needs and have used these insights to guide our new maintenance offering.

With more flexibility as well as more options and combinations to choose from, our renewed KONE Care™ maintenance service offering is designed to meet your specific needs, big or small.



SERVICES DESIGNED TO OPTIMISE THE LIFECYCLE OF YOUR EQUIPMENT



CUSTOMISED FOR YOU

Our wide range of maintenance services will match your individual needs, whatever they might be. Instead of fixed service packages, you can choose to include the service elements you feel suits you the best.



EXPERIENCE A NEW LEVEL OF CARE

If something were to happen we'd already know – thanks to our new intelligent elevator services. With real-time data directly from your equipment, we can better predict the need for maintenance. Your elevator will be more reliable and safer, repairs will be done faster and all communication will be transparent.



STAY UP TO DATE ON MAINTENANCE WORK

Using our new digital channels, you and your team can keep up-to-date on both equipment and maintenance work status at all times. Our new KONE Mobile™ application and improved reporting tools are easy to use and available as part of our renewed KONE Care™ maintenance offering.

HOW CAN WE HELP?

With us, all you have to do is talk – we'll listen and help you build a customised solution.

HOW MANY ELEVATORS ARE THERE IN THE BUILDING?

How are the elevators used? Let's understand how critical they are to the building's operations and the impact to end users.

HOW MANY STOPS ARE THERE?

Tall buildings will have more stops, meaning the elevator is in more frequent use. This can have an impact on maintenance needs.

WHAT KIND OF BUILDING IS IT?

Is the building open 24/7 or only during office hours? We can tailor our services to suit your building's opening hours.

HOW OLD ARE THE ELEVATORS?

The age of your equipment naturally affects the service needs. Older elevators generally require maintenance of a different kind.

WHICH BRAND EQUIPMENT DO YOU USE?

While different makes and models have different service needs, KONE can effectively maintain all brands of elevators and escalators.





LET'S CREATE A TAILOR-MADE SOLUTION FOR YOU

With our tailored maintenance services we strive to provide an exceptional customer experience from day one.

1

Reviewing your maintenance requirements together

We will listen to you in order to understand your needs – as well as the needs of your equipment on site, your business and end users.

2

Tailor-made recommendation and offer

After our conversation, you'll receive an offer from us that is created to match your needs. It's easy to understand: you can easily see what is included – and what's not.

3

Your contract explains how we serve you every day

Our contract is clear and simple: you'll know exactly how services are delivered and can choose how to communicate with KONE.

4

Welcome to KONE Care™ maintenance

When your maintenance contract starts, you are invited to the first maintenance visit with our service team.

Contact us today at

kone.com.au/maintenance

or

kone.co.nz/maintenance



OUR NEW MAINTENANCE OFFERING

What's important to you when it comes to maintaining and servicing your equipment? We have redesigned the way we offer our services to match our customers' diverse and changing needs.



ESSENTIALS

Are there essential activities that need to be carried out to comply with legislation? We can cover all basic maintenance tasks to ensure compliance and increase the lifecycle of your equipment.

- Service visits based on usage
- Choose when we come
- Advance booking of visits and more



PERFORMANCE

Is optimising performance a key requirement for your building? We have options to ensure you get the most out of your equipment.

- Availability guarantees
- 24/7 Connected Services
- Asset management and more



REPAIRS AND BREAKDOWNS

Do you want to increase the uptime of your equipment? Our offering covers a range of options designed to provide peace of mind.

- Callout coverage
- Varied levels of repair coverage
- Response times and service hours and more



COMMUNICATION AND INTERACTIONS

Do you need to stay up to date on the status of your equipment? We have a range of online tools to keep you informed, no matter where you are.

- Contract management
- KONE Online™
- KONE Mobile™ and more

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 over 55,000 dedicated experts to serve you globally and locally. We have a team of over 1,500 staff around Australia and New Zealand.



KONE OFFICES

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