

MAINTENANCE OF NON-KONE EQUIPMENT

# One service, all technologies

KONE maintains and repairs elevators, escalators and automatic doors by all manufacturers. KONE has a long history of maintaining and repairing equipment manufactured by e.g. Thyssen, Otis, Schindler, Mitsubishi, Toshiba, Hitachi and Orona. Of all the elevators serviced by KONE more than a third is non-KONE equipment.

In recent years the field of elevator technology has diversified and KONE Service Technicians now face more different technologies, spare parts and service tools than ever. At the same time the industry has consolidated through acquisitions, which has increased knowledge of the different technologies.

KONE uses its vast experience to continuously develop its systems and network to ensure our Service Technicians are fully equipped to answer today's requirements. KONE closely monitors new technologies that enter the market and educates its personnel on the latest developments.

Through its streamlined global network KONE has the capability to react quickly when information or guidance is required anywhere in the world.

### Competence centers educate globally

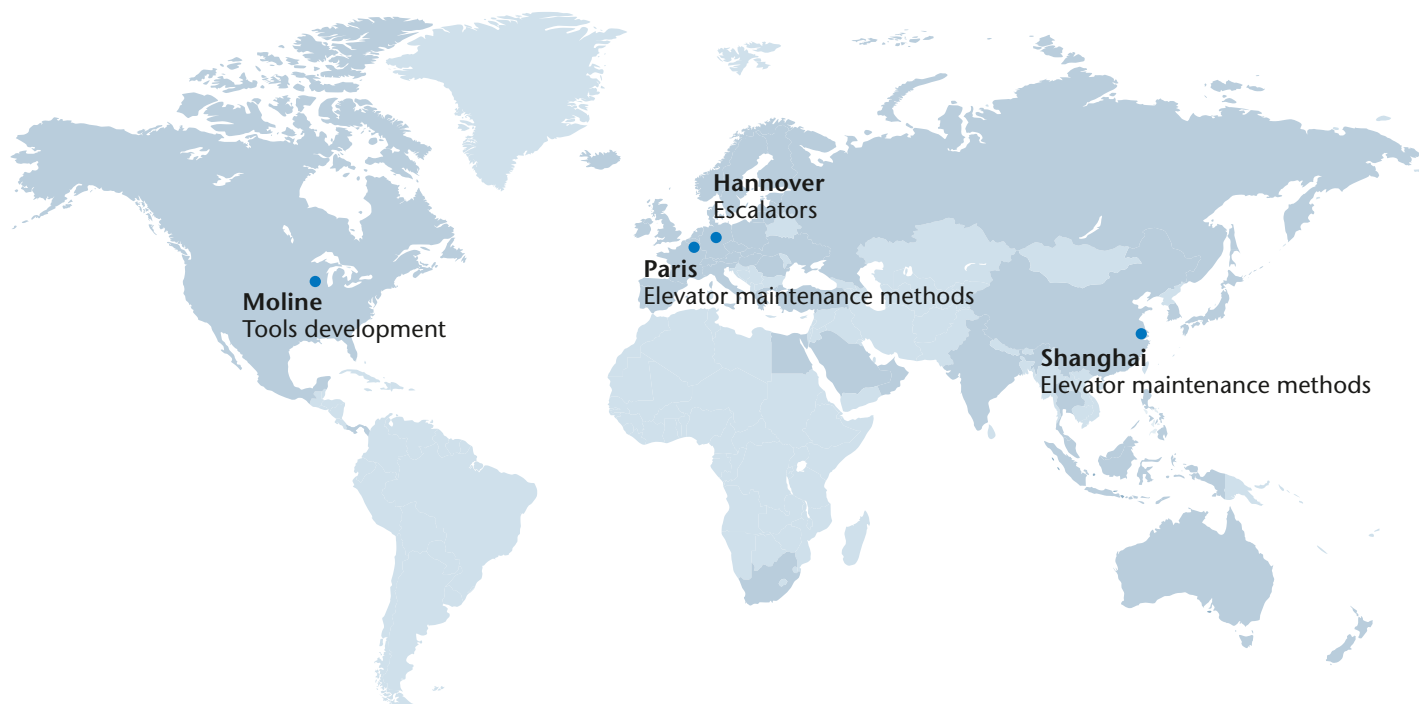
KONE Service Technicians are intensively educated in the maintenance and repair of both KONE and non-KONE equipment.

KONE's four competence centers are a key element in the ongoing development of the company's extensive service expertise in the maintenance and repair of non-KONE equipment.

### Key customer benefits

- One point of contact provides services for all technologies.
- KONE Care™ maintenance services apply to equipment by all manufacturers.
- KONE Service Technicians – skilled and dedicated professionals ready to serve.
- Spare parts supply – KONE has a solid network for spare parts for both KONE and non-KONE equipment.





*KONE competence centers are located in the middle of significant KONE regions. There is one in Asia and North America as well as two in Europe. KONE also has 24 training facilities around the world.*

The centers gather the latest knowledge from the field and make it available to KONE personnel around the world through technical support and training. Maintenance and troubleshooting methods are developed in competence centers to support KONE Service Technicians in the field.

KONE and non-KONE elevators, escalators and simulators are installed in the competence centres for training and research.

#### Technical support structure

KONE Service Technicians' individual expertise is supported by KONE's technical support structure. It reaches from each team of Service Technicians to a Global Help Desk that provides front-line support. The global network ensures that each KONE Service Technician receives assistance to even the most complex cases quickly.

#### Creating maintenance capabilities

To aid KONE technical support and maintenance personnel, the following materials are created in competence centers: maintenance manuals, troubleshooting guidelines, repair instructions, spare parts lists, real time support (Help Desk), training and safety management. Diagnostic Service Tools are developed in our competence centers to ensure complete understanding of the non-KONE equipment.

#### Tasks of competence centers

- Monitor new products on the market.
- Identify critical components and list spare parts.
- Define specific maintenance instructions and troubleshooting guidelines for non-KONE equipment.
- Develop training programmes for KONE Service Technicians.
- Develop safety management.
- Provide real-time technical support in troubleshooting and repair by telephone or directly on-site for the most complex cases.

#### PC Boards

KONE troubleshoots PC Boards (printed circuit boards) by almost any manufacturer. Expertise in PC Boards is necessary in the maintenance of equipment manufactured by other companies.



For more information go to [KONE.com](http://KONE.com)