

# KONE SOLUTION HELPS CONDO BOARD MODERNIZE WITH CONFIDENCE



## CHALLENGES

- Aging elevators at residential condominium tower plagued by reliability issues
- Condo board wary of making costly misstep in complex modernization project

## KONE SOLUTIONS

- Dependable, energy-efficient elevators with the innovative KONE 24/7 Connected Services predictive maintenance
- KONE team responds as trusted advisor, communicating with full transparency in easy-to-understand language

## FAST FACTS

3030 PEMBINA CONDOMINIUMS,  
WINNIPEG

- 9-story residential condominium tower
- 150 owner-occupied units

## KONE MAINTAINED SOLUTIONS KONE ReGenerate™ DX modernization package with digital controllers and KONE ReNova™ door operators

For a condo association board, elevator modernization can be a daunting prospect, one that could result in expensive missteps and lengthy service interruptions. Factor in condo reserve fund requirements and fees for consultants and property managers, and it's easy to understand how a volunteer board could become overwhelmed by layers of complexity – and cost.

Fortunately, it doesn't have to be that way. Turning to KONE as an experienced and trusted advisor, the board of a Winnipeg condo found a true partner, one willing to collaborate on scheduling, provide a turnkey solution with full project management and ensure full and transparent communication. KONE delivered a streamlined yet comprehensive solution to the board's – and residents' – complete satisfaction.

"When the people at KONE spoke to us, they used terminology we understood," says Condo Association Board President Edna Johnson, "and they actually answered our questions. That's a really big thing when you take on a project this big and you don't know anything about elevators. I would recommend KONE to anyone."

## PROPERTY SEES SAVINGS IN ELECTRIC BILLS

The property at 3030 Pembina was served by two 60-year-old elevators increasingly prone to shutdowns. “We knew it was time to modernize the elevators,” Johnson says. “The year before, occupied elevators stopped between floors nine times. We knew that would not happen with the KONE solution.”



KONE recommended the energy-efficient KONE ReGenerate™ DX modernization package with digital controllers and KONE ReNova™ door operators. Featuring equipment and components produced by KONE, the turnkey solution also improved elevator ride quality for residents at the Winnipeg condominium. “The old elevators didn’t level at floors,” Johnson says. “Our new ones always level. The noise level decreased, and we’ve seen a significant reduction in our electrical bills.”

## PREDICTIVE MAINTENANCE NEVER SLEEPS

The project included predictive maintenance delivered by KONE 24/7 Connected Services, a uniquely powerful solution for smaller properties. Advanced technology monitors the building’s elevators around the clock with no need for staff or resident interaction.

Driven by sophisticated sensors, KONE 24/7 Connected Services effectively turns the tables. If there’s an issue with an elevator, no one at the building is required to take action. Instead, KONE notifies the building’s contact person of the issue and explains how and when it will be resolved.

KONE also provided professional project management services as part of the modernization. Through extensive conversations with the board, the KONE team internalized the board’s priorities and communicated regularly and in plain talk.

## CLEAR, TRANSPARENT AND COLLABORATIVE

Elevator modernization can be a bewildering topic for those unfamiliar with sophisticated technology and industry-specific jargon. Members of the KONE team solve that challenge through clear communication. Every step is broken down to its simplest level; complex technology is explained clearly and concisely.



Because project scheduling was a key concern for the condo board, KONE worked closely with the board to draft schedules well in advance. Shutdowns were minimized and carefully communicated in advance. KONE also ensured that the existing elevators were kept in good operating condition throughout the project.

“It was not disruptive at all,” Johnson says. “We never got a complaint about noise, even with KONE starting work at 6 a.m. The KONE employees working onsite were conscientious and courteous to our residents, maintained a clean workspace and were diligent regarding safety issues.”

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