

Dedicated to People Flow™



Elevator System Capabilities



Who better to service your KONE elevator system than the people who created it?

When it comes to servicing your KONE elevator system, choose the company that actually manufactured and installed it. Since KONE developed its innovative KONE EcoDisc® technology in 1996, our hoisting machines have provided energy-saving solutions for low-, mid- and high-rise buildings. The KONE elevator system design

revolutionized the elevator industry through its efficiency and innovative technology. The KONE EcoDisc hoisting technology, AMD Door Operator and KCM831 control system are just a few of the unique components that can be found in KONE elevator systems. And our specialized service will help to keep them running smoothly and reliably.



Technician Training and Technical Support

As the creator of your KONE elevator system, we are best qualified to provide you with a superior level of service.

KONE's highly skilled Service Technicians have received in-depth training consisting of both simulator-based classroom instruction and on-site field training. In addition, local Service Adjustors support Service Technicians in the event they encounter a problem they can't solve, and a team of National Field Engineers supports both KONE Technicians and Service Adjustors. KONE engineers are continuously working to improve KONE elevator systems and share their valuable knowledge with the KONE Service Technicians who visit your site regularly. If an operating issue persists, National Field Engineers are available to visit your job site to troubleshoot and correct problems.

The KRMS™ (KONE Remote Monitoring System) Data Link allows 24/7 access to the KONE Customer Care Center™. Which means in the event of a shutdown, our call center knows about the problem before you do. A technician is dispatched and arrives on site already aware of the equipment fault. With KRMS Data Link, equipment data is also stored to support analysis and troubleshooting.

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For the latest product information and interactive design tools, visit www.kone.us

Custom Maintenance Planning

As designers and engineers of KONE elevator systems, we have the most knowledge and experience with the KONE EcoDisc hoisting technology, door operator and control system. So we can provide a custom-designed maintenance plan with sophisticated delivery methods – developed exclusively for your unique KONE elevator and building needs.

KONE Service Technicians can access engineering support and spare parts 24/7 – whatever replacement component is needed, technicians can draw from a variety of sources:

- work vehicles' "mobile" stock
- local branch warehouse stock
- manufacturing factories
- KONE Spares Warehouse in Moline, IL

Continuous Improvements

KONE is committed to achieving continuous improvement goals:

- enhancement of product offerings and safety features
- increased equipment reliability and availability
- value-added solutions for our elevator systems

With a KONE Service Technician, your KONE elevator system will benefit from the newest features and technology improvements for optimum operation.

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