

# KRMS™ Data Link

KONE REMOTE MONITORING – ON SITE 24/7/365

KRMS Data Link is your service tool for reducing equipment downtime and improving equipment reliability. Our 24/7/365 performance monitoring system helps us by remotely analyzing possible equipment malfunctions before they occur. KRMS helps us to predict, detect and ultimately minimize the inconvenience from equipment failures. KRMS Data Link is standard on all new KONE elevators, and can be installed on any make or model of equipment, regardless of OEM. The result? More up-time, more efficiency and happier tenants.

## How it works

### STEP 1: Daily data call of usage statistics



The KRMS Data Link downloads information on events, usage and other equipment history so KONE technicians, branch staff and technical support can view data before arriving on site.

**Benefit:** KONE technicians, branch staff and technical support use this data to perform virtual advanced troubleshooting, make repairs and reduce future service requests resulting in improved first-time fix rate.

### STEP 2: Fault monitoring and call-in process



KONE is made aware of potential issues when KRMS Data Link calls the KRMS server and creates a service request showing that a unit is out of service. The KONE Customer Care Center™ calls the customer to verify the equipment status and either dispatches a technician or cancels the service request dependent on the customer’s response.

**Benefit:** KONE is immediately made aware of unusual conditions so problems can be corrected prior to a breakdown – this reduces service requests and improves equipment availability.

### STEP 3: Service needs



KRMS Data Link detects conditions and patterns that may lead to future breakdowns. The system will create a “service need” if certain faults occur a set number of times in a pre-defined time frame. These needs are addressed by the technician during the next maintenance visit, and in advance of equipment failure and corresponding service request.

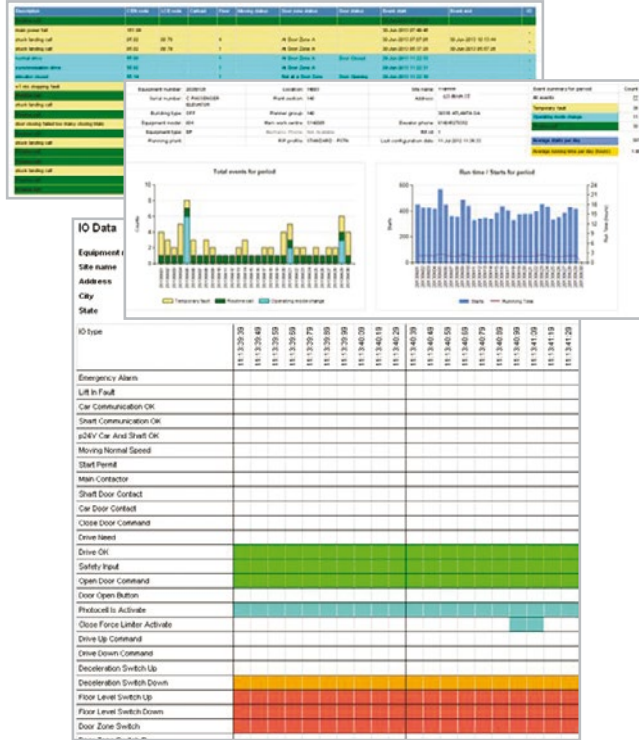
**Benefit:** Shutdowns are reduced and equipment availability increased thanks to predictive preventive maintenance, which helps control maintenance costs. Based upon data collection, KONE can modify maintenance plans to target specific areas.

# Why it works

It's all about communication. The KRMS™ system generates detailed reports to ensure we can respond proactively.

## Tech View Report

This report reflects all events that have occurred on the elevator in a selected time frame. The information is used by KONE Technical Support to assess the conditions, and troubleshoot and resolve equipment issues.

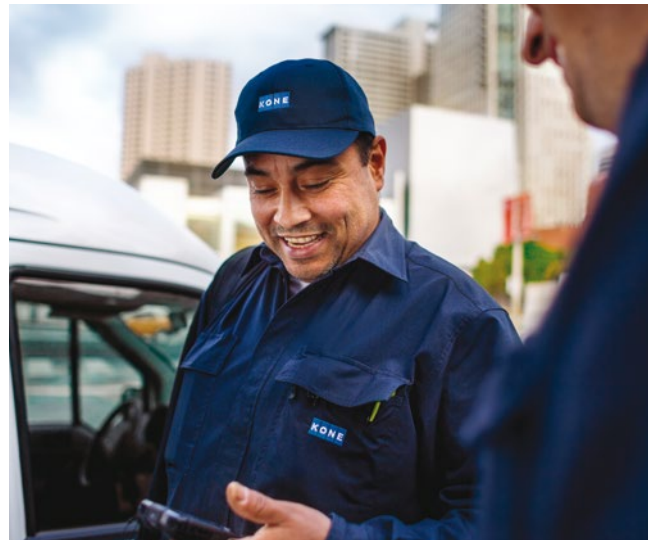


## Service Need Report

Service needs are automatically logged and put into queue for the technician on his/her next maintenance visit, however, service needs may also be reviewed to determine if additional prioritization is necessary.

Equipment number	Serial number	Make code	Make description	Floor	Recommended action	Priority codes
0000028	C-PASSENGER	0001	Stack Landing Calls	1	Check for Stack Landing Buttons at corresponding floors. S.C.F. Fault (0075)	

The technician has immediate visibility of the KRMS Data Link information, advising him on service that is needed.



## Audit Tool Report

This report provides key technical data of events by floor and is used to isolate issues at particular floors. This report is also used by management as a health check for the equipment.

QUALITY MEASURES			
	TOTALS	RATES	
Total Runs	11036	400.1	per day
Total Running Hours	57.2	2.0	per day
Total Breakdown Faults	0	0.0	per 10,000 runs
Total Trip and Other Faults	34	0.3	per 100 runs
Trip/Alarm Cuts	NOT AVAILABLE	NOT AVAILABLE	per year
Trip/Alarm Cuts	1	12.6	per year
Trip/Alarm Revenue Cuts	0	0.0%	%

FAULT DATA					
Breakdown (Locking) Faults					
Count	Fault Description	CEN Code	SCC Code	Last Occurrence	Wdg Fault
28	IFVCL_LANDING_CALL	3002		29 Jun 2013 23:07	Yes
3	DOOR_CLOSING_FAILED_TOO_MANY_CLOSING_TRIALS	3001		29 Jun 2013 04:49	Yes
2	V1_INT_STOPPING_FAULT	11014		29 Jun 2013 13:22	Yes
1	FAULT_FROM_DRIVE_SYSTEM	4001		20 Jun 2013 05:17	Yes

FLOOR BY FLOOR DATA												
Hour	Stops Up	Stops Down	Trips/Run	Problems/Run	Door Opens/Run	Door Closes/Run	Reverses/Run	End Stops/Run	End Stops/Run	Wdgging/Run	Trips/Run	
1	0	2344	2344	3413	3090	1.2	0	0.0	0	0.0	4	0.0
4	218	1339	1337	1903	1783	1.3	0	0.0	0	0.0	1	0.0
1	133	1092	1421	1839	1740	1.2	0	0.0	0	0.0	4	0.0
2	290	349	819	1024	931	1.1	0	0.0	0	0.0	3	0.0
1	4793	0	4793	7434	6583	1.4	1	0.0	1	0.0	17	0.0

**U.S. Operations Center**  
 One KONE Court  
 Moline, Illinois 61265  
 1-800-956-KONE (5663)

**KONE Mexico, S.A. de C.V.**  
 Av. Coyoacán 1622 Ed. 1 PB  
 Col. Del Valle Sur  
 México City, D.F. CP 03100  
 +52.55.1946.0100

**Canadian Operations Centre**  
 6696 Financial Drive, Unit 2  
 Mississauga, Ontario L5N 7J6  
 1-905-858-8383

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