

Thank you for choosing us
as your maintenance partner

Service welcome kit

We're from KONE
We Take Care

Escalation Matrix in Maintenance for Equipment

Contact Level	Contact Person / Location	Contact Person	Contact Number
1 st Level	24X7 KONE Customer Care Center	KC3	1800 425 4254 / 1800 108 1234
2 nd Level	Service Supervisor		
3 rd Level	Service Manager		
4 th Level	Branch Manager		

We're from KONE
We Take Care

Customer's Name

.....

Building's Name

.....

Address

.....





THE WORLD'S MOST PREFERRED MAINTENANCE PARTNER

More than 2 million customers worldwide entrust us with the maintenance of elevators, escalators and auto doors to ensure smooth people flow in and around their buildings. Our mission is to make cities better places to live.

Your peace of mind is
important to us.



REGULAR
CARE

OUR KONE CARE™ TECHNICIANS SHARE A FEW WORDS WITH YOU

Our purpose is to make sure your every ride is safe, reliable and comfortable.

Our commitment is to regularly check and monitor your equipment's health, perform routine Maintenance procedures and keep your building's elevator in perfect working condition through updates and modernization, as and when required.

Our job is to detect even a minor problem and fix it before you

have even noticed it. And we are good at it.

We are dedicated to our work, ensuring that your every ride is safe & convenient. Because we understand your every ride takes you to somewhere important. To your work. To your home. To friends & family.

We are always here for you. Any day, any time.

Your KONE Care™ Maintenance Team.





PREVENTIVE CARE



SAFETY & QUALITY ARE OUR TOP PRIORITIES

KONE's culture puts Safety First. KONE Care Maintenance is designed to detect issues before problems arise, reduce hazards and prevent accidents from taking place.

KONE plays an active role in the development of safety codes and standards by participating in local and international standardization committees. We share our technical knowhow to help find the best solutions that ensure highest safety levels for all elevator & escalator travellers.

Preventive Maintenance is at the heart of KONE Care. KONE Modular Based Maintenance (MBM) is the most advanced maintenance method in the industry. Our technicians ensure your equipment's uninterrupted performance by making full use of KONE's global technical knowledge base.





**EXPERT
CARE**



WE'RE SKILLED AT WHAT WE DO

Prompt response every time

More than half of KONE employees are out on the field any given day. Putting digitalization to full use, Service Technicians respond to call outs in real quick time and offer cost effective Maintenance & Services at thousands of sites every day.

Global know-how

KONE data base registers more than 10 million service visits annually, worldwide. Employing the globally acquired skills to fulfill local requirements, the KONE Technicians have set new benchmarks of Service in India.

Versatile expertise

About 50% of the equipment maintained by KONE are from other manufacturers. The KONE Service Technician can effectively address and rectify issues caused by any elevator and escalator, from any manufacturer, in all building types.

Continuous training

The KONE Service Technician is a thorough professional, constantly updated through continuous training sessions designed by experts to meet the varied demands and requirements of our customers.



WE UNDERSTAND THE VALUE OF YOUR TIME

Route optimization

Guided by the latest technology, we ensure your service needs are met without delay, with shorter response times.

Reduced repair time

With continuous training and industry updates, we are quick in analyzing and solving issues.

Quick spares availability

Our fully digitized nationwide network ensures your building's equipment is not kept waiting for urgently needed spares.

Effective communication

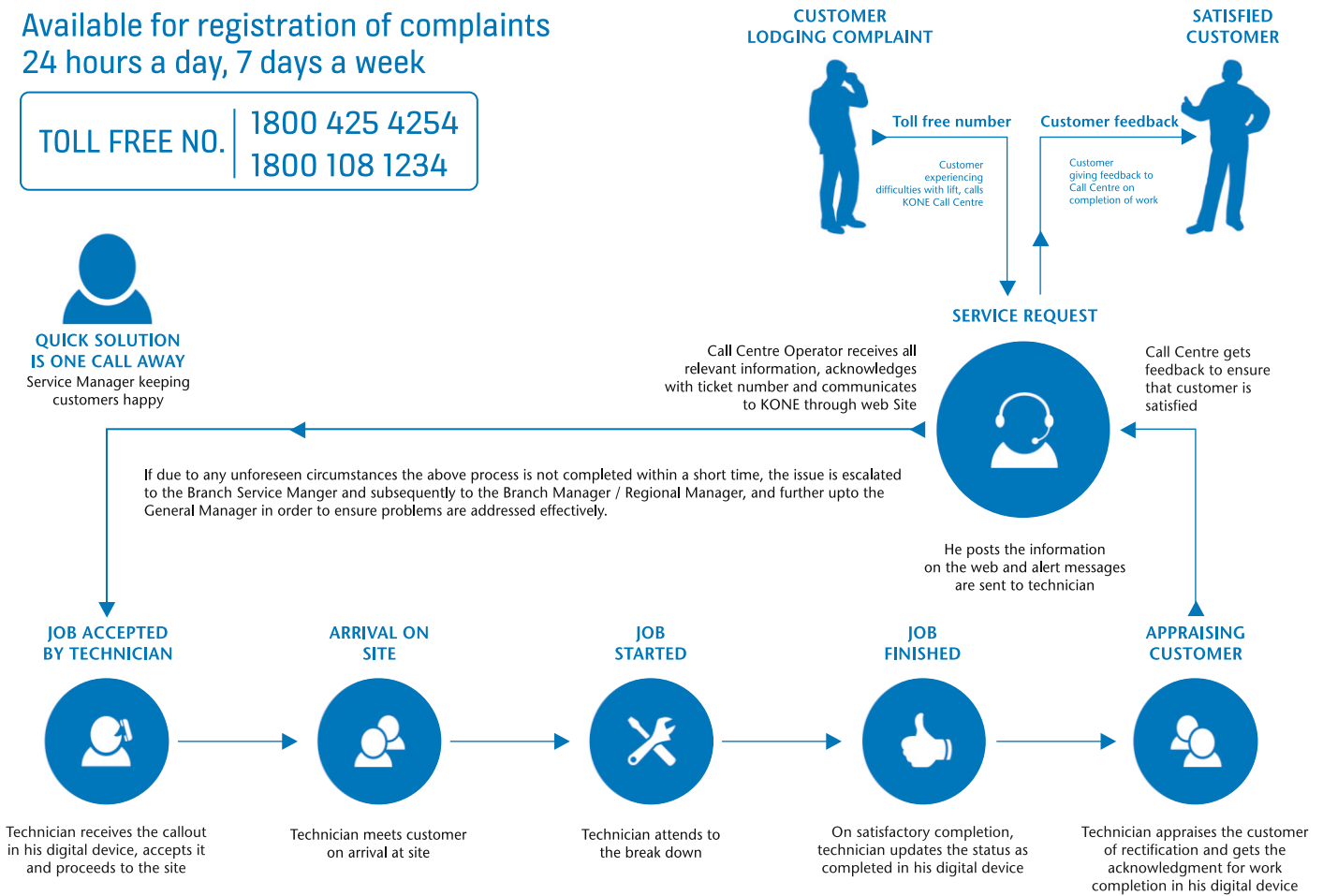
We are well versed in how to relate with the customer, and keep you informed of the equipment status at all times.



KONE CARE™ SERVICE CENTRE -DIGITALLY EMPOWERED

Available for registration of complaints
24 hours a day, 7 days a week

TOLL FREE NO. | 1800 425 4254
1800 108 1234



Maintenance Tips



24 X 7

What to do if an elevator stops operating

- In some cases, performing a few simple checks can help you get equipment back into operation quickly.
- If a problem is reported, confirm the situation and then call the KONE Customer Care Center.
- Make sure that there are no obstructions at the doors.
- Check that all the buttons in the elevator car are functioning properly.
- Have a qualified person check if there is a tripped breaker on the main power supply.

For immediate assistance, contact KONE Customer Care Center

Did you know



- Interior and automatic doors improve safety by reducing the risk of items getting caught. This prevents accidents to both people and pets.
- Problems can often be solved before passengers are even aware of them. The KONE Remote Monitoring Services provide a direct connection to your local KONE Customer Care Center in the event of a malfunction.
- KONE Care for Life analysis provides a thorough assessment of your elevator or escalator, including its safety.

CUSTOMER SPEAK



To,
The Service Manager
Kone Elevator India Pvt. LTD.
PTI building
5th floor, Block-DP 9
Sector-V, Salt Lake City,
Kolkata 700091

Client : SBI
Region : East
Segment : Government

Letter of Appreciation

Dear Sir/Madam

This is to put on records, that we appreciate the excellent services provided by your most efficient and effective team of engineers to assure quality maintenance of the elevator.

We are very happy and highly satisfied with your services.

Thanking you



Yours Faithfully,

Chirag Mondal
97489-24256



SUB-Letter of Appreciation.

This is to inform you that your following employees (who are part of your Customer support and maintenance team) are providing us excellent service resolving all the complaints related to Lifts promptly.

Mr. Chirag Padmakar Powale - Service Technician.
Mr. Manoj K. Gharat - Breakdown Technician.

Mr. SURENDRA S Padgavkar Breakdown Technician

We are satisfied with the quality of service provided by KONE for their Routine planned maintenance service. We hope and expect that your team will continue to extend same level of quality service in future as well.

Regards,

For OBEROI MALL LIMITED

Mr. Vaibhav J. Chorghe
Mr. Vaibhav J. Chorghe

To,

Kone Elevator Pvt. Ltd
Supertech Eco Village-1
Sector - 1, Greater Noida West



Dear Sir,

We have 26 nos. Elevators installed in our society Supertech Eco Village-1 the approached and support and provided by services team Name of person Mr. Sandeep Kumar Satisfactory reaction to any compilation is Detail with Priority and care We accept the same kind of service and support in the future



Thanks,
Estate Manager Facility
Supertech Ecovillage-1

Client : Supertech
Region : North
Segment : Residential

To,
Kone Elevator India Pvt. Ltd,
Wilson Garden,
Bangalore

Sub: APPRECIATION OF KONE INDIA

Dear,

We take pleasure in writing this letter of appreciation regarding your periodical & promote servicing of the lift installed at our premises, Based on the present's condition, our lift is functioning properly with the excellent back up maintenance and service provided by your service department, Your service team and repair team is very co-operating in our unit.

*Good technical
Good Service*



Client : Salarpuria
Region : South
Segment : Residential

Oberoi Mall Limited
Oberoi Garden City, Off W.E. Highway, Goregaon (East), Mumbai - 400 063
Regd. Add: Oberoi, 3rd Floor International Business Park, Oberoi Garden City, Goregaon (East), Mumbai - 400 063
Office Add: Mall Management Office, 4th Floor, Oberoi Mall, Oberoi Garden City, Goregaon (East), Mumbai - 400 063
Tel: +91 22 4099 1999 Website: www.oberoi-mall.com

Client : Oberoi Mall
Region : West
Segment : Retail



TAILOR MADE, JUST FOR YOU

Tailored maintenance packages for all equipment types to keep everything running safely and smoothly. Our maintenance services for elevators and escalators include essential and customizable options to meet all your service needs.

Versatile Maintenance Packages to Suit Every Need

1 SERVICES THAT ARE TAILORED TO YOUR NEEDS

Our range of maintenance services will match your individual needs. You can choose to include the service elements you feel suites you the best.

2 NEW INTELLIGENT SERVICES

If something would 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

3 UP-TO-DATE AT ALL TIMES

Using our new digital channels and tools, you and your team can keep up-to-date on both equipment and maintenance work status at all times – or when you choose to. Our new KONE Mobile application and improved reporting tools are easy to use and available for all our maintenance customers.



Scan this QR code to know more about Tailor made package options

SUPERLATIVE SERVICE WITH DIGITAL TECHNOLOGIES

At KONE, we constantly keep innovating to give our customers the best experience possible. Our Technicians have access to the latest technology that leverages the full potential of digitalization to offer performance, peace of mind and convenience to all our customers.



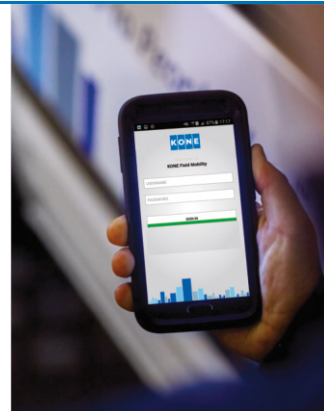
Technical Helpdesk

Integrated with Salesforce.com, the world's leading Customer Resource Management platform. Technicians and resources are efficiently allocated to resolve issues onsite. Enhances the trouble shooting capabilities of engineers, saving precious time and energy, reduces elevator or escalator downtime and restores smooth people flow quickly.



KONE Field Mobility Tool

Entire service process is guided by the fully online, environment friendly tool that makes equipment maintenance smart & easier. Improves response time, increases transparency and eliminates the need for paper work. With this digital tool our customers can now sign and retrieve service reports online itself.



So safe
by keeping
watch 24/7

So transparent
you'll stay in the know

So intelligent
it's predictive



Scan this QR code
to know more about
KONE 24/7 Connected Services

KONE 24/7 Connected Services

With our new intelligent KONE 24/7 Connected Services we can now better predict issues and take action before a breakdown occurs. For you this means improved communication and reporting on our maintenance work with full transparency and ease of mind. Because if a breakdown occurs, we would already know.

Revolutionizing Maintenance with all new, Intelligent and fully Connected Services.



KONE awarded a position in the Global 'A' List - recognized as a world leader for corporate action on climate change



KONE is the only elevator & escalator company to make it to 'The Forbes List of the World's Most Innovative Companies', for the 7th year

Elevator DOs



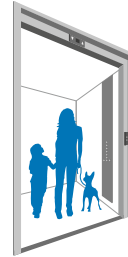
Using elevators properly ensures a safe and comfortable ride for everyone. Follow these simple guidelines to prevent injuries and enhance safety.



If the car is full, be patient and wait for the next ride. Do not overload and exceed elevator capacity.



When you enter the elevator, walk to the back of the car, face forward and keep away from the doors.



Children must always be accompanied by an adult, and their hands should be held for the duration of the ride. Pets should be kept close on the leash.



Watch your step when entering or exiting the elevator, as it may not be level with the ground.



if you notice something unusual about the elevator, e.g. broken mirror or noise, inform the facility management or the maintenance company.



Use the door opening button to hold a car for another person.

Elevator DON'Ts



Being observant and acting sensibly can prevent elevator injuries. Do not use the elevator during an emergency situation but use the stairs instead. Do not transport large items in the elevator, or use it as a play area. Do not attempt to keep the doors open or to get out without help if you are trapped inside.



Do not use elevators in case of fire or other emergency.



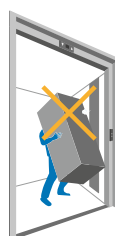
Do not play in or around an elevator.



Do not attempt to keep doors open by placing objects or body parts in their way. Use buttons to open the door instead.



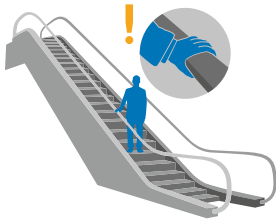
If trapped in the elevator, press the alarm button and wait for the service center to help. Do not attempt to get out on your own.



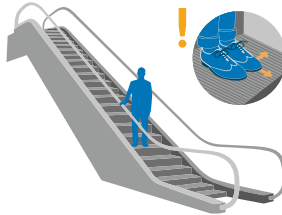
Do not overload or exceed elevator capacity when you are moving heavy or large items. Look for a service or a freight elevator or use the stairs instead.

Escalator DOs

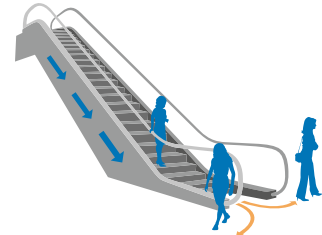
Using escalators properly ensures a safe and comfortable ride for everyone. Follow these simple guidelines to prevent injuries and enhance your safety.



Face forward and hold the handrail.



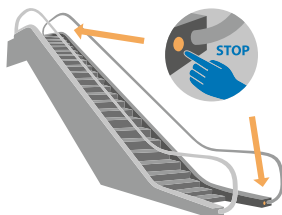
Keep feet firmly on the step and away from the escalator's sides.



At the end of the ride, step off properly from the escalator and make room for the next passengers to step off.



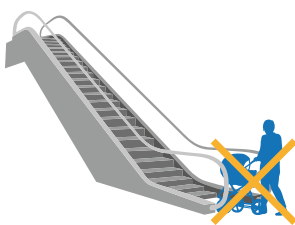
Children should always be accompanied by an adult and their hands should be held during the ride.



The emergency stop button should be used in case of an incident or escalator malfunction.

Escalator DON'Ts

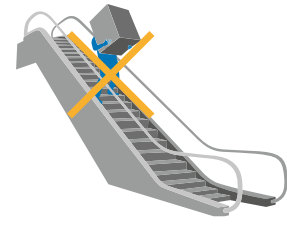
Being mindful and acting responsibly prevents escalator injuries. Do not sit and play or travel on the escalator in the wrong direction. If you are using a stroller, your physical mobility is impaired, or if you are transporting large items, then use a nearby elevator instead.



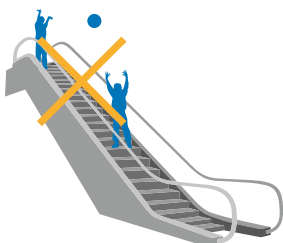
Never take a stroller or shopping cart on an escalator.



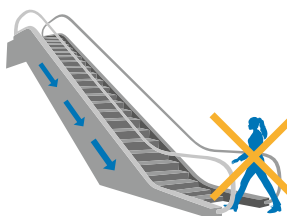
Physically challenged passengers, using canes crutches, walkers, or wheelchairs should never use the escalator.



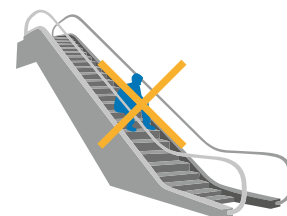
Do not transport large, long, or heavy items on the escalator.



Do not play on the escalator. Children should be accompanied by an adult and should not be left alone near an escalator.



Do not enter or exit the escalator in the wrong direction.



Do not sit on the escalator or the handrail, or lean over the railing.

KONE provides innovative and ecoefficient solutions for elevators, escalators 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 modernization. We are the 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. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace® DX, KONE NanoSpace™ and KONE UltraRope®.

KONE employs close to 60,000 dedicated experts to serve you globally and locally.

KONE India, with a nation-wide network and over 5,000 employees, is committed to add value to the entire life cycle of any building with innovative products and solutions.

KONE Elevator India Private Limited

Factory & Registered Office:

Plot No : A 28, SIPCOT Industrial Park,
Pillaiyakkam, Sriperumbudur Taluk,
Kancheepuram District – 602105.

Corporate Office:

Prestige Centre Court, 9th Floor,
The Forum Vijaya Mall, No.183, NSK Salai,
Arcot Road, Vadapalani,
Chennai - 600 026. India
Tel.No +91 44 6625 4000

Toll Free Service Number:

1800 108 1234 / 1800 425 4254

Details to be filled in

Contact person:

Tel. No:

Visit us at www.KONE.in



Scan this code to visit
KONE Maintenance Services
webpage