



ALL NEW SERVICE TAILORED TO YOUR NEEDS

KONE Care™



FLEXIBLE SERVICE, TAILORED TO YOUR NEEDS

When it comes to maintenance services, one size doesn't fit all. After listening to our customers' feedback, we decided to renew our offering from top to bottom. With more flexibility as well as more options and combinations to choose from, our renewed KONE Care™ maintenance service offering is designed to meet your specific needs, big or small.



A SERVICE TAILORED TO YOUR NEEDS

We now provide you with a wide range of maintenance services to match your individual needs. From our flexible offering you can choose to include only the services you want.



EXPERIENCE A NEW LEVEL OF CARE

We start by assessing your equipment, business and user's needs. That's how we can customize a maintenance service that fits your needs. Our expert service staff keeps your equipment working at its best.



STAY UP TO DATE ON MAINTENANCE WORK

Using our new digital channels, you and your team can keep up-to-date on both equipment and maintenance work status at all times. Our new KONE Mobile application is available for our maintenance customers.

THIS IS HOW WE CARE

LET'S CREATE A TAILOR-MADE CONTRACT FOR YOU



We will listen to you in order to understand your needs – as well as the needs of your equipment on site, business and end-users. After our conversation, you'll receive an offer from us that is created to match your needs. It's easy to understand: you can easily see what is included – and what's not. If needed, you can still fine-tune the included services at this point.

WE KEEP YOU UP TO DATE



When you need help with any equipment-related issues or problems, our Customer Care Center is easy to reach, at all times. With KONE Mobile app, you are kept up to date on all maintenance work, even when you are out and about. With KONE Online portal and our reports on costs and maintenance work you can plan budgets for next year's maintenance and modernization well in advance.

OUR SERVICE TEAMS KEEP YOUR EQUIPMENT WORKING AT ITS BEST



KONE preventive maintenance helps prevent problems before they appear. KONE's highly trained technicians maintain your equipment according to a uniquely designed plan based on its usage, age, and other relevant factors. With preventive maintenance, you can trust your equipment to work safely and consistently.

GREAT SERVICE, WHATEVER THE SITUATION



If your equipment malfunctions, your end-users and you will be well-informed on downtime and on-site work. You can rely on our technicians to fix any problems as agreed. Due to the efficient spare parts logistics our technicians have the right parts with them and they can fix most of the problems within one single visit.

CONTINUOUS CARE



We'll inform you on repair and modernization needs and the yearly reviews with us provide you equipment condition and performance information. To improve our services, we collect feedback from you regularly.

NEW SERVICES AND OPTIONS AVAILABLE

AVAILABILITY GUARANTEE

Need superior uptime, guaranteed?
With KONE you can choose e.g. 99.5%
uptime which gives you 363 days
of uptime a year.

TAILORED BREAKDOWN VISIT COVERAGE

Want breakdown visits included in the
fee? Choose the amount of visits you
need per year, and say goodbye to
extra administrative work.

FLEXIBLE REPAIR WORK COVERAGE

Have repairs included in the contract
fee. Choose full coverage for all
components, or limit it to specific
component groups or components.

CUSTOMIZED BREAKDOWN SERVICE

Flexibly choose when corrective
actions are taken and pick the
appropriate response time based on
your buildings' needs

MOBILE COMMUNICATIONS

Get maintenance updates and order
repairs anytime, anywhere with KONE
Mobile app.



HOW WE MEET YOUR NEEDS

With us, all you need to do is talk – we'll listen and match your needs. Use this simple checklist to see how we could meet your requirements as a maintenance partner.

"I WANT TO UNDERSTAND WHAT I'M BUYING."

Our new transparent process for buying will help us to determine your needs from the get-go. Our salesperson will go through all the different services and options with you in order to find a perfect fit.

"I WANT TO SEE AND GO THROUGH THE OFFER FOR MAINTENANCE AS SOON AS POSSIBLE."

Our salesperson makes the offer based on your needs. You can see the services and our offer in the first meeting with us.

"I WANT GREAT SERVICE IN EVERY SITUATION."

We provide care for you and your equipment. We are dedicated to support you comprehensively all the way from buying to day-to-day maintenance.

"I WANT TO KNOW WHAT'S GOING ON."

We'll keep you and your end-users up to date on everything maintenance-related. You and your team on site will get access to our online services for even smoother flow of information.

"I NEED TO ENSURE SAFETY AND HAVE PROBLEMS SOLVED THE FIRST TIME AROUND."

Each and every KONE technician receives over fifty hours of training a year on all brands and makes, ensuring safety and the right solutions the first time around.

"I NEED MY MAINTENANCE PARTNER TO HANDLE REGULATIONS."

With KONE, all maintenance services comply with all local safety regulations and legal requirements.

"I NEED TO SECURE A LONG, RELIABLE EQUIPMENT LIFETIME."

For all equipment brands and types, you will receive an individual maintenance plan from us that takes into account both the technology and equipment usage history.

"I WANT TO MINIMIZE FAILURE RATES."

With KONE, any breakdown is systematically and thoroughly investigated. That's how we've cut malfunction rates in our customers' equipment.

"I WANT HELP FROM A PROFESSIONAL WHEN THERE'S A PROBLEM."

Have no fear: in case of entrapment, we are on site on average in XX minutes or less. Our professional Customer Care Center serves you 24/7, 365 days a year, answering your call in 20 seconds or less.

Dedicated to People Flow™



PUT OUR DEDICATION TO THE TEST

Let's talk about your needs today.

CONTACT US FOR A FREE ASSESSMENT

VISIT [XXXXXXXX.XXX](#) OR CALL [\(XXX\) XXX XXXX](#).

KONE Corporation

www.kone.com

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