



# THE FUTURE OF SMART AND SUSTAINABLE MAINTENANCE

KONE Care® DX

## ABOUT YOUR KONE DX LIFT

KONE DX Class lifts redefine the lift experience with built-in connectivity which brings new services and improved people flow. Through the KONE digital platform and secure APIs, KONE DX lifts offer a whole new suite of solutions, which are easier to activate and offer more potential than ever before.

After investing in a KONE DX lift, you will want it to stay in the best of health for years to come.

# WHY KONE CARE® DX?

At KONE we want to help you build smarter, more sustainable future cities.

In Europe, with 85-95% of today's buildings still standing in 2050, building design, building technology and the building's lifts need to be upgradeable and adaptable. KONE DX lifts are revolutionising the lift industry. Using the power of connectivity, KONE DX elevators offer almost-endless opportunities to integrate new digital services – which can improve user experience, optimise and improve people flow, and make the building a better place to be.

KONE Care DX includes carbon offset and is the most sustainable way to keep your equipment in the best shape. At KONE, we pledge to have carbon neutral operations by 2030 and while actively reducing our emissions and working with our externally verified science-based targets, we will offset carbon emissions from KONE Care® DX maintenance.

Leveraging the power of predictive maintenance, connectivity, and transparency—KONE Care DX is the smartest way to seamlessly evolve your KONE DX lift and keep it running for years to come.



# WHAT DOES KONE CARE<sup>®</sup> DX DO?

1

We constantly monitor the performance of your KONE DX lift through our connected, AI-powered services, such as KONE 24/7 Connect, which analyses your equipment's health and predicts future repairs.

2

Intelligent troubleshooting, software upgrades and remote updates can address issues quickly, with experienced engineers on-hand to inspect equipment when you need them.

3

Online reports, instant phone notifications and support from our team keep you updated on your lift's performance and health.

4

Repairs are planned proactively, increasing the first-fix rate, minimising carbon emissions from unplanned visits.

5

Your KONE DX Class lift can have easy to update digital services which can be flexibly activated and scaled to boost user experiences in your building.



## WHAT ARE THE BENEFITS?

# INTELLIGENTLY PROLONG YOUR LIFT'S LIFE

Keep your KONE DX lift running at the peak of its health. With AI-powered predictive maintenance, advanced analytics, remote updates and intelligent troubleshooting, KONE Care® DX is the smartest way to maximise uptime and prolong your lift's life.

- AI-powered predictive maintenance by KONE 24/7 Connect
- Remote software and security updates
- Intelligent troubleshooting



30% reduction  
in lift faults

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## WHAT ARE THE BENEFITS?

# SUPPORT AT YOUR FINGERTIPS

With round-the-clock support and help from our expert team, you'll never be left in the dark. Talk to our people whenever you need to, or check the status of your lifts with data-driven insights, through interactive online reports, mobile notifications and seamless digital updates.

- Online health reports in real time
- Instant notifications delivered to your phone
- 24/7 in-person support from our customer call centre
- Easy digital communication through KONE Online or KONE Mobile
- Experienced engineers on hand for in-person call outs



24/7 support delivered  
in person and digitally

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WHAT ARE THE BENEFITS?

## BENEFIT FROM SUSTAINABLE MAINTENANCE

Reduce unplanned maintenance visits and use our predictive services which make it easier to plan proactively for upcoming repairs. Plus, all KONE Care® DX maintenance visits will be carbon neutral through our offsetting programmes - that's better for the planet.

- Proactive and preventative care
- Carbon offset maintenance drives and spare parts



1st carbon-neutral lift maintenance  
service in the industry

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## WHAT ARE THE BENEFITS?

# IT ENABLES TAILOR-MADE EXPERIENCES

Delight and inspire with hand-picked digital services that can be easily activated and scaled to boost user experiences in your building. KONE Care® DX is the smartest way to leverage the power of connectivity and seamlessly evolve your KONE DX lift as you go – so you can stay ahead of the curve, both now and in the future.

- Tailor-made experiences
- Easy integration of new digital services
- No need to retrofit to upgrade your lift
- It's adaptable and scaleable



Connectivity brings smoother  
and safer people flow





KONE provides innovative and eco-efficient solutions for lifts, escalators, automatic building doors 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 modernisation. KONE is a global leader in managing the smooth flow of people and goods throughout buildings. This makes us a reliable partner throughout the life cycle of buildings. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE 24/7 Connected Services and KONE UltraRope®. KONE employs over 60,000 dedicated experts to serve you globally and locally.

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