

ARE YOU HAPPY WITH YOUR CURRENT MAINTENANCE PROVIDER?



Use this checklist to see how your current provider is answering your maintenance needs.

NEED	KONE service/ solution	YOUR CURRENT SERVICE PROVIDER
"I want to buy only the level of maintenance I need."	By understanding your needs – as well as the needs of your equipment on site, business and end-users we can make you a tailored offer. As we don't have fixed service packages, you'll get just the services you need.	
"I expect my elevator to have long life-cycle."	Our maintenance is conducted based on the elevator technology, usage and other relevant factors. We can maintain all brands and types.	
"I need a minimal equipment failure rate."	With the help of data gathered from the elevator, we can take the individual conditions of the elevator even better into account when doing the maintenance.	
"I want help from a professional when there's a problem."	Our professional Customer Care Center serves you 24/7, 365 days a year, answering your call in 20 seconds or less.	
"I want quick response in an emergency."	Our service technicians are just around the corner and will arrive to your building in XX minutes on average in cases of entrapment. With the help of the data coming from the equipment, technicians know immediately what's going on with the equipment and can fix the issue right away when arriving at the site.	
"I need quick repairs when failures occur."	Technicians have 80 per cent of spare parts available in their van, and we have automatic re-stocking and a 24-hour spare parts delivery. We offer professional maintenance and repairs and pride ourselves on getting it right the first time.	
"I always want to know what's going on."	We'll keep you and your end-users up to date on everything maintenance-related. With the KONE Online portal you can see all the maintenance activities and also get reporting of costs and activities to support your work. The KONE Mobile app will send you notifications on how our work is proceeding.	
"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 a maintenance partner who can take care of any issues relating to maintenance regulations."	Our maintenance services comply with all local safety regulations and legal requirements.	

Contact us for more information!

Interested in improving your elevator's performance?

We would be glad to discuss the options for your building, contact us for details!

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