

## PRESS RELEASE

### **25 years of International Technical Services: TK Elevator expands its technology and service expertise**

- For 25 years now, TK Elevator's International Technical Services (ITS) has been providing unique expertise in the manufacturer-independent maintenance of elevators, escalators and moving walks
- With the opening of a new service center in Pune, India, ITS further expands its unparalleled service worldwide

Düsseldorf, March 1, 2022 – TK Elevator's International Technical Services (ITS) celebrates a special anniversary: For 25 years and counting, it provides top-flight technology expertise in the maintenance of elevators, escalators and moving walks of various manufacturers. ITS service experts are able to analyze any operating faults regardless of a product's manufacturer. Their capabilities stretch to maintaining and repairing even the most complex systems. Thus, with ITS, TK Elevator ensures smooth and sustainable mobility moves not only for customers of its own mobility solutions but also for users of competitor systems.

Further expanding its unique technology expertise, TK Elevator now opens a new ITS center in Pune (state of Maharashtra), India. Growing its global network to a total of eleven sites reflects the rising demand for service expertise in this region and underscores the international success story. From Pune to all the other ITS centers around the world, experts work on the same quality standards: They use state-of-the-art simulators to analyze products of competitors and develop innovative maintenance solutions. In addition, they serve as advisors to any TK Elevator service technician requiring support with complex maintenance processes. In the event of particularly challenging cases, ITS specialists will move out personally to ensure that the problem is solved.

"TK Elevator stands for highest service quality and technology expertise. Through our ITS offering, we guarantee our customers the best possible service even to the most complex technological challenges – be it our own or competitor systems. Building owners and property managers of residential buildings to commercial high-rises around the world trust our expertise, which is unique in the industry," highlights Kevin Lavalée, COO Field and CEO of TK Elevator North America.

Facing increasing technological market demand, ITS uses state-of-the-art technology. Glasses with an integrated augmented reality function are available to service technicians to contact ITS from customer's site. The glasses virtually reflect the exact view of the service technician, enabling the ITS expert to provide concrete instructions on how to repair a product. This further optimizes maintenance and significantly reduces downtime.

In addition to resolving technologically complex cases and providing remote support for approximately 24,000 TK Elevator service technicians, the repair of electronic spare parts is another core competency of ITS. Spare parts will be repaired in a resource-efficient manner, regardless of whether or not they are still available on the market. That way, ITS is contributing to sustainable mobility.

ITS operates eleven centers on five continents: Atlanta (USA), Toronto (Canada), Sao Paulo (Brazil), Madrid (Spain), Manchester (UK), Stuttgart (Germany), Moscow (Russia), Dubai (United Arab Emirates), Shanghai (China) and Sydney (Australia), as well as the new center in Pune (India). The global network of experts consists of highly experienced technicians, most of whom have been trained in-house. Their services cover technical support, training and documentation, diagnostic tools, circuit and electrical component repair, replacement parts and service sales support.

#### PRESS IMAGES

Can be downloaded [here](#) (Credits: TK Elevator).

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#### ABOUT US

##### **TK Elevator (formerly: thyssenkrupp Elevator)**

With customers in over 100 countries served by more than 50,000 employees, TK Elevator achieved sales of around €8 billion in the fiscal year 2020/2021. Over 1,000 locations around the world provide an extensive network that guarantees closeness to customers. Over the past decades, TK Elevator has established itself as one of the world's leading elevator companies and became independent since its sale by thyssenkrupp AG in August 2020. The company's most important business line is the service business represented by over 24,000 service technicians. The product portfolio covers commodity elevators for residential and commercial buildings to cutting-edge, highly customized solutions for state-of-the-art skyscrapers. In addition, it also consists of escalators and moving walks, passenger boarding bridges, stair and platform lifts. Integrated cloud-based service solutions, such as the MAX platform, are gaining in importance. With these digital offerings, there are no limits to urban mobility anymore. TKE – move beyond.