

# YOUR SERVICE PARTNER: ALWAYS THERE



# ALWAYS RELIABLE, ALWAYS MOBILE

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About us

### Our service concept and culture values.

Our service concept is built on the basis of ensuring maximum passenger comfort, convenience and safety at all times while protecting the long-term value of your investment.

That is why our number 1 task is to ensure effective preventative maintenance and the constant smooth operation of your systems. The best thing for us and for you as the operator is to hear nothing. In advanced urban mobility solutions, no news is definitely good news.

We have decades of dedicated experience and expertise in all aspects of urban mobility, from elevators, escalators and moving walks to automatic doors. So even if your building has several mobility solutions from different suppliers, we can take care of all of them for you from a single source.

#### Always there

We are there whenever and wherever you need us. 24/7/365. Our global network of over 24,000 service technicians ensures the reliability, dependability and safety of our mobility solutions across over 1,000 branches and over 100 countries worldwide.

#### Always competent

Whatever systems you use in your buildings, we can provide you with comprehensive service through our global network of excellence centres. These are dedicated to maintaining all elevator brands worldwide by using the appropriate diagnostic systems and spare parts.

#### Always innovative

Our goal is to shape the industry and we are constantly working on new ways to make people transportation more comfortable, safer and efficient. Predictive maintenance and mixed reality are two innovation areas we are pioneering to reduce response times and ensure maximum availability.

#### Always compliant

TK Elevator offers you a complete certification, safety component and retrofitting service. Certified security and compliance improves safety and minimises your risk liability. We always work in full compliance with legal regulations and all applicable norms and standards.

At TK Elevator, our aim is to make cities the best ever places to live: to move people safely, comfortably and efficiently, today and tomorrow.

We do this by intelligently applying existing technologies and developing next-generation solutions – working closely with you to advance an industry that moves more than 1 billion people per day, worldwide.





## HOW WE ENSURE YOUR SATISFACTION

### Fast

We respond quickly, whatever the situation

### Personal

Direct contact with someone who understands your challenge

### Highly qualified

Expert service support for all mobility solutions

### Local and global

Behind each local service team is the power of a leading global organisation

### Close to your site

With over 24,000 service technicians worldwide, we are close by whenever you need us

## Safety by service around the clock.

We have our own regional service centers across the globe to answer your questions and provide rapid on-site support. We also provide a 24/7/365 emergency call service via our local service partners so that you can be confident that help will arrive quickly.

In case of emergency, our service center remotely monitors the elevator in real time, stays in contact with the occupants and initiates any necessary action. This means complete peace of mind for passengers and building operators alike.

Our network of accredited and certified service partners extends to over 24,000 highly trained service technicians worldwide. They can safely and rapidly handle any task, from fault analysis to releasing anyone trapped inside an elevator cabin. Whatever the challenge, you and your passengers are safe with TK Elevator.



**Service hotline:**  
**0800 24 7 365 0**

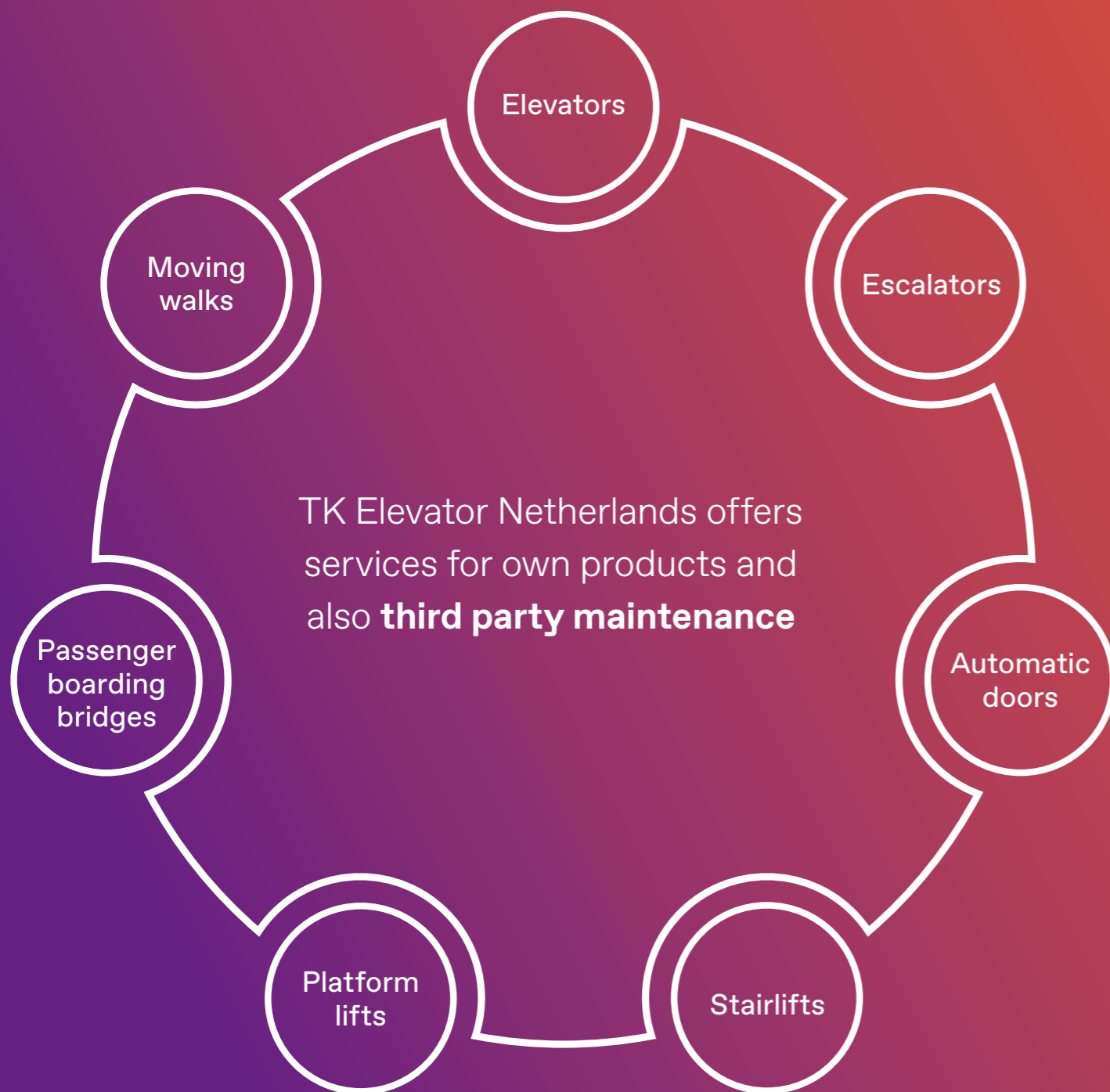
## On-site

Units like elevators, escalators and automatic doors are in action around the clock. So being able to rely on a service team that's with you quickly is a key advantage.



# WELCOME TO OUR WORLD OF SERVICE

## Our service portfolio



## Our network

24,000+  
technicians

1000+  
branches

100+  
countries

## Your benefits

- Highest reliability
- Personal contact
- Unlimited availability
- Efficient processes
- Latest technology
- Predictive maintenance
- Mixed reality
- Best-trained service technicians
- Quick spare parts supply



Our International Technical Services, centers of excellence for multi-brand service



## Benefit from the biggest provider of third-party elevator maintenance.

The provision of high-quality service and maintenance for elevators is one of the major pillars of TK Elevator. Through our International Technical Services, a global network of centers of excellence, we cover all maintenance-related requirements, regardless of the manufacturer. This is a unique concept in the industry and an invaluable advantage for our customers.

### The expertise behind our multi-brand service

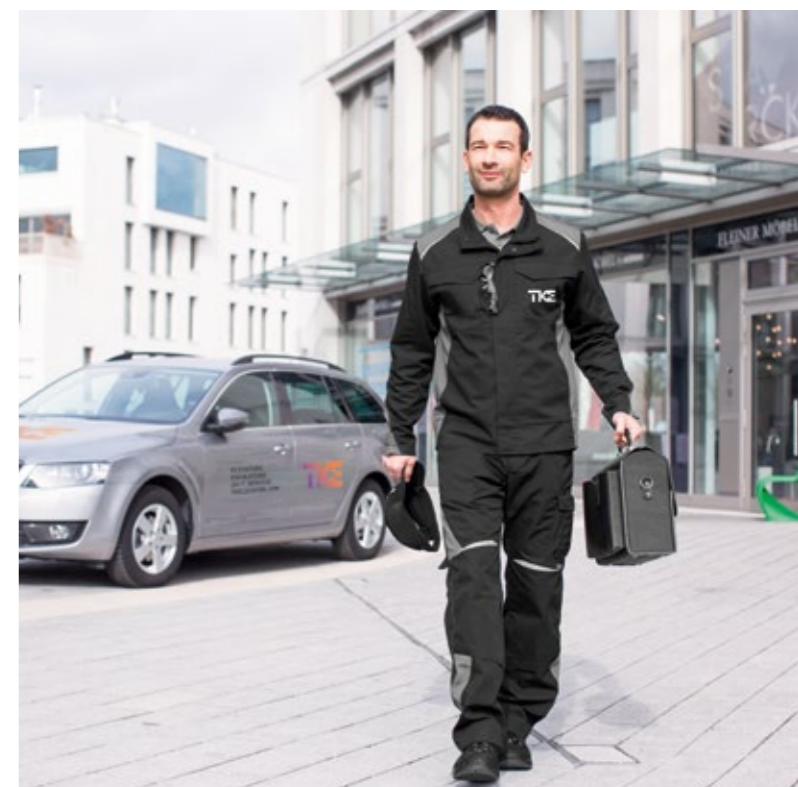
Our industry know-how transcends the globe thanks to our worldwide network. Each center of excellence is dedicated to delivering world-class support in maintaining our multi-brand elevator service portfolio to meet regional and local market needs.

### Centers of excellence for your benefit

Due to our global network of excellence centers, we are committed to making our extensive knowledge in third-party maintenance accessible to each of our service technicians in all corners of the world. From this superior training, research and support facilities, we equip them with the tools and skills required to provide a comprehensive high-quality service for our customers.

This includes training courses on new and old elevator control systems, cutting-edge diagnostic tools developed in-house for analysing and troubleshooting the control systems of every major elevator brand, as well as access to 24/7 real-time support for the service technician on site. We also repair and stock critical drives and printed circuit boards, ready for immediate dispatch.

**We are your complete one-stop shop for all elevator brands worldwide.**



### Your benefits at a glance

- Over 24,000 service technicians worldwide are trained continually by dedicated experts
- Our knowledge of competitor equipment is always up-to-date
- We are equipped with customised, state-of-the-art diagnostic tools to easily interface with other manufacturers' control systems
- Our service technicians have access to the 24/7 real-time technical support of our global excellence centers
- We have a large stock of spare parts for all major elevator brands on demand
- We repair drives and PCBs of third-party elevators

A male technician is shown working on an elevator's internal mechanism. He is wearing a black cap with the 'TKE' logo, safety glasses, a black jacket with orange reflective stripes, and orange safety harness straps. He is focused on his work, with his hands near some wiring. The background shows the metallic structure of the elevator shaft.

# WE UNDERSTAND ELEVATORS

In a world where more than 12 million elevators transport over 1 billion people each day, it is not enough to be experts only in your own products and systems.

Since 2000, the number of buildings over 200 metres in height has tripled. All these buildings use elevators and all these elevators need regular servicing and maintenance. We provide an expert service for all kinds of elevators in every conceivable building type, from 3-storey houses to the tallest skyscrapers.

#### **Flexibility and personal service**

Whatever systems you operate, we offer a comprehensive maintenance service, including rapid supply of genuine spare parts and conformity with all relevant standards, regulations and innovative safety concepts such as EN 13015. All our service plans are individually tailored to meet your precise needs and budgetary requirements. The key to the long-term value you derive from your systems is the expertise of our engineers and the excellent personal relationships they develop and maintain. We will become virtual members of your own building management team.

## Interesting numbers

# 7 billion

Number of trips elevators make every day  
Since 2000, the number of high-rises (>200 m) has tripled

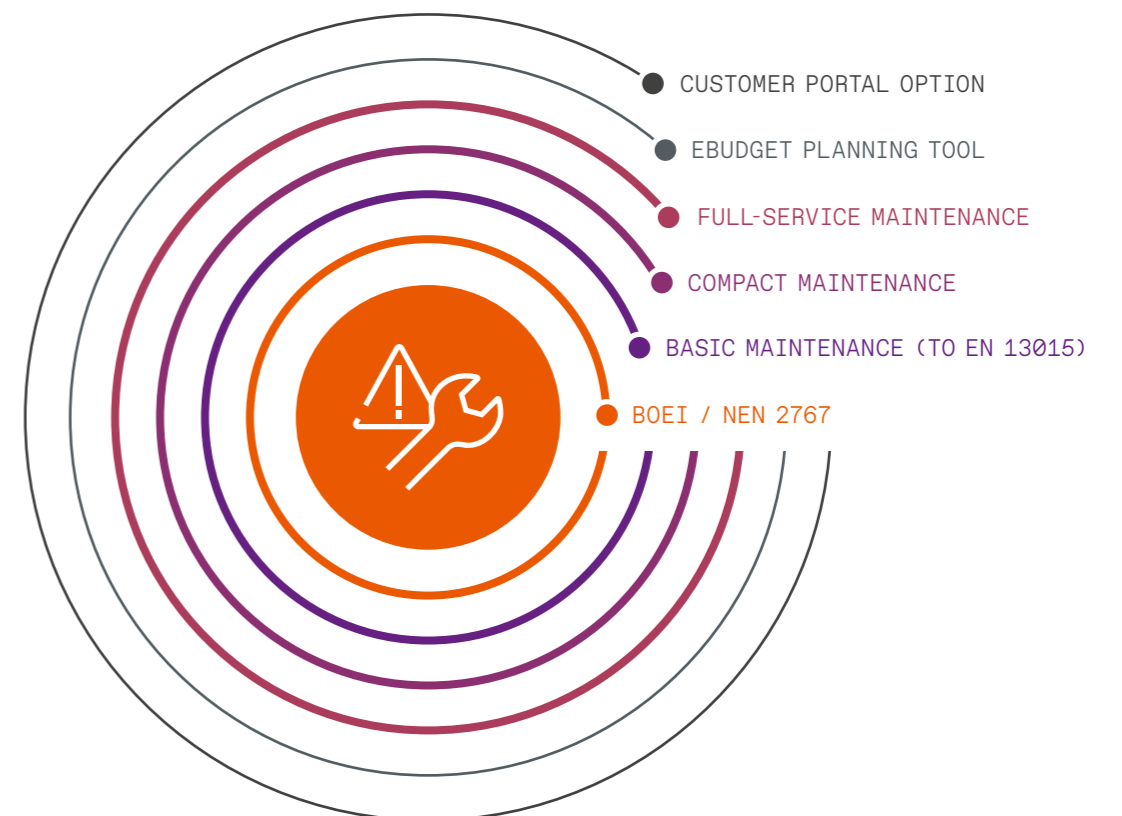


## Flexibility, experience and passion for what we do.

Our service concept for elevator systems is designed to meet your requirements – always flexible.

Whether you are looking for a basic maintenance according to EN 13015, or for our more comprehensive maintenance concepts – we will tailor your service and maintenance concept so that it suits your requirements and your budget.

You can trust that we define the best service and maintenance package together with you, considering all relevant legal regulations that apply for your country and your type of building.



# EMERGENCY SERVICE FOR ELEVATORS

As the operator of an elevator system, you are obliged to immediately initiate a rescue in the event that someone becomes trapped in the cabin of one of your elevators.

Our 24-hour emergency call system not only permanently monitors your elevator system via remote data diagnosis. It is also there to initiate any necessary next steps, including entrapment rescue.

We use the latest certified communications technology and all our systems are of course compliant with all current regulations and guidelines. We can also retrofit one of our communications systems into any existing elevator.

TKE's emergency service for elevators means complete peace of mind – for passengers and operators alike.



- Emergency service
- Rapid response and fast repair
- Manufacturer-independent
- Individual service concepts
- Global and local network of skilled service technicians
- Highest safety and sustainability compliance
- Compliance with all legal regulations and certification requirements





WE KEEP ESCALATORS  
AND MOVING WALKS  
RUNNING SMOOTHLY

# SERVICE FOR CONTINUOUS PEOPLE FLOW

Escalators and moving walks are built to run permanently and to bring people quickly and effortlessly to where they want to go.

Whether in a shopping mall, convention center, train station or airport – we will keep your escalators and moving walks running smoothly at all times. Our aim is to optimise planning and ensure maximum uptime.

If you need technical or service support, we will be quickly on hand with the right spare parts and knowledge to ensure that your system keeps running smoothly. All our service technicians are trained by experts who are specialists in specific application areas. This enables us to work closely with you to understand your needs and design a customised service programme that ensures you meet your reliability and safety goals.

## Interesting numbers

4,500,000,000

passengers per day

637,000 7,000

units under maintenance worldwide

average number of passengers per unit per day

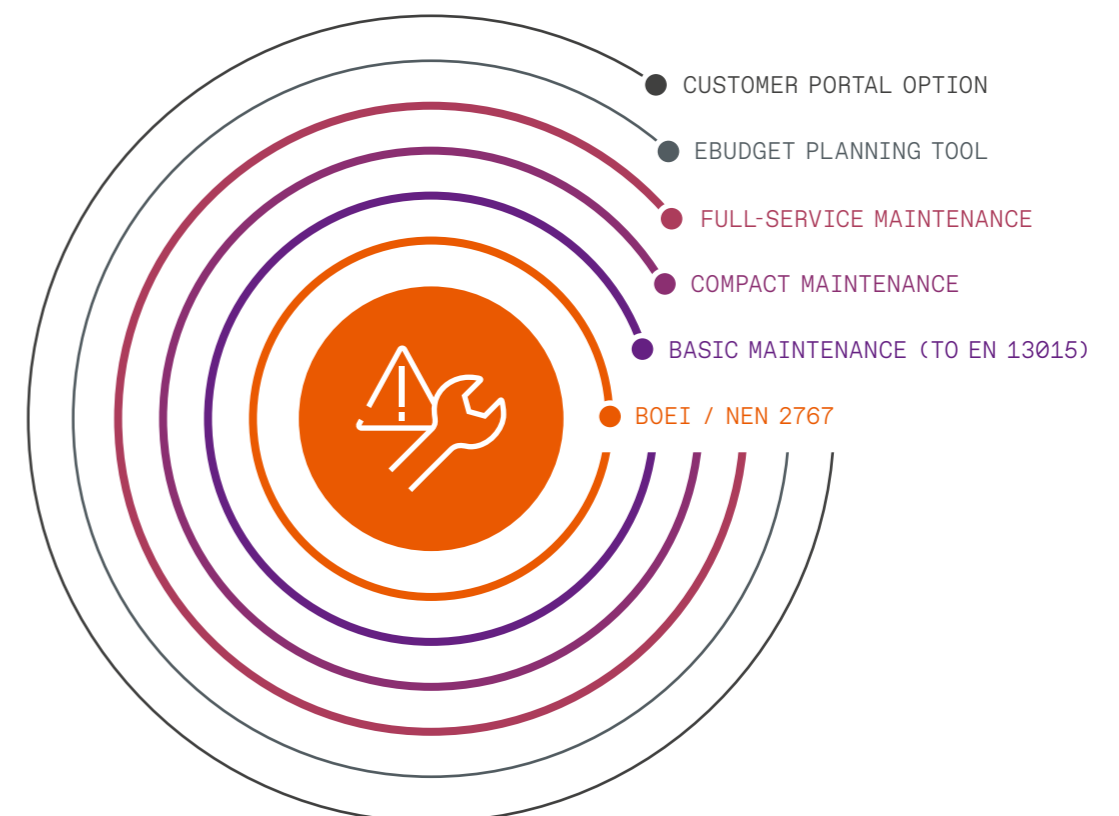
# OUR SERVICE OFFERING

## Tailor-made packages to suit your needs.

You can choose from a variety of service and maintenance packages, from basic maintenance according to EN 13015 through to comprehensive support. We will also be happy to design an individualised service concept that provides both cost transparency and budget security.

To ensure that you meet your legal requirement to eliminate all preventable hazards to users, we support you in product certification, safety components and correct retrofitting. We are familiar with all the details of the latest regulations and will be happy to provide expert advice whenever you need it.

- **Manufacturer-independent service**
- **Quick spare part supply**
- **Flexible service contract types**
- **Cost-transparency and budget security**





We take you  
even further.



Besides elevators, escalators, moving walks and automatic doors, we offer services for many other products, such as passenger boarding bridges, lifting and loading platforms, stairlifts and hoists.



## Automatic doors in all buildings.

### We keep all doors working for you

We service all your doors – together with your elevators and/or escalators. This means less administrative effort and one provider for all the building mobility.

Day in and day out, we work to ensure that buildings of all types can be used optimally. Our service offerings play a major role in these efforts and are available for all types of automatic doors.

- **Safety you can count on:**  
We comply with all applicable guidelines and regulations
- **Highly qualified:** Our technicians are highly trained, experienced and well-equipped
- **Fast response, every time:**  
Thanks to our closely integrated service network, we will be on site quickly when you need us
- **Exactly what you need:**  
Our service concepts are tailored to your specific requirements
- **For doors of any make:**  
We offer service for all automatic doors – no matter who manufactured them

# PREDICTIVE MAINTENANCE WITH MAX

## Maximising the benefits – for elevator users, owners and operators

- Increased uptime
- Faster service
- More precise planning
- Enhanced safety and reliability
- More transparency
- Prolonged elevator lifetime



Watch the MAX video:  
<http://videos.tkelevator.com>

## Connecting thousands of units across the world.

MAX is the elevator industry's first, real-time, cloud-based predictive maintenance solution. This data-driven maintenance technology has the power to cut downtime by up to 50%.

MAX monitors your elevators in real time, continuously collecting and sending real-time data from connected elevators to the intelligent cloud. Intricate algorithms calculate the remaining lifetime of each elevator's key components and systems, determining which parts will require maintenance and when.

With this digital-age partner at their side, TK Elevator's global team of over 24,000 highly trained service engineers is able to offer an optimised service to minimise elevator downtime and related stress.

### MAX in action. This is how MAX works in practice:



#### Data collected

Machine data, such as door movements, trips, power-ups, car calls, error codes, etc., is collected from MAX-connected elevators worldwide.



#### Precise diagnoses

This data is sent to the cloud where unique algorithms analyse it for patterns and compute the equipment's operation and the remaining lifetime of components.

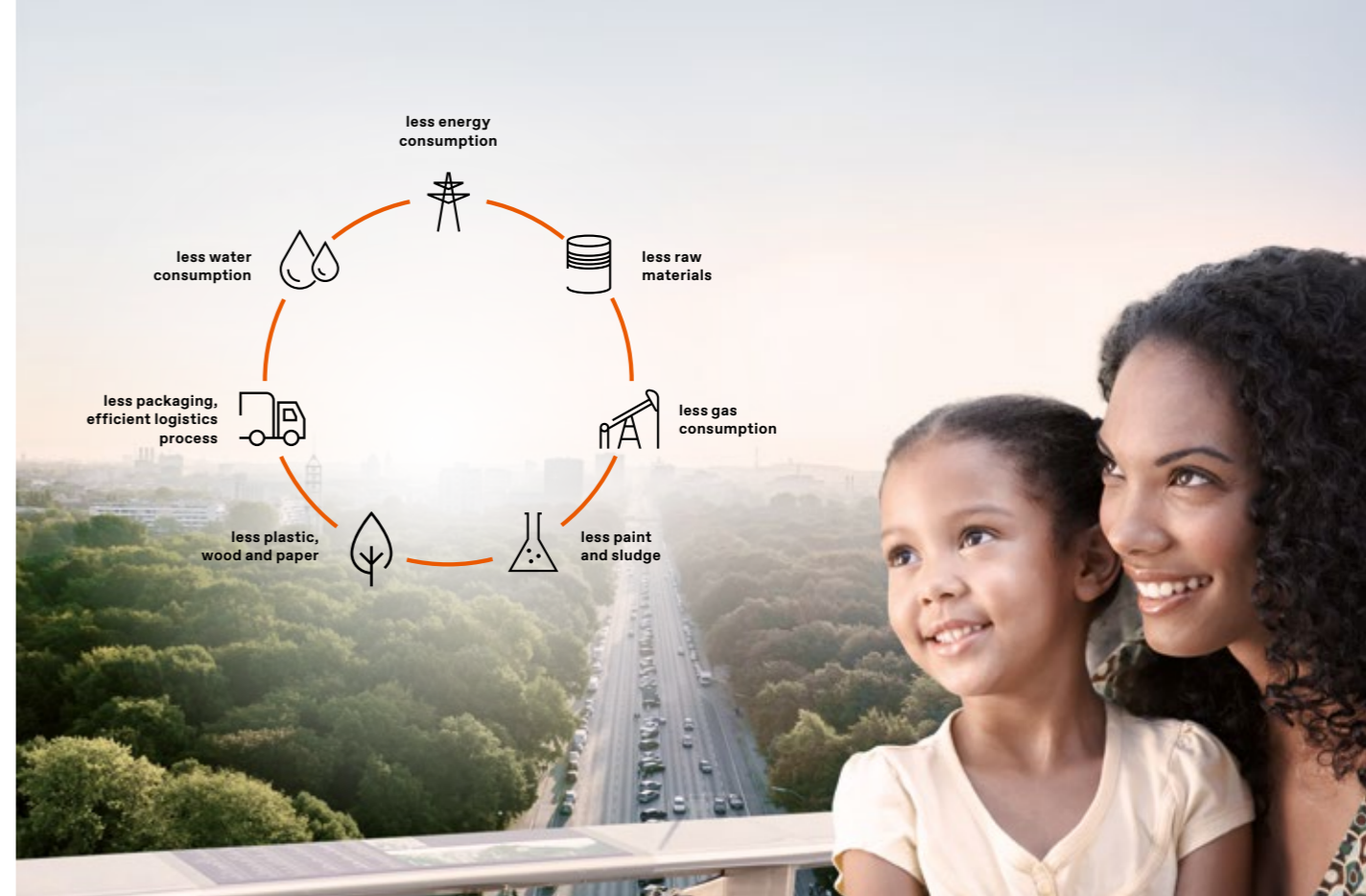


#### Predictive intervention

Precise and predictive diagnostics are delivered to the technician in real time, indicating where intervention is required.



# MAINTENANCE MEANS SAFETY AND SUSTAINABILITY



Our tailored service concepts ensure safety and compliance with the relevant standards. We use predictive maintenance solutions and energy-saving technologies to keep costs under control, maximise efficiency and availability, and improve sustainability.

As a certified maintenance company, we provide comprehensive, high-quality maintenance. We offer product certification, safety components and proper retrofitting to secure compliant operation and minimise the risk of liability. Regular safety training for our service technicians means that they are aware of internal and external safety regulations and apply them rigorously. Our products and services guarantee safety for you and your building users.

Regular maintenance also has an impact on efficiency, operating costs and sustainability. Buildings are responsible for over 30% of the world's energy consumption. Our smart mobility solutions are capable of energy savings of up to 27%, can increase useable floor space by up to 30% and improve energy self-sufficiency in buildings. We invest in these technologies so that our products and services can give you lasting value in a sustainable future.

# 「YOUR INNOVATION PARTNER」

elevators and escalators under maintenance

countries of customers

1,200,000 100+

employees

50,000+

service available for customers

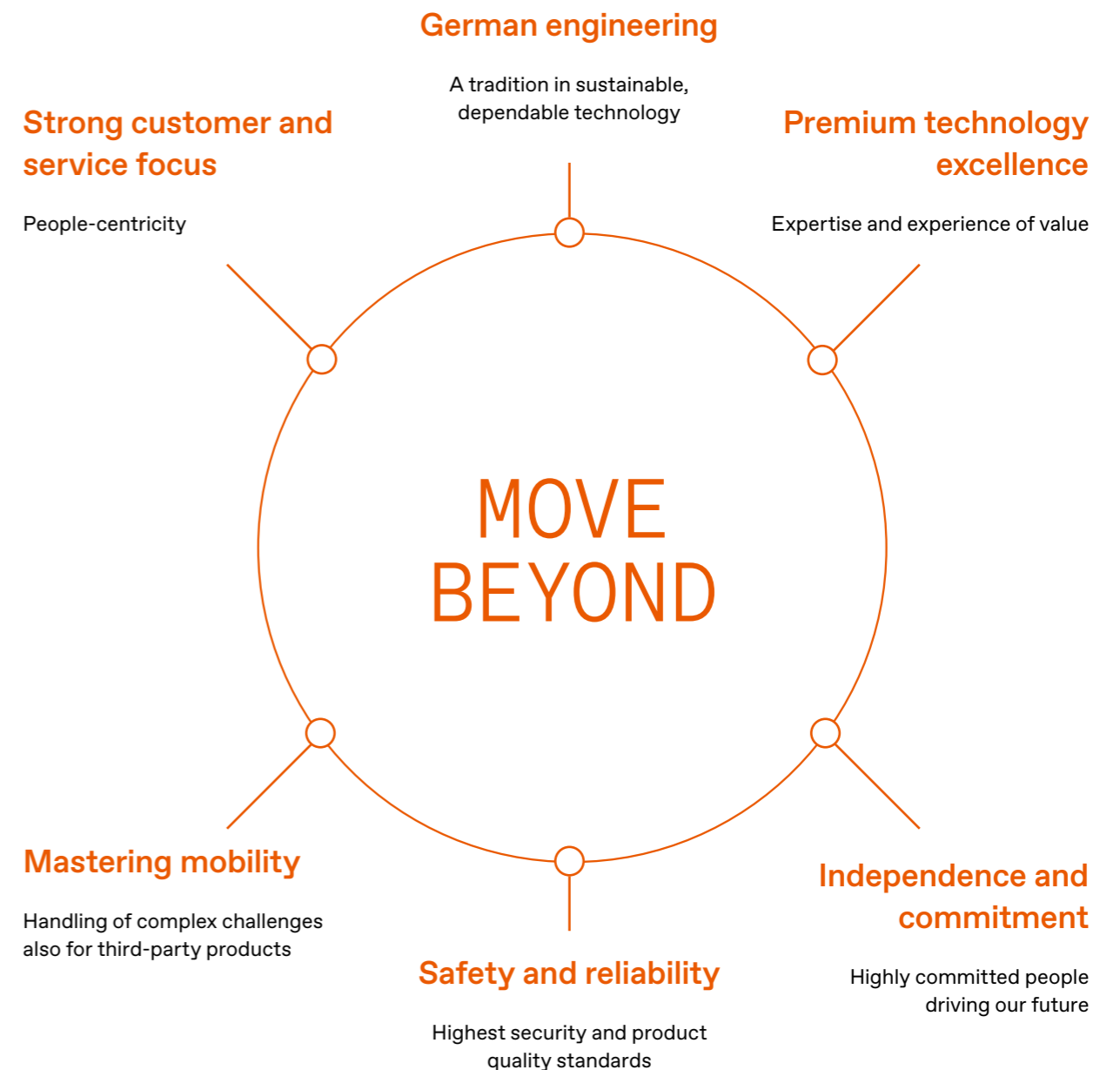
locations

24/7 1,000+

service technicians

24,000+

# 「OUR COMPETENCIES」



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