

# HELPING CITIES EVOLVE

TK Elevator company overview



## We are TK Elevator

When it comes to elevators, escalators and moving walks - TK Elevator has been doing it all for over 70 years. This includes manufacturing, new installation, service and modernization.

We're easy to do business with because we're all about taking care of our customers. This means being responsive, calling you back and showing up on time.

We manufacture our products in the U.S. It's something we're proud of. Our R&D teams created award-winning products like MULTI, the world's first rope-less and horizontally moving elevator for high-rise buildings. MAX, our predictive maintenance solution, can lower elevator downtime by up to 50 percent.

We have more than 150 branches across the U.S. and Canada, so our technicians are always nearby. They provide expert service on both legacy TK Elevator and third-party (OEM) equipment. Each technician is backed by a team of engineers from our International Technical Services (ITS) and our Tennessee-based factory. ITS is our resource center that provides expertise, troubleshooting, spare parts and training to our technicians for most manufacturers' equipment.

By partnering with us, you can count on having safe, reliable and energy-efficient vertical transportation.





## Move beyond the industry norms.

At TK Elevator, we promise to move beyond expectations.

Innovation through high-tech engineering keeps us consistently moving forward. Our novel concepts continue to become functional reality. With products like TWIN and MULTI, we are always pushing the barrier of what was previously thought impossible.





## Worldwide presence, local focus.

TK Elevator is a global company. Our headquarters is in Duesseldorf, Germany and we have customers in 100+ countries.

German engineering influences our product design, and we manufacture our elevators in the U.S.

Whether we work with you on a new installation, service or modernization project - we're reliable, responsive and easy to do business with.

While we work nearly everywhere, we think and act locally. We take care of our employees and give back to our communities.

One of our key business strategies is creating environmentally-friendly solutions for ourselves, our customers and the planet. This includes manufacturing our products in a LEED Gold-certified factory.

We're also the first elevator company to share what's in our products and materials, and we're proud to lead our industry in material transparency.

As a customer, you can be confident that everything we do keeps passenger safety, health and the environment in mind.

# TK ELEVATOR IN ATLANTA

## North American Headquarters and Test Tower

Known for its thriving corporate innovation hubs and growing talent pool, Atlanta is home to some of the most distinctive and notable buildings in North America. As a global leader in urban mobility, we knew our North American headquarters should reflect extraordinary architecture in this city that truly represents our motto to move beyond. Our complex featuring three unique buildings near The Battery Atlanta includes a 420-foot-tall elevator test tower which overlooks the city.

The elevator test tower is part of the Innovation and Qualification Center (IQC), and was designed with innovation in mind — not only in the products we test, but in each floor that was built. From the breathtaking bird's-eye views on the top floor to the captivating digital showroom in the lobby, the IQC is packed with activities from the very first moment guests arrive. The IQC has achieved Leadership in Energy and Environmental Design (LEED) Gold certification.









# RESPONSIVE SUPPORT. ALWAYS AVAILABLE.



TK Elevator's expert service keeps your equipment running safely and efficiently.

As a service provider, we take care of your elevators and escalators so you can focus on your building and tenants. We do this while keeping you informed.

You can always count on our:

- Highly-trained service technicians, experts in legacy TK Elevator and third-party (OEM) products
- Professional supervision and account management
- 24/7 emergency service capability
- Customer portal, an online tool for managing your account and placing service requests
- Cloud-based predictive maintenance solution, MAX, which dramatically improves elevator uptime

With more than 150+ branches across the U.S. and Canada, our service technicians are never far from your buildings — and they're available day and night.



# GLOBAL INNOVATION. LOCAL MANUFACTURING.

Product manufacturing and engineering is an important TK Elevator business function. We do these while taking care of the environment and protecting employee health.

## It's not just talk

Our Tennessee manufacturing facility was certified LEED Gold for Existing Buildings in 2015 by improving indoor air quality, reducing energy consumption, saving water and reducing waste.

All facilities are staffed by highly-trained specialists to help ensure your product arrives on-time.

## Material transparency matters

Manufactured products contain chemicals that can impact the environment and human health. As a result, TK Elevator is part of the transparency movement pushing for better and cleaner materials.

We've published Health Product Declarations (HPDs) disclosing the ingredients in multiple TK Elevator products, which contributes points under LEED v4.

We're also the first in our industry to provide Environmental Product Declarations (EPD) to help architects, designers, specifiers and other purchasers better understand a product's sustainable qualities and environmental repercussions. We've set the goal of sourcing 100% renewable electricity. We are committed to reaching net zero carbon emissions by 2050 — at the latest.





## Manufacturing Facility - Middleton, TN

- 515,000 square feet
- Manufactures elevators which include major components such as cabs, entrances, machines and controllers
- ISO 14001 and ISO 50001 certified to ensure we have the correct processes for more energy efficient, safer and cleaner manufacturing
- LEED Gold Certified

### Spare Parts Business Center - Olive Branch MS

- 82,400 square feet
- Maintains over a million parts and components that can be shipped within 24 hours, 365 days per year.
- Features smart logistics and smart data capabilities



# EXPERTS IN NEW INSTALLATION





We've successfully installed elevators in some of the world's tallest and most iconic buildings. You can find our escalators in malls, stadiums and convention centers while our moving walks are in airports worldwide.

## With our new equipment installation, you can expect:

### **Efficient processes and deliveries**

Building construction sites can be chaotic. Because multiple trades share space, we work hard to manage and minimize our presence. Our material packaging is organized to take up less space while helping improve installation time.

### **Reliable and safe equipment**

Our equipment is manufactured in the U.S., and we're constantly working to improve our installations in all building types. We also maintain safe product operation by meeting or exceeding national and local elevator codes. This provides a safe environment for your passengers and our technicians.



A photograph of an elevator machinery room. In the foreground, there are large grey metal cabinets with ventilation grilles. One cabinet has a label that reads "TK Elevator TACE2T". In the background, there are yellow and orange structural components of the elevator system, including cables and pulleys. A black text overlay is positioned in the lower-left quadrant of the image.

# KEEPING BUILDINGS COMPETITIVE

As elevators and escalators age, even well-maintained products can decline in performance and energy efficiency while requiring increased maintenance and service.

TK Elevator has a simple solution for these challenges: **modernization.**

We replace your equipment's critical components with the latest code-compliant technology, improving its performance and energy efficiency while enhancing its safety.

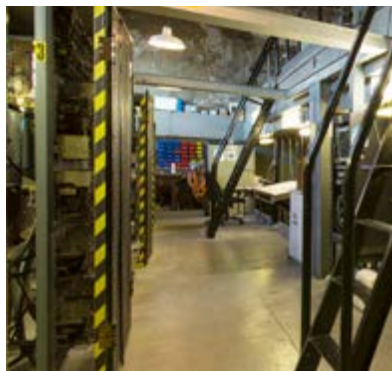
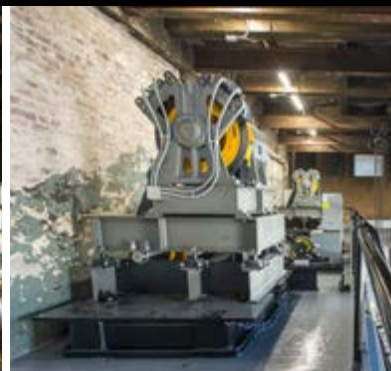
Modernization can be completed with minimal downtime and building disruption.





Hydraulic elevator modernization

Traction elevator modernization



# INNOVATIVE PRODUCTS FOR ALL BUILDING TYPES







Our elevator products include low-rise hydraulic machine room-less (MRL), low- to mid-rise traction MRL and high-rise traction.



Our escalators and moving walks are suitable for all types of facilities, including airports, train stations, convention centers, stadiums and malls. They include heavy-duty features and can be modified to perform outdoors in harsh weather conditions.



# THIS IS AGILE

Give passengers an extraordinary elevator experience with AGILE, our destination dispatch system. It blends four intelligent elements that reduce building traffic, improve elevator performance, enhance aesthetics and much more.



## AGILE Destination Controls

### **Better passenger experiences**

Groups passengers traveling to similar floors together. The result? Shorter ride times, fewer stops and less building congestion.



## AGILE Design Center

### **Touchscreens direct passengers to destinations**

Lets you customize the touchscreen kiosks passengers use to select their floor. You can choose our graphics and backgrounds or use your own.



## AGILE Management Center

### **Make data-driven decisions to manage performance**

Use your elevator data to make smarter decisions and adapt to tenant requests. It's all about optimization.



## AGILE Access

### **Increase your elevator and building security**

Integrates with your building security system or functions as a stand-alone system. You can direct desired security by controlling access to specific floors.





LEVEL 6

IN FIRE EMERGENCY,  
DO NOT USE ELEVATOR.  
USE EXIT STAIRS.

ENTER YOUR DESTINATION

8 9 10  
5 6 7  
M 2 3  
B1 1

? @





# MAXIMIZE YOUR UPTIME

## Get smarter service and less downtime with MAX

Combining the power of cloud computing, big data and machine learning, MAX continuously collects data about your elevator's components and systems, and sends it to the cloud.

The data is analyzed, and algorithms determine when your elevator will require maintenance from our technicians.

We call this predictive maintenance. It's revolutionary and can reduce your elevator downtime by up to 50 percent. We're continuously improving MAX, so you can expect its benefits to get bigger and better over time.

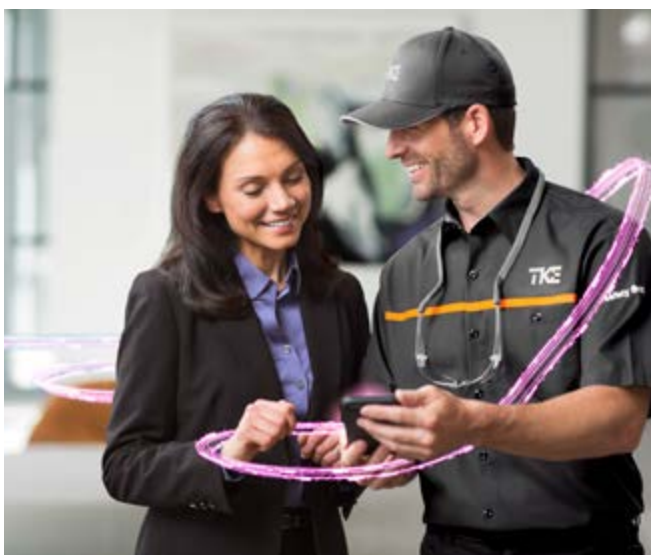




MAX works onsite 24/7/365  
sending equipment  
diagnoses to your technician.



From MAX data sent to their  
mobile devices, your  
technician can complete  
repairs in less time – and fix  
problems before they occur.



You'll have less downtime  
and happier tenants.

# SUCCESS STORIES

## One World Trade Center, New York City

Combining customized solutions, TK Elevator engineered and installed 12 escalators and 71 elevators at the 1,776-foot-tall One World Trade Center. The fastest elevators in the Americas are installed in this building.







## Smith Tower, Seattle

Once the West Coast's tallest building, this 38-story, 484-foot architectural masterpiece opened in 1914. TK Elevator modernized the building's seven vintage elevators while maintaining their historic look.

## 181 Fremont, San Francisco

In this 802-foot marvel in downtown San Francisco, TK Elevator installed 14 traction elevators with Destination Dispatch and three hydraulic units. The 14 elevators with Destination Dispatch are North America's first installation with Occupant Evacuation Operation (OEO) technology, which allow building occupants to use elevators to evacuate during emergencies.



# OUR CORE PRINCIPLES



Be an entrepreneur



Be honest and transparent



Create an environment where future generations want to work



Keep our people safe



Think for the whole



Make life easier for our customers



# TK ELEVATOR AT A GLANCE

1,500,000

elevator and escalators under maintenance

customers in

100+

countries

50,000+

employees

ALWAYS  
THERE.

Our passionate goal is to always be there to secure the reliability of mobility equipment, ensuring it provides each passenger with the safest and most comfortable travel experience, thereby helping to make cities the best ever places to live.

1,000+

locations

24/7/365

service available for customers

25,000+

service technicians worldwide

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