TKE

MAX
DIGITAL
SERVICES

MAXimize your elevator uptime. Manage your building better.

Reliable elevators are vital to your tenant experience — and your building's reputation. That's why TK Elevator developed MAX; the elevator industry's first real-time, predictive maintenance solution.

Using Microsoft® Azure®, a leading Internet of Things (IoT) platform, MAX continuously collects data about your elevator systems and usage and sends it to the cloud. The data is analyzed and compared with data taken from 175,000+ MAX-connected elevators worldwide. Artificial intelligence then directs our technicians to perform precise maintenance and predictive interventions to fix your equipment more efficiently — before failures even occur. This is true predictive maintenance. It's the next generation of elevator service, and it can lower your equipment downtime by up to 50 percent.

New MAX subscription packages
We've now created digital subscription packages to extend MAX's data and machine learning power to enhance your elevator service agreement and better manage your building.

It's called MAX Digital Services. Based on your building needs, you can choose a monthly subscription package that works best for you.

By subscribing, you'll be able to experience:
- Greater transparency through accessing real-time elevator status information, data and insights
- Reduced elevator failures, because we take preemptive action to prevent them
- The ability to make intelligent, data-driven decisions to benefit your tenants
- Faster elevator service without needing to contact us, giving you greater peace of mind

Package summaries

MAX
As a starting point with no monthly fees, MAX is installed on your elevator, monitors it and connects to the cloud.
Our MAX-connected virtual coach provides your technician insights to fix your elevator more efficiently.
You'll also receive access to our web portal, mobile app and can sign up for email notifications to stay informed
of recent services.

MAX Plus subscription
We provide transparency through real-time elevator status updates and traffic usage patterns, helping you better
manage your building and provide an improved tenant experience.

MAX Pro subscription
We take immediate action when we detect equipment failures to reduce your equipment downtime.

Features	MAX[1,2]	MAX Plus[2]	MAX Pro[3]
IoT connection with MAX virtual coach	✓	✓	✓
Web Portal and mobile app access	✓	✓	✓
Email notifications	✓	✓	✓
MAX traffic statistics		✓	✓
Real-time status and failure alerts		✓	✓
Auto response / dispatching			✓

1. With MAX installed on your equipment, you get these features at no additional cost to your maintenance agreement.
2. Available on any equipment, no matter the Original Equipment Manufacturer (OEM).
3. Available on most TK Elevator controllers.

CHOOSE THE RIGHT SUBSCRIPTION FOR YOUR NEEDS.

MAX

Every new installation includes these features at no-cost:

IoT connection with MAX virtual coach
MAX device connects to TK Elevator's IoT-based cloud to provide real-time monitoring of your equipment. Information obtained through machine learning is sent to your technician's mobile device along with your service request, enabling earlier diagnosis, faster fixes and reduced downtime.

Web portal and mobile app access
Get secure access to your account including basic unit information and historical service records through our web portal and native Android / iOS app.

Email notifications
Sign up for email notifications through our Customer Portal to stay informed of recent equipment services. We provide you with real-time information.

MAX Plus

We provide you with real-time information.

Whether you're a property manager or building owner, you'll experience peace of mind through gaining access to real-time elevator data, performance statistics and notifications. If an elevator shuts down, you'll often know about it before tenants. Receive lots of inquiries about a specific elevator? You can answer with accurate information. It's all about the data.

With a MAX Plus subscription, you'll receive:

Real-time status and failure alerts
Get real-time push notifications through our mobile app or email when your equipment shuts down, returns to service or receives preventive maintenance.

MAX traffic statistics
Make smarter, data-driven decisions about your building by analyzing long-term elevator traffic changes. Accessed through the Customer Portal.

MAX Pro

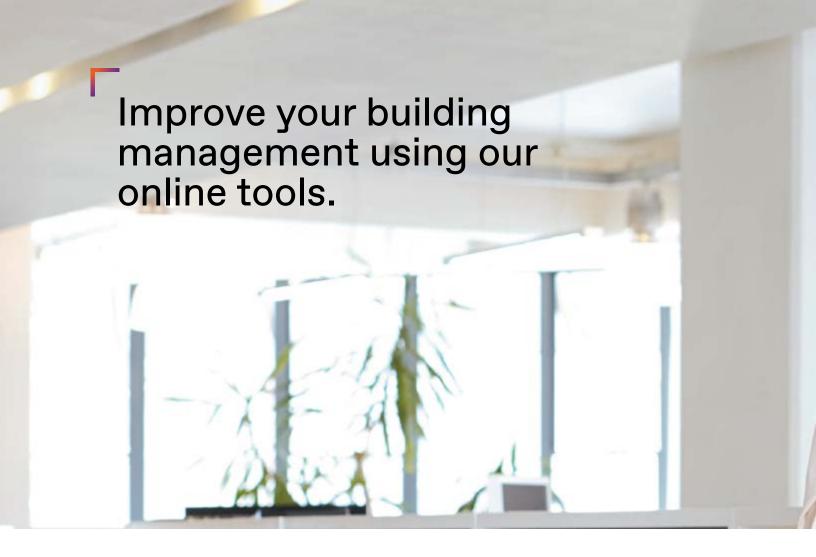## We take automatic and immediate action.

Experience next-level elevator service and uptime with MAX Pro. With this package, we remotely monitor your elevators using MAX. If MAX detects an elevator is down, we immediately respond to resolve the issue. No matter the age, the type or the brand of elevator, MAX can monitor it.

With a MAX Pro subscription, you'll receive:

Automatic response and dispatching
When MAX verifies a failure, we immediately respond with service (regular time) or provide the option to send a technician (overtime) to get your equipment back up and running.

Improve your building management using our online tools.

Mobile App*

Take your elevator and building management to the next level using our new mobile app. Available for Android™ and iOS® smartphones, our mobile app gives you real-time elevator data and functionality at your fingertips.

- Place service requests with the touch of a button
- Get real-time push notifications when your elevator shuts down, returns to service or receives preventive maintenance
- Easily see all units in your portfolio with a bird's-eye view on the map
- View real-time elevator traffic statistics

* Available with a MAX digital service package. Download app in Android and iOS stores. Android is a trademark of Google, Inc. in the U.S. and/or other countries. iOS® is a registered trademark of Cisco in the US and is used by Apple under license.

Customer Portal

As a TK Elevator customer, you'll receive access to our new and improved Customer Portal — an online tool for managing your elevator account and placing service requests.

Through the Customer Portal, you can sign up for email notifications to inform you when service and maintenance calls are completed. You also can download reports to view your service and maintenance history.

LLOYD'S REGISTER • LRQA
ISO 9001 • ISO 14001