

The TKE logo is located in the top right corner of the image. It consists of the letters 'TKE' in a bold, black, sans-serif font.

YOUR SERVICE  
PARTNER.

Always there.

MOVE BEYOND



# MAKING CITIES BETTER.

Half of the world's population now lives in cities. Urban populations are expected to grow by another 2.8 billion people by 2050.

To meet ever changing resident and business demands, cities must adopt efficient urban planning and infrastructure development. Cities will only benefit from creating solutions to keep people mobile in the midst of rapid growth.

As your urban mobility leader, TK Elevator is reshaping the elevator industry and transforming cities. We're constantly evolving. Our new products like MULTI, the first rope-less horizontally moving elevator and MAX, our predictive maintenance solution are a testament to our determination for innovation.

To improve urban mobility, TK Elevator provides industry-leading elevator and escalator service.





At TK Elevator, our aim is to make cities the best 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 a day, worldwide.



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Illustrations and images in this brochure may differ from the installed product. Consult your local representative for more information.



# Your elevators are critical.

Your tenants are busy and have high expectations. The last thing you need are unreliable elevators and escalators.

Building traffic increases. Lines form. Frustration builds. Tenants complain. And your building staff gets the blame.

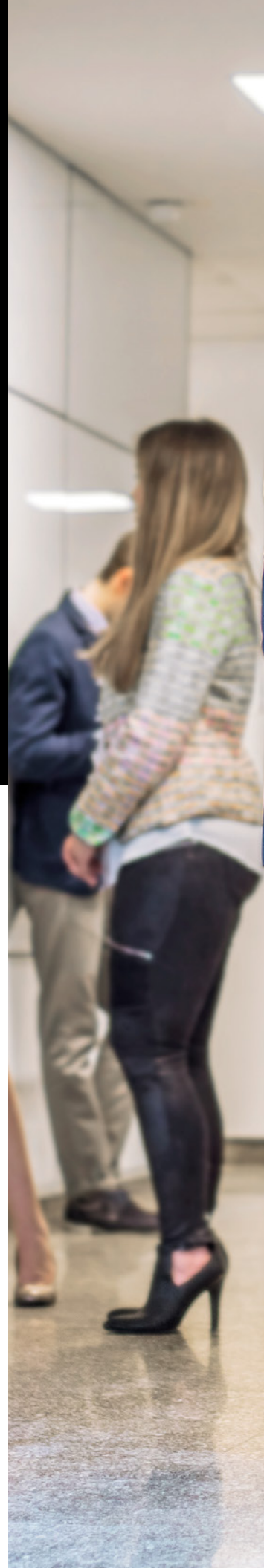
## We make your job easier.

We know your focus is on your building and it's tenants — not elevators and escalators. That's what TK Elevator is for. Our experts take pride in keeping your equipment moving efficiently and safely while we keep you in the loop.

We have the size and resources to fully support you and your vertical transportation needs — when and where you need us. This includes our around-the clock call center, a dedicated account manager and sophisticated online tools.

Through our preventative maintenance programs, we regularly inspect your equipment and perform the necessary adjustments. This leads to increased uptime and fewer tenant complaints.

Even with the best care, equipment sometimes breaks down. That's why you need a partner you can occasionally. We'll work closely with you to match our services to your needs.









# Responsive support. Always available.

As a TK Elevator service partner, you'll be backed by a company with more than 70 years of experience keeping equipment moving safely.

**You can always count on our:**

- 2,600 highly-trained service technicians who are experts in TK Elevator and third-party (OEM) equipment
- 24/7 emergency service availability from technicians who are always nearby
- 24/7 TK Elevator call center, standing by to take your call
- Customer Portal, an online tool for managing your elevator account and placing service requests
- Global network of engineers and experts, International Technical Services
- Advanced diagnostic tools for communicating with TK Elevator and third-party equipment
- Predictive maintenance solution, MAX, which dramatically improves elevator uptime using Internet of Things (IoT) technology
- Dedicated account managers who will be your point of contact for account-related issues
- Capital planning services to help you budget for future expenses





# Safety is everything.

When passengers ride your elevators and escalators, you want them safe.



As your service provider, we build safety into everything we do.

By meeting or exceeding national and local elevator codes for our equipment, we maintain a safe environment for your passengers as well as our technicians.

Through our expertise and training, we identify and eliminate potential hazards.

We also stay current with the latest:

- Service standards and processes
- Equipment inspections and certifications
- Construction and installation standards

By partnering with TK Elevator, you can count on us to provide safe and reliable vertical transportation to the riding public.



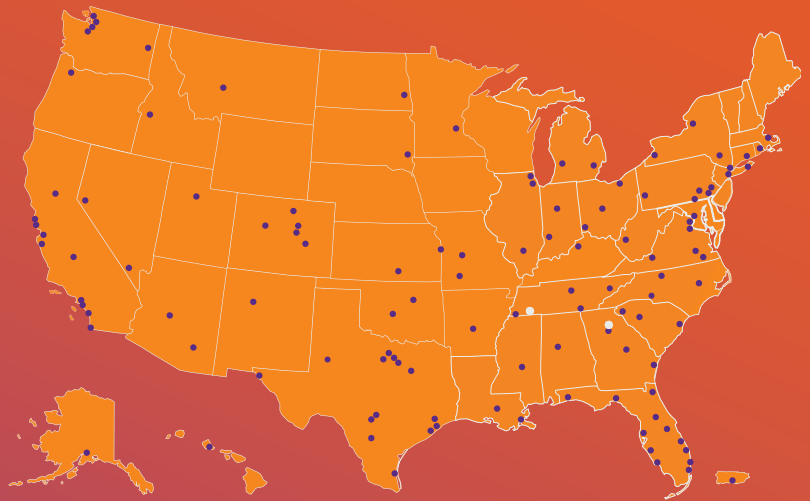
# Always available. Always nearby.

With more than 100 TK Elevator branches nationwide our service technicians are never far from your buildings —and are available day and night. If your building needs a dedicated technician for immediate responses, we can provide that one for you.





# Service by the numbers



branch corporate offices

coverage offered in all

50 STATES & PUERTO RICO

service and repair technicians

2,600

branches across the United States

100+

Equipment serviced



third party equipment

34%


TK Elevator equipment

66%

We service

200,000+

UNITS



## 1 PC board repairs

Each year, International Technical Services repairs thousands of PC boards and drive units from all major manufacturers. We also store thousands of competitors' PC boards to meet urgent demand for replacements. Usually, we repair and return PC boards in less than 24 hours, minimizing your equipment downtime.

## 2 Training

ITS trains thousands of technicians annually on TK Elevator and competitor equipment. A full-time staff is also dedicated to creating service manuals and documentation on competitor equipment. These efforts ensure our equipment knowledge stays up-to-date.

# Technicians supported by expert engineers.

International Technical Services (ITS) offers the latest in diagnostic tools, troubleshooting support, PC board repair and technical training for TK Elevator's along with other manufacturers' units, including Otis, KONE, Schindler, Fujitec and Mitsubishi.

They provide 24/7 support for our field technicians and customers which is a priceless resource.





### 3 Real-time support

Your onsite service technician can access real-time support from ITS field engineers in our research and repair labs. This expert collaboration helps us quickly solve any challenge.



# MAXIMIZE YOUR UPTIME





Smarter service  
and less downtime  
with MAX.





# MAX is working onsite 24/7/365.

Using cutting-edge IoT technology, MAX continuously collects data about your equipment's components and systems and sends it to the cloud. The data is analyzed and compared with data taken from other MAX-connected elevators. Algorithms then predict whether your equipment requires maintenance from our technicians.







>

# MAX sends equipment diagnoses to your technician.

Your technician is sent alerts if your equipment breaks down. These alerts are added to your technician's work order application. We often know when the equipment shuts down before you or your tenants. This saves time and helps us provide a smarter predictive.

>

# Your technician completes repairs in less time.

Because your technician is aware of reported issues in advance, less time is needed for troubleshooting and repairs. Your technician's MAX notification advises them on which replacement parts are needed for your job site, resulting in shorter visits and fewer trips.

✓







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# You'll have less downtime and happier tenants.

^

The predictive maintenance from MAX can reduce your equipment's downtime by up to 50 percent. It also helps you better plan for future costs and schedule disruptions. MAX captures more than 16.5 million daily elevator trips in the U.S., driving predictive analytics models that can identify shutdowns with over 95 percent accuracy. As MAX continues gathering data, it will get even better at predicting shutdowns before they happen — and prescribing fixes.





「 WE KEEP ESCALATORS  
AND MOVING WALKS  
RUNNING SMOOTHLY. 」






Escalators and moving walks have near constant use, placing high demands on their parts and components.

Whether they're in a shopping mall, airport or sports arena, our expert service keeps this critical equipment code compliant and running safely.

We also service third-party escalators and moving walks.

As your service partner, we'll provide individualized and budget-friendly service plans, along with reliable replacement parts.





# Tools, teams and people dedicated to you.

Need to place a trouble call or have long-term planning questions? A range of teams, managers and technology is here to support you.

## **24/7 call center**

TK Elevator's call center is always standing by to quickly take calls and dispatch service technicians. Our highly-trained dispatchers handle over 1 million calls a year, can communicate in up to 135 languages and strive to answer calls in less than 10 seconds.

In the unfortunate event of a passenger entrapment, our call center immediately sends a technician to your location. Dispatchers also communicate with the passengers to provide peace of mind and let them know they aren't alone.

## **Dedicated account manager**

As a service customer, you'll be backed by a dedicated account manager. That person is your point of contact for any account-related questions or concerns.

## **Asset management**

As your equipment ages, you may need to think about repair costs and keeping your equipment up-to-date. Through our capital planning process, we'll help you plan for these expenses by spreading them out over time.

## **Online Customer Portal**

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

With 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 showing your service and maintenance history.







# Service packages that suit your needs.





# We service TK Elevator and non-TK Elevator equipment.

Machinery with constant use requires constant care. For elevators and escalators, this means regular inspections and adjustments. Even with the best care, equipment occasionally breaks down. That's where our service packages matter. Whether your elevator is used once a week in a church or a hospital that operates 24/7/365, we've got you covered. This includes expert service for competitor equipment, such as Otis, KONE, Schindler, Fujitec and Mitsubishi.

Like any good partnership, we're with you for the long haul. Our professionals can help you understand your elevator's life cycle and plan for necessary capital expenditures. Capital planning is imperative and we're ready to help.

Packages	Bronze	Gold	Platinum	Platinum Premier
Services				
Quality assurance	✓	✓	✓	✓
Preventative maintenance	☐	✓	✓	✓
Annual safety testing	🛒+	🛒+	🛒+	🛒+
ADA telephone monitoring	🛒+	🛒+	🛒+	🛒+
Customer Portal	🛒+	🛒+	🛒+	🛒+
MAX		☐	☐	☐
Parts repair and replacement		✓	✓	✓
Service requests during normal hours		✓	✓	✓
After-hours service requests			☐	✓



optional



limited or conditional



included

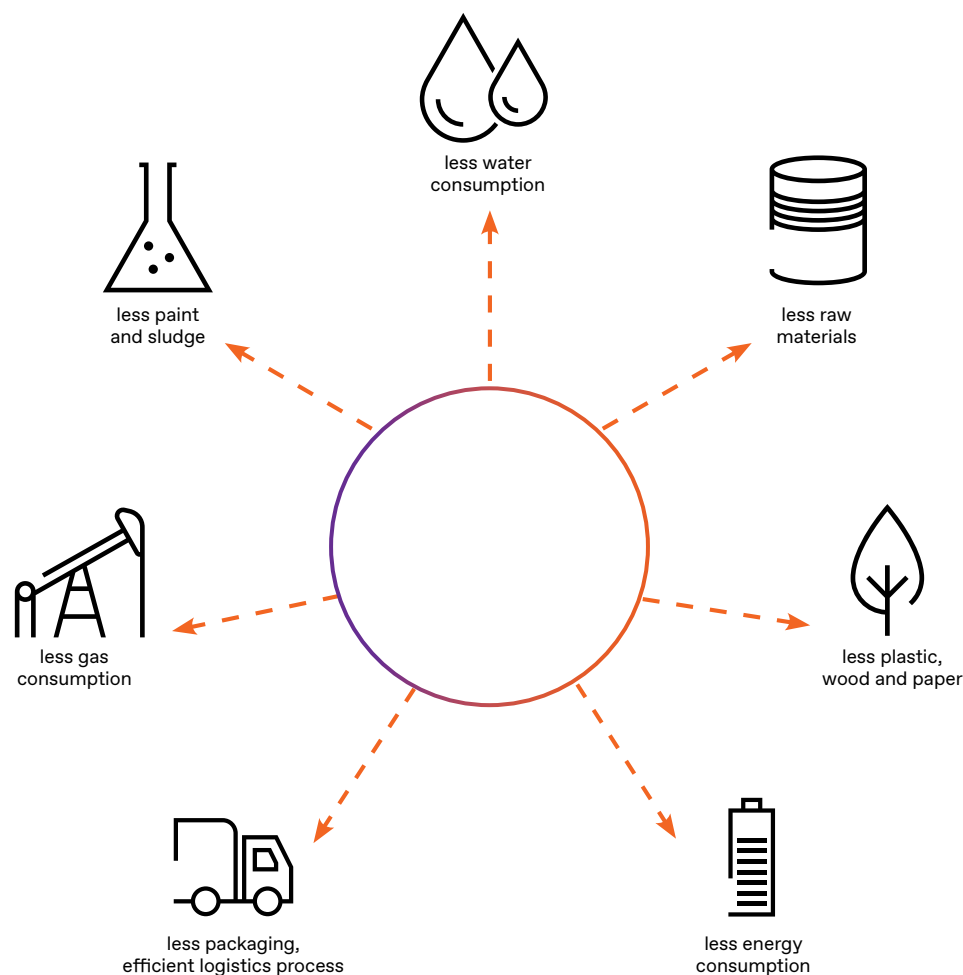


「BREATHE EASY.」

In 2010, we introduced propane-powered vehicles. This reduced our fuel consumption by 850,000 gallons per year.



We provide environmentally-friendly solutions for ourselves, our customers and the planet.



Our service technicians began switching to smaller and more fuel-efficient vehicles in 2010, and when possible, to propane-powered vehicles. This saved our company 850,000 gallons of fuel per year and this figure has been growing.

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

We also can make existing products more efficient. Features like automatic fan and light shutoff save energy, while regenerative drives put extra energy back into your building.

Our 12-acre Tennessee factory is certified LEED Gold for Existing Buildings. We are proud to be the first elevator company to achieve this status.

When doing business with us, you can be confident that everything we do keeps your health and the environment in mind.



# Our core principles.

## **We innovate.**

We strive to find technology and business solutions that cater to future customer needs.

## **We build on strong experience.**

Our expertise is based on over 40 years of engineering competence.

## **We deliver.**

Reliable and high-quality products, services and solutions with precision and a superior cost-benefit ratio.

## **We empower our employees.**

We live an innovation culture based on respect and efficient collaboration.

## **We understand.**

We listen, make suggestions, and co-develop with our customers.

# MOVE BEYOND

## **We are leading the way.**

We act with foresight and a solution oriented mindset to progress our customers, employees and other stakeholders.

## **We act as a reliable partner.**

We act in an honest, authentic and responsive manner towards customers, employees and other stakeholders.



# 「YOUR INNOVATION PARTNER」

elevators and escalators under maintenance

---

1,200,000

countries of customers

---

150

employees

---

50,000+

locations

---

ALWAYS  
THERE.

1,000+

service available for customers

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24/7

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.

service technicians worldwide

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24,000+

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