

UNIVERSAL SERVICE BY TK ELEVATOR

Any Brand | Any Place | Any Time



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.



CONTENT

02

Making cities better

04

UNIVERSAL
Universal support

07

ANY BRAND
Always available

08

ANY PLACE
A global network

12

ANY TIME
Always available

14

Our expertise

16

Service package

18

Our principles

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

Universal flow

Keeping everybody moving

With 30% of the world's elevators being over 20 years old and mobility equipment generally being in almost constant use, service is more crucial than ever. This is why Universal Service by TK Elevator exists: to keep your infrastructure moving – whatever brands of equipment you have – and optimize planning for maximum possible uptime.

The importance of a single point of contact with multi-brand knowledge can't be overstated. Whatever support you need, whenever you need it and wherever you are – we'll be there fast with the right spare parts and expertise to make sure any service interruptions are kept to a minimum.

All our technicians are trained by experts in specific application areas, allowing us to understand your needs and design customized service programs to meet your reliability and safety goals.

The Importance of Service

1.4BN

TK Elevator passengers per day

20,000,000+

Elevators & escalators worldwide

30%

Over 20 years old

Universal Service by TK Elevator

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As cities continue to grow, the business of moving people is getting more complicated.

From maintaining multiple brands of equipment across global portfolios to evolving ESG priorities, safety codes and technology upgrades, the challenge for busy building professionals to deliver has never been greater.

A new kind of service solution

Universal Service by TK Elevator makes life easier for tenants and busy building professionals, enhancing your experience by ensuring improved operating efficiency and passenger safety at any scale – elevating service from reactive repairs to proactive coverage. It is built around three key pillars:

Any Brand

Our technicians are trained and supplied to service multi-brand vertical transportation equipment to the highest industry standards.

Any Place

We've invested in building the industry's most comprehensive worldwide local coverage network to service customers anywhere.

Any Time

As a trusted partner, we're available 24/7/365 to ensure maximum possible portfolio-wide uptime via remote and on-site support.

International Technical Services

A trusted global network



Your one-stop-shop for all brands worldwide

1.5mn+

Units under maintenance

30%+

Third party equipment service

25,000+

Highly trained technicians

Global expertise For every brand

Nearly two decades ago, we had a vision to create a global network of experience, training and innovation hubs, capable of providing a level of expertise and support – for any brand of mobility equipment – above and beyond anything our competitors could offer.

Today, our International Technical Services network for multi-brand engineering (ITS) delivers this.

ITS makes extensive multi-brand maintenance knowledge accessible to every TK Elevator technician, wherever they are. We're constantly upskilling, resourcing and supporting them with everything they need to provide unrivalled customer service.

- Reverse engineering excellence
- Training on new and old elevator control systems
- 24/7/365 on-site real-time support
- Access to cutting-edge diagnostic tools for multi-brand troubleshooting

Elevators


Escalators

Moving walks



Spare Parts Business Centers

For services supply chain

A male technician with a beard, wearing an orange high-visibility polo shirt with reflective silver stripes and navy blue trousers, is focused on a handheld electronic device. He is standing in front of a large, blue industrial machine, likely an elevator component, which has a complex structure of pipes and panels. The background is a bright, industrial setting with large windows and other machinery. A large, thin orange circle is drawn around the technician, and a purple line highlights the blue machine he is working on.

Complete service can only happen with the right replacement parts on hand. Operating independently of global supply chains means we can keep critical equipment code compliant, running safely and supplied with the right spare parts, exactly when you need them, to keep business on the move.



We work to expand our spare parts network every year so that, no matter where you are or how remote your infrastructure is, you can access all the benefits of our universal knowledge, experience, and expertise – even in hard-to-reach locations. Universal Service makes spare parts available anywhere.

Our dedicated smart warehouses optimize the availability of both TK Elevator and third-party spares, efficiently reducing lead times and ensuring minimal disruptions for your convenience. We take care to optimize our environmental footprint by refurbishing parts, saving critical resources.

Your one-stop-shop for spare parts

50k+

Different parts on stock

200k+

Article numbers in the catalog

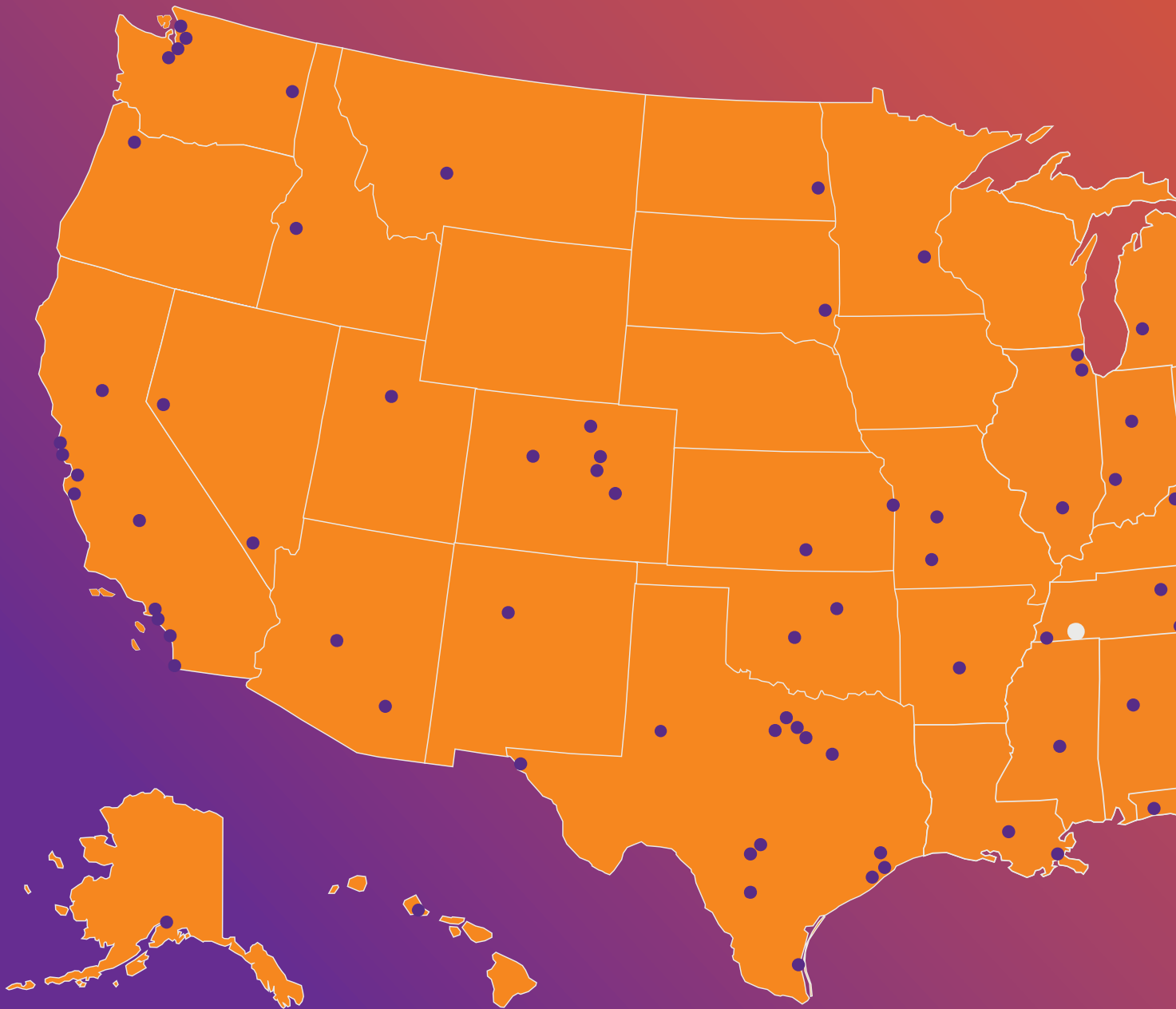
2mn+

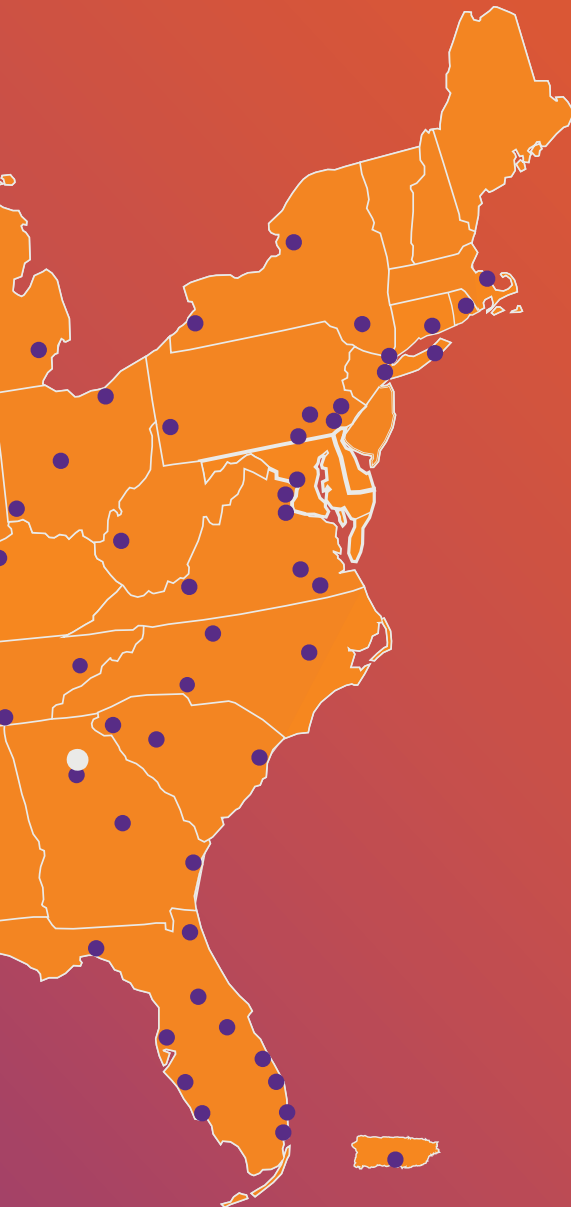
Spare parts distributed per year

Local presence

By the numbers

With more than 150 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.





Branch



Corporate offices

Service in the United States of America

Coverage offered in all

UNITED STATES

Service and repair technicians

4,400+

Branches across United States

150+

Equipment serviced



Multibrand equipment



TK Elevator equipment

We service

230K+

UNITS

Always available

When you need us

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



24/7/365

Dispatchers handle millions of calls a year, communicate in up to 135 languages and strive to answer calls in less than 10 seconds.



Asset management

Our capital planning process can help you prepare for future upkeep expenses by spreading them out over time.



Dedicated account manager

Universal Service customers are backed by a dedicated account manager for any account-related questions.



Real-time connectivity / transparency (Customer Service Portal)

An online tool for managing accounts and placing service requests, receiving notifications and accessing full maintenance history.

- Predictive maintenance minimizes service requests and maximizes uptime (MAX)
- Top 4 makes us future-proof (secure for long-term partnerships)
- 50+ year track record for safety, reliability and quality

Always connected

Smarter service with MAX



MAX is the industry's first real-time, cloud-based maintenance tool that can cut downtime by up to 50%.

Connecting tens of thousands of units across the world.

MAX monitors elevators in real time, continuously collecting and sending data to the intelligent cloud. This increases our ability, year over year, to calculate the remaining life of key components and systems, determining what requires maintenance and when.

With MAX-equipped elevators, we often know about equipment shutdowns before either you or your tenants do.

Powered by AI, MAX Virtual Coach advises technicians which maintenance areas require focus first, while the MAX platform identifies specific parts needed, and much more – resulting in less disruption and more uptime.

Maximizing the benefits for users, owners and operators.

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

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.

24/7/365

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

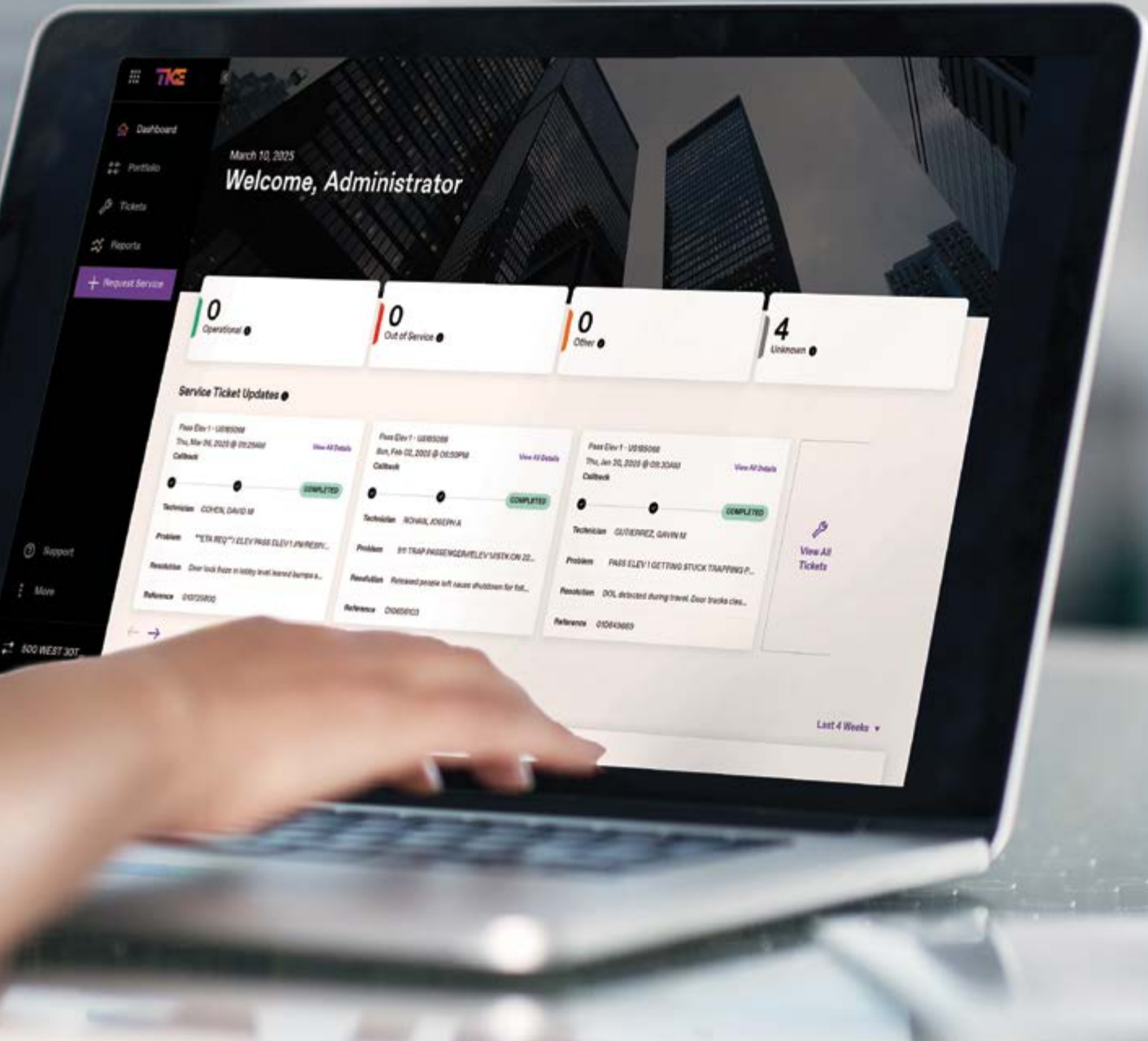
As your equipment ages, you may need to think about repair costs and keeping your equipment up-to-date. Through our capital planning process, we'll help you plan for these expenses by spreading them out over time.

Online Customer Service Portal

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

With the Customer Service 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.



Universal Service by TK Elevator

Any Brand | Any Place | Any Time

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 non-TK Elevator equipment as well.

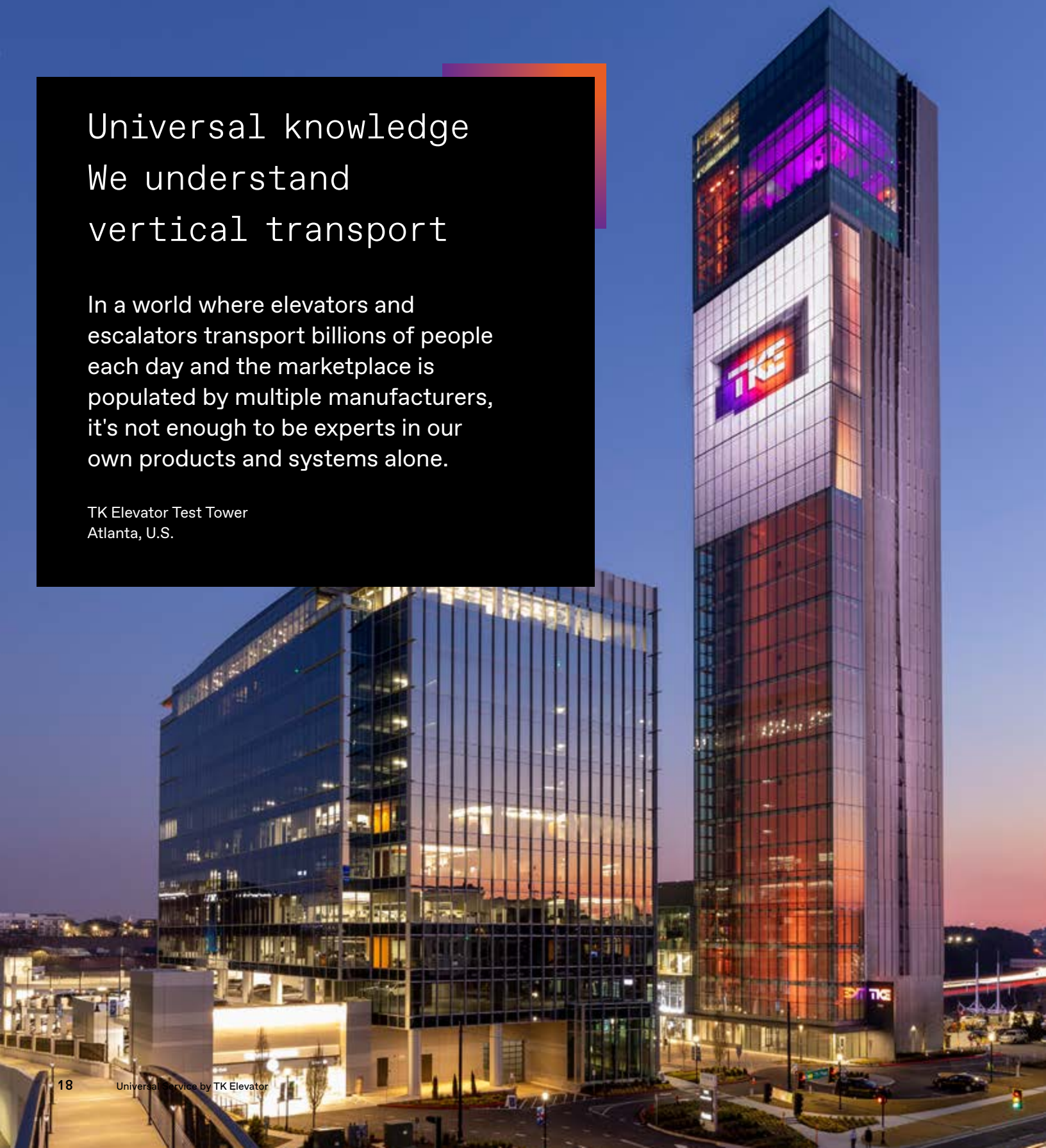
Like any good partnership, we're with you for the long haul. Our professionals can help you understand your elevator's life cycle and plan for necessary capital expenditures. Capital planning is imperative and we're ready to help.

Services by packages	TK Essential	TK Elevated	TK Enhanced
Quality Assurance	Included	Included	Included
Preventative Maintenance	Periodic lubrication & visual examination	Included	Included
Parts Repair & Replacement	Not Included	Minor Repair	Limited Major Repair
Customer Service Portal	Not Included	Included	Included
Annual Test	Excluded	Included	Included
Digitally Connected	Included	Included	Included
Service Request during Regular Hours	Not Included	Included	Included
Service Request After-Hours Emergency	Not Included	Not Included	Not Included

Universal knowledge We understand vertical transport

In a world where elevators and escalators transport billions of people each day and the marketplace is populated by multiple manufacturers, it's not enough to be experts in our own products and systems alone.

TK Elevator Test Tower
Atlanta, U.S.



Universal standards

Staying up to date

Meeting or exceeding national and local compliance codes for all of our equipment maintains a safe environment for your passengers and our technicians.

Meeting or exceeding national and local compliance codes for all of our equipment maintains a safe environment for your passengers and our technicians. We guarantee this with the support of four innovative research and design test towers around the world, where we continuously experiment with new concepts and product pilots to ensure we're delivering the highest possible standard the industry has to offer.

As a certified provider of comprehensive, high-quality maintenance, we offer product certification, safety components and proper retrofitting to secure compliant operation and minimize the risk of liability.

Regular training means our technicians are aware of internal and external safety regulations and apply them rigorously.

This constant attention to detail enables us to identify and eliminate potential hazards, and remain current with the latest.

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



TK Elevator Test Tower
Rottweil, Germany



TK Elevator Test Tower
Zhongshan, China



TK Elevator Test Tower
Cheonan, South Korea

Always safe Around the clock



Safety is our core value and it's in the very essence of all our operations. We ensure all maintenance is performed according to ISO/EN guidelines and equipment is maintained in line with international and global technical standards.

Our regional service centers across the globe are ready to answer questions and provide rapid on-site support, as well as a 24/7/365 emergency call service – so you can be sure if help is needed it will arrive fast.

Our worldwide network of 25,000+ accredited and certified technicians are capable of safely handling any task, from fault analysis to equipment malfunction or passenger entrapment. Whatever the challenge, you and your passengers are safe with Universal Service by TK Elevator.

Always sustainable

Eco-friendly solutions for everyone

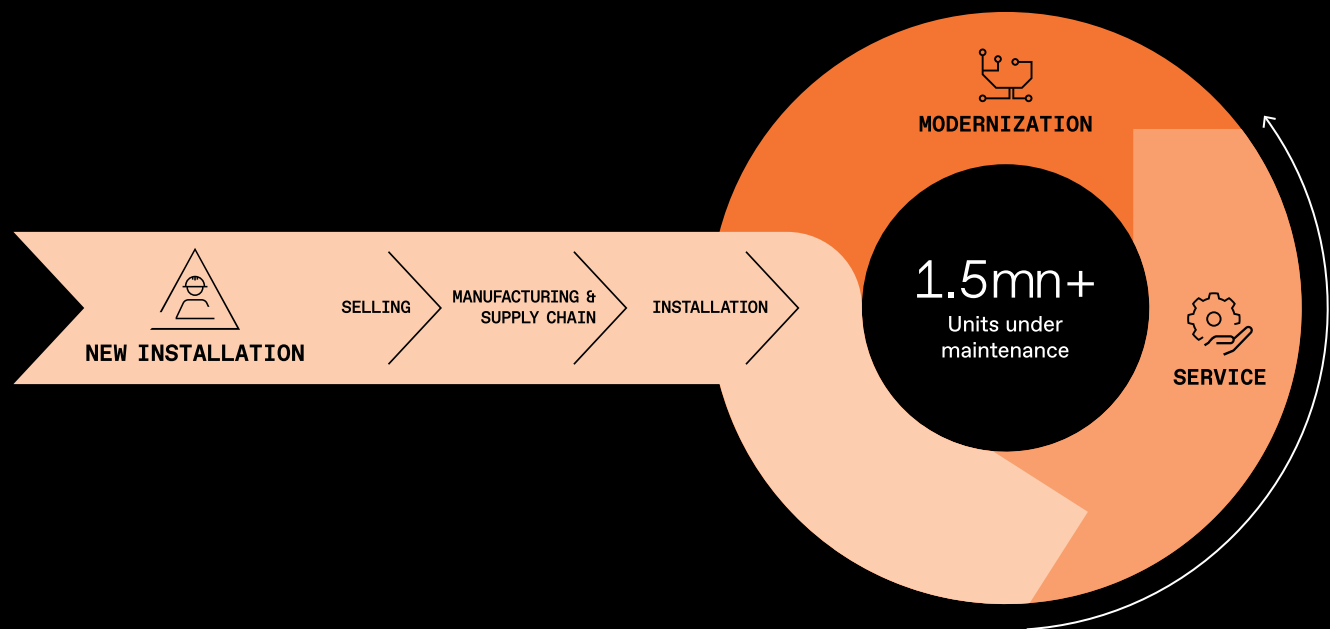
Everything we do keeps the environment and your health in mind. When partnering with us you are investing in technology and services that offer lasting value in a sustainable future.

- Top ESG rating scores
- First place in global Sustainalytics ESG ranking
- Gold status in Ecovadis sustainability rating
- Ambitious targets to reduce our GHG emission, validated by the Science Based Target initiative (SBTi) and committed to achieve net-zero emissions by 2050 at the latest
- Developed products that modernize infrastructure and help improve the carbon footprint of buildings and cities
- Most of our factories run on 100% renewable electricity (RE)



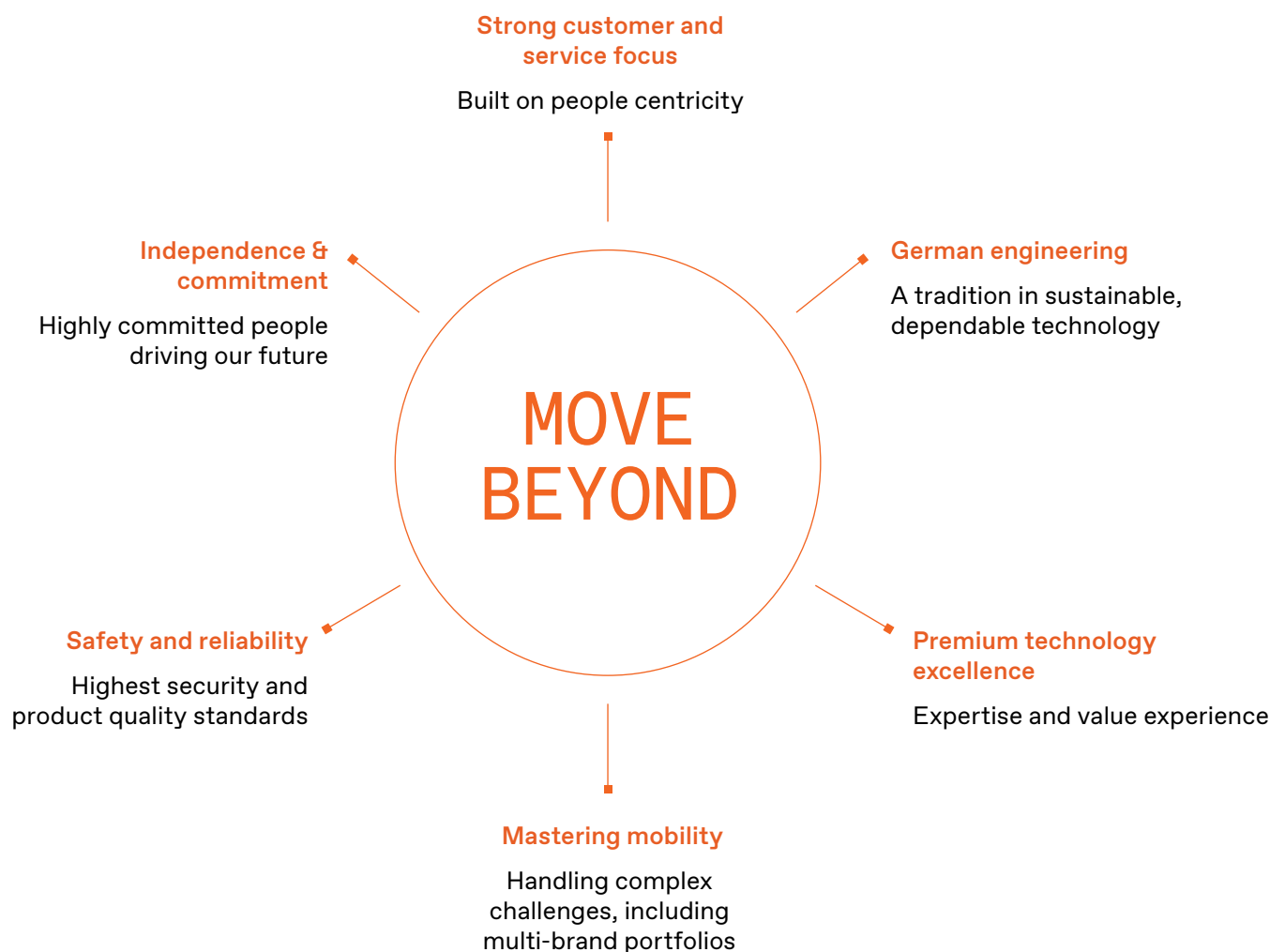
Our commitment Goes full circle

Most commonly, obsolescence occurs due to economic, technological, legal, aesthetic, or functional reasons, such as the unavailability of replacement parts.



The key to longevity and getting the most out of your assets is always-on, forward-thinking expert maintenance and care. This is why we continue to invest in a complete service solution capable of addressing every aspect of your infrastructure needs, so you're covered at every stage. Any brand, any place, any time.

Our promise



ABOUT US

With customers in over 100 countries served by more than 50,000 employees, we are moved by what moves people. We ensure comprehensive customer service globally from our extensive network of about 1,000 locations. Over the past several decades, TK Elevator has established itself as one of the world's leading elevator companies and became independent following its separation from the thyssenkrupp group in August 2020. Service is the company's most important business line, proudly provided by around 25,000 Universal Service

technicians – serving any brand, any place, any time. This is complemented by our leading modernization solutions, which significantly extend the lifetime of our customers' equipment. Our product portfolio ranges from standardized elevators for low-rise residential buildings to highly customized solutions for skyscrapers. In addition, it covers escalators, moving walks, passenger boarding bridges and stair and platform lifts. Integrated cloud-based solutions, such as the MAX platform, are delivering enhanced services. With these digital offerings, there are no longer any limits to urban mobility. TKE – Move Beyond.

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