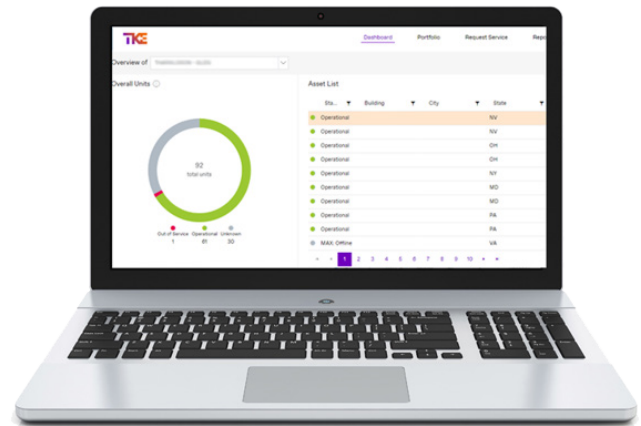


MAX CUSTOMER PORTAL AND APP



The service tools you need.



How do I benefit from these tools?

Included with your MAX Digital Services package, you'll have 24/7, on-demand access to the elevator information that matters, on your computer or mobile device.

To log in to the Customer Portal, visit:

<https://ams.myportal.tkelevator.com>

You can download our mobile app from the Apple App Store and Google Play Store. Open your app store on your phone, and search for "MAX Service."



**View real-time status
of all elevator units**



**View historical data on
maintenance visits and
service calls**



**Place service requests
(no need to call us
unless you want)**

Contact Us

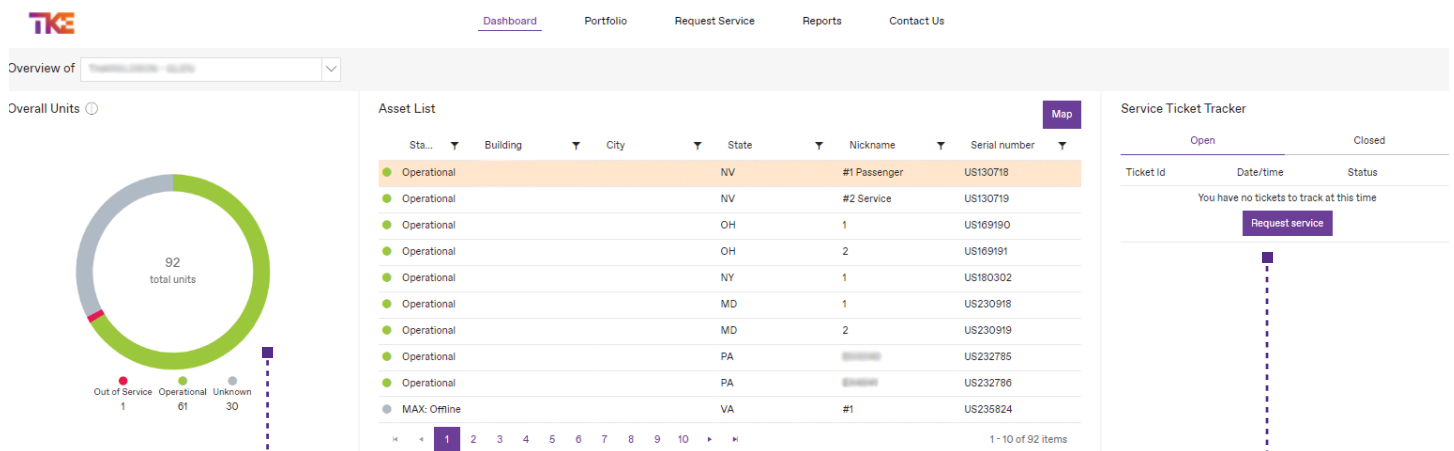
TK Elevator Corporation
788 Circle 75 Parkway SE, Suite 500, Atlanta, GA 30339
P: +1 844 427 5461
www.tkelevator.com

MOVE BEYOND

VIEW REAL TIME STATUS OF YOUR ELEVATOR UNITS

Get an instant overview of all your elevators and their key performance indicators (KPIs).

DASHBOARD*



Equipment status

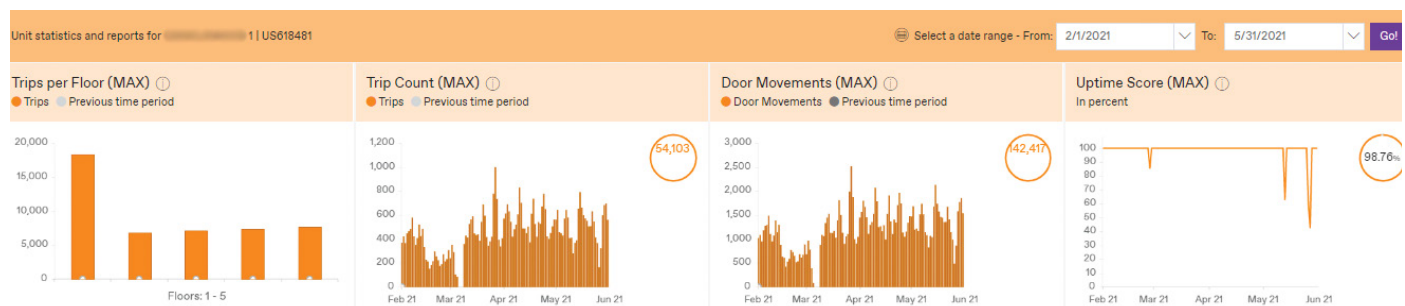
Displays the overall status of all units in your portfolio.

Asset list

Displays all elevator units in your portfolio, with their real-time status. You can switch between a map view and this list.

Ticket Tracker

Track service requests from creation to completion quickly! See the current status of your tickets and as our technician finishes, you can see what they found on the 'Completed' tab and this list.



Trips per floor

Traffic flow in a multi-space building that assists in optimizing floor space versus a population distribution in the building.

Trip count

Load distribution in a multi-space building that helps optimize space based on changing building needs.

Door movements

Helps you understand how your elevator is being used.

Uptime score

Valuable information to identify trends for efficient traffic flow.

*Certain dashboard elements are only available with MAX Pro, Plus & Premium packages. This includes the near real time status features.

DETAILED UNIT INFORMATION

Provides more detailed views of all units, including real-time status, type of unit, related contract number, location, etc.

PORTFOLIO

TKE

DashboardPortfolioRequest ServiceReportsContact Us

Portfolio

Customer (17246 available):

Export to Excel

Sta...	Address	City	State	Unit nickname	Serial number	Zip Code	Contract Number	MAX enabled	Request Service
✓			NV	#1 Passenger		89118-3192		MAX	
✓			NV	#2 Service		89118-3192		MAX	
✓			OH	1		44446		MAX	
✓			OH	2		44446		MAX	
✓			NY	1		12401-1547		MAX	
✓			MD	1		20774-5455		MAX	
✓			MD	2		20774-5455		MAX	
✓			PA			16565-9108		MAX	
✓			PA			16565-9108		MAX	
?			VA	#1		22407-1110		MAX	

Portfolio / #1 Passenger

StatusAddressCityStateUnit nicknameZip CodeSerial numberContract NumberMAX enabledRequest Service

Go to report page

Details

Service records

Contract information

Equipment information

Location

Portfolio / #1 Passenger

StatusAddressCityStateUnit nicknameZip CodeSerial numberContract NumberMAX enabledRequest Service

Go to report page

Details

Service records

Ticket Type

Work Date

Problem

Work Resolution

Export to Excel

1 - 10 of 14 items

Details

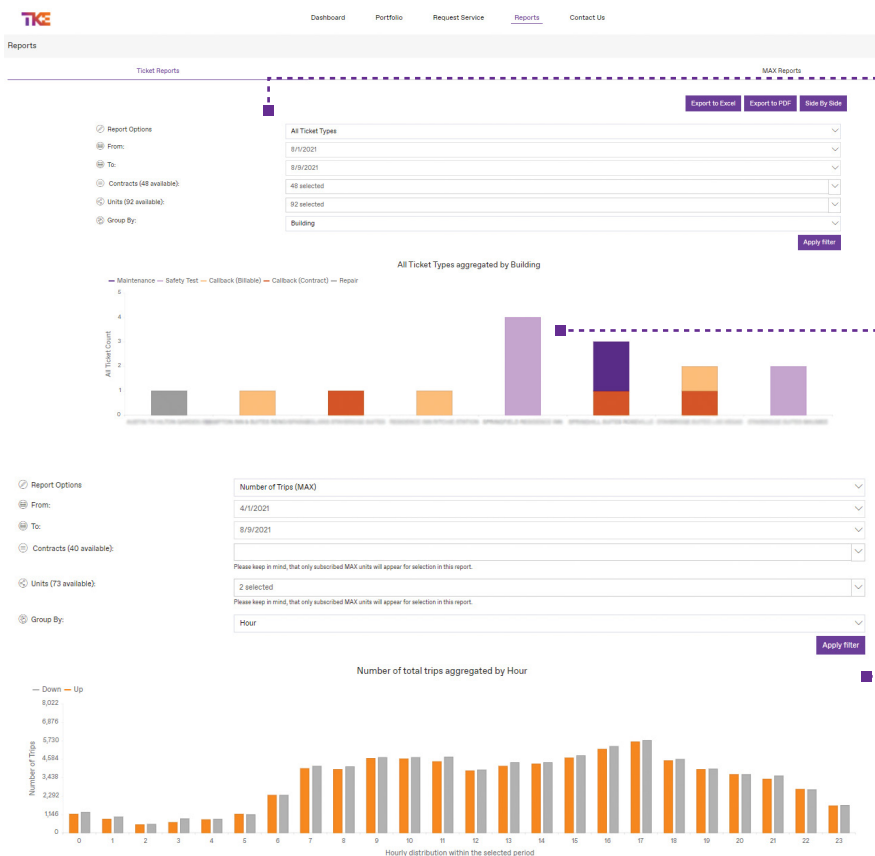
Click on any desired unit to gain deeper details and insights.

Service records

View details on work conducted on the unit during the past three months. All other data is filed and available under the "Reports" tab.

SERVICE, EQUIPMENT PERFORMANCE AND USAGE REPORTS

The “Reports” tab lets you run analytics to better understand your units’ usage. All analytics reports can be exported to PDF or Excel.



Ticket Reports tab

The “Ticket Reports” tab lets you analyze your building. It records activities such as callouts, inspections, repairs, maintenance, etc. The report provides insights into completed work, by whom and the time range.

You can select the desired units, time frame and the ticket type you want to analyze.

The report result will be displayed as an interactive graph.

MAX reports tab

Displays your elevator and escalator usage data, including advanced traffic analysis on a unit or group of units over a given time range.

These reports provide valuable information to identify trends for efficient traffic flow.

This data may assist in understanding how traffic is distributed among groups of elevators in a common space.

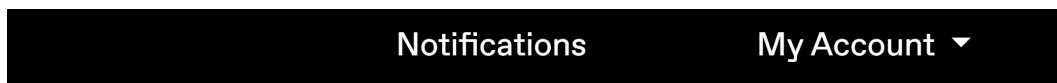
This data provides a realistic picture of passenger behavior in a multi-space building and may assist in optimizing elevator performance based on changing building needs.

In an emergency, you must call our 24/7 Call Center at the number indicated in the contact pop-up.

REAL-TIME NOTIFICATIONS

When an elevator event occurs, you'll receive a notification directly in the portal or via email.

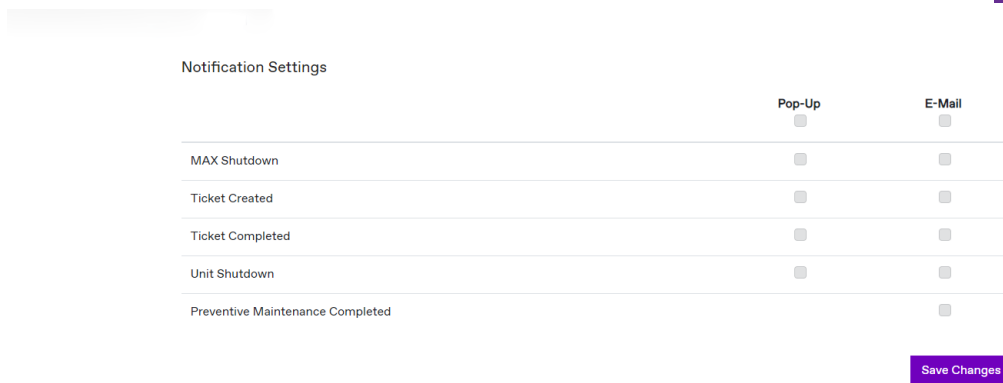
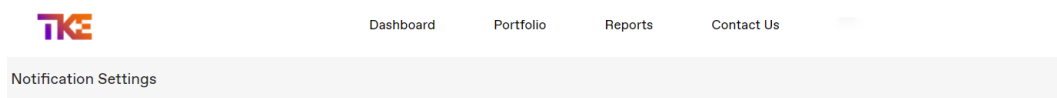
NOTIFICATIONS



Notifications

No new notifications from this session

You can retrieve all of them by clicking on notifications. You can also dismiss notifications or prevent them from appearing for an hour (snooze).



You can also easily decide which type of notification to receive by visiting the notification settings screen.

Mobile App

You can download our mobile app from the Apple App Store and Google Play Store. Simply open your app store on your phone, and search for "MAX Service."

Once you've downloaded the app and enabled push notifications, you can receive immediate elevator notifications through your phone.



Download for Apple



Download for Android

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