

MAX DIGITAL SERVICES



CONTENTS

04

Meet MAX

What MAX can do for you	05
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05

Package Summaries

Mobile App	06
Web Portal	07

08

Choose the right subscription for your needs

MAX Plus	09
MAX Pro	10
MAX Premium	11

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 166,000 MAX-connected elevators worldwide. Artificial intelligence then directs our technicians to perform precise maintenance and predictive interventions to fix your equipment more efficiently — before faults 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 three 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. Additionally, social distancing service is available based on the equipment type.
- MAX Premium subscription**
Using predictive analytics, our MAX Premium team monitors your equipment’s health and takes preemptive actions as needed to prevent failures.

Features	MAX*	MAX Plus	MAX Pro	MAX Premium
IoT connection with MAX virtual coach	✓	✓	✓	✓
Web Portal and mobile app access	✓	✓	✓	✓
Email notifications	✓	✓	✓	✓
MAX traffic statistics		✓	✓	✓
Real-time status and failure alerts		✓	✓	✓
No charge running on arrival guarantee			✓	✓
Social distancing service			✓	✓
Auto response / dispatching			✓	✓
MAX team monitoring concierge				✓
Predictive intervention				✓

*With MAX installed on your equipment, you get these features at no additional cost to your maintenance agreement.

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*

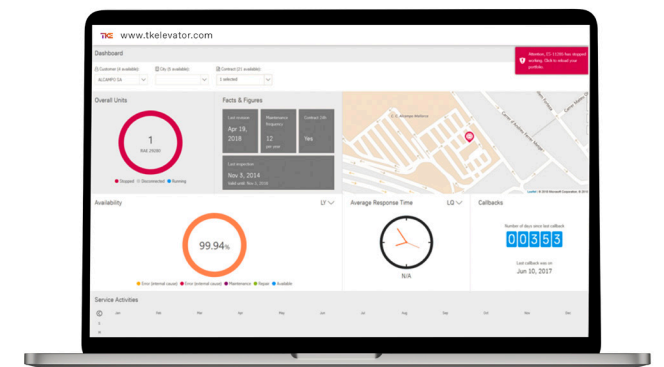
* Available with a MAX digital service package. Download app in Android and iOS stores. Android is a trademark of Google, Inc. in the U.S. and/or other countries. iOS® is a registered trademark of Cisco in the US and is used by Apple under license.



Web Portal

As a TK Elevator customer, you'll receive access to our new and improved Web 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.



CHOOSE THE RIGHT
SUBSCRIPTION FOR
YOUR NEEDS.



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.

Every MAX installation includes these features at no-cost:



IoT connection with MAX virtual coach

MAX device connects to thyssenkrupp'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 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 an elevator goes down, we immediately respond to resolve the issue.

With a MAX Pro subscription, you'll receive:



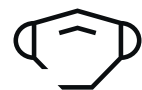
Automatic response and dispatching

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.



No charge running arrival guarantee

Because we monitor your elevator operation, we won't bill you if our technician is dispatched and finds your unit running on arrival, on independent service, on firefighter's service or subject to an engaged stop button feature.



Social distancing service based on your equipment type

Safety is our top priority, and that's why we have designed effective software that will limit the number of passengers that can be in one cab at a time. When this precautionary number is reached, the other hall calls will be bypassed so as not to add any additional riders.

You also get all features included in the MAX Plus package.

MAX Premium

We take preemptive action.

For facilities where elevator uptime is critical, such as hospital trauma cars or service elevators in 24/7 production facilities, MAX Premium is designed for you. Our team of experts closely monitor your data. When we detect a potential problem, we preemptively send a technician to your building to investigate the issue.

With a MAX Premium subscription, you'll receive:



MAX Premium monitoring concierge

TK Elevator's expert MAX Premium team performs a regular review of your elevator traffic and service history, predictive analytics and other relevant data and insights. They provide recommendations to maximize uptime and keep your building moving efficiently.



Predictive elevator interventions

If our MAX Premium team predicts an upcoming elevator failure, we'll preemptively send a technician to investigate and address the issue. Your elevator uptime is enhanced through preventive action before a failure occurs.

You also get all features included in the MAX Plus and MAX Pro packages.

EMERGENCY COMMUNICATION SERVICES

MAX LINK - VOICE

In regions adopting the latest elevator codes, all buildings are required to provide a means for emergency personnel to see inside the elevator and send text messages in case passengers are unable to communicate verbally. For elevators equal to or over 60 feet of rise, video and text devices must also be added at a location within the building to allow emergency responders to access the video/text capabilities.

To meet these code requirements, TK Elevator offers an emergency video and two-way communication system. This code compliant system provides standard two-way voice calling as well as two-way text messaging for individuals who are deaf, hard of hearing or speech impaired.

After installing the emergency video and two-way communication systems on your elevators, TK Elevator offers professional emergency services to utilize your systems.



Multimedia monitoring

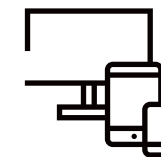
With the press of a button, elevator passengers are connected to trained elevator support personnel through two-way audio. The support personnel communicate with passengers to assess the situation. When required, they'll send elevator technicians to the building to rescue the passengers and/or place calls with emergency personnel.

In addition, elevator passengers with hearing and visual impairments can text message with support personnel using your two-way communication system. Support personnel can also view a secure video connection in the elevator to assess the situation when there's no verbal response after passengers press the emergency button.



MAX Link - Voice

Using a cellular connection on your elevator's MAX IoT device, you can receive all the features and benefits of our emergency communication services.



Multimedia web service

Have your own emergency monitoring service? No problem. Get access to cloud-hosted multimedia service to ensure your monitoring team has the tools required for a code-compliant emergency response.

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