

MAX - DIGITAL SERVICE PACKAGES

Tools to better manage your building and MAXimize elevator uptime for your tenants.

Since 2015, we've installed MAX on over 144,000 elevators to collect data on their components, systems, and performance. We've sent this data to the cloud, analyzed it continuously, and used the findings to give customers smarter equipment service, higher uptime and longer product lifespans. This is driven by artificial intelligence in tools like our Virtual Coach, which provides pinpoint accurate troubleshooting to technicians for faster return to service.

We've created three digital subscription packages that let you use MAX to enhance your elevator service agreement and better manage your building.

As a subscriber, you'll be able to experience:

- Greater transparency through accessing real-time equipment status information, data and insights
- Our web portal and mobile apps, which let you monitor your equipment, place service requests, and much more
- Reduced equipment failures, because we take preventative action to stop them
- The ability to make intelligent, data-driven decisions to maximize your equipment uptime
- Faster elevator service without needing to contact us, giving you greater peace of mind

Package summaries

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

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

MAX Premium – We monitor your equipment health and take preemptive action if needed to prevent failures.

MAX package features

Our MAX digital service packages make it easy to choose the right solution for your elevator.

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.

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 apps.

Email notifications

Sign up for email notifications through our web portal to stay informed of recent equipment services.

MAX traffic statistics

Make smarter, data-driven decisions about your building by analyzing long-term elevator traffic changes. Accessed through customer portal.

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.

No charge running on arrival guarantee

Because we monitor your elevator operation, we won’t bill you if our technician is dispatched on regular time 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

We have designed effective software that will limit the number of passengers that can be in one cab at a time. Once this precautionary number is reached, the other hall calls will be bypassed so as not to add any additional riders.

Auto-response / 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.

MAX Premium team monitoring

Our 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 most efficiently.

Predictive intervention

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.

For more information, visit tkelevator.com/us or contact your sales representative.