

Elevator Technology


Your Service Partner.

Always there.



thyssenkrupp





engineering.
tomorrow.
together.

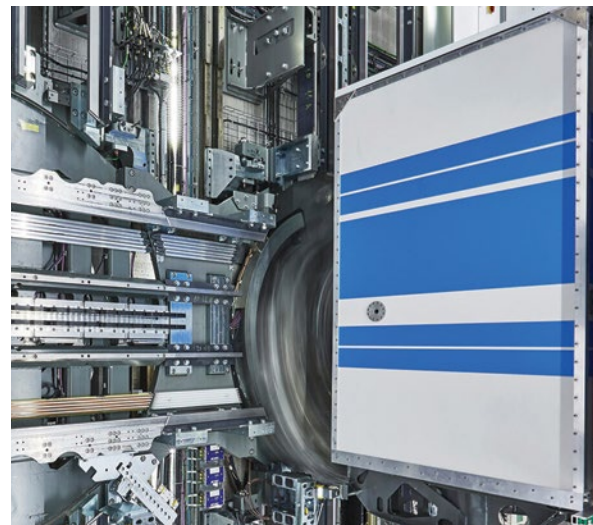
Making cities better.

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

To meet changing resident and business demands, cities need to adopt efficient urban planning and infrastructure development. They also need to create solutions for keeping people mobile in the midst of rapid growth.

As your urban mobility leader, thyssenkrupp Elevator is reshaping the elevator industry and transforming cities. We're constantly evolving, with new products like MULTI, the first rope-less and horizontally moving elevator and AGILE our elevator enhancers.

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



MULTI: our award-winning multidirectional elevator



At thyssenkrupp 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.



thyssenkrupp headquarters, Essen, Germany

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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 its tenants — not elevators and escalators. That's what thysssenkrupp is for. Our experts take pride in keeping your equipment moving efficiently and safely while keeping 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 round-the-clock call center, a dedicated account manager and sophisticated online tools.

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

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



Responsive support.

Always available.

As a thyssenkrupp 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:

- 3,000+ highly-trained service technicians, experts in thyssenkrupp and third-party (OEM) equipment
- 24/7 emergency service availability from technicians who are always nearby
- 24/7 thyssenkrupp call center, standing by to quickly 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 thyssenkrupp and third-party equipment
- Dedicated account managers, 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.

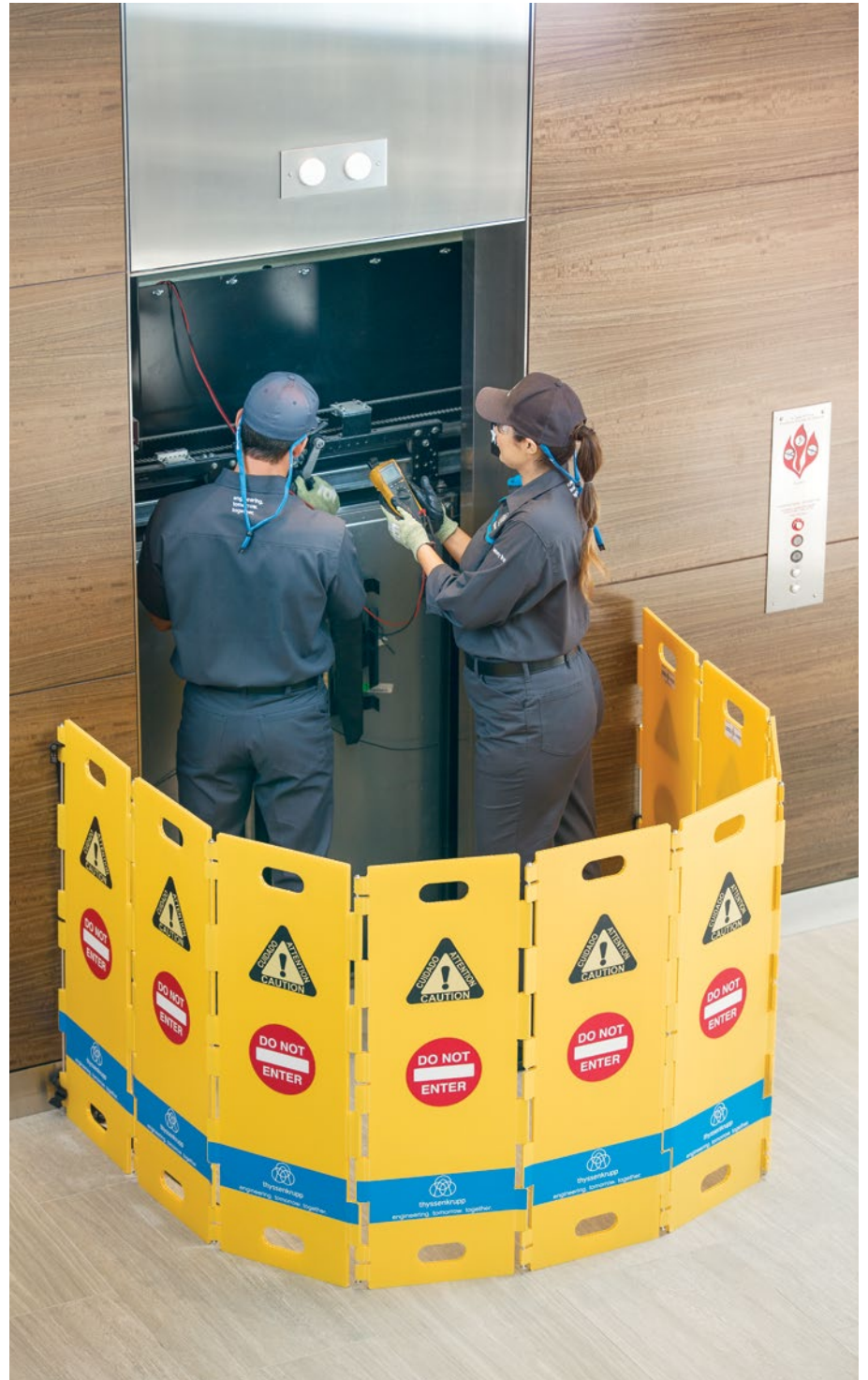
As your service provider, we build safety into everything we do.

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 thyssenkrupp, you can count on us to provide safe and reliable vertical transportation to the riding public.



Always available.
Always nearby.

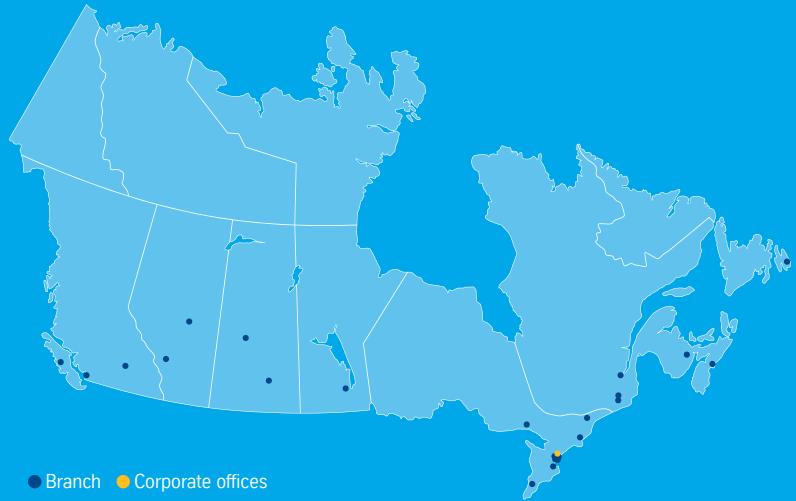


With more than 150 thysenkrupp branches across the U.S. and Canada, our service technicians are never far from your buildings — and they're available day and night.

If your building needs a dedicated technician for immediate responses, we can provide that too.



Service by the numbers

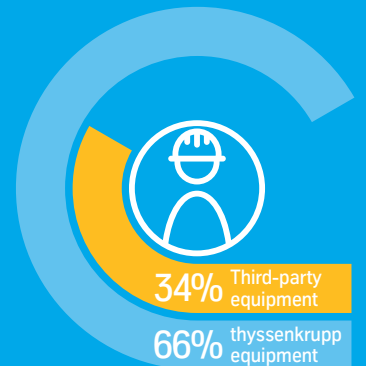


Coverage offered across all provinces and territories


Over 150
branches throughout
United States and Canada

3,400
service and repair technicians

Equipment serviced



We service **200,000+** units



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 can repair and return PC boards in less than 24 hours, minimizing your equipment downtime.

Training

ITS trains thousands of technicians annually on thyssenkrupp 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 thyssenkrupp's and other manufacturers' units, including Otis, KONE, Schindler, Fujitec and Mitsubishi.

Averaging over 23 years of experience, ITS field engineers are among the most skilled and knowledgeable in the industry. They provide 24/7 support and are an exceptionally valuable resource for our field technicians, and ultimately, our customers. Priceless, actually.



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.



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

thyssenkrupp'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 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

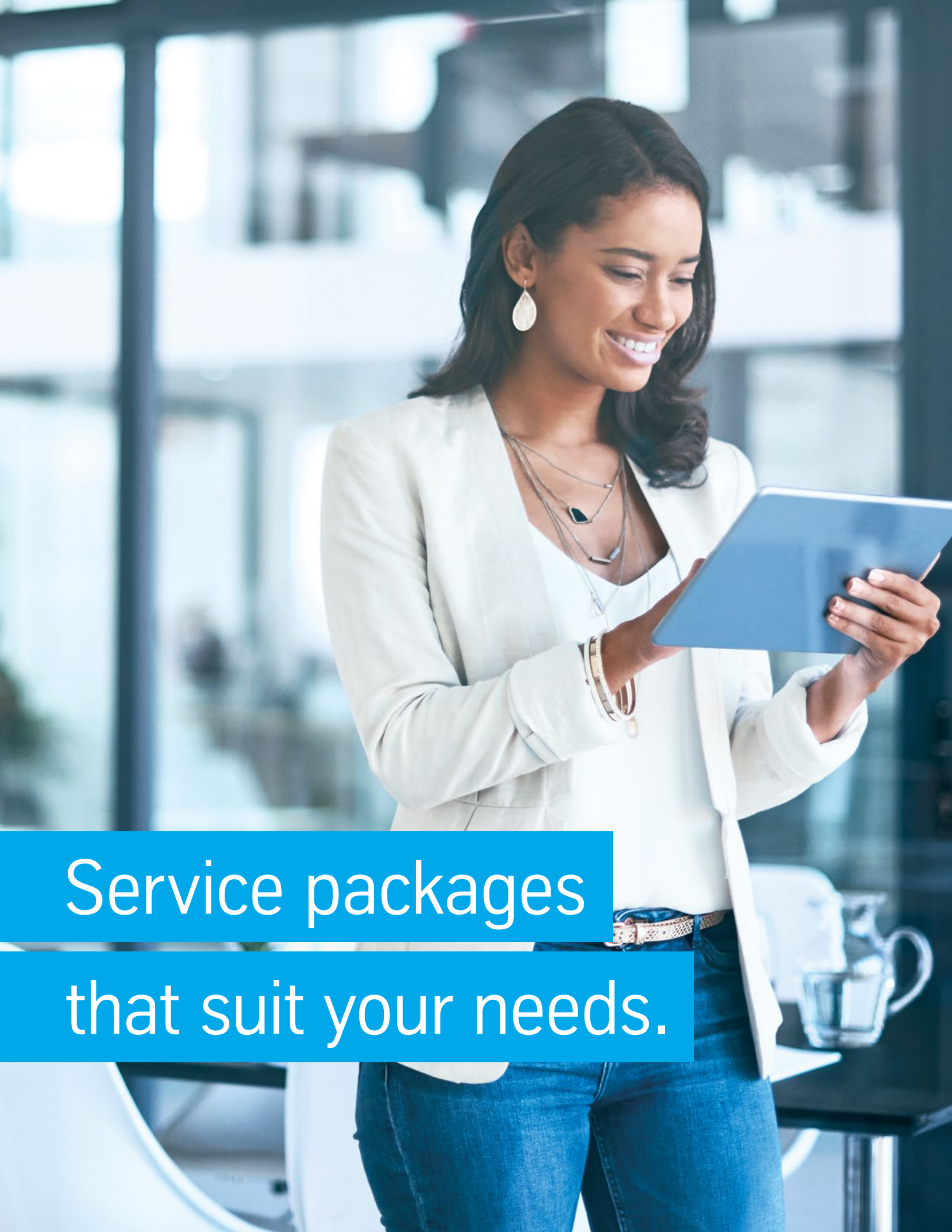
As your equipment ages, you may need to think about repair costs and keeping your equipment up-to-date. Through our capital planning process, we'll help you plan for these expenses by spreading them out over time.

Online Customer Portal

As a thyssenkrupp 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 thyssenkrupp and non-thyssenkrupp equipment.

Machinery with constant use requires constant care. For elevators and escalators, this means regular inspections and adjustments. But 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 in 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 an imperative and we're ready to help.

Services	Essentials	Protection	Enhanced	Premier	Extended warranty
Preventative Maintenance	✓	✓	✓	✓	✓
Extended term discount available	✓	✓	✓	✓	✓
Parts, repair and replacement		—	—	✓	✓
Regular time calls		✓	✓	✓	✓
Overtime calls			🛒	🛒	🛒
Annual testing included	🛒	🛒	✓	✓	✓
5-year testing included	🛒	🛒	🛒	🛒	🛒
Customer portal	🛒	🛒	🛒	🛒	🛒

✓ Included

🛒 Optional

— Limited or conditional

Our core principles.

We deliver.

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

We innovate.

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

We understand.

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

**engineering.
tomorrow.
together.**

We build on strong experience.

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

We are leading the way.

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

We empower our employees.

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

We act as a reliable partner.

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

1,200,000
elevators and escalators under maintenance

customers in
100+
countries

50,000+
employees

Always
there.

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.

1,000+
locations

24/7
service available for
customers

24,000+
service technicians
worldwide

Elevator Technology

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INSTITUTE™

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