

International Technical Services Americas

ThyssenKrupp Elevator
Americas Business Unit



ThyssenKrupp



Keep things simple.
Keep things running.



Our Dallas ITS facility is just minutes from DFW Airport. Call to arrange a tour and we'll show you the ways ITS helps ThyssenKrupp outshine the competition.

There's a lot to consider when it comes to building maintenance. Air quality has to be monitored. Then there are utilities, landscaping and general upkeep. But of all the services you need, elevator maintenance truly stands alone. And while the added benefits include increased elevator efficiency and longevity, what you're really concerned with is the safety and security of your building transportation. That's why you want to hire someone you can trust. Someone who specializes in servicing all kinds of elevators.

ThyssenKrupp Elevator, a worldwide leader in elevator manufacturing, offers comprehensive elevator maintenance with our International Technical Services (ITS Americas) center. ITS offers the latest diagnostic tools, troubleshooting support, PC board repair and technical training. In addition to ThyssenKrupp brand elevators, our ITS-trained technicians can service a variety of manufacturers' units, including Otis, Schindler, Kone, Westinghouse, Montgomery, Haughton, U.S. Elevator and many others. In fact, over one-third of the elevators serviced by ThyssenKrupp are manufactured by our competitors.

Established in the 1990s, ITS has evolved into an unmatched technical support facility, with global offices situated in China, England, and Brazil. This extensive, international knowledge exchange elevates ThyssenKrupp Elevator far beyond the achievements of our competitors.

Start with

| Averaging over 25 years' experience, our field engineers are among the most skilled and knowledgeable in the industry. Their range of knowledge extends well beyond our own elevators. ITS even acquires competitors' equipment specifically so the engineers can understand them – inside and out. Additionally, in-house simulators are constructed, and they play a pivotal role in furthering our understanding of elevator technology.

experience.

| Because of these efforts we are able to create sophisticated diagnostic tools that even the OEM doesn't have. Engineers can reference these tools, along with service manuals, when providing 24-hour telephone assistance to our field technicians. And for critical situations, ITS engineers are available for on-site support.

Our technicians know elevator equipment inside and out because they turn equipment inside out.



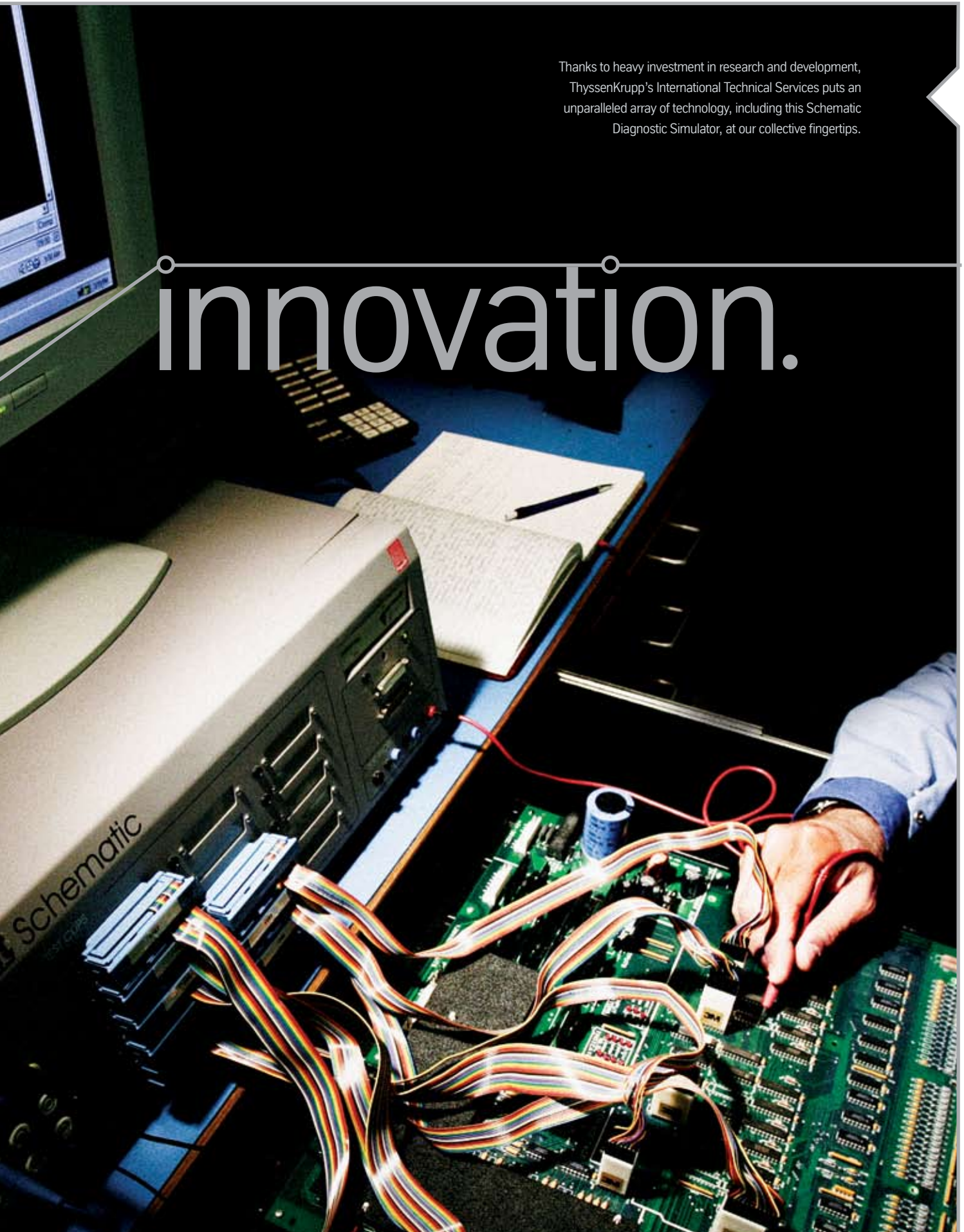
| New technology oftentimes leads to new problems. The focus of the ITS Research & Development department is to seek even newer solutions. R&D closely monitors technological trends and innovations in a never-ending search to arm our field technicians with custom-made diagnostic tools – which improve repair speed and limit downtime. They also develop test fixtures to pinpoint problems within circuit boards. Currently, the R&D team is working on the ThyssenKrupp Interface Module (TIM), which will incorporate all of our interfaces and employ Bluetooth technology, giving the mechanics increased mobility and providing our customers with better service.

insight leads to

| The Diagnostic Tools department gathers information from the R&D department and creates unique devices for field technicians and engineers. All tools are developed in-house and used for troubleshooting, maintenance and adjustment of modern microprocessor-based elevator controllers and sub-systems. For example, the VISTA Remote Monitoring System tracks elevator systems, predicts troubleshooting issues and flags any decline in performance, so you can fix little problems before they get big. The Diagnostic Tools department also equips custom ITS PDAs and laptops with software specifically designed to communicate with competitors' equipment.

Thanks to heavy investment in research and development, ThyssenKrupp's International Technical Services puts an unparalleled array of technology, including this Schematic Diagnostic Simulator, at our collective fingertips.

innovation.





- Training ◦
- Tech Pubs ◦
- Board Repair ◦
- Sound Net ◦

As manufacturers change and upgrade their elevator systems, it's imperative to stay a step ahead. ITS provides unmatched training for over 1,000 technicians every year, with a hands-on learning approach that takes place on one of our 45 in-house simulators. Service technicians also receive in-the-field training from our instructors on a regular basis.

Working in collaboration with ITS engineers, the Technical Publications department has a full-time staff that creates service manuals, CDs, bulletins and brochures. These materials allow field technicians to accurately pinpoint problems and determine a solution on even the most state-of-the-art equipment.

Every year, thousands of PC boards and critical components from almost every manufacturer are repaired by experienced ITS technicians. Since 1998, over 50,000 boards have been serviced.

We use three types of tests when evaluating boards: Hot Mock Up, in which the boards are placed directly in one of our simulators to determine their system level performance; Embedded Function Test, which is used for microprocessor boards and involves complex diagnostic programs to exercise high-speed data bus performance and peripheral I/O circuitry; and Signature Analysis, which is best suited for passive and discrete component circuits where response comparisons can be made between functional and suspect parts. Various combinations of these tests are used to provide the most comprehensive evaluation and repair possible.

In addition to our standard and emergency repair services, ITS also maintains an exchange inventory of more than 2,500 of our competitors' circuit boards. This inventory is immediately available to our branch offices to satisfy the urgent demand for replacement boards – keeping elevator downtime to a minimum.

When something goes wrong, you want to know right away. That's why the ITS SoundNet Call Center monitors elevator telephones 24 hours a day, 365 days a year – so you know someone's always watching over your elevator system.

SoundNet dispatches service calls and answers after-hours business calls for ThyssenKrupp Elevator branches throughout North America. Our highly-trained staff currently handles over one million calls every year, also employing an assistance service for 135 different languages. We digitally record every service request call received and strive to keep the response time below ten seconds – these days the average is six. Essentially, SoundNet gives you added security and peace of mind unlike anything offered by our competitors.





visit

| When you enlist ThyssenKrupp Elevator for your property, you'll receive unequalled service from knowledgeable industry professionals. More importantly, you'll experience the peace of mind that comes with having all of your elevator needs addressed by the most trusted name in the industry. Whether all, some or none of your elevators are from ThyssenKrupp, we can keep them up and running.

Of course, we can do all the talking we want, but in the end seeing is believing. So we invite you to witness our unrivaled service first-hand by scheduling a tour of the International Technical Services center at your convenience.

| For booking information, please call [800-655-9601](tel:800-655-9601).



| **ThyssenKrupp Elevator**, Americas Business Unit, is the largest producer of elevators in North America and oversees all business operations in the U.S., Canada, Central America and South America. With 12,000 employees and more than 200 branch and service locations, we're the market leader in manufacturing, installing, modernizing and maintaining elevators for all types of buildings throughout the territory.

