

service

EXPERIENCED IN SERVICING YOUR
KONE ELEVATOR EQUIPMENT

KONE ELEVATOR OWNERS ACROSS NORTH AMERICA ARE KEEPING THEIR TENANTS HAPPIER AND THEIR COSTS LOWER BY PARTNERING WITH THYSSENKRUPP ELEVATOR FOR COMPREHENSIVE MAINTENANCE SERVICES. OVER THE YEARS, WE'VE BUILT A REPUTATION AS THE LEADING SERVICE PROVIDER FOR ALL MAJOR EQUIPMENT MODELS THROUGH OUR RELIABILITY AND BROAD-BASED TECHNICAL EXPERTISE.



*Technology makes it possible.
Commitment makes it work.™*

ThyssenKrupp Elevator
Americas Business Unit



ThyssenKrupp

Experienced in servicing your KONE® elevator equipment.

Service technicians at your local ThyssenKrupp Elevator office know KONE equipment inside and out. They have the training, tools and support to prevent problems from occurring, and the ability to repair them quickly when they do. You'll benefit from less down time and smoother performing elevators.

TRAINED KONE ELEVATOR SPECIALISTS.

ThyssenKrupp Elevator's International Technical Services (ITS)-Americas, a premiere training and research facility, ensures that our service technicians understand KONE systems circuit by circuit. Using simulators built with KONE's own controllers, instructors lead technicians through a rigorous curriculum of hands-on diagnostics and troubleshooting. By working through faults and malfunctions from the most common to the rarely seen, our technicians can simulate in the lab practically anything they might encounter in the field. Learning is continuous, as service technicians receive ongoing training and updates in the field.

ADVANCED TOOLS TO MAINTAIN YOUR KONE ELEVATORS.

ThyssenKrupp Elevator service technicians are equipped with sophisticated diagnostic tools designed by ITS-Americas specifically for KONE systems. Along with our comprehensive diagnostic tools, ITS-Americas has developed technical manuals for servicing KONE equipment. These tools enable rapid analysis and pinpoint diagnosis, which translates to fast repair, precise adjustment and minimal downtime. And, like our service technicians, our tools are always up to date.

ITS-Americas ongoing research and development incorporates KONE design changes which ensures that our diagnostic tools utilize the most current technologies available.

ROUND-THE-CLOCK TECHNICAL SUPPORT.

The senior engineers at ITS-Americas are available 24/7. This means our service technicians are prepared to handle the most unusual and challenging issues, even after-hours. What's more, ITS-Americas engineers are packed and ready to travel whenever necessary. Even unique malfunctions won't keep your elevators down for long, as ITS-Americas experts fly in to work side-by-side with local service technicians until the problem is resolved.

PARTS STOCKED THROUGHOUT NORTH AMERICA.

ThyssenKrupp Elevator has an extensive inventory of replacement parts or compatible parts for all major systems, including KONE Elevator's. These parts are thoroughly tested and stocked at ITS-Americas, then deployed to local offices, repair vehicles and job sites all over North America. So you can feel confident that essential components will be readily available.

ITS-Americas also repairs and stocks critical and unusual PC boards, ready for overnight shipment anywhere. So even if a board goes out, we can have your elevator up and running the following day.

YOUR BEST VALUE IN ELEVATOR SERVICE.

Only ThyssenKrupp Elevator can assure you of the rock-solid, round-the-clock support of a International Technical Services-Americas. Experienced engineers in the elevator industry develop our tools and technical manuals, train our service technicians and back them up whenever and wherever necessary.

ITS-Americas demonstrates ThyssenKrupp Elevator's commitment – a commitment to earning your confidence every day with thorough preventive maintenance and superior service. As your preferred service provider, we'll demonstrate that commitment on the job.