

KONE SERVICE TECHNICIANS – TRUE PROFESSIONALS

Maximizing quality.

Minimizing downtime.

KONE's skilled Service Technicians are the key to great equipment performance. Regardless of Original Equipment Manufacturer (OEM), they will make sure that your equipment – elevators, escalators and autowalks – operates as efficiently and safely as possible.

KONE Service Technicians are true professionals who provide quality service by responding quickly and improving equipment reliability.

Fast and accurate

KONE Field Mobility™ gives Service Technicians real-time remote access to KONE's maintenance database and KONE's Customer Care Center™. For KONE's customers, this translates into efficient and effective route management through dynamic dispatching and reduced equipment interruption, delivering you the best possible response.

KEY BENEFITS

- Dedicated professionals with world-class technical and customer skills.
- Enabling safer and more efficient service.
- Local expertise and continuous training.
- Full use of KONE's national and global technical support base.
- Excellent problem-solving skills.
- Fast and accurate equipment diagnosis and immediate access to spare parts through KONE Field Mobility.
- Trained to maintain and support all OEM equipment including Otis, Schindler, Thyssen Krupp and more.



A professional, experienced service force

KONE Service Technicians perform around ten million visits annually. They dress and present themselves professionally and they are the most frequent point of contact between KONE, you and your building tenants. They endeavor to communicate with you during site visits and whenever you place a service call. Their performance directly translates into customer satisfaction, trust and loyalty.

North American Service Competence Fast Facts

The percentage of the KONE maintenance portfolio that is made up of non-KONE equipment **Over 60%**

The average response time for a normal call-out **2.6 hours**

Number of KONE Service Technicians **More than 2,000**

Average number of years' industry experience of KONE service technicians. **21+ years**

Percentage of planned preventive maintenance hours delivered by KONE Service Technicians in 2020 **Nearly 117%**

Global Service Competence Fast Facts

Longest serving KONE service technician **47 years**

Most common upper education discipline **Electrical engineering**

Nationalities of KONE service technicians **Over 50 countries**

Number of elevators and escalators in KONE maintenance base **Over 1 million**

Number of total training days for KONE trainers **More than 7,700**

Number of total training days for KONE technicians **40,000**

Number of unique local training events **More than 1,100**

Always at your service

KONE Service Technicians combine technical knowledge with problem-solving skills, allowing them to prevent and solve a wide range of technical problems for all types of equipment. KONE Service Technicians respond to call-outs quickly and service customer equipment at thousands of sites every day.

Technical Services Center

The KONE Technical Services Center facility in Moline, IL brings KONE employees, spare parts, technical support, training and technology under one roof to further enhance customer service throughout the U.S., Canada and Mexico.

Our training facility offers classroom and simulator-based instruction, with quick reference training videos, as well as hands-on Technical Training classes for KONE and non-KONE equipment. We developed the KONE Service Tool (KST), which, along with our Technical Help Desk, assists our Service Technicians with diagnosing and troubleshooting elevator and escalator equipment.

Global know-how

Service expertise is shared in 24 training centers across the globe and training is available in 20 different languages. KONE Service Technicians can participate in 55 different global training courses, as well as courses tailored to their own localities – North America and regional.

A preventive maintenance method

All KONE Service Technicians are trained to use the KONE Maintenance Method (KMM), one of the most advanced preventive maintenance methods in the industry. KMM provides our technicians with a maintenance profile and schedule specifically designed for your elevators, escalators and/or autowalks. This profile helps keep your equipment operating safely: functionally correct, properly lubricated, clean, neat and acceptable to you.

With KMM, Service Technicians maintain your equipment systematically and work to prevent equipment problems before they happen. KONE Service Technicians also use their experience, skill and in-depth knowledge about elevators, escalators and autowalks at your facility to make timely repair recommendations in order to prevent unnecessary downtime, improve safety, suggest performance upgrades and keep your equipment operating at the highest level of efficiency and safety.

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SF2888 - Rev 1220
Printed in the U.S.