

ELEVATOR MAINTENANCE DURING CONSTRUCTION TIME

# KONE Care™ CTU

## A modular solution, unique for every project

Elevator usage varies considerably on every construction site, depending on the equipment type, number of floors, and operating environment. That's why KONE develops an optimized maintenance plan for every project. This plan meets the requirements of the equipment, as well as the relevant regulations and standards. This ensures that the equipment operates reliably and safely, and minimizes downtime during construction time.



## KEY BENEFITS

KONE Care™ CTU (Construction Time Use) maintenance ensures safe and reliable people flow during construction

### Flexible

- A unique maintenance plan developed for each project
- Based on equipment type, usage, number of floors, legal requirements

### Reliable

- Preventive maintenance to solve problems before they occur
- Maintenance performed for predefined technical modules at correct intervals
- Fast response to equipment malfunctions

### Safe

- KONE performs safety and performance inspections during construction time usage
- Voice Link service (optional) for two-way voice communication with KONE Customer Care Center

### Faster handover

- KONE handles safety and performance inspections, and coordination with authorities
- KONE does necessary repairs, speeds up handover

*KONE Care CTU technicians design an individual maintenance plan to meet the unique requirements of every project.*

### Flexible KONE Care™ CTU solution

The KONE Care™ CTU maintenance package includes Modular Based Maintenance™ and the KONE Customer Care Center™. Customers can further enhance the solution with the Voice Link Service or additional KONE Care services.

#### **KONE Modular Based Maintenance™**

KONE Modular Based Maintenance™ (MBM) is a preventive maintenance method that enables us to design a maintenance profile and schedule specifically for your project. The KONE MBM method ensures the appropriate level of service at all times. We service the elevators systematically to prevent problems before they occur.

#### **KONE Customer Care Center™**

The KONE Customer Care Center is a 24/7 helpdesk for reporting technical failures and requesting other assistance. It can be contacted by phone or email. The personnel answer service requests and dispatch a technician to perform Call-Out or Service Repair.

#### **Voice Link Service™ service option**

The KONE Voice Link Service™ enables two-way voice communications between a passenger in the elevator and a KONE Customer Care Center™, where agents are available 24/7. The agent can see immediately where the call is coming from. In case of an emergency, a skilled technician is immediately dispatched to the site.



### Additional services

Additional services are performed as individual extra work to ensure transparency of repair costs. This allows the KONE customer to manage and potentially assign repair costs to the responsible parties. This has proved to reduce overall damage and costs to elevators during construction time usage.

#### **Call-out service**

Malfunctioning equipment can have an immediate impact on your business and on your customers' satisfaction. The Call-out Service is designed to solve unexpected equipment failures or erratic operation requiring immediate attention. The KONE Customer Care Center™ dispatches a technician to the site to restore normal operation.

#### **Service Repair**

The Service Repair fixes malfunctioning equipment or damaged components. By identifying repair needs during maintenance visits, KONE technicians can perform repairs even before the equipment's operation is disrupted.

#### **Cleaning Service**

The Cleaning Service keeps the equipment clean and free of obstructions during construction time. This helps to keep it in good operating condition, and speeds up handover.

#### **Training Service**

The training service trains staff in the safe and reliable operation of the equipment, improving safety and reducing breakdowns.

For more information go to [www.kone.com](http://www.kone.com)