

Predictive Maintenance for Elevators & Escalators

We take care of the problems you see and predict the ones you don’t

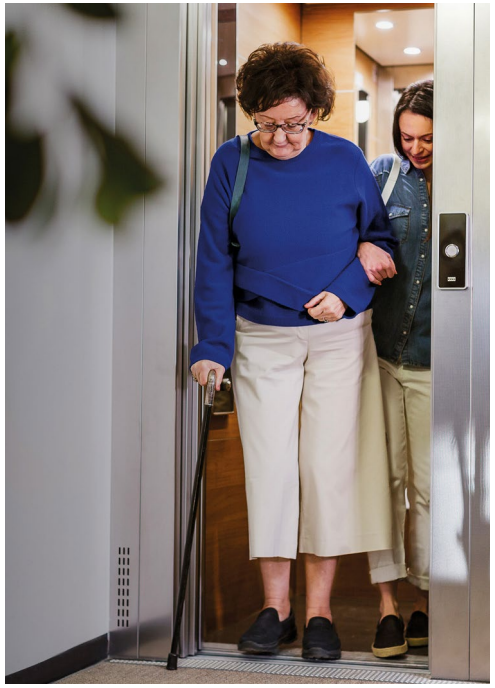
www.kone.com

Dedicated to People Flow™

Your Peace of Mind Starts Here

At KONE, we believe service is more than basic maintenance. It’s about protecting what matters most. We care about people, your building, and the time and resources you’ve invested. Our experts provide personal, proactive service across any brand and at every stage of your equipment’s lifecycle.

So, instead of worrying about disruptions, you can stay focused on what matters to you.



Looking after what’s important

Keep your tenants safe and equipment running smoothly with predictive maintenance and remote actions



Respecting your time

Save time with easy digital tools, real-time transparency and fast resolution of any issues



Taking care of your assets

Avoid unexpected costs, optimize your assets, and reach sustainability goals with actionable insights

Care for a lifetime

KONE's digitally enabled service is more than just fixing what's broken. We take care of things before they become problems. Unlike traditional maintenance, our predictive approach provides additional value.

We handle the issues you see and anticipate the ones you don't. Because true care means being there before you even need us — day after day, year after year.



Benefits of our industry leading digitally enabled service

Predictive maintenance for 80% of issues ahead of time

With real-time monitoring and intelligent data analysis, we recognize and address up to 80% of the faults before they become a problem maximizing uptime and safety. Our service technicians are prepared for issues with the right parts when you need them.

Remote service and rescues even in 60 sec

Remotely fix issues and resolve entrapments within minutes; no need to wait for onsite technicians. Enabled with the highest standards of cybersecurity for your peace of mind.

Full equipment transparency and digital experience

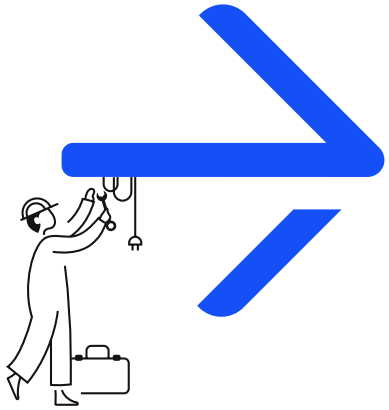
Get real-time updates and insights into equipment performance and status and manage contracts and tenders through an intuitive online self-service tool.

Why KONE predictive maintenance?

Traditional maintenance waits for problems. Our system detects early warning signs and schedules the right actions at the right time — often before you even notice an issue.

Predictive maintenance solves issues before they happen, keeping your building running smoothly and your people safe.

Traditional non-connected maintenance



- Follows a fixed schedule for maintenance plan based on estimated wear and tear — not actual usage.
- Technicians perform routine checks and recommend part replacement based on age or visible wear.
- Helps prevent obvious, age-related failures — but can miss hidden issues.
- Action is taken before failure if signs are visible during a visit.

Outcome: Limited foresight. Maintenance is reactive to what's seen, not what's sensed.

Digitally enabled predictive maintenance



- Uses real-time equipment data to monitor 24/7.
- Detects early warning signs and schedules well-timed, relevant actions.
- Combines remote and onsite actions by experts for fast resolution
- Keeps equipment running smoothly for longer, with fewer disruptions.
- Lower costs over the equipment's lifetime with a tailored maintenance program that keeps components in good condition and recommends parts replacement based on their actual condition and usage.

Outcome: Fewer breakdowns, faster fixes, longer equipment life – and happier tenants.

How does KONE service work?

With predictive maintenance and smart solutions quietly working in the background, we keep journeys smooth and safe — without the stress. When something requires attention, our experts respond quickly to minimize disruption.



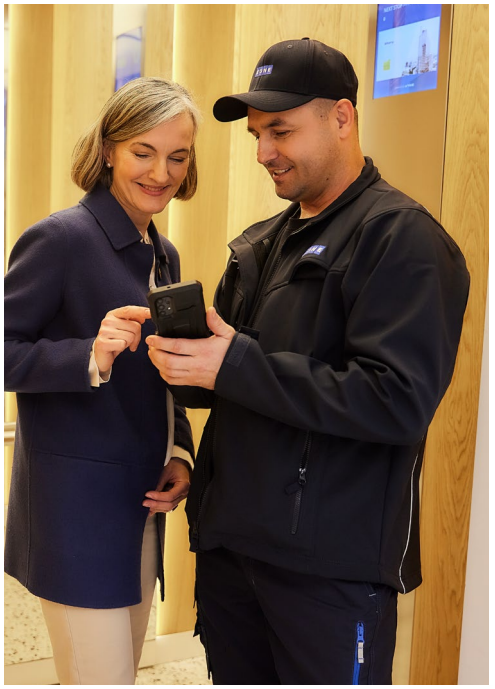
We monitor and optimize maintenance planning in real-time

24/7 monitoring of equipment health and smart technology that identifies issues early and schedules relevant actions in good time.



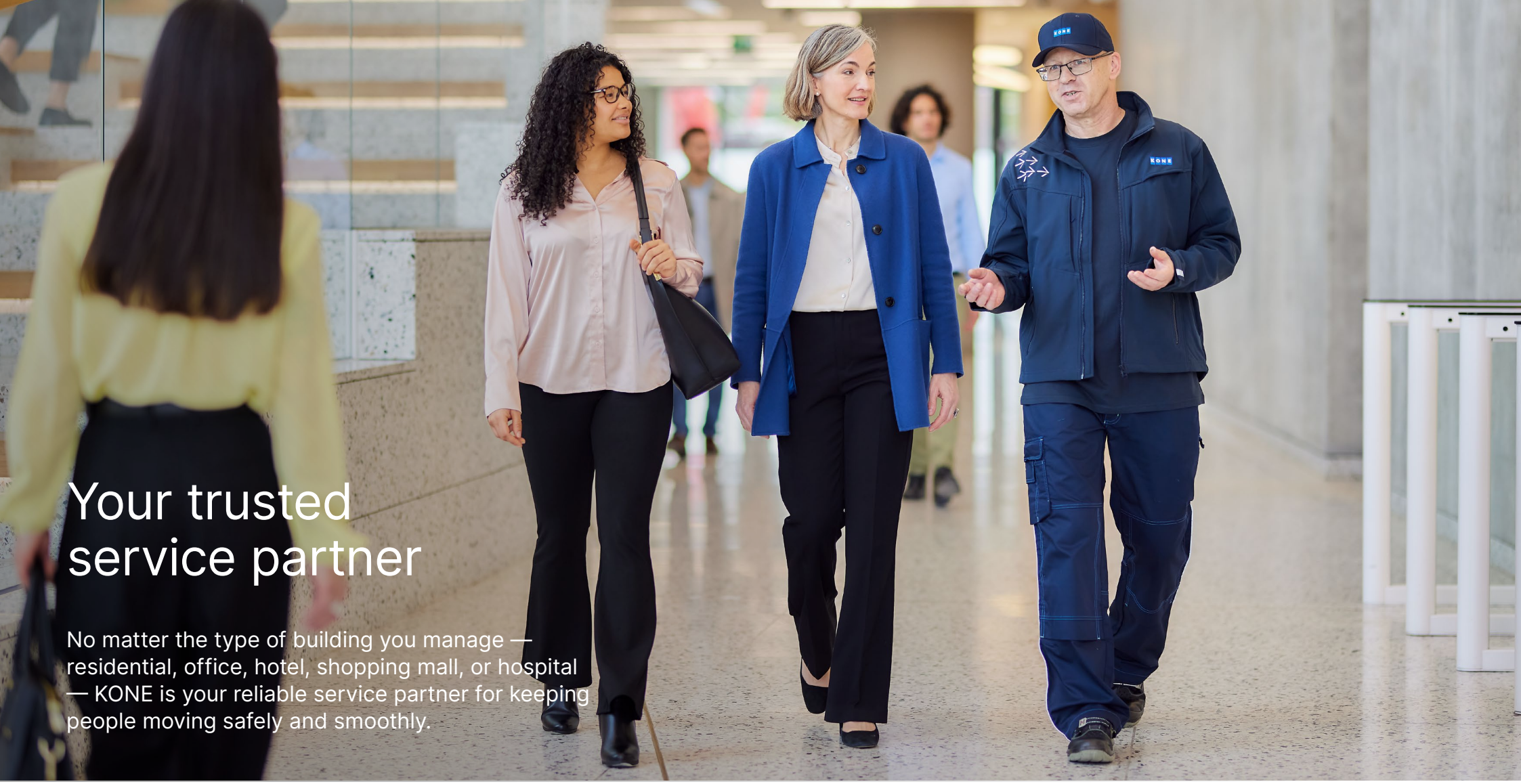
We respond immediately and resolve problems fast

If the unexpected occurs, remote actions let KONE's experts fix issues within minutes, and when that's not possible, they arrive on-site promptly and fully prepared.



We use insights to expand the lifetime of your equipment

We combine data with expert insight to recommend future repairs and upgrades.



Your trusted service partner

No matter the type of building you manage — residential, office, hotel, shopping mall, or hospital — KONE is your reliable service partner for keeping people moving safely and smoothly.

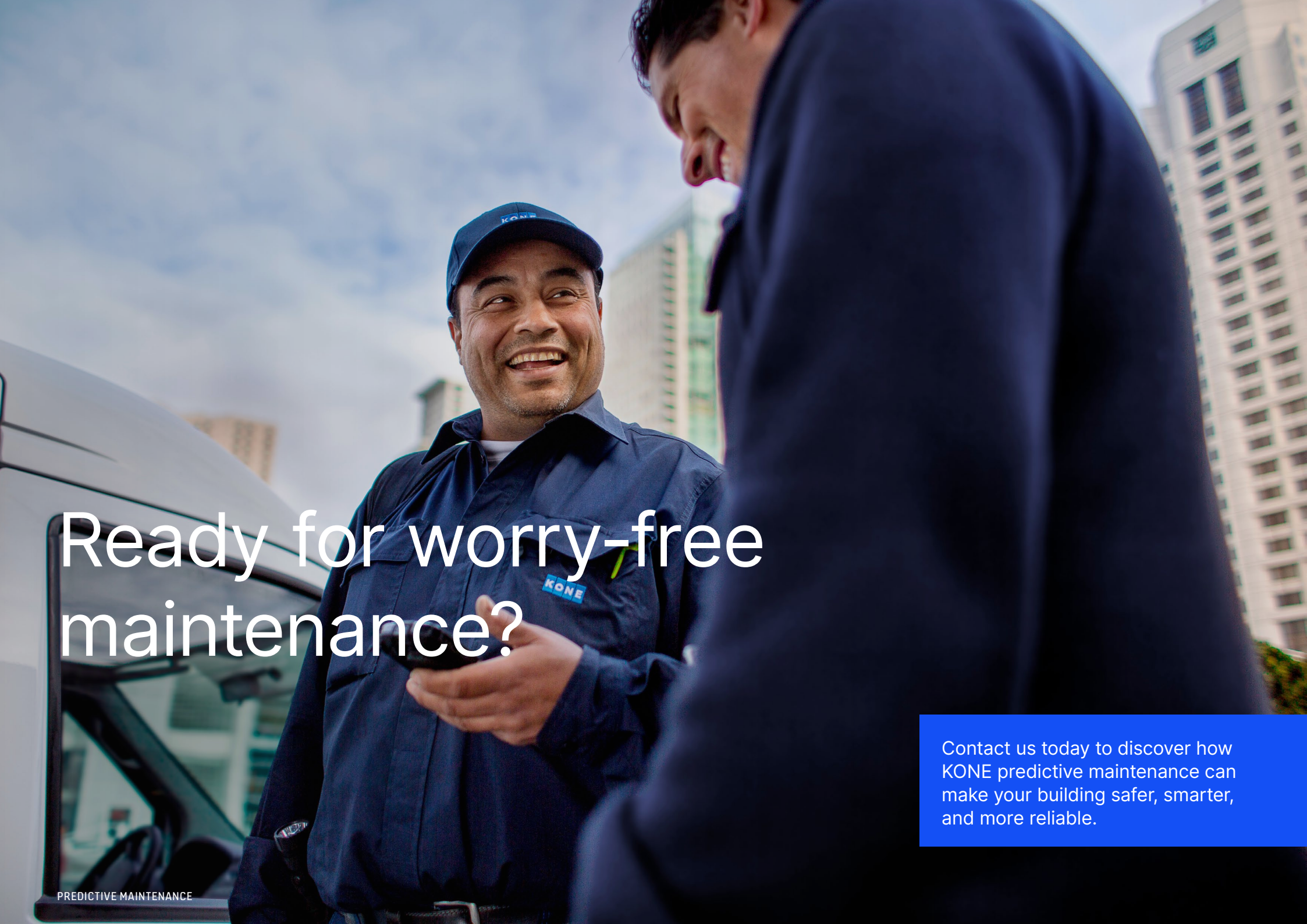
Residential
Keep residents safe and happy

Offices
Enhance workplace wellbeing while protecting your building value

Hotels
Enhance your hotel's reputation with a five-star elevator experience

Retail
Provide smooth shopping flow on every floor

Hospitals
Secure operations in a sector where there's no room for interruptions



Ready for worry-free maintenance?

Contact us today to discover how KONE predictive maintenance can make your building safer, smarter, and more reliable.

KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings. We support our customers every step of the way: from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in managing the smooth flow of people and goods throughout buildings. This makes us a reliable partner throughout the building life cycle. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE 24/7 Connected Services and KONE UltraRope®. KONE employs over 60,000 dedicated experts to serve you globally and locally.

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