

KONE high level maintenance services agreement:

KONE Care - A Flexible high level maintenance offering that works for you

A bespoke maintenance service to suit your needs

- A new flexible service offering with added options and combinations to choose from.
- You select only those options that suit your needs.
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Experience a new level of Care

- A new process that ensures your needs are understood and met.
- Your equipment is kept in its optimum condition by our expert service technicians.

You are always up to date

- Our KONE Customer Care Centre is available to support you 24/7.
- You and your team can be kept informed on equipment status via digital updates.

Number of agreed services per visits per annum:

ONE will perform the annual MBM cycle over the requested 12 visits each year.

KONE Customer Care Center:

24/7 access to KONE Customer Care Centre. KCC deals with requests in a prompt & efficient manner. Customers / end-users can report any failures or faults & our staff will then dispatch a service engineer to resolve your problem.

KONE Voice Link Service:

Via the as fitted equipment.

Repair coverage:

Full parts and labour cover

Response time to call outs:

2 hours.

Entrapment rescues response time:

1 hour.

KONE Modular Based Maintenance

KONE Modular Based Maintenance - helps to prevent problems before they appear. We maintain your equipment according to an individual plan based on factors like age & usage. This means that individual components & systems are serviced at the right time & according to all relevant regulations.

Call Out Hours:

24 Hr / 7 Days - Full Cover