

The background of the advertisement features two men in a modern office environment. The man on the left is wearing a light pink shirt and glasses, gesturing with his hands as if speaking. The man on the right is wearing a light blue shirt and is smiling while holding a laptop. The office has a glass railing and a blurred background of office structures.

ALL NEW SERVICES TAILORED TO YOUR NEEDS

KONE Care™

SERVICES DESIGNED TO OPTIMIZE THE LIFECYCLE OF YOUR EQUIPMENT



TAILOR-MADE OFFERING

Choose the service elements
that are the best fit for your needs



NEW SERVICES AVAILABLE

Flexible callout and repair coverage,
new 24/7 Connected Services



TIMELY COMMUNICATION

Stay updated with
KONE Online™ and
KONE Mobile™.



OUR NEW MAINTENANCE OFFERING

What's important to you when it comes to maintaining and servicing your equipment? We have redesigned the way we offer our services to match our customers' diverse and changing needs.



ESSENTIALS

Are there essential activities that need to be carried out to comply with legislation? We can cover all basic maintenance tasks to ensure compliance and increase the lifecycle of your equipment.

- Service visits based on usage
- Flexible service hours
- Site inspection



PERFORMANCE

Is optimizing performance a key requirement for your building? We have options to ensure you get the most out of your equipment.

- 24/7 Connected Services
- Availability guarantees
- Asset management and more



REPAIRS AND BREAKDOWNS

Do you want to increase the uptime of your equipment? Our offering covers a range of options designed to provide peace of mind.

- Callout coverage
- Varied levels of repair coverage
- Flexible response times



COMMUNICATION AND INTERACTIONS

Do you need to stay up to date on the status of your equipment? We have a range of online tools to keep you informed, no matter where you are.

- KONE Online™
- KONE Mobile™ and more
- Additional back reporting



HOW CAN WE HELP?

With us, all you have to do is talk – we'll listen and help you build a customized solution.

HOW MANY ELEVATORS ARE THERE IN THE BUILDING?

How are the elevators used? Let's understand how critical they are to the building's operations and the impact to end users.

HOW MANY STOPS ARE THERE?

Tall buildings will have more stops, meaning the elevator is in more frequent use. This can have an impact on maintenance needs.

WHAT KIND OF BUILDING IS IT?

Is the building open 24/7 or only during office hours? We can tailor our services to suit your building's opening hours.

HOW OLD ARE THE ELEVATORS?

The age of your equipment naturally affects the service needs. Older elevators generally require maintenance of a different kind.

WHICH BRAND EQUIPMENT DO YOU USE?

While different makes and models have different service needs, KONE can effectively maintain all brands of elevators and escalators.

LET'S CREATE A TAILOR-MADE SOLUTION FOR YOU

Dedicated to People Flow™



With our tailored maintenance services we strive to provide an exceptional customer experience from day one.

1

Reviewing your maintenance requirements together

We will listen to you in order to understand your needs – as well as the needs of your equipment on site, your business and end users.

2

Tailor-made recommendation and offer

After our conversation, you'll receive an offer from us that is created to match your needs. It's easy to understand: you can easily see what is included – and what's not.

3

Your contract explains how we serve you every day

Our contract is clear and simple: you'll know exactly how services are delivered and can choose how to communicate with KONE.

4

Welcome to KONE Care™ maintenance

When your maintenance contract starts, you are invited to the first maintenance visit with our service team.

Contact us today at

kone.com.sg

or

Tel: +65 6424 6246

Customer Care Center: 1800 258 5388