



KONE Care™ DX service

Avoid surprises, maximize accessibility and uptime with real-time monitoring and predictive actions. Issues are solved before you notice them.



Minimize disruptions

Minimized disruptions with proactive actions remotely and onsite, even before you notice

- ✓ Real-time remote health monitoring to optimize your service plan
- ✓ Remote solutions for enhanced maintenance
- ✓ Proactive remote interventions
- ✓ Proactive dispatch of technician to resolve any issues

Real-time visibility on performance

Real-time equipment insights and proactive notifications backed by expert support simplifies management of your building

- ✓ Access to easy-to-use KONE digital channels including self-service options
- ✓ Transparency on planned and ongoing service activities
- ✓ Real-time updates of your equipment health status
- ✓ Real-time alerts in case of unplanned events

Prolong equipment lifespan

Enhanced maintenance and equipment-based repair and upgrade recommendations extend lifecycle of your assets and the value of your building.

- ✓ Over 160k spare parts for all equipment manufacturers
- ✓ Easy processes to handle tenders and approvals
- ✓ Timely recommendations for better planning and budgeting
- ✓ A strong team of experts is available 24/7/365 locally and globally to support and advise you across the lifecycle
- ✓ Access to global expert knowledge to resolve any issues quickly

80%

of issues handled proactively with real-time detection

25%

of issues solved remotely within two minutes

55%

less entrapments

60 sec

remote rescue capability