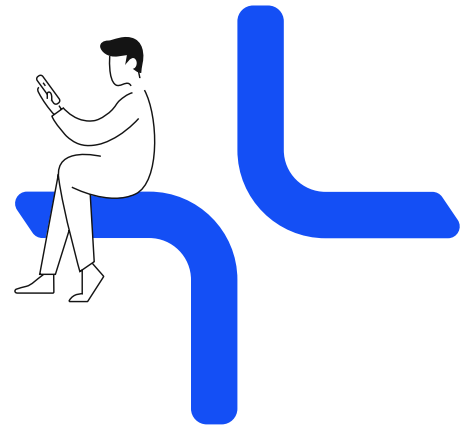




KONE Care™ Predictive DX

Effortless service that uses AI-based data analytics to anticipate maintenance needs, reduce unexpected repairs and enable fact-based planning, while also offering remote services to solve issues quickly, often before a KONE expert arrives on site.



Best-in-class maintenance

Real-time equipment data generates insights that allow us to anticipate potential problems and take the necessary actions to prevent surprises. Remote services provide over-the-air repair actions that resolve unexpected events quickly.

- ✓ Built-in 24/7 Connect monitors your equipment in real-time
- ✓ AI-based analytics use data to evaluate equipment status and health
- ✓ Potential issues can be identified and solved before causing bigger problems
- ✓ Over-the-air updates for quick fixes or adding the latest features
- ✓ Built-in remote service for a real-time response and faster problem solving

Proactive planning

Data-driven insights and expert planning support enable a flexible maintenance plan that adapts over time to help you optimize the life of your equipment.

- ✓ A tailored maintenance plan that adapts to data-driven insights
- ✓ The plan remains flexible and responsive to equipment health insights
- ✓ Planning information and equipment status is available online any time
- ✓ Reports and insights help you make informed decisions for the future

People-centric services

Knowledgeable experts and a large global support network are always available to provide timely personal service.

- ✓ KONE offers 24/7/365 customer support
- ✓ Skilled technicians are available to quickly solve challenging issues
- ✓ A large global support network offers access to expert knowledge
- ✓ Carbon-neutral maintenance for future generations
- ✓ Technicians respect your time by preparing in advance for a service visit

55%

fewer customer-reported elevator issues over a 3-year period

25%

of elevator breakdowns are resolved remotely

55%

fewer elevator entrapments over a 3-year period

1st

carbon-neutral maintenance offering in the industry