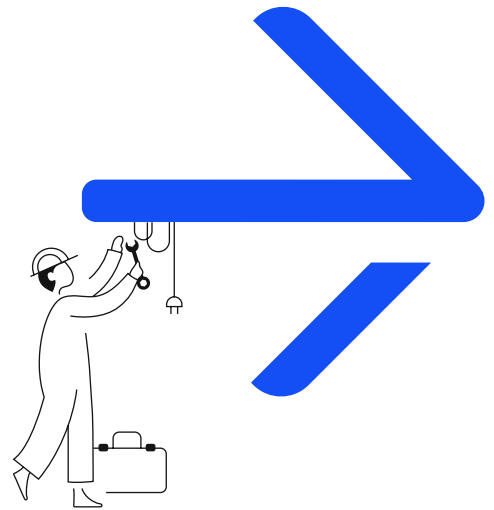




KONE Care™ Classic

Flexible, tailored maintenance for all equipment types and brands to keep everything running safely. Choose the services that best meet your needs and stay up-to-date wherever you are with smart digital tools.



Essential maintenance

Get the basics right. Ensure that standard maintenance activities and compliance with legislation are fully covered.

- ✓ A tailored service plan for your equipment
- ✓ A quick solution for any issues or potential repairs
- ✓ Reliable maintenance for compliance with legislation and audits

Planning support

Make informed decisions with reports, insights and personal recommendations from local KONE experts.

- ✓ Planning information and service status is available online any time
- ✓ Reports and insights help you make informed decisions for the future
- ✓ Solutions and support across all aspects of the equipment lifecycle

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

360°

lifecycle approach for repairs, upgrades and renewals

10 sec

average response time to an alarm call

24/7

online access to planning details and service status

1st

in our industry with a net promoter score of 28 in 2023