

A full-page background image of a KONE technician. The technician is a Black man with a beard, wearing a dark blue KONE cap and a matching jacket. He is wearing yellow work gloves with "LEBONZ" and "POWER-TOOL" printed on them. He is holding a black smartphone in his right hand and looking at it with a slight smile. The background shows a cityscape from a high vantage point, with a blue sky and some clouds. There are some faint blue lines and dots overlaid on the image, suggesting a digital or smart theme.

# THE FUTURE OF SMART AND SUSTAINABLE MAINTENANCE

KONE Care™ DX

# ABOUT YOUR KONE DX ELEVATOR

KONE DX Class elevators redefine the elevator experience with built-in connectivity which brings new services and improved people flow. Through the KONE digital platform and secure APIs, KONE DX elevators offer a whole new suite of solutions, which are easier to activate and offer more potential than ever before.

After investing in a KONE DX elevator, you will want it to stay in the best of health for years to come.



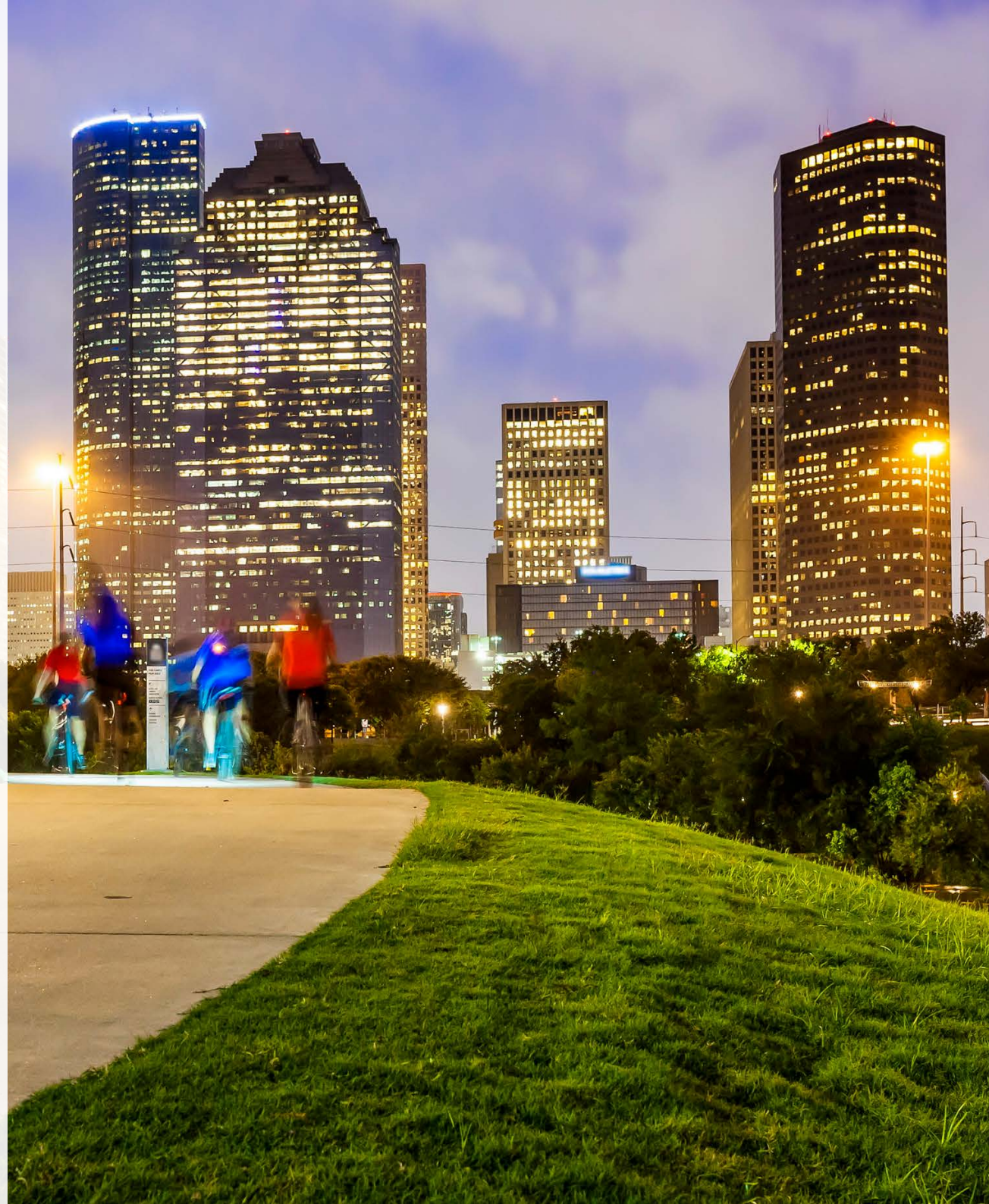
# WHY KONE CARE™ DX?

At KONE we want to help you build smarter, more sustainable future cities.

In Europe, with 85-95% of today's buildings still standing in 2050, building design, building technology and the building's elevators need to be upgradeable and adaptable. Our highly energy efficient KONE DX elevators are revolutionizing the elevator industry. Using the power of connectivity, KONE DX elevators offer almost-endless opportunities to integrate new digital services - which can improve user experience, optimize and improve people flow, and make the building a better place to be.

KONE Care DX includes carbon compensation and is the most sustainable way to keep your equipment in the best shape. At KONE, we pledge to have carbon neutral operations by 2030 and while actively reducing our emissions and working with our externally verified science-based targets, we will offset carbon emissions from KONE Care DX maintenance.

Leveraging the power of predictive maintenance, connectivity, and transparency—KONE Care DX is the smartest way to seamlessly evolve your KONE DX elevator and keep it running for years to come.





# WHAT DOES KONE CARE™ DX DO?

1

We constantly monitor the performance of your KONE DX elevator through our connected, AI-powered services, such as KONE 24/7 Connect, which analyzes your equipment's health and predicts future repairs.

2

Intelligent troubleshooting, software upgrades and remote updates can address issues quickly, with experienced technicians on-hand to inspect equipment when you need them.

3

Online reports, instant phone notifications and support from our team keep you updated on your elevator's performance and health.

4

Repairs are planned proactively, increasing the first-fix rate, minimizing carbon emissions from unplanned visits.

5

Your KONE DX Class elevator can have easy to update digital services which can be flexibly activated and scaled to boost user experiences in your building.



WHY CHOOSE KONE CARE™ DX MAINTENANCE?

## A LIFETIME OF RELIABLE SERVICE

We want your relationship with your intelligent, connected KONE DX elevator to be a long and happy one. The best way to protect your investment and keep everything running safely and smoothly is to let us take care of it with the same level of care and attention we gave it when it was being built. With KONE Care DX we're with you every step of the way, for the entire life of your equipment.

### 1 Another way to cut your carbon footprint

KONE Care DX is the first carbon neutral maintenance offering in the industry. We offset the CO2 emissions caused by direct and indirect maintenance activities, and the aim is that all KONE Care DX maintenance activities will be carbon neutral thanks to a combination of emission reduction actions already in place and our carbon offsetting program.

### 2 Less downtime and faster repairs

Thanks to built-in connectivity we can keep an eye on your equipment around the clock and identify and resolve issues without anyone even noticing there was a problem in the first place. And since we already know the root cause of any problems, if something unexpected happens we can fix it more quickly too.

### 3 Always up to date

Take advantage of the latest features and functionalities through automatic, remote software updates and upgrades. As well as keeping your equipment secure, this means you can add new smart building solutions to make everyday life even easier for the people who use your building. The possibilities are endless.

### 4 Support from the best in the business

No one knows your DX equipment like we do, so let our expert team of service technicians take care of it with the same attention to detail and commitment to quality as when it was being built. If something needs replacing or repairing, we'll always have the needed spare parts available to get the job done quickly and keep people moving safely and smoothly around your building.





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## WHAT ARE THE BENEFITS?

# INTELLIGENTLY PROLONG YOUR ELEVATOR'S LIFE

Keep your KONE DX elevator running at the peak of its health. With KONE 24/7 Connect, AI-powered predictive maintenance, advanced analytics, remote updates and intelligent troubleshooting, KONE Care™ DX is the smartest way to maximize uptime and prolong your elevator's life.

- Remote software and security updates
- Intelligent troubleshooting
- 70% of maintenance activities performed proactively and 40% fewer entrapments\*



40% fewer faults experienced\*

\*during 3 years of service

## WHAT ARE THE BENEFITS?

# SUPPORT AT YOUR FINGERTIPS

With round-the-clock support and help from our expert team, you'll never be left in the dark. Talk to our people whenever you need to or check the status of your elevators with data-driven insights, through interactive online reports, mobile notifications and seamless digital updates.

- Online health reports in real-time
- Instant notifications delivered to your phone
- Around the clock in-person support from our customer call center
- Easy digital communication through KONE Online or KONE Mobile
- Experienced technicians on-hand for in person call-outs



Around the clock support delivered in person and digitally





## WHAT ARE THE BENEFITS?

# BENEFIT FROM SUSTAINABLE MAINTENANCE

Reduce unplanned maintenance activities and utilize our predictive services that are making it easier to plan proactively for upcoming repairs. Plus, KONE Care™ DX maintenance visits will be carbon compensated through our offsetting program - that's better for the planet.

- Proactive and preventative care
- Carbon-compensated maintenance



1st carbon neutral elevator  
maintenance service in the industry

The service offering in terms of carbon compensated service may vary from country to country



## WHAT ARE THE BENEFITS?

# IT ENABLES TAILOR-MADE EXPERIENCES

Delight and inspire with hand-picked digital services that can be easily activated and scaled to boost user experiences in your building. KONE Care™ DX is the smartest way to leverage the power of connectivity and seamlessly evolve your KONE DX elevator as you go – so you can stay ahead of the curve, both now and in the future.

- Tailor-made experiences
- Easy integration of new digital services
- No need to retrofit to upgrade your elevator
- It's adaptable and scalable



Connectivity brings smoother  
and safer people flow





KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings. We support our customers every step of the way: from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in managing the smooth flow of people and goods throughout buildings. This makes us a reliable partner throughout the life cycle of buildings. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE 24/7 Connected Services and KONE UltraRope®. KONE employs over 60,000 dedicated experts to serve you globally and locally.

## KONE CORPORATION

Keilasatama 3 P.O. Box 7 FI-02151 Espoo Finland  
Tel. +358 [0]204 751

[www.kone.com](http://www.kone.com)

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