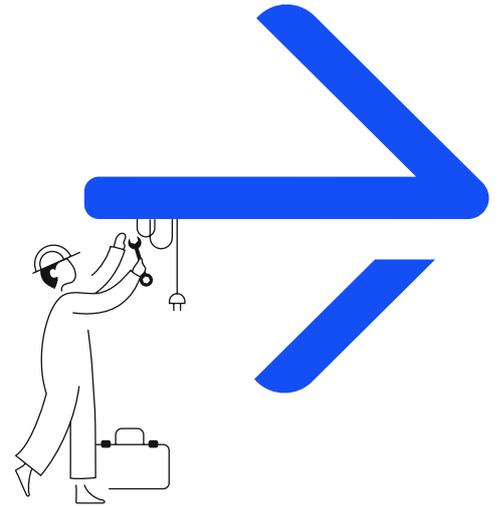


# KONE Care™ Classic

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