

Dedicated to People Flow™

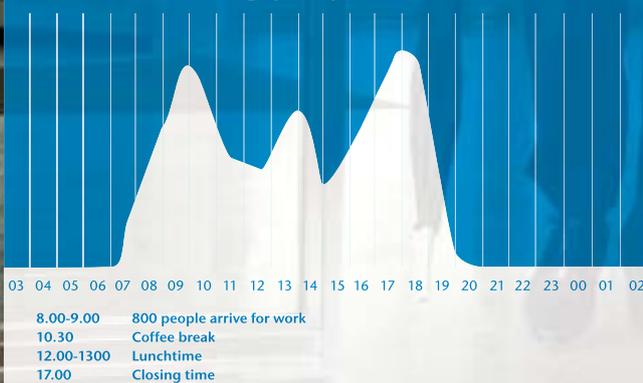


FOR SMOOTHER FLOW OF PEOPLE AND GOODS

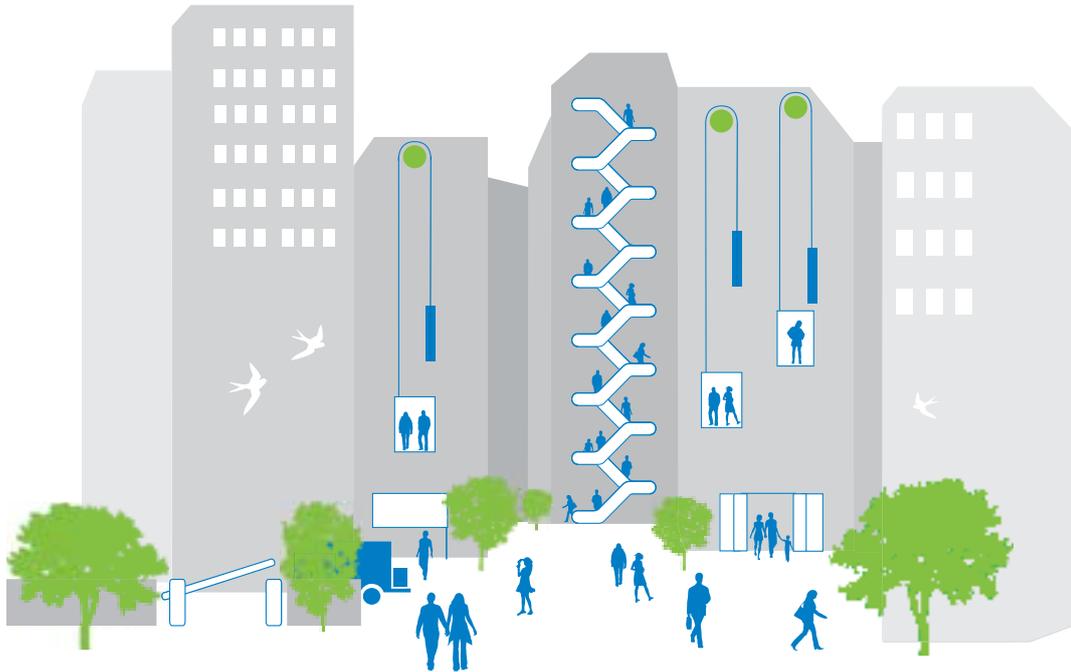
# KONE Doors

Getting John and his co-workers into the building without letting the heat out.

### Office building people flow



Smooth people flow in your building starts at the door. KONE door solutions ensure the safe and efficient movement of people and goods into and out of the building. For automatic sliding doors we offer solutions that reduce the loss of warm or cool air.



# A one-stop shop for non-stop people and goods flow

KONE supplies a full range of building doors, elevators and escalators to ensure that people and goods move smoothly and efficiently into and out of the building. We start each project with a thorough analysis of the flows of people and goods in the building, in order to provide the best solution for your building's requirements. As a professional service provider, KONE continues to work with you, providing preventive maintenance and modernization solutions, to ensure that your equipment runs reliably and safely for the lifetime of your building.

## **A full range of doors and comprehensive service**

KONE provides a full range of pedestrian and industrial doors, gates, barriers, loading bays and shutters for residential, commercial, and industrial buildings, as well as transportation and logistics centers. In all of our solutions, the focus is on reliable operation, safety, durability, design and eco-efficiency. In order to guarantee continuous people and goods flow in your building, our field engineers around the world provide service for all of your equipment – doors, elevators and escalators – either standalone or within the same service contract.

## **Eco-efficient operations and solutions**

KONE doors business is dedicated to continuously improve its environmental performance. The business operations and products are certified for the ISO 9001 quality management system and ISO 14001 environmental management system.

KONE doors are designed and built to take the environment into account, with low noise and low energy consumption. With our preventive maintenance program, we can ensure the reliability of the door and prevent breakdowns. These may have a negative impact on the environment, both because the door is often open and energy is lost from the building, and because a breakdown requires unplanned interventions from the maintenance engineer.

## **One-stop shop**

We can provide a fully integrated and harmonized one-stop-shop service for customers who have diverse multi-site locations and who have KONE and non-KONE equipment. We provide one point of contact for managing the supply, maintenance and modernization of your doors, elevators, and escalators.

# Service for 350,000 doors. And for the millions of people who use them.

KONE Care maintenance services are provided by highly-trained maintenance engineers for building doors. Needed spare parts for KONE doors and third parties' doors are available from KONE global spare parts operations, with delivery within 24 hours. The most frequently used spare parts are available in the technician's van, providing even faster service and minimizing downtimes. You can select the KONE Care maintenance solution that best suits your current requirements.

The global service network and processes that keep KONE elevators and escalators running reliably are also available around the clock for the door business. This multi-skilled workforce ensures the reliable delivery of KONE Care maintenance services. KONE Care maintenance contracts are easy to make either by calling a KONE Customer Care Center or visiting the KONE website.

**KONE Care™ Standard** is a cost-effective solution, which is a good choice for reliable and top-quality maintenance. This simple and transparent contract provides compliance with safety laws and standards.

**KONE Care™ Plus** simplifies maintenance management by making maintenance expenditure more predictable and providing real-time information on maintenance work. The solution covers agreed call-out and service repair work without extra cost.

**KONE Care™ Premium** is the preferred solution if disruptions to People Flow would have a direct impact on your business. The solution covers a first-class service level for service hours and response times. Maintenance costs are fully predictable. Maintenance history reporting is available to support you in facility and asset management.



### KONE Care™ Standard

- Modular Based Maintenance
- KONE Customer Care Center

### KONE Care™ Plus

- eOptimum™ (Plus scope)
- Call-out Service (Plus scope)
- Service Repair (Plus scope)

- Modular Based Maintenance
- KONE Customer Care Center

### KONE Care™ Premium

- Customized service hours and response times

- eOptimum™ (Premium scope)
- Call-out Service (Premium scope)
- Service Repair (Premium scope)

- Modular Based Maintenance
- KONE Customer Care Center

## KONE Care services

**KONE Modular Based Maintenance™** is the most advanced preventive maintenance service in the industry. The service takes into account numerous technical characteristics and customer-specific requirements. Based on these, KONE develops a unique maintenance plan for each piece of equipment to deliver performance and maintenance quality.

**The KONE Customer Care Center™** is available 24/7 to answer calls and dispatch KONE technicians to perform the Call-out Services.

**The Call-out Service** resolves unexpected equipment stoppages or erratic operation requiring immediate action. The Service Repair service brings the equipment back to its original operating level by repairing or replacing a malfunctioning or faulty part in the equipment.

**KONE eOptimum™** enables the customer to receive real-time information on maintenance work and access maintenance history reporting.

# All kinds of doors for all kinds of buildings.



**Residential buildings**  
 For residential buildings, KONE offers a full range of sliding and swing doors, as well as gates and barriers. KONE solutions are designed to be both practical and aesthetically pleasing. For residents' peace of mind, they can be equipped with security and safety options.



**Commercial buildings**  
 First impressions are important, and the door is the first thing people see when they enter an office building or department store. KONE doors enhance your building's entrance with attractive and durable finishes. KONE doors, gates, shutters and barriers for commercial buildings cover the requirements of hotels, offices, and retail buildings. For the special requirements of hospitals and laboratories, we supply hermetically sealed doors.



**Industrial buildings**  
 On the loading dock, fast turnaround time is essential to ensure the smooth flow of goods into a warehouse or factory, for example. KONE supplies loading bays, as well as doors, gates and shutters, for industrial applications. These durable solutions provide long service life and comply with all relevant safety legislation.



**Transportation**  
 KONE doors enhance people flow through the busiest environments such as large airport terminals and busy transit centers. We offer a complete range of doors, shutters and barriers, which are durable and safe to use, ensuring a long service life. Transit centers such as Heathrow Airport and the Rotterdam metro rely on KONE doors and maintenance services.

Doors for people flow
Sliding doors
Swing doors
Hermetic sealing doors
Revolving doors

Doors for goods flow	
Gates	Sectional doors
Barriers	High-speed doors
Roller shutters	Lifting doors
Folding doors	Loading docks
Garage doors	



# THE ORACLE

HOUSE OF FRASER



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 helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace<sup>®</sup>, KONE EcoMod<sup>™</sup> and KONE UltraRope<sup>™</sup>.

KONE employs on average 40,000 dedicated experts to serve you globally and locally.

**KONE Corporation**  
**[www.kone.com](http://www.kone.com)**