

# HOW TO BUY ELEVATOR MAINTENANCE

To keep an elevator safe and in good condition, regular maintenance is a must. What do you need to consider when choosing a maintenance company and making a contract? Here are the essential things.

## WHAT IS INCLUDED IN A MAINTENANCE CONTRACT?

An elevator maintenance contract with any service provider generally covers the following aspects:

- Basic maintenance includes checking the elevator's condition and scheduled maintenance tasks based on the recommendations of the manufacturer and local legislation. The quality of maintenance has an impact on the need for repairs in the long run.
- Repair services include coverage for call-outs, e.g. sudden breakdowns when maintenance provider attention is critical. Some providers also offer planned repairs in order to keep your equipment working better. You can usually choose from a wide range of callouts and components covered by your contract. Broader repair coverage means a higher monthly price, but eliminates unexpected repair costs and gives you more peace of mind.
- Working hours and response times: The contract determines the time when service is carried out (from during office hours to around-the-clock service) and the response time for reported faults (usually from a couple of hours to next day).
- Some service providers offer even more services, like improving elevator performance and people flow in your building with real time data. There are also different communication services to keep you and your on-site team completely up to date.

Most service providers offer you a choice of ready-made packages from basic "oil and grease" to fully comprehensive. These days it is also possible to get an entirely tailor-made contract. You can determine things like service hours for maintenance activities, response times for repairs and breakdowns, and service technician availability. Customizing your contract is a good way to guarantee a service that fits your requirements exactly.



# WHAT ARE YOUR NEEDS?

When choosing services and options for your maintenance contract, take into account the different needs of the building, the equipment and the users.

## How many elevators are there in the building?

How are the elevators used, and are some of them more important than others? Which elevators are used by tenants or visitors, and is there a service elevator for the delivery of goods?

## How many stops are there?

In tall buildings, the elevator is in more frequent use. This can have an impact on maintenance needs.

## What kind of building is it?

Is the building open 24/7 or only during office hours? Some service providers can adapt their maintenance and customer services to suit building opening hours and the needs of the customer.

## How old are the elevators?

The age of your equipment naturally affects the service needs. Older elevators generally require maintenance of a different kind.

## Which brand are they?

Different makes and models have different service needs, and these affect maintenance. However, the brand of your elevator need not determine your choice of service provider. Some service companies can effectively maintain all brands of elevator.

## Did you know that elevators also have lifecycles?

Many larger maintenance providers are able to analyze the condition of your elevator and to suggest upgrades or modernization.

## Are users dependent on your elevator?

If some users are absolutely dependent, such as people with reduced mobility, it is important that elevators function well all the time and that possible problems can be predicted?



## WHAT AFFECTS THE COST OF ELEVATOR MAINTENANCE?

Service providers usually suggest that you choose from different levels of repair coverage and response times, among other things. It is important to be clear about what is included: does the contract really include all the services and repairs that you think it does? Rather than focusing on contract price, consider total cost of ownership: the actual cost of taking care of your elevator on a yearly basis. A comprehensive contract can give you peace of mind and help avoid unpleasant surprises caused by extra invoices and costs.

One call-out during an evening or weekend might end up costing more in the long run than a more comprehensive repair covered by a contract. Regular high-quality maintenance and planned repairs from a skilled service provider will reduce sudden breakdowns and call-outs as well as surprise costs.

## HOW AVAILABLE IS YOUR SERVICE PROVIDER?

The options for communication and getting information vary greatly between service providers. Some maintenance companies may only offer telephone service during office hours; some have a chat service on a website; others have customer care available 24/7.

Make sure that your service provider gives you easy access to maintenance data, e.g. maintenance activities and costs. These days you can receive notifications of ongoing maintenance work, view upcoming maintenance visits, and make service requests via a mobile app.

New digital channels are valuable in the sense that they bring great transparency to maintenance services. You are constantly aware of all work that is undertaken and of upcoming repairs, helping you prepare budget-wise.

## INTELLIGENCE FOR BUILDINGS AND ELEVATORS

With new technologies like the Internet of Things and artificial intelligence becoming a part of everyday life, more and more building systems are now connected to the cloud. This includes elevators: with sensors monitoring the elevator 24/7 and a flow of data in constant analysis, new intelligent services can detect any abnormalities that might cause a fault. This way, problems can be fixed before they even happen, preventing unexpected downtime.

It is smart to make sure your service provider is future-proof. The best maintenance companies can connect any elevator, even old models, to intelligent services that are quickly becoming the norm.



## FREQUENTLY ASKED QUESTIONS

**Q**

**What are the most common reasons for elevator faults?**

**A**

Elevator faults can be caused by different technical issues, for example problems with door functionalities. Incorrect use of the elevator is another potential cause. This could be overloading, playing with or in the elevator, or bashing against the doors with a trolley or scooter, for example.

**Q**

**What happens when the elevator is broken or is not functioning well?**

**A**

It all begins when a customer notifies the service provider about the problem. The most effective service providers will make all equipment information available to customer care center agents, who will assign the nearest technician to the job. Customers can usually come to agreement with the service company on how quickly technicians need to arrive on site to fix the problem. It is a good idea to communicate this agreed response time clearly with building users in order to prevent confusion and irritation.

**Q**

**What is the professional way of doing elevator maintenance?**

**A**

Professional maintenance providers check the maintenance program with the individual elevator, based on the usage, age and brand of the elevator. There might be legal requirements on how frequently and in what ways the elevator should be maintained.

**Q**

**What if we are not sure what options are important in our building?**

**A**

Service providers are happy to assess your situation and chart your requirements. You do not need to have any technical knowledge about your elevator.

Contact us for more information!  
Interested in improving your elevator's performance?  
We would be glad to discuss the options for your building. Contact us for details!

Telephone: 02 8811 2929

Email: [KC3PH@kone.com](mailto:KC3PH@kone.com)

Website: [www.kone.ph](http://www.kone.ph)

