

A vertical view of an elevator shaft. At the top, a technician in a blue shirt and safety glasses is working on the machinery. The shaft is lined with dark metal panels. The text "ENGINEERING CONFIDENCE. THROUGH SERVICE" is overlaid in the center.

**ENGINEERING  
CONFIDENCE.**  
THROUGH SERVICE

ThyssenKrupp Elevator Americas



ThyssenKrupp



# WE ARE THYSSENKRUPP ELEVATOR



Here at ThyssenKrupp Elevator we say, “we engineer confidence.” We take this statement seriously. It means our 13,500 highly trained experts work each day to build, install, maintain, and modernize elevators, escalators, and moving walks safely.

As the largest producer of elevators in the Americas with over 200 locations, you can be confident that we have the size and resources to support you, whenever and wherever you need us. Our technicians are on the road day and night, never far away from your equipment.



# WE KNOW ELEVATORS

We know equipment shutdowns are unacceptable. That's why we have invested in a team of hardworking employees with long tenures and a passion for the business, whose number one focus is keeping your elevators on the move.

A modern elevator is a combination of hundreds of heavy duty mechanical and sensitive electronic parts. Elevators are engineered to keep people safe, so if the machine detects a problem the entire unit shuts down. That is why we offer comprehensive preventative maintenance to keep your elevators operating at their best. It helps avoid major replacements and increases the life cycle of your elevator while optimizing energy efficiency. That means it is good for the environment and your bottom line.



You can be confident your equipment is being maintained by partners who are committed to protecting your investment. Our Maintenance Control Program (MCP) is standard on every escalator and elevator we maintain and includes all the necessary documentation to meet ASME A17.1-8.6 requirements.



# EXPERTS YOU CAN trust



From a safety standpoint, you want to hire someone you can trust — a company that specializes in servicing all kinds of elevators, not just the ones they manufacture. Our ITS Americas (International Technical Services) facility offers our mechanics the latest in diagnostic tools, troubleshooting support, PC board repair, and technical training. This support is backed by our field engineers, available 24 hours a day, who are among the most skilled experts in the industry.

Our field engineers' range of knowledge extends to non-ThyssenKrupp Elevator equipment. Acquired equipment is used to build in-house simulators — 75 in total — that play a pivotal role in both training and writing service manuals. All this is done to support our technicians so they understand how most elevators on the market work — inside and out.

At ITS, we repair thousands of PC boards and critical components that operate almost every manufacturer's equipment, even types that are especially hard to find. Since 1997, over 101,000 boards have been serviced. That means our customers don't spend days waiting for elevator parts — in most cases, they can get them next day which means less elevator downtime and happier tenants.



# WE'RE here TO HELP

When something *does* go wrong, you want to know someone is there to help. That's why ThyssenKrupp Elevator Communications answers elevator telephones 24 hours a day, 365 days a year. Our highly trained staff currently handles over one million calls a year, is capable of translating up to 135 different languages, and strives to keep response time below ten seconds.

As far as some of the tools we offer, VISTA remote monitoring tracks elevator systems and predicts troubleshooting issues. It also flags any decline in performance, so we can fix little problems before they get big. Of course, nothing substitutes hands-on inspection, but VISTA is a perfect compliment that saves you time and money.





# PROVIDING peace OF MIND

We know your time is valuable and schedules are tight — that's why we created our Customer Service Portal. With a few clicks of a mouse, you can monitor your service activity over a secure website any time. It is complete with dashboards that include data on each elevator under service and customizable reporting.

Reporting includes information on:

- *Callback frequency*
- *Unit availability*
- *Response time*
- *Callback count*
- *Work orders by type*
- *Callback mean time*





# SERVICE IS A Partnership

Any machinery that gets constant use requires constant care. For elevators, that means regular inspection and adjustments through preventative maintenance. But even with the best care, elevators sometimes break down and that is when your service package levels really matter. You see, we've got you covered — in a church where the elevator is used one day a week or a hospital where it is moving 24 hours a day, 365 days a year — we have the right service package for you.

So, should your elevator in fact stop running, we are a phone call, an email, or a short car ride away. And because our mechanics are so

well trained, it is likely they will get you running in no time. We have parts inventories on hand and board repair at ITS, so you don't have to worry about waiting long for parts. And most importantly, because there are so many of us, in so many places, someone is always close by.

Like any good partnership, we are in it for the long haul. That's why we have a group of professionals ready to help you understand and plan your elevator's life cycle and necessary capital expenditures. Capital planning is no longer a nice-to-have — it is an imperative, and we are here to help.



PACKAGES	Platinum Premier	Platinum	Gold	Silver	Bronze
QUALITY ASSURANCE	●	●	●	●	●
SERVICE REQUESTS DURING NORMAL HOURS	●	●	●	●	⊗
PREVENTATIVE MAINTENANCE REPAIR	●	●	●	◐	◐
PARTS REPAIR AND REPLACEMENT	●	●	●	◐	⊗
CUSTOMER SERVICE PORTAL	◐	◐	◐	⊗	⊗
THYSSENKRUPP ELEVATOR COMMUNICATIONS	◐	◐	○	○	○
ANNUAL SAFETY TESTING	◐	◐	○	○	○
VISTA	◐	◐	○	○	⊗
AFTER-HOURS EMERGENCY SERVICE REQUESTS	●	◐	⊗	⊗	⊗

● Included      ○ Optional  
 ◐ Limited or Conditional      ⊗ Not Included

Should you have multiple or nationwide locations, we also have an entire national accounts team dedicated to customers like you. Their goal is to make sure that your experience is streamlined and that you deal with one person for contracts, billing, etc.



# minimizing ENVIRONMENTAL IMPACT

At the end of the day, you want to know you don't have to worry about your elevators or escalators. You also want to know the company you have partnered with is doing the right thing. That is why we publish a corporate sustainability report every two years — so you can see for yourself.

For us sustainability and safety are not taglines or marketing gimmicks — they are what we do every day, from our operations to the materials we use in our products. In fact, when we found out

that the use phase of an elevator's life had the biggest environmental impact through Life Cycle Analysis (LCA) — we started working on ways to make our existing products even more efficient. Features like automatic fan and light shutoff and LED lights to make sure you only use the energy you need, and regenerative drives to put extra energy back into your building. We even codeveloped a canola-based fluid for hydraulic elevators that actually saves operating energy and is classified as a USDA biopreferred product.



Currently we make about 2.9 million site visits a year — that's a lot of driving. So we decided that our fleet needed to be evaluated for efficiency opportunities — and we definitely found some. In the last four years, we have reduced our fuel use by over 2 million gallons by right-sizing our vehicles and moving towards alternative fuels like propane and electric.



# ThyssenKrupp Elevator Locations

## UNITED STATES OFFICES

<b>Alabama</b> Birmingham 205-945-0062	Jacksonville 904-260-4656 Miami 305-592-7722 Orlando 407-425-3496	<b>Kentucky</b> Lexington 859-252-0386 Louisville 502-266-6014	<b>Nevada</b> Las Vegas 702-262-6775 Reno 775-329-0400	<b>Oregon</b> Eugene 541-683-7848 Portland 503-255-0079	Houston Downtown 713-654-7700 Midland 432-683-1488 San Antonio 210-495-8585 Temple 512-447-9511 Tyler 903-533-8844
<b>Alaska</b> Anchorage 907-522-3002	Pensacola/ Mobile Area 850-477-0015 West Palm Beach 561-842-5761	<b>Louisiana</b> Baton Rouge 504-733-6141 New Orleans 504-733-6141	<b>New Jersey</b> Atlantic City 609-567-2333 Cranford 908-497-9297	<b>Pennsylvania</b> Allentown 610-366-0161 King of Prussia 609-567-2333 Philadelphia 215-405-2340 Pittsburgh 412-367-7500 York 717-767-5600	<b>Utah</b> Salt Lake City 801-908-7433
<b>Arizona</b> Phoenix 602-257-0216 Tucson 520-622-2452	Sarasota/ Bradenton 941-753-4787 Tallahassee 850-576-0161 Tampa 813-287-1744 Vero Beach 772-567-0001	<b>Maine</b> Brewer 207-989-3255	<b>New Mexico</b> Albuquerque 505-856-5800	<b>Puerto Rico</b> Puerto Rico 787-708-5605	<b>Virginia</b> Newington 571-642-0530 Norfolk 757-547-9025 Richmond 804-355-9792 Roanoke 540-563-5700
<b>Arkansas</b> Little Rock 501-407-9030	<b>Georgia</b> Atlanta 770-916-0555 Macon 478-475-5438 Marietta 770-916-0555 Savannah 912-354-8800	<b>Maryland</b> Baltimore 410-636-3280 College Park 301-345-6400 Hagerstown 301-739-1314 Ocean City 410-520-0022	<b>New York</b> Buffalo 716-681-7900 Elmsford 914-347-3450 Long Island 631-491-3111 Manhattan 212-947-8800 Rochester 585-359-9290 Syracuse 315-437-7541	<b>Rhode Island</b> Providence 866-989-3555	<b>Washington</b> Everett 425-438-0309 Seattle 425-702-1200 Spokane 509-533-2701 Tacoma 253-566-1751
<b>California</b> Anaheim 714-939-0888 Burbank 818-847-6140 Fresno 559-271-1238 Hayward 510-476-1900 Los Angeles 323-278-9888 Sacramento 916-376-8700 San Diego 619-596-7220 San Francisco 415-544-8150 San Jose 408-392-0910	<b>Hawaii</b> Honolulu 808-834-6300	<b>Massachusetts</b> Boston 617-547-9000	<b>North Carolina</b> Charlotte 704-529-1000 Greensboro 336-272-4563 Raleigh 919-851-8557	<b>South Carolina</b> Columbia 803-798-3895 Greenville 864-675-0096 Myrtle Beach 843-448-2016	<b>West Virginia</b> Charleston 304-342-8115
<b>Colorado</b> Col. Springs 719-548-0211 Denver 303-790-8566 Denver 303-257-7354 Eagle 970-328-5955 Fort Collins 970-221-1744	<b>Idaho</b> Boise 208-658-0000	<b>Michigan</b> Grand Rapids 616-942-4710 Detroit 734-953-3734	<b>North Dakota</b> Fargo 701-232-2673	<b>South Dakota</b> Sioux Falls 605-332-4950	
<b>Connecticut</b> New Haven 860-828-6672	<b>Illinois</b> Chicago 630-652-4000 Chicago 312-733-8025 Peoria 309-691-2596	<b>Minnesota</b> Duluth 218-624-5566 Minneapolis 612-588-7844	<b>Ohio</b> Cincinnati 513-241-6000 Cleveland 440-717-0080 Columbus 614-895-8930 Toledo 419-666-3304	<b>Tennessee</b> Chattanooga 423-499-2216 Knoxville 865-588-8517 Memphis 901-377-1993	For a complete list of all the state licensing contractor numbers, please visit <a href="http://www.thyssenkruppelevator.com">www.thyssenkruppelevator.com</a>
<b>Florida</b> Ft. Lauderdale 954-971-6500 Ft. Myers 239-334-2511 Gainesville 352-376-2241	<b>Indiana</b> Evansville 812-475-9419 Indianapolis 317-595-1125	<b>Mississippi</b> Jackson 601-922-9400	<b>Oklahoma</b> Okla. City 405-949-1916 Tulsa 918-665-2040	<b>Texas</b> Austin 512-447-9511 Corpus Christi 361-299-0033 Dallas Central 972-785-0505 Dallas 214-636-8266 Downtown 915-595-0171 El Paso 817-922-9590 Houston 713-849-2191	
<b>Kansas</b> Kansas City 913-888-8046 Wichita 316-529-2233	<b>Montana</b> Bozeman 406-587-3895				

## CANADA OFFICES

<b>Alberta</b> Calgary 403-259-4183 Edmonton 780-488-0976	<b>Manitoba</b> Winnipeg 204-697-0700	<b>Newfoundland</b> St. John's 709-739-4038	London 519-652-0800 Mississauga 905-602-6232 North York 416-496-6000 Ottawa 613-731-0810 Scarborough 416-291-2000 Sudbury 705-673-4702 Toronto 416-599-2002 Whitby 905-579-0471	<b>Quebec</b> Montreal 514-631-6776 Quebec City 418-682-1214 Repentigny 450-582-8922
<b>British Columbia</b> Kelowna 250-763-2804 Vancouver 604-294-2209 Victoria 250-474-1150	<b>New Brunswick</b> Saint John 506-634-1063 Moncton 506-855-3357	<b>Nova Scotia</b> Halifax 902-454-2456		<b>Saskatchewan</b> Regina 306-352-8608 Saskatoon 306-242-6467

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