

OTIS

Elite™ service

www.otis.com

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Elite™ service
Beyond Maintenance

Elite service

TOTALLY FOCUSED ON MAKING YOU OUR PRIORITY

Dedicated engineers

Pivotal to this service are the Elite engineers who are at its heart. Highly-trained specialists, they apply remote technology to provide you with an unparalleled level of service and response.

Faster response time

When a call is made or a problem detected, we guarantee Elite engineers will connect to your unit within an hour. What's more, with advanced diagnostics, they will often be able to correct the fault in a matter of minutes.

Unprecedented reliability

Being able to anticipate problems, react and repair them quickly dramatically reduces downtime. In fact the speed with which we can return your lift to service means you will have a guaranteed 'uptime' level of 98%. Yes, 98%.

Early and accurate diagnostics

Elite engineers can identify anomalies and frequently resolve them before a customer is aware they even exist. And because they are able to pinpoint the source of a problem, they can remove the risk of its recurrence.

Passenger reassurance

Being able to restore a lift to service quickly means that in the unlikely event of a service interruption, the lift will normally be up and running again within minutes - enormously reassuring should a passenger be in the lift.

Minimal lift repair time

If a lift cannot be returned to service remotely, a technician will arrive with the appropriate equipment, parts and information necessary to undertake the repair work. In fact, studies indicate that such work is being completed in half the time as would normally be the case.

Automatic information reports

Otis will advise you by e-mail when we remotely connect to your lift and carry out corrective measures. We will communicate the nature of the action and the time it occurred. What's more we provide you with regular performance reports to demonstrate your lifts are meeting strict operating parameters.

Flexible operation

As a building's requirements change, Elite engineers can remotely adjust the operational parameters of the lift. For instance if refurbishment is taking place on a particular floor, access to that floor can be closed quickly and easily.

Extended coverage

Elite engineers are available from 7.00 a.m. to 10.00 p.m. seven days a week.

Complimentary software upgrades

Otis' sustained research programme results in the development of increasingly sophisticated software technology. With Elite service, upgrades can be fitted remotely so the reliability of your lift is always maintained at the highest possible level.

Achieving an incomparably faster response time. If a malfunction is detected or a call made, Elite engineers will, on average, connect to the unit and undertake advanced diagnostics within 20 minutes. In most cases they will repair it within a further 12 minutes. The combination of Elite technology and expert engineers also frequently allows us to detect an irregularity early, before it develops into a functional problem and before you are even aware there's an anomaly. Anticipating a problem and being able to return a lift to full service in minutes contributes to unparalleled reliability. In fact surveys prove that Elite service has minimised downtime to a point where we are achieving an incomparably high 98% availability.



With Elite service, Otis is able to offer a guaranteed 'uptime' level of 98% - an impressively high rate.

Just occasionally, however, an electronic irregularity or an error causes a malfunction.

What happens?

An Elite service engineer will remotely connect to the lift and carry out a diagnostic investigation on average within 20 minutes. It's a response immeasurably faster than any other available.



Providing precise diagnosis and rapid repair. Elite service technology also empowers our engineers to diagnose the exact source of a problem. This precision means that the real, not suspected, cause is identified and the unit can be returned to service with confidence that there will be no recurrence of the fault. In an exceptional situation, where a problem cannot be resolved remotely, a technician will be sent to the site, briefed as to the nature of the problem. As such, he will arrive with the appropriate equipment and parts to rapidly repair it. This greatly accelerates the task in hand and reduces repair time by up to 50%.

Delivering the information you need. Central to Elite service is providing you with the maximum of information. We consider it essential in establishing the highest standards of transparency because by being fully informed of service actions, you will be reassured your lifts are maintained at the highest possible level. Specifically, every time we remotely connect to your lift we communicate the precise action we take by e-mail. Important, too, are the updates we provide on the performance of your lifts. Comprehensive in scope, they inform you, for example, of the number of door operations made in a defined period and also the number of lift runs.

Customising your lift's operation. Circumstances in a building change. Decorating work might be required on a certain floor or the dedicated floor at which the lift is 'parked' may need to be altered. Then again, a lift may have to be taken out of service or the period a door remains open be extended. Whatever the change, Elite engineers will be able to implement it for you swiftly and remotely. Equally, they can adjust the point at which the car will recognise it is full so as not to accept any more landing calls and thus avoid overcrowding. And they can also adjust door performance to improve traffic flow.



Even more remarkable is that in the majority of cases, the Elite engineer will be able to correct the fault and have the lift up and running again in a further 12 minutes.

Besides a breathtakingly fast response, Elite service offers a host of other benefits.

Advanced diagnostics mean that an engineer can spot an irregularity and correct it before it becomes a more serious problem.

If a technician does have to be sent to the installation, he will be accurately briefed and arrive on site with the appropriate tools and parts - so again saving time.

An Elite engineer will also be able to check if doors are refusing to shut for a valid reason or they're being blocked intentionally.

And each time we address an issue, we inform you by e-mail.



The flexible functionality of Elite service means you can close access to a floor if refurbishment is taking place.

And software upgrades will be fitted remotely so that your lift will be more reliable as well as always being equipped with the most efficient passenger handling technology.

A unique combination of Elite engineers and highly sophisticated technology, Elite service is a comprehensive and radically new approach to lift maintenance.

Effectively, it represents the future of lift service. For an Elite service customer, the future is now.

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