

Elevonic® Class Remote Elevator Monitoring

Developed by Otis to optimize elevator performance and minimize elevator downtime, Remote Elevator Monitoring—REM®—electronically tracks hundreds of system functions on thousands of elevators around the world.

BENEFITS

The most sophisticated diagnostic and detection system available

Continuously monitors elevators 24 hours a day, 365 days a year

Reduced service interruptions

Faster, more accurate detection and analysis of problems

Faster service response

Dramatic reduction in elevator downtime

FEATURES

REM® Makes the Call

If the REM® system detects a problem, it correctly diagnoses the problem's cause and location, then automatically makes the service call for you. By providing the mechanic with a detailed analysis of the problem before he or she arrives on site, the REM system can dramatically reduce the time your system is out of service.

Fast Response

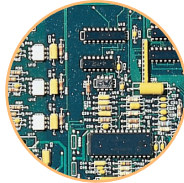
If the REM system detects an urgent problem, it reports the condition to the OTISLINE® 24-hour communications center. When an OTISLINE representative is notified of a shutdown by the REM system, he or she dispatches an Otis mechanic if needed. Elevators are often back in service before you or your tenants realize there is a problem.

Preventing Callbacks

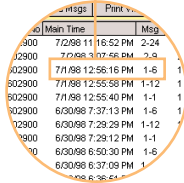
The REM system's greatest benefit is identifying most potential problems before they occur. REM detects deteriorating components, identifies intermittent anomalies, and notes the small nuisances that would have gone undetected until they became real problems. Intermittent problems are often fixed before they annoy you or your tenants—dramatically reducing the chance of any interruption in service.



Diagnostic software monitors elevators continuously and sends data to the REM unit located in the machine room.



The REM unit sends this information to the OTISLINE center.



Data is categorized by urgency and reviewed by OTISLINE representatives.



An OTISLINE representative alerts the field mechanic if necessary.



The mechanic arrives at the job site with specific information, tools and parts to work on the elevator.