

## A preventive maintenance program that redefines reliability.

### **Dedicated Support**

#### **USAGE-DRIVEN, STANDARD PROCESSES**

Latest tools, equipment and procedures

Best available certified methods

Otis examiners plan maintenance visits based upon elevator use to identify and correct problems

#### **OTIS SERVICE CENTER**

Ninety-six percent of all orders are shipped same day from the largest inventory in the industry

#### **E\*SERVICE**

Internet-based maintenance information and tracking service

Gives you the ability to make service calls via the internet

#### **OTISLINE<sup>®</sup>**

Otis' communications center provides dispatching service 24 hours a day, 365 days a year. Includes free elevator phone monitoring.

### **A New Generation of Elevator Protection**

- Otis Maintenance Management System<sup>SM</sup> is a dynamic program that takes into account your elevators' maintenance needs, use and component life. Otis can tailor inspections and maintenance schedules, based on your elevators' use, for up to 12 years or 5 million trips in advance.
- OMMS<sup>®</sup> procedures are performed on your equipment at predetermined intervals. Components are replaced before their normal life cycle ends and their performance deteriorates. Although we cannot guarantee that no malfunction will occur, OMMS procedures greatly minimize shutdowns.
- In addition, Otis continually re-evaluates and improves these procedures. Engineering testing is constantly underway to update and improve OMMS maintenance techniques and OMMS materials.

To ensure maximum in-service time, maintenance quality and responsiveness, OMMS monitors key aspects of your extended maintenance program.

We monitor your equipment and use this data to schedule procedures and ensure your maintenance remains on schedule. We monitor the effectiveness of our scheduled procedures to minimize callbacks and unplanned repairs.

We monitor the Life Cycle Rates of your elevators' components. Field service and support teams maintain contact with each other and with OTISLINE<sup>®</sup>, our 24-hour communications center, using the latest telecommunications technology for accurate, up-to-the-minute communications at every level of the system, from your incoming calls to documentation of maintenance activities.

### **REM<sup>®</sup> 5.0**

Otis REM, an on-site monitoring system available on many Otis elevators, enables your examiner or repair technician to stay up-to-the-minute on daily schedules and procedures. Examiners have direct access to root-cause data on performance degradation to assist in troubleshooting.

### **e\*Service**

e\*Service provides a direct link from Otis.com to your building's specific maintenance program. Place a service call, see what work has been completed and have direct access into your elevator's service and performance history. It gives you information as well as confidence in your service provider and your building's elevator equipment.

### **Reliability**

The Otis Maintenance Management System is the single most advanced and effective building support system available in the elevator industry.

It is a system tailored specifically to your environment, equipment and needs. Its standardized work practices and predetermined task scheduling ensure the right maintenance at the right time – today and for the extended life of your equipment. It is based not only on engineered, certified best methods, but on constant analysis of the work performed, to ensure consistent, high quality maintenance. This ultimately protects your elevator investment and ensures satisfied tenants.

