

Gen3™ elevator

A platform for possibility

OTIS



A FULLY CONNECTED PLATFORM



A platform for possibility

Every aspect of modern life is changing. The ways we connect. The experiences we have. The places we live, work and play. The elevator needs to advance as well to harness the numerous possibilities of a more connected future – and Otis is taking you there.

The new Gen3™ elevator brings the promise of a connected platform into today. With the proven design of our best-selling Gen2® elevator and the built-in connectivity of our Otis ONE™ IoT digital platform, the Gen3 elevator is advancing in new ways.



EXPERIENCES. ADVANCED.

The latest connected technologies put passengers in control and ensure a smooth, seamless ride, time after time.



DESIGN. ADVANCED.

Sophisticated aesthetics and a range of options fit most buildings and diverse style choices.



HEALTH & SAFETY. ADVANCED.

We prioritize safety and every passenger's health and well-being.



CUSTOMER SUPPORT. ADVANCED.

From resources and tools to guidance and expertise, Otis makes planning and managing smarter and simpler.



SERVICES. ADVANCED.

More personalized services through our Otis ONE IoT digital platform to keep you ahead of potential issues.



— OTIS —



PEOPLE FIRST

The Gen3 elevator reflects human-centric innovation and design, offering safe and comfortable rides, promoting healthier environments and delivering confidence and convenience.



READY FOR WHAT'S NEXT

The Otis ONE IoT digital platform design allows the Gen3 elevator to add many new future technologies. By enabling the flexible, seamless addition of technologies without a complete system upgrade, you can anticipate the challenges and opportunities of tomorrow.



EFFICIENCY ALWAYS

The Gen3 elevator is designed with features that are up to 50% more energy efficient than conventional elevators, achieving substantial energy savings and significant reductions in CO₂ emissions.



OTIS

8:43

ECALL PRO

Auto Lift
Proceed to car C

Dismiss



We're building on our past to drive a more **connected** future

From the beginning, Otis has been **Made to move you™**. We set the industry standard with the launch of the Gen2 elevator. Now, as the world grows taller, faster and smarter, the industry is looking to us to define what's next and to connect people, places and experiences in new ways. Our response isn't just a new solution. It's a platform for possibility.

One platform. So many possibilities.

With the Otis ONE IoT digital platform fully integrated, the Gen3 elevator is more than a way to move people – it's a platform for possibility. It's about having an intuitive solution that adapts to the current world of technology and is ready for the world to come.

The core of the Gen3 elevator, the Otis ONE IoT digital platform solution is designed to evolve. Powered by the Internet of Things (IoT), machine learning and cloud connectivity, with a subscription, future updates are only a download away. And as we invest in more tools, services and functionality, you can select from a menu of add-ons that make sense for your building and needs.



The Otis ecosystem

The Otis ONE IoT digital platform is part of a powerful, expanding ecosystem of technologies and capabilities that integrate application programming interfaces (APIs) for service, operation, elevator calling and more. These integrations enable features like robot, voice and gesture interaction with expansion potential.



SERVICE DATA APIs

Integrate data into a building management system (BMS) to stay up to date with your elevator's availability, maintenance, repair and call back data.



REAL-TIME OPERATIONS DATA APIs

Building owners and facility managers can access real-time data to receive elevator status updates, performance insights and alarm information.



ELEVATOR CALLING APIs

Easily call and place elevator destination requests. And, as many businesses turn to service robots to improve the customer experience and productivity for their employees, APIs can connect service robots without hard-wired connections.

Experiences. Advanced.

When we set out to create a new experience for our elevator, we designed it with people at the center of everything. The result? A smart, connected, sophisticated system that advances the passenger experience in as many ways as possible – and raises expectations for what an elevator can be.



INFORMED AND CONNECTED

The Otis eView™ display integrates seamlessly into the elevator cab and enables buildings to create customizable information and entertainment, along with OTISLINE® support in the event of an emergency.



A VIRTUAL CONCIERGE

Compass® 360 elevator dispatch management guides passengers to the appropriate elevators and spaces within a building. Its SmartGrouping™ technology organizes travel between floors in a way that maximizes efficiency. It works faster by grouping passengers into elevators to reach floors in similar zones.



PUTTING PASSENGERS IN CONTROL

Our eCall™ app is giving each passenger their own personal elevator button, enabling them to use their smartphones to call an elevator in advance, so it's ready when they arrive.



SEAMLESS MEETS TOUCHLESS

The Gen3 elevator offers options such as touchless technology, gesture sensors and voice control to safely and quickly get passengers where they need to go.

4:33

Mathew, I see you
are on floor 1.
Where would you like to go?

A

2	3	4
5	6	7
8	9	10







Design. Advanced.

As modern buildings continue to change, expectations for experiences within those buildings are changing too. The Gen3 elevator advances beyond the proven engineering of the Gen2 elevator to ensure that your elevator system can deliver what your passengers need and expect today and tomorrow.



DESIGN THAT SHINES

No detail is overlooked. You get an enhanced aesthetic with design options that are customized to fit the needs of today's passengers and the unique styles of various types of buildings and enterprises. We're talking about sleek and modern styling, sophisticated lighting, quality materials and a multitude of opportunities to customize and create a modern, comfortable atmosphere for passengers.



EVOLUTION MADE EASY

As needs change and new features emerge, the connected platform allows for the seamless addition of future technologies and capabilities.



SUSTAINABLE BY DESIGN

Efficiency and sustainability are part of the design. The Gen3 elevator includes standard features – like the ReGen™ Drive, LED lighting and Sleep Mode – to help reduce energy usage and carbon footprint.



MORE FLEXIBILITY, MORE POSSIBILITY

With a compact footprint and features, and a range of options and configurations, customers can design around the unique needs of their building project.

Health & safety. Advanced.

Safety is at the core of who we are as a company.

In fact, it's how we got our start, but it doesn't end there. The Gen3 elevator was designed with passenger safety, health and well-being in mind.

From our Otis Cab Air Purifier, to our range of voice and gesture technologies, we are committed to providing innovative solutions that address your ongoing health and well-being.

Along with our purification products, the Gen3 elevator also comes equipped with key safety components to help provide a smooth and comfortable riding experience. You and your passengers can feel confident in the ride integrity with features like the Pulse™ system's continuous monitoring of coated steel belts and battery-powered backup systems.

A photograph of three people walking past a modern glass and metal elevator. On the left, a young man with curly hair wears a grey plaid shirt, black pants, and a grey face mask, carrying a black backpack. In the center, a woman with long black hair wears a black face mask, a grey jacket over a maroon shirt, and blue jeans. On the right, a man wears a grey face mask, a green jacket over a beige sweater, and light blue jeans, carrying a blue messenger bag and a black duffel bag. The elevator has a glass door and a control panel with a red flame logo. Three red boxes with white plus signs are overlaid on the image, each pointing to a text box.

CLEAR THE AIR

The Otis Cab Air Purifier uses bipolar ionization technology, significantly reducing airborne bacteria and viruses in your elevator.

A TOUCHLESS EXPERIENCE

You can customize your solution with a range of options for touchless button technology, gesture sensors, voice control and more.

SEAMLESSLY MOVING FORWARD

Through the Compass 360 destination management system with smart dispatching, we seamlessly move people throughout the building, helping to limit the number of people gathered together inside elevators or waiting in lobbies.



Customer support. Advanced.

We offer support at every stage of your process and are dedicated to helping you explore and implement solutions for today and enhancements for the future.

Personalize your project

EXPERIENCE A FULL SUITE OF PERSONALIZED DESIGN TOOLS AND RESOURCES

Whether you're an architect looking to configure models and make structural decisions, a developer navigating complex planning requirements or anyone in between, it's easier to explore new possibilities and make informed decisions based on the unique needs of your project.

YOUR PROJECT STAGE	YOUR OTIS TOOL
Design	<p>OTIS CREATE</p> <p>Simplify elevator system planning with recommended configurations, customized performance details and more – all in a few clicks.</p> <p>BIMCreate™</p> <p>Create customizable, configured 3D Revit® files for integration into overall building plans, rather than selecting from preexisting files.</p>
Service	<p>CUSTOMER PORTAL</p> <p>Get instant updates on the health, maintenance and account status of your elevator. Manage all your units in one place.</p> <p>DEVELOPER PORTAL (OTIS APIs)</p> <p>Connect your Otis data seamlessly to your existing building management applications.</p>

A CLOSE PARTNERSHIP, EVEN BEYOND CONSTRUCTION

We understand that every project is truly unique. Our teams can work with you at every step to ensure a smooth, seamless installation in buildings of all types and sizes. And it's not just new builds. In challenging modernization projects, we can help customers implement a Gen3 solution that enhances the building experience and opens the door to future digital technologies.

Our local teams are easy to work with and committed to delivering on your needs – and our promises. This includes customer-centric support from a financial and planning perspective.





Services. Advanced.

The importance of elevator uptime is not new, and our data-driven approach is backed by years of history. The Gen3 elevator uses the latest technology, data, active monitoring and analytics to advance the entire service experience.

It starts with one incredible innovation.

Fully integrated into the new Gen3 elevator, the Otis ONE IoT digital platform uses smart IoT technology to create more personalized, proactive service and is constantly checking in with your elevator.

Otis ONE

SERVICE THAT'S A STEP AHEAD

With Otis ONE IoT digital platform software-enabled service, you'll experience greater system transparency and predictability, enabling you to harness the power of advanced monitoring, big-data analytics and predictive maintenance to identify and address potential issues – sometimes before they happen.

PROACTIVE COMMUNICATION

Real-time notifications

Ongoing status updates and 24/7 proactive communication monitors operation of your equipment so you are notified as soon as an issue is detected.

Informed repairs

Service requests are closed sooner with automatic alerts that provide mechanic accurate fault information and in many cases armed with the parts needed before they arrive at your building.

REASSURED PASSENGERS

eView for emergencies

The in-cab display connects passengers with OTISLINE via video chat to provide greater peace of mind during an entrapment.

PREDICTIVE INSIGHTS

To promote business continuity, mechanic visits are planned based on predictive maintenance algorithms so that in some cases, the problems can be fixed before they cause a shutdown.

AN ELEVATOR WITH A HEARTBEAT

The Gen3 elevator monitors equipment health and performance in real time, 24/7. The information is collected and analyzed against more than 30 years of Otis foundational data to uncover new insights that help better predict and solve issues, and avoid unexpected downtime. That way, you don't have to worry about an unexpected shutdown.

REMOTE INTERVENTION

Where allowed

Remote reset

In case of minor issues, where codes allow, we may be able to reset your equipment remotely within minutes.

Remote assistance

In case of passengers trapped in the car, we can release them promptly after safety conditions are checked.

Customized lift operations

In some instances, our remote experts can customize to match your needs: modify door opening speed, manage floor access and personalize voice announcements.

Faster, more informed repairs

We're empowering mechanics with automatic alerts, more data and new digital capabilities.

OTIS CUSTOMER PORTAL

- ## OTIS DEVELOPER PORTAL

- +



— Otis gives people freedom to connect and thrive in a taller, faster, smarter world. The global leader in the manufacture, installation and servicing of elevators and escalators, we move 2 billion people a day and maintain more than 2 million customer units worldwide – the industry's largest Service portfolio. You'll find us in the world's most iconic structures, as well as residential and commercial buildings, transportation hubs and everywhere people are on the move. Headquartered in Connecticut, USA, Otis is 69,000 people strong, including 40,000 field professionals, all committed to meeting the diverse needs of our customers and passengers in more than 200 countries and territories. To learn more, visit www.otis.com and follow us on LinkedIn, Instagram, Facebook and Twitter @OtisElevatorCo. All trademarks and logos are the intellectual property of their respective owners.