

OTIS

Elite™ service



Beyond Maintenance

Elite service

TOTALLY FOCUSED ON MAKING YOU THE PRIORITY

The result of pioneering research into remote technology, Elite service has been designed to deliver an unparalleled level of both service and response.

Importantly, all new Otis equipment is fitted with Elite technology allowing you the opportunity of accessing a service which is literally both groundbreaking and unique to Otis.

Welcome to the future.

HOW THE BENEFITS ADD UP

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%. Between 93% and 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.