

OTIS



Otis Service

B E T T E R S E R V I N G Y O U . . .



www.otis.com



Who else but Otis...



Service Agreement

Otis Service Agreements are tailored to suit you and your business needs. Our suit of Service Agreements ensure we can cater, develop and respond to a variety of customers needs and wants.

Our Programmed Preventative Maintenance programmes are designed specifically for each equipment type taking into consideration to ensure customers get the best possible performance, reliability and life span out of their equipment to maximise usage and investment.

Technical Knowledge

With over 150 years within the industry and maintaining more than 1.7 million lifts and escalators worldwide you can be rest assured that Otis have the knowledge and experience to deal with all equipment types.

Otis NET® allows access to technical expertise and shared knowledge from around the Otis world to provide constant support and understanding ensuring all your equipment types can be catered for by one supplier.

PERFORMANCE & RELIABILITY

You will get the best performance out of your equipment with best in class equipment uptime, reliability and superior ride quality.



Spare Part Availability

Otis has an extensive network of local, national and European spare parts facilities to ensure the fastest possible return to service.

Otis' European Parts Centre, located near Charles De Gaulle International Airport in Paris, stocks over 25,000 spare parts available for delivery within 24 hours.

Lift Components Limited, a subsidiary of Otis Group UK, stock a vast range of lift and escalator parts manufactured to Original Equipment Manufacturer's (OEM) standards in addition to providing technical assistance.



RESPONSIVENESS & COMMUNICATION

We will respond to your equipment and service issues promptly leveraging our national network of qualified engineers to fix your equipment first time, whilst providing clear, proactive and transparent communication.

Otis has the most comprehensive network of engineers and support staff within the industry resulting in a minimal downtime for equipment issues and quick resolution to service queries.

Operating out of 24 branch offices throughout UK and Ireland, Otis is able to provide its customers a local feel with a national focus. No matter where your equipment is located Otis is there for you.

Your dedicated local team of engineers, Field Managers and Account Managers ensure consistent knowledge of you and your building requirements is held at a local level so that you receive the best possible response.

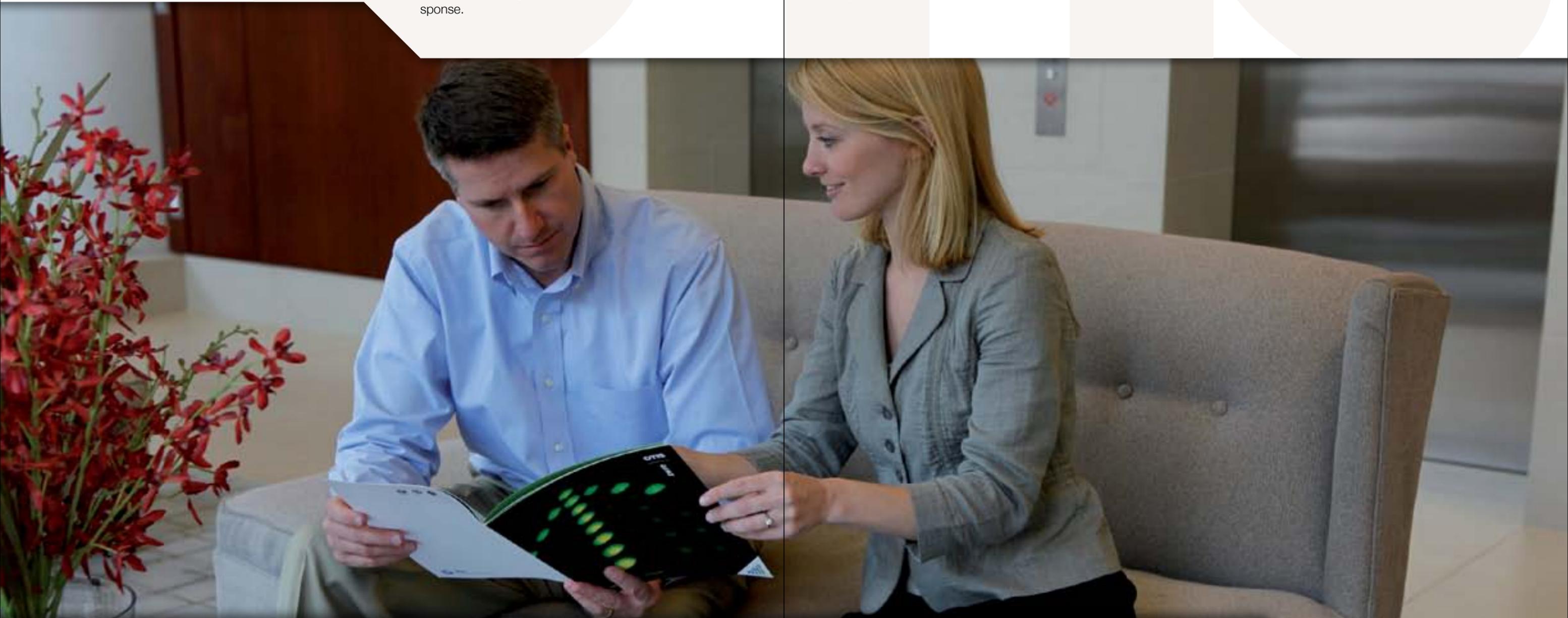
Electronic Service Visit Reports are sent realtime directly to customers email addresses upon completion of any works on site and to equipment allowing for accurate record keeping and up to the minute understanding of whats happening with your equipment.

eService, Otis' free online service offered to all customers, delivers a full and comprehensive history of Otis performance, providing customers with clarity and transparency of works completed and actions taken.

Otisline® is available 24 hours a day, 365 days a year providing a professional response to all calls by skilled operatives, trained to Otis standards.

Housed in our Customer Care Centre based in the heart of the UK our operatives are able to give swift knowledgeable response to all customer queries.

Remote Elevator Monitoring (REM®) improves the speed and accuracy of response as it acts as a voice link direct to Otisline® immediately alerting that there is an issue whilst automatically identifying the location of the equipment.



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SUSTAINABILITY

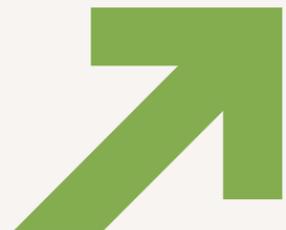
THE WAY TO GREEN IS OTIS' COMMITMENT TO CONTINUALLY MOVING OUR COMPANY AND OUR CUSTOMERS FORWARD. WE DO THIS THROUGH GREENER PRODUCTS, MANUFACTURING, LOGISTICS, INSTALLATION AND SERVICE.

Otis leverages smarter, greener technologies and intelligent engineering to continuously enhance our signature solutions and introduce new, cutting edge offerings.

Our ReGen drives depend on the efficiency of our lifts, reducing energy consumption by up to 75 percent by conserving energy that is normally wasted as heat and feeding this back into the building.

The Gen2 system is up to 50% more energy efficient than conventional systems, enabling developers and owners to manage the building more economically as well as benefiting from lower building costs and increased usable space.

Otis is committed to ensuring our everyday actions reflect our environmental commitment. From rainwater collection to reuseable packaging and greenhouse gas reduction to reduced energy consumption, Otis constantly applies smarter technologies to minimise its environmental impact.



Otis are the industry leaders in safety. One of our key absolutes, safety is at the heart of everything we do which is reflected in our excellent safety record.

Our Worldwide Jobsite Safety Standards (WJSSS) ensure our customers are informed of any legislation which may effect the safe use of their equipment.

We work with our customers to provide proactive recommendations and advice aimed at improving reliability and improving the lifespan of your equipment

SAFETY

PEACE OF MIND AS YOU, YOUR PASSENGERS AND YOUR BUILDING ARE SAFER WITH OTIS.



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Elite™ Service

BEYOND MAINTENANCE

- Early and accurate diagnostics
- Minimal lift repair times
- Passenger Reassurance
- Proactive Communications
- Customised Lift Operations

Elite™ service is a customer focused priority service programme totally exclusive to Otis. At the core of Elite service are a team of highly trained and experienced lift experts.

These dedicated Elite engineers continuously monitor the performance of your lifts. If an issue is detected the Elite engineers will connect to the lift within 1 hour and commence diagnostics. Because of the advanced technologies installed, anomalies are often detected in mere minutes before the customer is even aware they exist and resolved.

When restoration of service requires an onsite visit, the Elite service engineer communicates the diagnosis to the route engineer who'll be sure to have the appropriate equipment and parts when attending site.

Services Comparison	Service	Solution Option 1	Solution Option 2	Solution Option 3	Signature
Programmed Preventative Maintenance	✓	✓	✓	✓	✓
Real Time Electronic Service Visit Report	✓	✓	✓	✓	✓
eService	✓	✓	✓	✓	✓
Customer Care Centre	✓	✓	✓	✓	✓
Remote Elevator Monitoring (REM®)	✓	✓	✓	✓	✓
Trapped Passenger Response (within 1 Hr)	£	✓	✓	✓	✓
Breakdown Assistance Labour (Normal Hours)	£	✓	✓	✓	✓
Breakdown Assistance Labour (24 Hours / Weekends)	£	£	✓	£	✓
Minor Component Cover	£	✓	✓	✓	✓
Major Component Cover	£	£	£	✓	✓

Otis Service Agreements

Otis' range of service agreements are designed to provide a tailored inspection, maintenance and repair programme specifically designed to meet your needs.

The Otis Service Maintenance Agreement provides an effective entry level inspection and maintenance programme for your lift equipment. Maintenance of your equipment is undertaken by fully qualified and skilled Otis engineers who are continually trained to deliver industry-leading standards of safety and maintenance.

Our Solution Maintenance Agreement provides customers the ability and opportunity to design a level of coverage and response to match thier business needs.

As a standard the Solution Maintenance Agreement includes breakdown assistance during normal business hours whilst including a range of consumable components.

Our Signature Maintenance Product gives customers the ultimate piece of mind by providing the most comprehensive inspection, maintenance and repair programmes available.

Providing 24 hour a day, 365 day coverage and an exhaustive list of component cover the Signature contract is not only available on Otis equipment but also on a variety of competitor equipment ensuring customers that Otis are the best maintenance services provider they can choose.