Gen360™
Completely reimagined

OTIS
A digital vertical mobility platform
COMPLETELY REIMAGINED

Gen360

COMPLETELY REIMAGINED
Digitally born

With growing digital power at our fingertips, we went back to the drawing board.

We focused on the people we serve. We unleashed our imagination, building on decades of experience.

We reimagined design, safety, service, experience and support.

We’ve combined decades of innovation with state-of-the-art technology to bring you a brand-new experience.

A DIGITAL VERTICAL MOBILITY PLATFORM
Design  
“New perspectives”  
No protrusion needed, letting you create a flat roof design.

Safety  
“Peace of mind”  
Electronic active safeties, immediate situational evaluation and remote actions.

Service  
“Smart connections”  
Highly sophisticated sensors proactively detect and prevent issues.

Experience  
“Superior journey”  
New designs enhance passenger journey, adding exceptional value.
Completely reimagined for you

It’s a design. It’s a set of supporting services. It’s an asset in your property. It’s a team of experts working round the clock to remotely monitor, update, service, and take care of your elevator 24/7 - giving you ultimate flexibility and empowering you to be in complete control of your elevator.

Support
“Streamlined execution”
Online support tools that simplify every step, saving time and money.
Native active electronic safeties replacing conventional overspeed mechanical governor

Camera monitoring door lock
Door vibration sensor

Maintenance in car
Foldable platform
In-car camera

Under-the-car camera to monitor hoistway

eCall™ app ready
New hall fixtures
New car features (large eView™ in-car display, Lounge Ambiance, sound design)

Absolute electronic positioning of the car in hoistway and redundant speed control

New PrimaPlus door with up to 1,100 mm opening width and 2,200 mm opening height

New foldable toe guard for silent operation on low pit configurations

IoT native, Otis ONE™ solution
Electronic architecture and safety chain providing data to the cloud

The elevator completely reimagined
Discovering Gen360

THE TECHNOLOGY
The Gen360 platform is a true digital revolution. Native electronic architecture allowed us to completely reimagine every aspect of an elevator system, setting new standards for proactive digital elevator safety. We completely redesigned our hardware in order to provide you with the best service. We have replaced many mechanical parts with electronic components. The new Otis ONE IoT solution turns your elevator into a powerful network of sensors for real-time status updates. With 360° cameras, our experts can visually confirm, fine-tune, diagnose and solve issues remotely without even stopping the elevator, giving you unmatched stress-free reliability.

PROVEN AND RELIABLE
We are well acquainted with connected elevators. We pioneered remote servicing over a decade ago as part of Gen2. With Gen360, we’ve built on that proud legacy and evolved - reimagining technology for the era of smart buildings.

THE SMART CHOICE
Gen360 is more than just an elevator, it’s a complete platform connected to the smart core of low to mid-rise residential and commercial buildings. Gen360 helps building and property managers maximize efficiency and improve tenant experience.

SPEED
1 m/s
1.6 m/s
1.75 m/s

DUTY LOADS
320 to 1,020 KG

MIN OVERHEAD
2,500 mm up to 1.75 m/s

CAR TYPES
Deep Wide Flexible

MAX DOOR WIDTH
1,100 mm

MAX RISE
45 m @ 1 m/s
75 m @ 1.75 m/s

MAX STOPS
14 @ 1 m/s
24 @ 1.75 m/s

NUMBER OF ENTRANCES
1 or 2 opposite

Discovering Gen360
Design reimagined

The Gen360 platform gives you freedom to push the boundaries of design. No protrusion required, letting you create a much simpler, more elegant and appealing flat roof design.*

“Function and freedom”

* May vary according to local regulation
BUILD, DESIGN, AND INSULATE IN A WATERTIGHT WAY

The Gen360 platform eliminates the need to perform any maintenance operation from the top of the car. As a result, you no longer need refuge space at the top of the hoistway, nor do you need a "protrusion" on the roof of the building:

- No protrusion building and complex waterproofing and insulation detailing
- Low overhead compatible (car height +400 mm) at 1 m/s, 1.6 m/s, 1.75 m/s*

MAXIMIZE HOISTWAY EFFICIENCY

Gen360 lets you design your elevator with even more flexibility:

- Fit a 9-passenger / 700 kg car in the same standard hoistway dimensions as an 8-passenger / 630 kg car
- Bespoke car sizes (variable dimensions)
- Greater door sizes up to 1,100 mm width and 2,200 mm height

DESIGN SAFE ELEVATORS IN SMALLER HOISTWAYS

Take advantage of lower overheads and reduced pit combinations without needing additional safety elements like folding balustrades. Gen360 adapts to existing buildings with advanced technology and variable dimensions so you get maximum safety - an all in one compact elevator.

* Depending on speed
**EXISTING**

Gen2

**NEW**

Gen360

3,400 mm

2,500 mm (for a 2,100 mm car height)*

930 mm

320 mm combined with reduced overhead*

* May vary according to local regulation
The Gen360 platform sets new standards for safety. Moving from mechanical to electronic, the brand-new design of Gen360’s safety chain allows 24/7 monitoring, immediate situational evaluation and remote actions while increasing the overall performance and efficiency of the elevator for peace of mind.
GEN360 COMPLETELY REIMAGINES ELEVATOR SAFETY

We’ve been setting the industry standards for more than 160 years. Now, we’re completely reimagining safety to deliver digitally-enhanced, seamless, reliable vertical mobility. The Gen360 platform introduces active safeties where mechanical components are replaced by “drive by wire” electronic technology, allowing immediate remote situational evaluation and actions.

PROACTIVE SAFETY
24/7 monitoring of all main elevator components integrated into a single loop to anticipate and prevent issues.

ABSOLUTE POSITIONING
to accurately monitor car position and speed in the hoistway.

ELECTRONIC SAFETY ACTUATOR
replaces the mechanical speed governor, allowing it to monitor speed redundantly and automatically trigger a safety break.

REMOTE RESCUE & INTERVENTION
If the elevator does stop, Gen360 electronic safeties allow immediate situational evaluation to trigger remote operations. The car is delivered to the closest floor, drastically reducing time of intervention and discomfort.

EMERGENCY TWO-WAY VIDEO CALLS*
In the unlikely event of an elevator fault, our trained staff offer immediate assistance to passengers through the in-car eView screen. We’ll always be there by your side.

* May vary according to local regulation
“Drive by wire” is well established in the aerospace and automotive industries. Replacing conventional mechanical safeties with drive by wire systems significantly reduces the number of moving parts in the hoistway. This frees up space, increases reliability, and monitors safety 24/7 for peace of mind.

What is “active electronic safety”? AUTOMOTIVE AND AEROSPACE INSPIRED
Service reimagined

The Gen360 platform revolutionises service and maintenance. Your tenants depend on elevators, and you depend on reliable performance. Gen360 uses highly sophisticated sensors to detect and prevent issues so you can maximize availability of your unit.

“Designed for service”
When we completely redesigned our hardware, we thought about smarter performance. With Otis ONE, data is collected automatically and interpreted in the cloud via big data analytics. These insights feed predictive algorithms that anticipate your needs.

**THAT’S MORE THAN CONVENIENT, IT’S DEEPLY REASSURING**

We completely redesigned our hardware for smarter performance. With Otis ONE, data is now collected automatically and interpreted in the cloud via big data analytics. These insights feed predictive algorithms that anticipate your needs.

**TURNING DATA INTO ACTIONS**

Smart data keeps downtime to an absolute minimum. If an onsite visit is needed, your Otis expert will know the exact services your elevator requires.

**REMOTE SERVICES**

The Gen360 platform benefits from the company’s unrivaled experience in remote services - gained over a decade with Otis Elite™ Service - to give you the immediate support you need.

**DIGITALLY NATIVE, REIMAGINED SERVICE**

The Gen360 platform goes beyond simply adding sensors. Thanks to the native integration of Otis ONE, our Internet of Things solution, Gen360 generates proactive and predictive insights. The 360° hoistway vision cameras let our experts remotely assess inside and below the car as well as door lock for quick problem diagnosis. The elevator system performance is constantly monitored and analyzed. And what’s more, Gen360 provides real-time information on the health of your unit.

**360° VISION WITH CAMERAS**

to confirm and fine tune diagnosis (door lock and under-the-car cameras).

**Otis ONE IoT TECHNOLOGY NATIVE**

Up to 20 sensors generate insights feeding the cloud.

**NEW ELECTRONIC ARCHITECTURE**

allows simpler wiring and data transmission to electronic components.
Remote support

Using Gen360’s cameras, qualified technicians supported by remote experts can check then confirm or fine-tune a diagnosis straight away. Many times, they can service the unit remotely as well - often without needing to stop the elevator.
Experience reimagined

The Gen360 platform offers a smooth and entertaining journey. You want an elevator that sets your property apart. That’s why we’ve redesigned every aspect of the elevator journey, including the look, feel, and sound design. Because details add exceptional value for you and your passengers.

“Superior experience, outstanding value”
GEN360 COMPLETELY REIMAGINES ELEVATOR PASSENGER EXPERIENCE.

The Gen360 platform delivers a smooth and entertaining journey. Your passengers will enjoy a new large in-car display, elegantly placed behind the back mirror. Our immersive sound designs enlarge space perception, and you can now choose our new Lounge Ambiance on top of the wide range of 400,000 other design configurations. In addition the Gen360 introduces a new range of hall fixtures and enhanced remote call functionalities - eCall.

LOOK, FEEL AND EXPERIENCE
Gen360 adds extraordinary value to your building.

**eView IN-CAR DISPLAY**
Custom announcements, infotainment live feeds (news, weather...), phone land line elimination:
eView is much more than just a screen. 10'' standard, discover the optional large eView 18'' behind back mirror.

**HALL FIXTURES**
Redesigned hall fixtures with greater contrast, inspired by EN 81-70.

**SOUND DESIGN**
Space perception and ride are transformed thanks to sound design.
There’s no need to touch elevator buttons thanks to the eCall app. Call the elevator from your phone so it’s ready to go when you are.

Thanks to the power of APIs, seamlessly plug eCall into your building application.
Support reimagined

Gen360 tools save you time and resources. Our online support tools streamline the entire process from start to finish, from drawings to specifications and throughout the lifetime of your unit.

“Efficient planning, streamlined execution”

“
Support reimagined

SUPPORTING YOU
The Gen360 platform comes with a suite of digital tools to help you manage your elevator project seamlessly.

<table>
<thead>
<tr>
<th>YOUR PROJECT STAGE</th>
<th>YOUR OTIS TOOL</th>
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<tbody>
<tr>
<td>Design</td>
<td>OTIS CREATE</td>
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<tr>
<td></td>
<td>Choose the right elevator, generate drawings, save specifications, and design the perfect interior in minutes.</td>
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<tr>
<td>Execution</td>
<td>CUSTOMER DASHBOARD</td>
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<td></td>
<td>Track order progress and follow delivery status online 24/7.</td>
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<td>Handover</td>
<td>CUSTOMER PORTAL</td>
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<td></td>
<td>Get instant updates on the health, maintenance and account status of your elevator. Manage all your units in one place.</td>
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<td>DEVELOPER PORTAL (OTIS APIs)</td>
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<td></td>
<td>Connect your Otis data seamlessly to your existing building management applications.</td>
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</tbody>
</table>

THE OTIS CUSTOMER PORTAL GIVES YOU ALL THE INFORMATION YOU NEED IN ONE PLACE, RIGHT WHEN YOU NEED IT.

Real-time information:
- View account details 24/7
- Contact our teams
- Track maintenance
- Monitor the performance and health of all your units
Gen360

COMPLETELY REIMAGINED
At Otis, we keep people moving safely. In fact, we connect 2 billion people to the places that matter most to them. We’re found in buildings tall and small, from low-rise residential to the Burj Khalifa Tower. We’re everywhere people are on the move.

Over 160 years ago, Elisha Otis created the world’s first safe elevator, making modern cities, as we know them today, possible.

We’re proud to build on that legacy. Reimagining the industry Otis created.
Gen360
an industrial European footprint

**BERLIN**
Electronic components engineering and manufacturing

**ROISSY-EN-FRANCE**
Spare parts logistic center

**GIEN**
Systems engineering and manufacturing
Doors engineering and manufacturing
Logistic center: assembly and shipment

**SAN SEBASTIAN**
Traction systems and safeties manufacturing

**MADRID**
Systems engineering and manufacturing
Logistic center: assembly and shipment
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.

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