

# OTIS

Partners in Service

Otis Elite™

Otis Elite™ Service allows for unprecedented control placed in the hands of building managers, allowing them to reach new levels of efficiency. With our state-of-the-art technology – backed by a dedicated Elite service team – we're taking the worry out of managing your elevator. We want to be your expert, your resource, and your trusted advisor.

## Benefits



UPTIME LEVELS  
OF 98%



DEDICATED  
ENGINEERS



REAL-TIME  
COMMUNICATION



EMAIL ALERT  
FACILITY

## Features

### Dedicated Engineers

Pivotal to this service are the Otis Elite™ Service Engineers who are at its heart. Highly-trained specialists, they apply remote technology to provide you with an unparalleled level of service and response.

### Faster Response Time

When a call is made or a problem detected, our Otis Elite™ Service Engineers will connect to your unit within 30 minutes. 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 to 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%.

### Early and Accurate Diagnostics

Otis Elite™ Service 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.

### 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. This allows the technician to rectify the fault faster resulting in increased uptime.

### 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.

### Flexible Operation

As a building's requirements change, Otis Elite™ Service 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 restricted quickly and easily.

## Otis Elite™ Service Engineers Coverage

Otis Elite™ Service Engineers are available from 6.00 a.m. to 6.00 p.m.  
Mon-Fri (excluding public holidays), Eastern Standard Time.  
Australia **1800 626 847** New Zealand **0800 656 847**

