

Schindler Excellence

Maintenance & Repair services

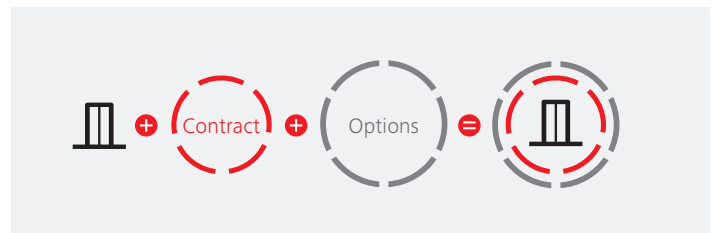
Reliability, safety and longevity – is that what you are looking for? Well, so are we. Our wide array of structured maintenance schedules are based on your specific needs. Added to that we will work with you to develop short and long-term plans to determine future equipment needs, upgrades and other considerations vital to your operation.

Dedicated experts

From our humble beginnings in 1874 to the global elevator and escalator company we are today—now operating in over 100 countries— we pride ourselves on pushing boundaries and building lasting partnerships. Our extensive network of service support from global, national and local levels provides you with the right partner to ensure reliable operation – no matter what type of elevator or escalator equipment you have.

Versatile solutions

Our maintenance schemes will work for you both preventively and correctively. Visits during off-working hours or guaranteed availability are just a few examples of our flexible solutions. And we always keep you informed. In urgent cases we send alerts to your smart phone or provide ready-made analysis of failures and recommendations.



Our service consultants will evaluate with you which services will suit your equipment best – today and for the decades to come.















Key facts

24/7 availability	unlimited access to a personal contact
Immediate response	quick reactions on arrival at site
Certified service delivery expertise	to maintain knowledge of service employees about all type and ages of technology
Experience going back to 1874	dedication to designing and maintaining elevators and escalators
Condition based	more than 20.000 spare parts in stock and a flexible maintenance scheme
Online support with Schindler Dashboard	for equipment based information and remote diagnostics









Schindler

Contracts and Options

 Contract type	Assist	Basic	Alert	Cover	Complete
Features					
Technical support Hotline support and training of on-site equipment responsible. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health checks Remote status checks incl. reports* and notification in case of detected irregularities. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance visit Regular on-site inspections incl. basic maintenance work. 		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call-back interventions Immediate response in case of issues incl. release of entrapped passengers. Mo – Fr 7am – 6pm or 24/7 with the “Flex” option. 			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Small repairs Small repairs – as defined, are included to ensure availability. 				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Large repairs Full coverage of all maintenance, call-back or repair works. Availability is guaranteed for 98%-99,5% as an option. 					<input checked="" type="checkbox"/>
	Customer support and access to the 24/7 call center. Inspection will be conducted on request.	Essential maintenance contract covering basic inspections and on-demand actions based on individual approval.	Regular maintenance contract covering call-backs and basic inspections.	Comprehensive maintenance contract covering a pre-defined range of repairs, call-backs and basic inspections.	All-in maintenance contract covering repairs, call-backs and basic inspections.

Options

 <p>Direct Our permanent monitoring and response service allows tracking and analyzing equipment – and performing condition checks.</p>	 <p>Alarm Our in-car alarm service allows passengers to connect with one of our trained service staff. The release of entrapped passengers is assured.</p>	 <p>Flex Our option for flexible maintenance and repair work appointments. Plus the possibility for off working hours services – and 24/7 call-back interventions.</p>	 <p>Connect Our phone- and data line management for remote- and alarm services enables continuous line function and alarm system checks.</p>	 <p>Inform Our information option keeps you on top of things. Transparency and full control is allotted multiple communication channels and reports are submitted through them.</p>	 <p>Exam Our examinations cover periodic safety checks beyond national norms, the coordination and support of regulatory bodies.</p>
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* Only available with Schindler Direct