

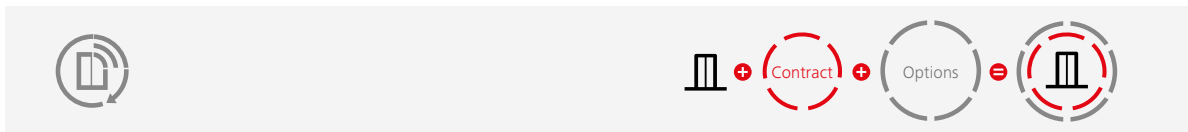
Service option: 'Direct'



Always be a step ahead with our permanent diagnostic and response services.

Schindler Direct is our digital elevator and escalator monitoring service. It is linked with the Schindler Service & Diagnostic Centers and the responsible Technicians. Smart processing of the equipment data enables us to initiate immediate actions should any need arise.

We are now able to react faster – at times even preventative – to secure the utmost reliability and durability. Being continuously informed with clear and transparent data allows us to deliver this best in class service.



Features

Permanent connection

- Digital connection to a Schindler Service & Diagnostic Center.
- 24/7 data acquisition and transmission.
- Remote access to run monthly health checks.
- Automated submission of malfunctions without customer involvement.

Transparent insights

- Mobile push-notifications or e-mails in case of detected irregularities.
- Web based analytics and reports on root causes.

Expert service

- Technical experts with human touch on site; complemented by latest technology.
- Clear distinction between critical/non-critical cases/interventions when needed.
- Hint forwarding to field staff for accelerated root cause analysis on site.

Tangible results

- Faster: Earlier detection of irregularities, accelerated root cause analysis.
- Continuous: Health checks in-between regular visits.
- Time saving: less customer calls or involvement of administrator.
- Satisfied users: Transport is always available.

Benefits at a glance

- Monthly health checks and reports
- Permanent diagnostics and pro-active prevention of break-downs
- Early detection of irregularities
- Less customer calls to report or confirm issue detection
- Faster back-in-service performance

Compatibility

This option can be combined with any detection of irregularities. We add monthly health-checks to regular service visits. For shortest reaction times and maximal prevention you can opt for a contract with covered call-backs. We recommend you to combine Schindler Direct with 'Alarm' and the 'Connect' option.

Available options  Direct  Alarm  Flex  Connect  Inform  Exam



Schindler

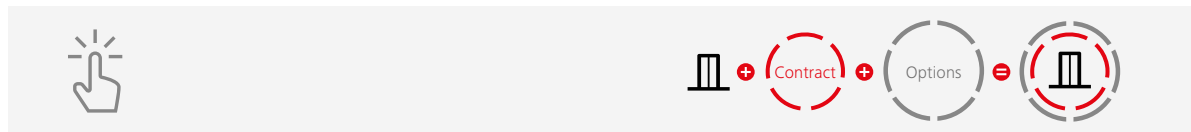
Service option: 'Alarm'



24/7 personal assistance - at your fingertips.

Our Alarm option provides a bi-directional voice communication between the car and the Schindler Service & Diagnostic Center. In case of entrapment, passengers may connect to a well-trained operator who will initiate the release and keep passengers informed.

Schindler also ensures the professional operation of the alarm system. Every three days we place a test call. The alarm, digital gateway and communications are under our full control.



Features

Alarm handling

- 24/7 reception of calls, dispatching of service technicians and continuous information of passengers.
- Free release of entrapped passengers.

Quick response

- Schindler has a dense network of local service stations and technicians.
- Short delivery times for spare parts and backup organization in case of need.

Safety

- Emergency lighting in the car.
- Test call every three days to ensure operation of call unit and transmission.
- In combination with the Schindler Direct diagnostic service we can recognize misuse and thus avoid unnecessary cost.

Administrative Support

- Compliance with the norm (alarm connections are required by EN-13015 for new installations).
- 'Lift guardian' not required to be permanently on site (owner obligation).
- Communication costs covered (optional).

Benefits at a glance

- Bi-directional communication with 24/7 Schindler Service & Diagnostic Center
- Max. one hour reaction time
- Test call every three days
- Misuse recognition
- Release of entrapped passengers covered

Compatibility

The Alarm option requires the installation of microphone and speaker in the car and a digital gateway for wireless or land line based communication.

We recommend the combination of the Alarm option with Schindler Direct services.

Available options  Direct  Alarm  Flex  Connect  Inform  Exam



Schindler

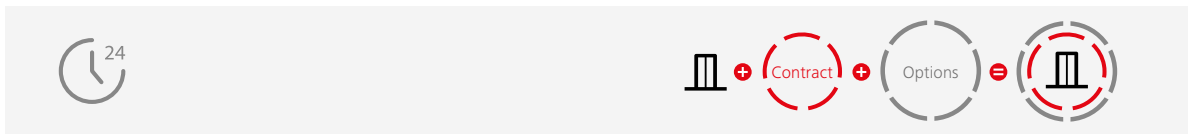
Service option: 'Flex'



When you need maintenance at unusual times.

Our Flex service option gives you the choice to decide when we carry out maintenance. If you operate a shopping center, hotel, hospital or office complex and you can not allow for stoppages at peak times, we understand your transportation needs.

Our dynamic maintenance schedule guarantees maximal capacities and short waiting times during critical periods while respecting passengers' expectations.



Features

Maintenance appointments

- Maintenance when you require it.
- Appointments following a fixed annual schedule or according to your immediate needs.

Maintenance Outside-of-Business Hours

- If you need it we perform our maintenance outside of regular business hours (weekdays, 6am – 8pm).

Interventions covered

- In case of emergencies Schindler responds immediately and performs a call-back service outside of regular business hours.
- 24/7 call-back coverage.

Benefits at a glance

- Flexibility in handling equipment related events
- Maintenance outside of normal business hours
- Appointments for maintenance visits
- 24/7 call-back coverage

Compatibility

The 'Flex' option can be combined with all Schindler Excellence contracts which cover call-back services.

Available options



Direct



Alarm



Flex



Connect



Inform



Exam



Schindler

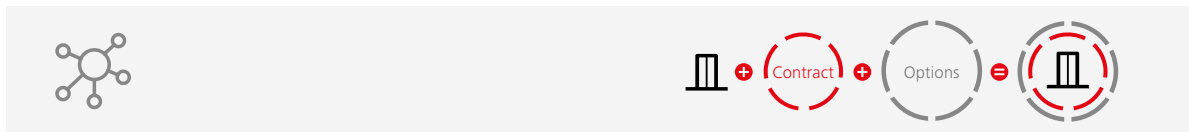
Service option: 'Connect'



State-of-the art technology and phone line management.

Telecommunication providers are changing their analog connections for much more powerful digital communication networks. In some countries a due date for this change-over has been set. This change requires elevator owners to upgrade their alarm systems.

If you have a different operation system in place you need a competent partner who can provide you with the right solutions. Schindler plans, implements and operates wirelessly for you.



Features

Existing installations

- Analysis of customer installations and budgeting of digital upgrades.
- Installation and function test by a qualified elevator technician. Hassle-free for the owner and safe change-over for users.

New installations

- You are a general constructor of a new building. The notified body will approve a new elevator only if there is an alarm system in place. With this option we cover all operating costs until handing over to the building operator.

Performance

- Test of telephone line, communication device and battery supply.
- Proactive intervention in case of communication failure.
- Ensuring continuous operation of alarm and communication system.

Administrative Support

- Management of SIM cards.
- Handling of communication fees.

Benefits at a glance

- Minimal administrative tasks for customers.
- Digital upgrade as required by telecom operators.
- Testing of safe function by elevator specialist.
- Communications costs included.
- One-stop-shop for installation and management of the communication's hard - and software.

Compatibility

The Schindler Connect applies to the Alarm Option. Usually it is combined with Schindler Direct services as the monitoring and diagnostic technology requires digital gateways and communication.

Available options



Direct



Alarm



Flex



Connect



Inform



Exam



Schindler

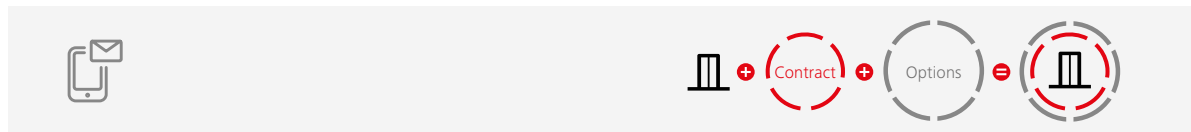
Service option: 'Inform'



Keep on top of things

With our Inform option you have all the necessary data at your fingertips. Was there really a malfunction reported? We send you the latest status information directly to your Smart Phone so you are always one step ahead. How well are the elevators or escalators performing today?

We provide you with online access to useful real-time data and reports. Our Service Leaders are happy to explain the performance and make recommendations in order to keep your installations running smoothly at all times.



Features

Notifications

- In case of malfunctions we send you alerts via e-mail or push notifications to your Smart Phone
- Alerts at the time of breakdown and when the installation is back-in-service again.

Web-based access

- Access via Schindler Dashboard online portal (available as desktop and/or mobile application)
- History of all interventions (maintenance, call-backs, repairs, notified body checks)
- Performance (uptime, reaction time, back-in-service time)
- Call-back root cause analysis
- Push notifications in case of malfunction
- Performance overview
- Quick dial to your Schindler contact

Reporting

- User profile for selecting periodic e-mail reports
- Download of annual performance reports
- Download of monthly health check reports (with Schindler Direct).
- Personal presentation of annual performance report on request.

Benefits at a glance

- Fact based decision-making for services and investments
- Unlimited access to your portfolio profile
- Performance reports for you or your tenants
- E-mail or push notifications in case of malfunction

Compatibility

The Inform option can be combined with all Schindler Excellence contracts. In combination with the Schindler Direct services you also have real-time data and you are in direct contact with Schindler by pressing just one button on your smart phone app.

Available options  Direct  Alarm  Flex  Connect  Inform  Exam

* Requires Schindler Direct services

** Requires a Schindler Dashboard account



Schindler

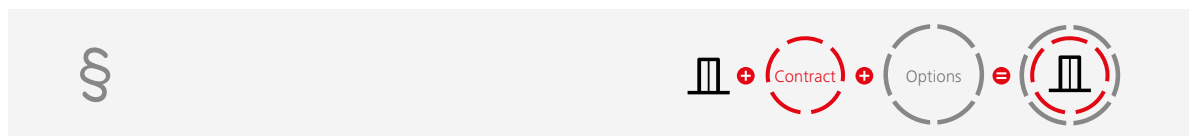
Service option: 'Exam'



Passenger safety is our utmost priority. Our safety tests go beyond legal requirements and cover all aspects of your owner obligations.

The Examination Option covers all required user obligations and conveniently relieves the building administrator from a growing workload. This may start with applying a new installation to the respective Notified Body, continue with periodic safety checks throughout the equipment's lifetime and include periodic assess-

ment of safety hazards. We coordinate all this works and meticulously archive all documents. In addition we train a nominated person on how to safely release entrapped passengers and inform owners on new elevator norms and regulations.



Features

Schindler covers all or a customer-related selection of the following points:

Notified Body

- Application of new units to the respective Notified Body.
- Coordination of periodic Notified Body visits.
- Support of Notified Body visits, including test weights and tools.
- Coverage of all costs.

Assessments

- Regular safety tests beyond legal requirements.
- Electrical checks to protect users and service personnel from electrical hazards.
- Periodic assessment of safety hazards following EN 81-80.
- Concept to adapt the installation(s) to the state of the art and long term investment plans.

Documentation & Training

- Archiving of all documents covering national owner obligations.
- Online access to all documents on Schindler Dashboard.
- Information for owner on changing norms and regulations.
- Training of nominated person on site for owner obligations in case of failures or entrapped passengers.

Benefits at a glance

- Fact based decision-making for services and investments
- Coordination and support of Notified Body.
- Periodic assessment of safety hazards.
- Long-term investment plan
- Training of 'nominated person' on site

Compatibility

You can combine the 'Exam' option in its full integrity with all other options and service contracts.

Available options  Direct  Alarm  Flex  Connect  Inform  Exam

* Requires Schindler Direct services

** Requires a Schindler Dashboard account



Schindler