

Schindler Excellence 'Assist' service



Your personal support and access to the 24/7 Schindler Service & Diagnostic Center. Inspection visits will be conducted upon request.

Contract features



Technical support

Hotline support and training of on-site equipment responsible.



Health check

Remote status checks incl. reports* and notification in case of detected irregularities.



Maintenance visit

Regular on-site inspections incl. basic maintenance work.



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.



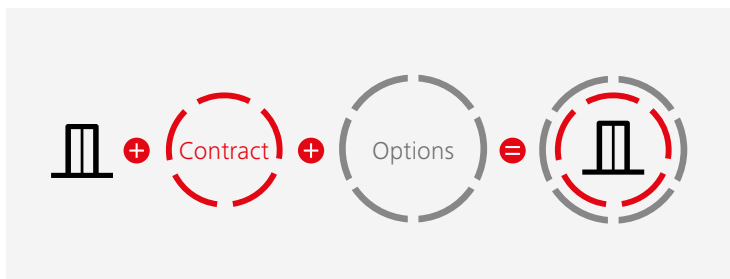
Small repairs

Small repairs – as defined, are included to ensure availability.



Large repairs

Full coverage of all maintenance, call-back or repair works. Availability is guaranteed as an option for 98% – 99,5% p.a.



Options



Direct

Our permanent monitoring and response service allows tracking and analyzing equipment – and performing condition checks.



Alarm

Our in-car alarm service allows passengers to connect with one of our trained service staff. The release of entrapped passengers is assured.



Flex

Our option for flexible maintenance and repair work appointments. Plus the possibility for off working hours services – and 24/7 call-back interventions.



Connect

Our phone- and data line management for remote- and alarm services enables continuous line function and alarm system checks.



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.



Exam

Our examinations cover periodic safety checks beyond national norms, the coordination and support of regulatory bodies.

Available contracts



* Only available with Schindler Direct



Schindler

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Schindler Excellence

'Basic' service



Your essential maintenance contract covers inspections and on-demand actions based on individual approval.

Contract features



Technical support

Hotline support and training of on-site equipment responsible.



Health check

Remote status checks incl. reports* and notification in case of detected irregularities.



Maintenance visit

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Call-back interventions

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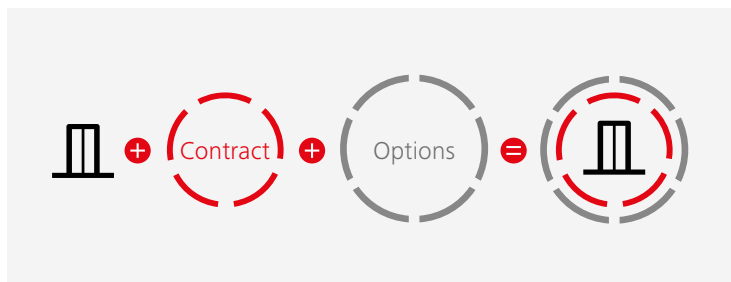
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Available contracts



Assist



Basic



Alert



Cover



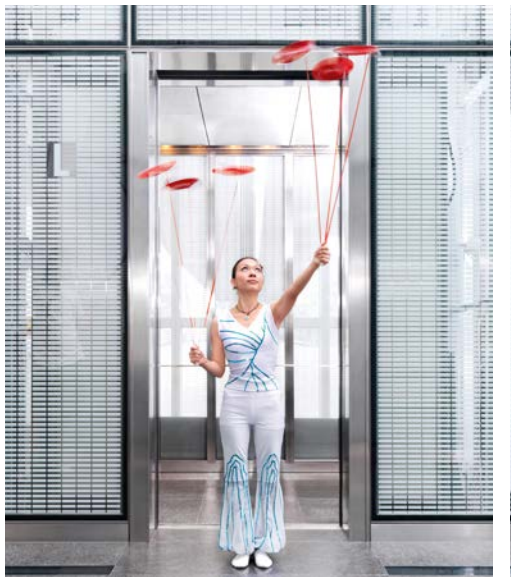
Complete

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Schindler

Be connected. Be on top of things.



Monitor your portfolio and receive status updates on services. Either at your desk or on the go, or both! Explore the Schindler Dashboard: Just scan the code with your mobile phone, using any free QR code scanner software. This is either pre-installed on your phone or easily downloadable.



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Schindler Excellence

'Alert' service



Your regular maintenance contract covering call-backs and basic inspections.

Contract features



Technical support

Hotline support and training of on-site equipment responsible.



Health check

Remote status checks incl. reports* and notification in case of detected irregularities.



Maintenance visit

Regular on-site inspections incl. basic maintenance work.



Call-back interventions

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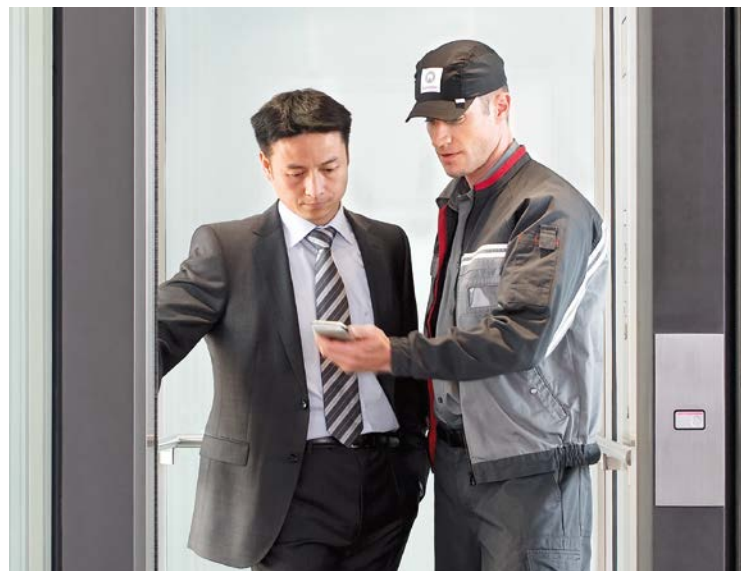
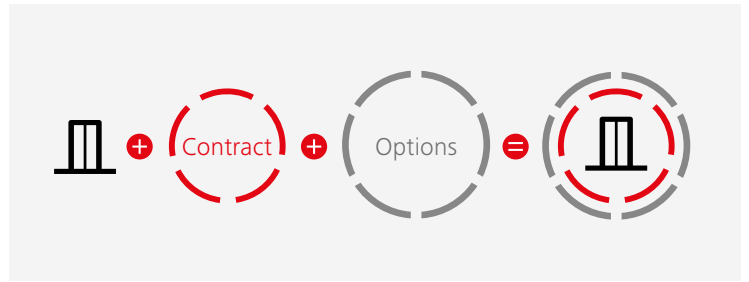
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Available contracts



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Schindler Excellence 'Cover' service



Your comprehensive maintenance contract covering a pre-defined range of repairs, call-backs and basic inspections.

Contract features



Technical support

Hotline support and training of on-site equipment responsible.



Health check

Remote status checks incl. reports* and notification in case of detected irregularities.



Maintenance visit

Regular on-site inspections incl. basic maintenance work.



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.



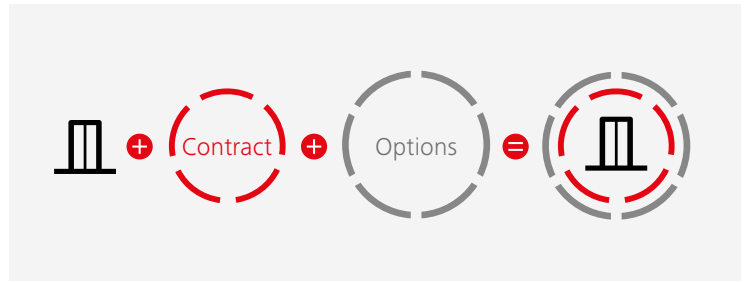
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Large repairs

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Options



Direct

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Alarm

Our in-car alarm service allows passengers to connect with one of our trained service staff. The release of entrapped passengers is assured.



Flex

Our option for flexible maintenance and repair work appointments. Plus the possibility for off working hours services – and 24/7 call-back interventions.



Connect

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Inform

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Available contracts



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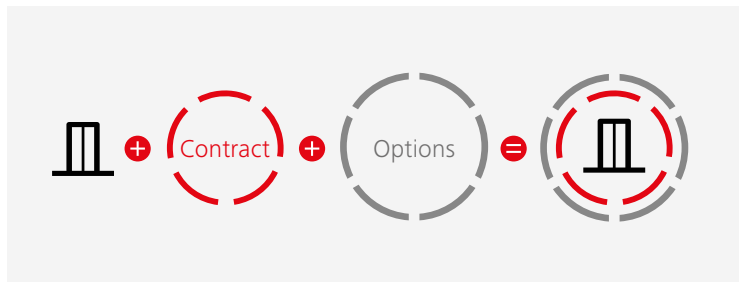
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Schindler Excellence 'Complete' service



Your all-in maintenance contract covering repairs, call-backs and basic inspections.

Contract features		
Technical support Hotline support and training of on-site equipment responsible.		
Health check Remote status checks incl. reports* and notification in case of detected irregularities.		
Maintenance visit Regular on-site inspections incl. basic maintenance work.		
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.		
Small repairs Small repairs – as defined, are included to ensure availability.		
Large repairs Full coverage of all maintenance, call-back or repair works. Availability is guaranteed as an option for 98% – 99,5% p.a.		



Options

 Direct Our permanent monitoring and response service allows tracking and analyzing equipment – and performing condition checks.	 Alarm Our in-car alarm service allows passengers to connect with one of our trained service staff. The release of entrapped passengers is assured.	 Flex Our option for flexible maintenance and repair work appointments. Plus the possibility for off working hours services – and 24/7 call-back interventions.	 Connect Our phone- and data line management for remote- and alarm services enables continuous line function and alarm system checks.	 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.	 Exam Our examinations cover periodic safety checks beyond national norms, the coordination and support of regulatory bodies.
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Available contracts Assist Basic Alert Cover Complete

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