Schindler Services 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.

Efficient, Responsive and Reliable

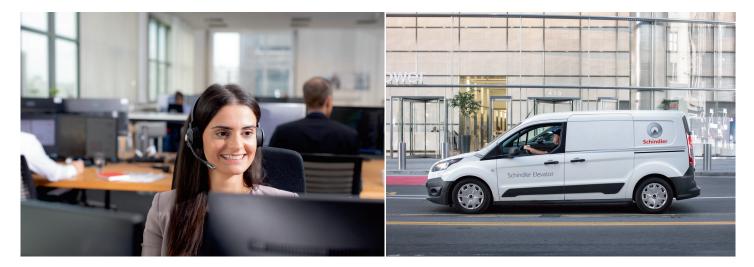
Our vision, 'Leadership through service'. We firmly believe in delivering service and not just product. We have a bouquet of service solutions designed as per your needs — Platinum, Diamond, Gold and Pearl which offer you the flexibility to choose the suitable solution for you. In order to serve you better our service technicians have been equipped with FieldLink - (a state-of-the-art equipment diagnostic tool that runs on iPhone), to ensure maximum uptime and convenience for you.

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

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		
Online support with Schindler Dashboard	for equipment based information and remote diagnostics		





Service Contract Types

	Contract type	(I) Platinum	(Î) Diamond	(I) Gold	(I) Pearl
Ċ	Call center support To register complaints	\bigcirc	\bigcirc	\bigcirc	\bigcirc
4	Maintenance visit Regular on-site inspections including basic maintenance work	\odot	\bigcirc	\bigcirc	\bigcirc
	Call-back interventions Covers call back assistance during working days Monday to Saturday	\odot	\bigcirc	\bigcirc	\bigcirc
Ŗ	Small repairs Small repairs, defined, are included to ensure availability	\bigcirc	\bigcirc	\bigcirc	
200	Mid repairs Mid repairs, as defined in contracts	\bigcirc	\bigcirc	\bigcirc	
ණ	Large repairs Coverage of all-in maintenance, call-ba or repair work, as defined in the contra		\bigcirc		
Q E	Customization Comprehensive coverage of all-in maintenance, call-backs, and repair wo along with customization of services ba customer needs at additional cost.				