



## Schindler Service

Solutions that fit your individual needs





# The best people and industry-leading innovation

It all adds up to huge benefits for Schindler customers

## Higher uptime

Preventive, advanced maintenance — delivered by highly skilled technicians supported by connected technology — leads to fewer breakdowns and faster repairs.

## Fewer callbacks

By continually investing in technology improvements and component upgrades, we've reduced callbacks by up to 37%\*.

## Flexibility

Tailored, modular and condition-based maintenance provides flexibility and a focus on your requirements, delivering maximum value from your contract.

## Superior responsiveness

Expert teams and intelligent algorithms monitor connected equipment around the clock. Appropriate actions can be taken within minutes in the case of malfunctions. Problems can be resolved before they are noticed by customers.

## Safety and compliance confidence

Ensuring customer, passenger, and employee safety are essential to delivering first-class service. That's why safety is engineered into our products and processes. For example, we conduct annual 70-point safety inspections that surpass code requirements as standard for every piece of equipment we maintain.

## Seamless convenience

Our Schindler CoLab platform lets customers seamlessly and securely integrate operation and maintenance data to get the most out of their connected units. Performance, contractual and operational information are continuously available (depending on third-party systems). This can be easily integrated into building management systems to improve processes, maximize uptime, and support facility managers in their decision making.

## Better decision making

Users of Schindler ActionBoard get a real-time overview of all their equipment and their performance with actionable insights. This makes it easier to prioritize tasks and prevent downtime.

\*Compared to non-connected units.



# Our technology

## Smart Services and digital insights

### Schindler's global R&D teams

innovate and invest continuously to improve our technology, resulting in advances like a callback reduction of up to 37%\*. That's a whole lot more trouble-free travel time for passengers.

### Condition-based maintenance

driven by real-time data means service visits are enhanced by diagnostic insights. Our focused, data-driven troubleshooting delivers precise action, resolving issues efficiently.

### The benefits of Smart Services

**Performance Callback:** Schindler proactively detects when an elevator is out of service and proactively fix it, either remotely or by sending someone to site.

**Adaptive maintenance:** Schindler can monitor the status of the equipment and schedule an additional visit when necessary to optimize the uptime of the equipment.

**ActionBoard:** - Instant access to information.

- Improved tenant relations by way of quicker communications.
- Constant equipment monitoring.

\*Compared to non-connected units.

### Connected units are monitored

in our Technical Operation Centres, so malfunctions are detected within minutes, and appropriate action is taken.

We support our Technicians in the field to deliver fast repairs with the latest technologies and digital tools.

Connected units, remotely monitored at Technical Operation Centres, along with input from our field technicians form a unique closed-loop ecosystem that provides the best possible analytics-driven service.

# Making service sustainable

## Service tailored to your needs – and the planet's

We want to make customers' lives easier and free up their valuable time. Just as importantly, we want to minimize the impact our services have on the environment.

We harness connected technology and real-time data to achieve all of these aims. And we deliver frequent, clear reporting to our customers on how we're doing.

Schindler services can adapt to every customer's individual needs, and offer solutions based on their units, requirements and preferences. Tailoring services in this way ensures we can deliver the most efficient service.

We know that making building operations more green and sustainable has become the highest of priorities for our customers. Offering building-related maintenance services that are also sustainable is a crucial piece of this puzzle.

We are proud to be at the forefront of elevator and escalator sustainability innovation.

For example, in Germany, Schindler has obtained certification demonstrating it has just been certified that we can achieve a reduction of 99.5%\*\* of total emissions for a service contract that includes digital services, compared with a standard service contract. Our move towards using a fully electric service fleet helps significantly here.

This is the first environmentally certified service in the elevator industry.

Schindler aims to become a net-zero CO<sub>2</sub> emissions business. We are committed to using resources responsibly and harnessing digital technology to ensure energy savings and the reduction of waste.

We're on this green journey together.

\*\*According to TÜV Rheinland certificate (Zertifikat Product Carbon Footprint; PCF C01-2022-03-21254480).



# A closer look at our four service modules

We provide customers with a range of modular, tailored services, organized into four categories – Essential, Essential Plus, Excellence and Excellence Plus.

## Excellence Plus

Full coverage that provides 24/7 customer support, maintenance, 24/7 emergency call-outs, spare parts and major repairs during normal working hours.



## Excellence

Coverage that provides 24/7 customer support, maintenance, 24/7 emergency call-outs and replacement components.



## Essential Plus

Coverage that provides 24/7 customer support, basic maintenance and emergency call-outs during working hours



## Essential

Coverage that provides 24/7 customer support and basic maintenance.

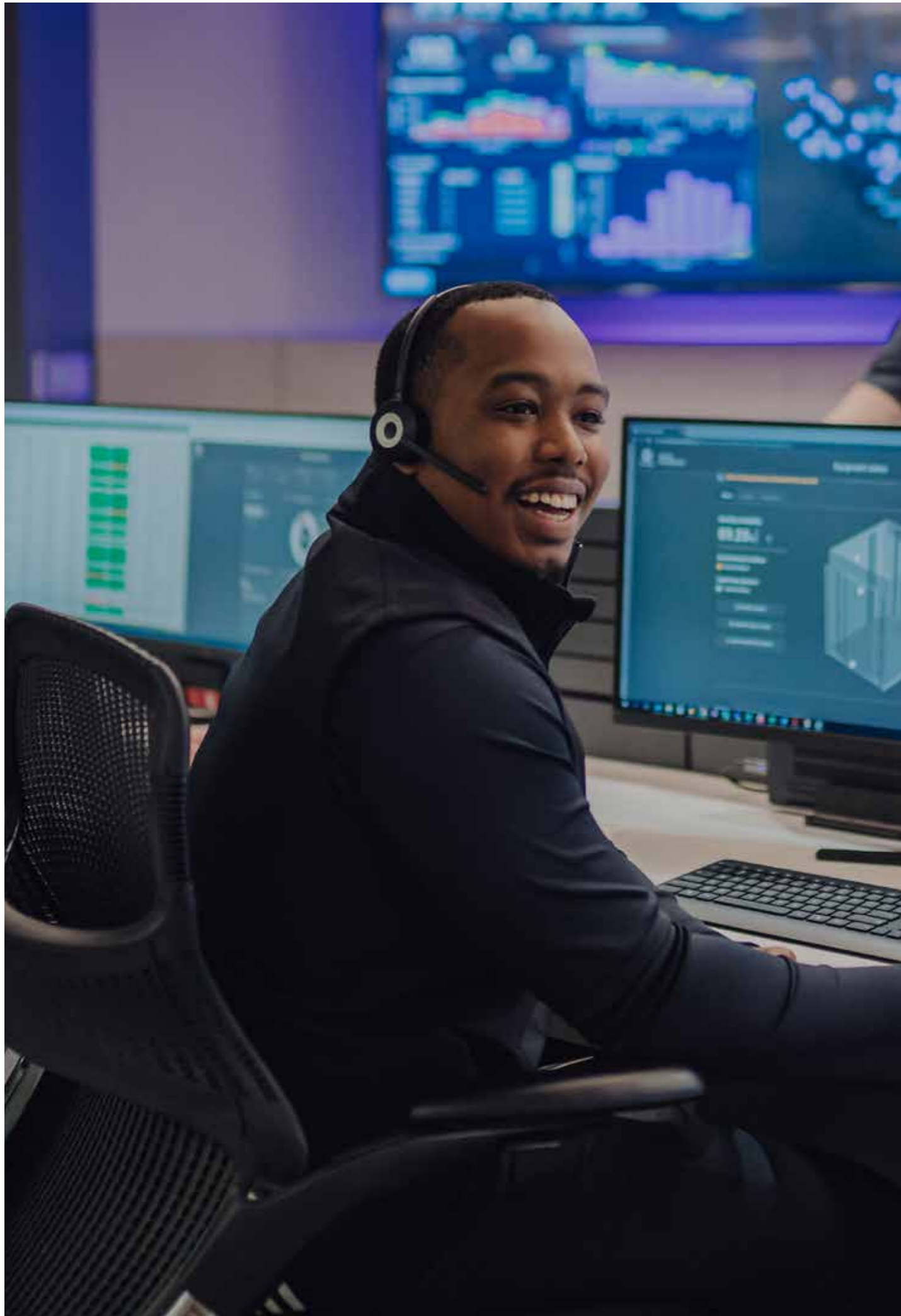


# Schindler Maintenance Offers Solutions that fit your individual needs

Service Level Offer	Excellence Plus+	Excellence	Essential Plus+	Essential
Computer Assisted Maintenance – a tailor made maintenance program designed to meet each lift and customers requirements	●	●	●	●
Feedback from our trained technicians at each service visit, including the supply of a service report.	●	●	●	●
Annual safety inspection.	●	●	●	●
Access to 24/7 Customer Service Centre (CSC).	●	●	●	●
Access to Schindler Ahead ActionBoard - real-time overview of equipment status.	●	●	●	●
Emergency call-outs during normal working hours.	●	●	●	
Consumables.	●	●		
Replacement of components that have failed through normal wear and tear.	●	●		
Emergency call-outs 24 hours a day 7 days a week.	●	●		
Major parts and repairs during normal working hours (eg. ropes, drives and stepchains).	●			







## Stay Connected with Us

### Your Convenience, Our Priority

At Schindler, we believe that staying in touch should be effortless. That's why we offer multiple ways to connect with us, ensuring you can reach out in the way that works best for you:



**Phone Call:** Speak directly to one of our local Customer Service Center team members for instant support and personalised assistance.



**Email:** Send us your questions or concerns anytime, and we'll respond promptly with detailed information.



**Web Form:** Submit inquiries through our easy-to-use online form via our website.



**ActionBoard:** Submit inquiries through our ActionBoard platform, perfect for when you're on the go.

No matter how you choose to contact us, we're committed to making the process seamless and efficient. Your satisfaction is just a call, click, or message away.



## Schindler Service

Always there for you — when you see us and when you don't

Schindler Service works so efficiently, effectively — and in many cases remotely — that our customers often don't know about faults in their units until we report back that the issues have been resolved.

Whether you're an existing Schindler customer, or interested in a modernization to meet your building's changing needs, it's time to enjoy the reliable, trusted service partnership you deserve.

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**We Elevate**