

The background of the advertisement shows two men in a modern, brightly lit building. On the left, a man in a dark suit and glasses is seen from the back, looking towards the right. On the right, a man in a black TKE uniform, including a cap and a jacket with orange accents, is smiling and looking back at the man in the suit. A large, thin orange circle is drawn around both men. The overall atmosphere is professional and collaborative.

UNIVERSAL SERVICE BY TK ELEVATOR

Any Brand | Any Place | Any Time

「 WE'VE GOT YOU COVERED 」



“

We are here to move people more efficiently, sustainably and safely. Our customers have the confidence of knowing whenever or wherever issues arise, we respond with intelligently connected, reliable service for almost any brand of equipment, any place, any time.

Uday Yadav, CEO, TK Elevator

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Universal flow

Keeping everybody moving

With 30% of the world's elevators being over 20 years old and mobility equipment generally being in almost constant use, service is more crucial than ever. This is why Universal Service by TK Elevator exists: to keep your infrastructure moving – whatever brands of equipment you have – and optimize planning for maximum possible uptime.

The importance of a single point of contact with multi-brand knowledge can't be overstated. Whatever support you need, whenever you need it and wherever you are – we'll be there fast with the right spare parts and expertise to make sure any service interruptions are kept to a minimum.

All our technicians are trained by experts in specific application areas, allowing us to understand your needs and design customized service programs to meet your reliability and safety goals.

The Importance of Service

1.4BN

TK Elevator passengers per day

20,000,000+

Elevators & escalators worldwide

30%

Over 20 years old



Universal Service by TK Elevator

Any Brand | Any Place | Any Time

As cities continue to grow, the business of moving people is getting more complicated.

From maintaining multiple brands of equipment across global portfolios to evolving ESG priorities, safety codes and technology upgrades, the challenge for busy building professionals to deliver has never been greater.

A new kind of service solution

Universal Service by TK Elevator makes life easier for tenants and busy building professionals, enhancing your experience by ensuring improved operating efficiency and passenger safety at any scale – elevating service from reactive repairs to proactive cover. It is built around three key pillars:

Any Brand

Our technicians are trained and supplied to service multi-brand vertical transportation equipment to the highest industry standards.

Any Place

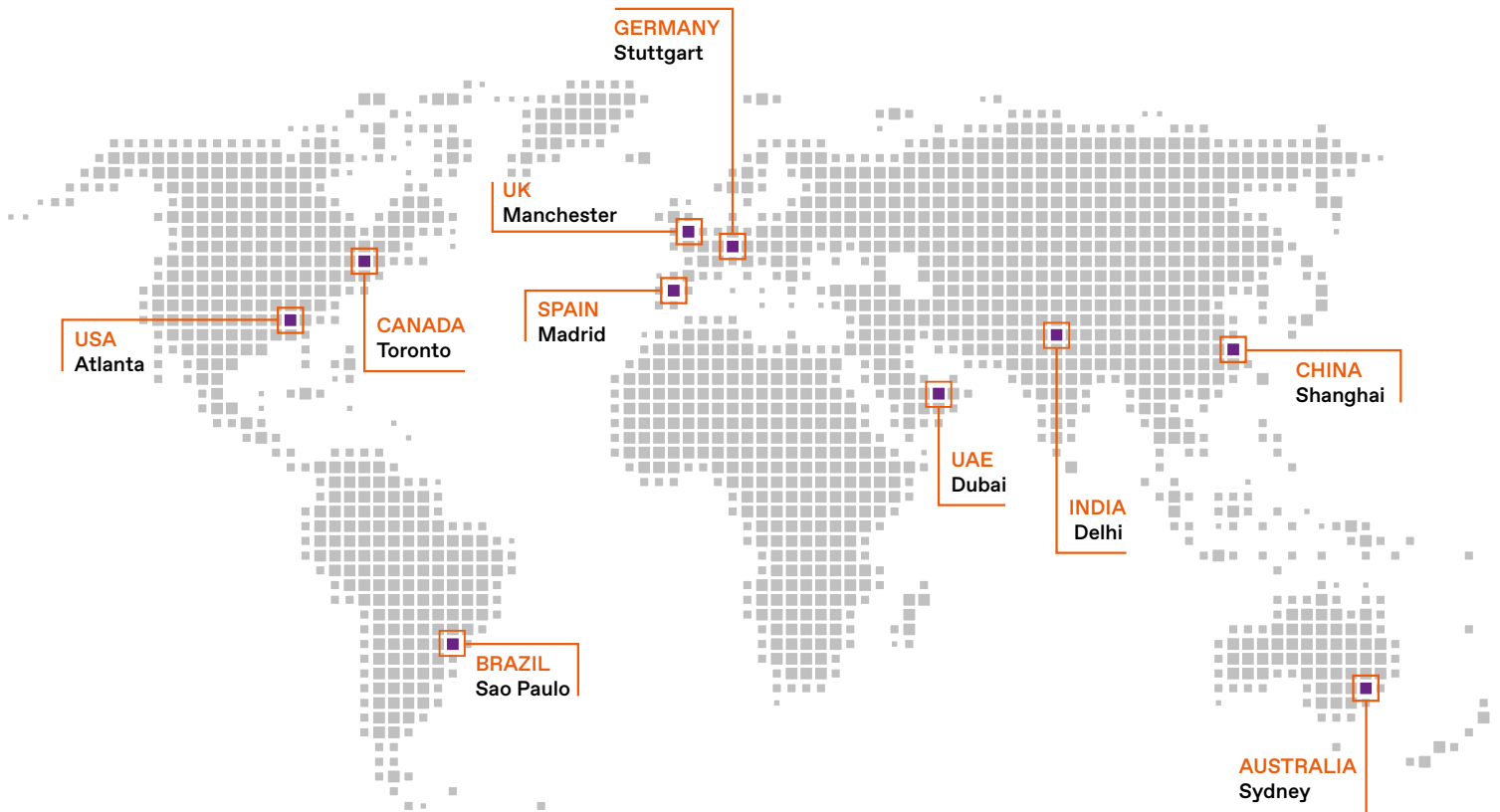
We've invested in building the industry's most comprehensive worldwide local coverage network to service customers anywhere.

Any Time

As a trusted partner, we're available 24/7/365 to ensure maximum possible portfolio-wide uptime via remote and on-site support.

International Technical Services

A trusted global network



Your one-stop-shop for all brands worldwide

1.5mn+

Units under maintenance

30%+

Third party equipment service

25,000+

Highly trained technicians

Global expertise For every brand

Nearly two decades ago, we had a vision to create a global network of experience, training and innovation hubs, capable of providing a level of expertise and support – for any brand of mobility equipment – above and beyond anything our competitors could offer.

Today, our International Technical Services network for multi-brand engineering (ITS) delivers this.

ITS makes extensive multi-brand maintenance knowledge accessible to every TK Elevator technician, wherever they are. We're constantly upskilling, resourcing and supporting them with everything they need to provide unrivalled customer service.

- Reverse engineering excellence
- Training on new and old elevator control systems
- 24/7/365 on-site real-time support
- Access to cutting-edge diagnostic tools for multi-brand troubleshooting

Elevators



Escalators



Moving walks



Passenger boarding bridges



Stairlifts




Platform lifts



Spare Parts Business Centers

For services supply chain



Complete service can only happen with the right replacement parts to hand. Operating independently of global supply chains means we can keep critical equipment code compliant, running safely and supplied with the right spare parts, exactly when you need them, to keep business on the move.



We work to expand our spare parts network every year so that, no matter where you are or how remote your infrastructure is, you can access all the benefits of our universal knowledge, experience, and expertise – even in hard-to-reach locations. Universal Service makes spare parts available anywhere.

Our dedicated smart warehouses optimize the availability of both TK Elevator and third-party spares, efficiently reducing lead times and ensuring minimal disruptions for your convenience. We take care to optimize our environmental footprint by refurbishing parts, saving critical resources.

Your one-stop-shop for spare parts

50k+

Different parts on stock

200k+

Article numbers in the catalogue

2mn+

Spare parts distributed p.a.



Local presence

By the numbers



Global

Coverage offered in all

58 COUNTRIES

Locations

~1000

Service and repair technicians

~25,000

Branches across

>400

Multibrand equipment serviced

>30%

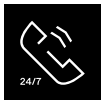
We service

1.5mn+ UNITS

Always available

When you need us

Need to place an urgent call or have long-term planning questions? A range of teams, managers and technology is here to support you.



24/7/365

Dispatchers handle millions of calls a year, communicate in up to 135 languages and strive to answer calls in less than 10 seconds.



Asset management

Our capital planning process can help you prepare for future upkeep expenses by spreading them out over time.



Dedicated account manager

Universal Service customers are backed by a dedicated account manager for any account-related questions.



Real-time connectivity / transparency (Customer Portal)

An online tool for managing accounts and placing service requests, receiving notifications and accessing full maintenance history.

- Predictive maintenance minimizes callouts and maximizes uptime (MAX)
- Top 4 makes us future-proof (secure for long-term partnerships)
- 50+ year track record for safety, reliability and quality



Always connected

Smarter service with MAX



MAX is the industry's first real-time, cloud-based maintenance tool that can cut downtime by up to 50%.

Connecting tens of thousands of units across the world.

MAX monitors elevators in real time, continuously collecting and sending data to the intelligent cloud. This increases our ability, year on year, to calculate the remaining life of key components and systems, determining what requires maintenance and when.

With MAX-equipped elevators, we often know about equipment shutdowns before either you or your tenants do.

Powered by AI, MAX Virtual Coach advises technicians which maintenance areas require focus first, while the MAX platform identifies specific parts needed, and much more – resulting in less disruption and more uptime.

Maximizing the benefits for users, owners and operators.

- Increased uptime
- Faster service
- More precise planning
- Enhanced safety and reliability
- Increased transparency
- Prolonged lifetime

Universal knowledge

We understand vertical transport

In a world where elevators and escalators transport billions of people each day and the marketplace is populated by multiple manufacturers, it's not enough to be experts in our own products and systems alone.

Key elements to maximizing the long-term value in your systems are the expertise of our service engineers, the supply of innovative products and the rapid provision of genuine spare parts that conform to all relevant standards and regulations, irrespective of the make or model.

Meeting or exceeding national and local compliance codes for all of our equipment maintains a safe environment for your passengers and our technicians. We guarantee this with the support of four innovative research and design test towers around the world, where we continuously experiment with new concepts and product pilots to ensure we're delivering the highest possible standard the industry has to offer.



TK Elevator Test Tower
Atlanta, U.S.



TK Elevator Test Tower
Rottweil, Germany

Universal standards

Staying up to date

Meeting or exceeding national and local compliance codes for all of our equipment maintains a safe environment for your passengers and our technicians.

As a certified provider of comprehensive, high-quality maintenance, we offer product certification, safety components and proper retrofitting to secure compliant operation and minimize the risk of liability.

Regular training means our technicians are aware of internal and external safety regulations and apply them rigorously.

This constant attention to detail enables us to identify and eliminate potential hazards, and remain current with the latest:

- Service standards and processes
- Equipment inspections and certifications
- Construction and installation standards



TK Elevator Test Tower
Zhongshan, China



TK Elevator Test Tower
Cheonan, South Korea

Always safe Around the clock



Safety is our core value and it's in the very essence of all our operations. We ensure all maintenance is performed according to ISO/EN guidelines and equipment is maintained in line with international and global technical standards.

Our regional service centers across the globe are ready to answer questions and provide rapid on-site support, as well as a 24/7/365 emergency call service – so you can be sure if help is needed it will arrive fast.

Our worldwide network of 25,000+ accredited and certified technicians are capable of safely handling any task, from fault analysis to equipment malfunction or passenger entrapment. Whatever the challenge, you and your passengers are safe with Universal Service by TK Elevator.

Always sustainable Eco-friendly solutions for everyone



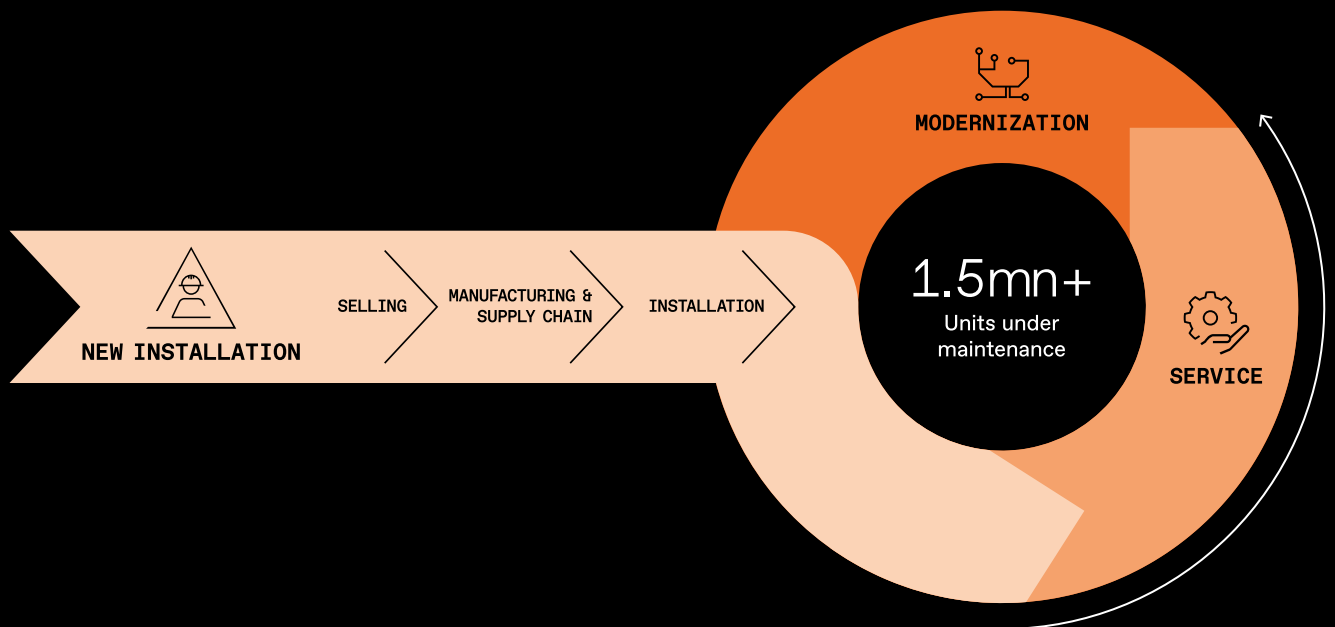
Everything we do keeps the environment and your health in mind. When partnering with us you are investing in technology and services that offer lasting value in a sustainable future.

- Top ESG rating scores
- First place in global Sustainalytics ESG ranking
- Gold status in Ecovadis sustainability rating
- Ambitious targets to reduce our GHG emission, validated by the Science Based Target initiative (SBTi) and committed to achieve net-zero emissions by 2050 at the latest
- Developed products that modernize infrastructure and help improve the carbon footprint of buildings and cities
- Most of our factories run on 100% renewable electricity (RE)



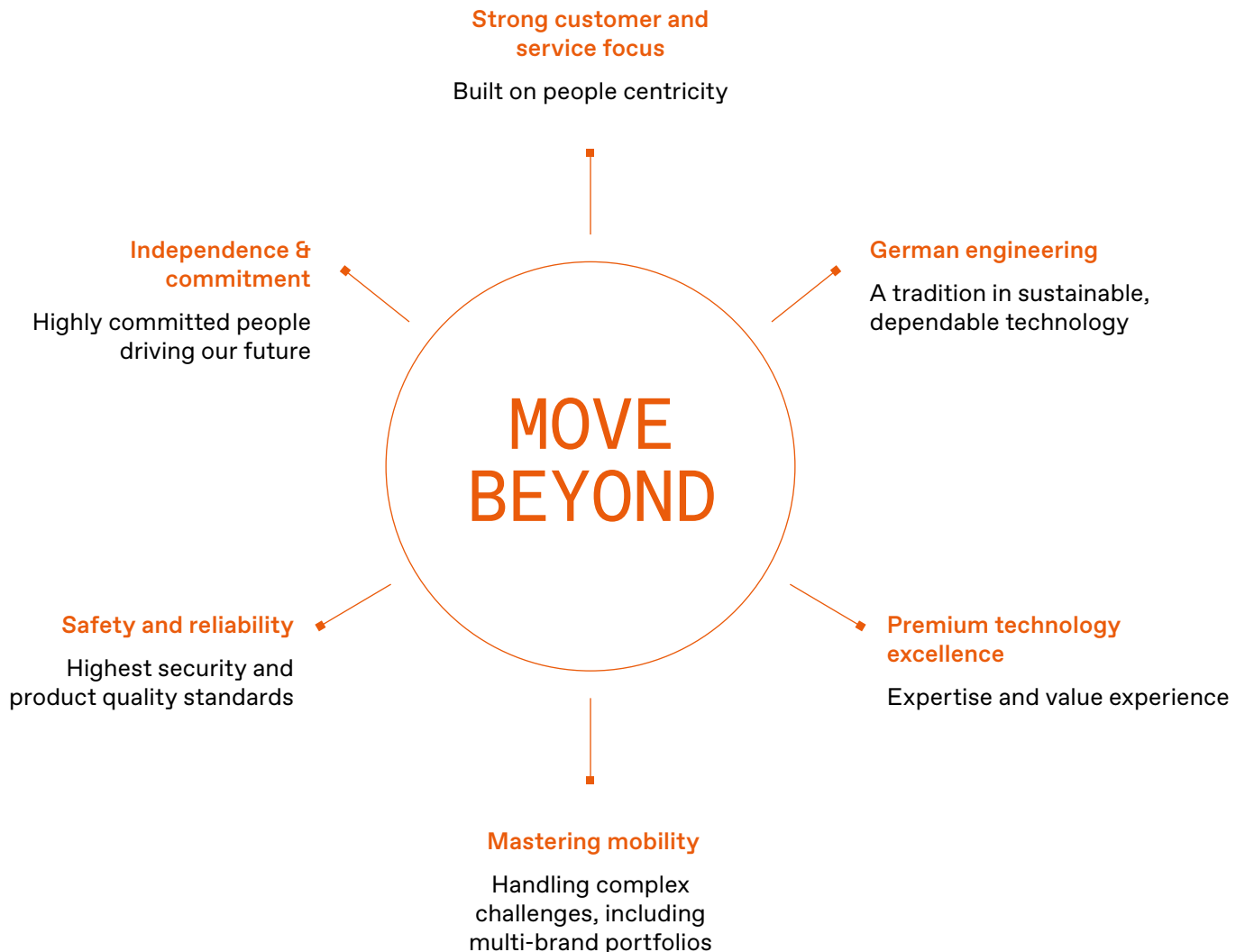
Our commitment Goes full circle

Most commonly, obsolescence occurs due to economic, technological, legal, aesthetic, or functional reasons, such as the unavailability of replacement parts.



The key to longevity and getting the most out of your assets is always-on, forward-thinking expert maintenance and care. This is why we continue to invest in a complete service solution capable of addressing every aspect of your infrastructure needs, so you're covered at every stage. Any brand, any place, any time.

Our promise



ABOUT US

With customers in over 100 countries served by more than 50,000 employees, we are moved by what moves people. We ensure comprehensive customer service globally from our extensive network of about 1,000 locations. Over the past several decades, TK Elevator has established itself as one of the world's leading elevator companies and became independent following its separation from the thyssenkrupp group in August 2020. Service is the company's most important business line, proudly provided by around 25,000 Universal Service

technicians – serving any brand, any place, any time. This is complemented by our leading modernization solutions, which significantly extend the lifetime of our customers' equipment. Our product portfolio ranges from standardized elevators for low-rise residential buildings to highly customized solutions for skyscrapers. In addition, it covers escalators, moving walks, passenger boarding bridges and stair and platform lifts. Integrated cloud-based solutions, such as the MAX platform, are delivering enhanced services. With these digital offerings, there are no longer any limits to urban mobility. TKE – Move Beyond.



www.tkelevator.com