MAX SMART MAINTENANCE

Optimize every building's potential

Universal Service by TK Elevator

Any Brand | Any Place | Any Time

MOVE BEYOND

MAX: OPTIMIZE EVERY BUILDING'S POTENTIAL

MAX is the elevator industry's first ever cloud based IoT platform designed to enhance operation management by leveraging data and providing valuable information. Our data-based insights open a new way to produce, install, and service our products.

Unleash the power of MAX

We are shifting from traditional maintenance to smart maintenance. This enables automatic detection, diagnosis, and instant technician callouts. It includes the MAX Customer Portal and app, offering 24/7 access to essential elevator information on your computer or mobile device. Smart Maintenance can reduce downtime by up to 50%.

We deliver MAX for elevators, escalators and moving walks, including TK Elevator's and products from other leading brands. MAX allows building operators to relax and focus on other work, knowing that their equipment is being taken care of and that their buildings and airports are performing to their full potential.

Discover how you benefit from MAX

Scan the QR code and discover MAX's benefits interactively.

Please note: MAX is available in selected markets and packages or subscriptions may differ from country to country. Visit our website or consult your TK Elevator sales representative for further information.

SMART MAINTENANCE

As cities continue to grow, the business of moving people is becoming more complex. 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. That's why we offer a new kind of service, call it complete. Whenever or wherever issues arise, we respond with connected service for almost any make or model. Smart maintenance thereof is a crucial piece of our service offering for improved steady building management.

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 | Any Place | Any Time

Any Brand

The importance of a single point of contact with multi-brand knowledge can't be overstated. Whatever brands of equipment you have, 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. 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.

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. Whatever support you need, whenever you need it.

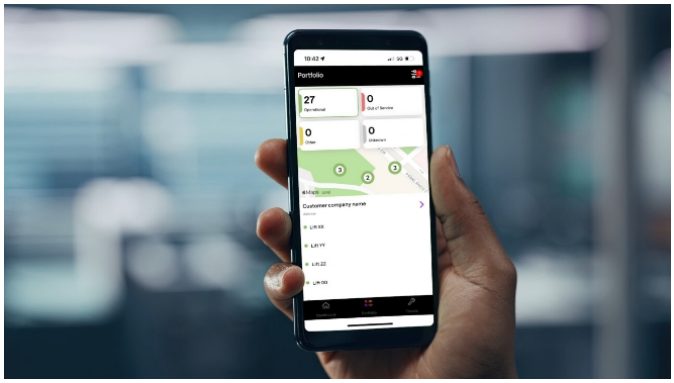
Prevent. Predict. Relax.

Smart Maintenance can reduce equipment downtime by up to 50%, protecting your tenants' experience and your building's reputation. Using our IoT platform, MAX continuously collects data about your elevator systems and sends it to the cloud, where it is analyzed and compared with data from hundreds of thousands of MAX-connected elevators and escalators worldwide. The resulting algorithms empower our technicians to act swiftly, accurately, and preemptively, often fixing issues before a fault develops.

Choose a package that fits your needs

Whether you're a property manager or a building owner, you'll experience peace of mind by gaining access to real-time elevator data, performance statistics and notifications. If an elevator shuts down, you'll often know about it before tenants. It's all about the data. Choose the monthly package that works best for you to better enjoy:

- Greater transparency, with real-time elevator status information, data, and insights
- Fewer breakdowns, as we take preemptive action to prevent them
- Faster service without needing to contact us, giving you greater peace of mind
- Better elevator efficiency and durability



Powerful tools for improved building management

Our **Customer Portal** is your digital gateway to effective elevator performance management. With your personal login, you can manage your account, place service and maintenance requests, obtain unit operational services and service ticket tracking and sign up for email notifications to keep you updated on progress. For easier tracking, you can also download reports on your service and maintenance history.

Our **Mobile App** puts real-time elevator performance data at your fingertips. Functionalities include service requests at the touch of a button, a birds-eye view of all units in your portfolio, current traffic statistics and immediate push notifications when your elevator shuts down, returns to service, or receives preventive maintenance.

MAX Plus – real-time information

Enjoy greater peace of mind with access to real-time elevator data, performance statistics and notifications. Know about elevator shutdowns before your tenants encounter them. It's all about the data!

MAX Plus subscription benefits

In addition to the standard MAX features (Customer Portal and Mobile App), you will receive:

- Real-time status and failure alerts through the mobile app or by email
- Access to MAX traffic statistics through the Customer Portal, enabling you to analyze long-term traffic changes and make smarter, data-driven decisions about your building

Compatible with almost any elevator*

*Available in the U.S. Visit our website or consult your TK Elevator sales representative for further information.

MAX Pro – automatic and immediate action

Experience next-level elevator service and uptime with MAX Pro. With this package, we remotely monitor your elevators using MAX. If an elevator should fail, we automatically take instant action to resolve the issue.

MAX Pro subscription benefits

In addition to the MAX Plus features, you will receive:

- Automatic response and dispatching when MAX verifies a failure, including immediate service (within normal service hours) and the option of sending a technician outside regular service hours to get your equipment back up and running
- No-charge guarantee if our technician is dispatched and finds your unit running on arrival, on independent service, on firefighter's service or subject to an engaged stop button feature

MAX Premium – preemptive action

Designed for facilities where the highest uptime is critical, such as hospital trauma cars or service elevators in 24/7 production facilities, MAX Premium offers the full range of our Smart Maintenance features. Your data is closely monitored by our team of experts. When we detect a potential problem, we preemptively send a technician to your building to investigate and address the issue.

MAX Premium subscription benefits

In addition to all the MAX Pro features, you will receive:

- Monitoring by TK Elevator's expert MAX Premium team, which regularly reviews your elevator traffic and service history, predictive analytics and other relevant data and insights. Our experts then provide recommendations to maximize uptime and keep your building moving efficiently
- Predictive elevator interventions to enhance uptime by taking preventive action before a failure occurs

Package summaries

Features	MAX Plus	MAX Pro	MAX Premium
IoT connection with MAX virtual coach	✓	✓	✓
Web portal and mobile app access	✓	✓	✓
Email notifications	✓	✓	✓
MAX traffic statistics	✓	✓	✓
Real-time status and failure alerts	✓	✓	✓
No charge running on arrival guarantee		✓	✓
Auto response / dispatching		✓	✓
MAX team monitoring concierge			✓
Predictive intervention			✓

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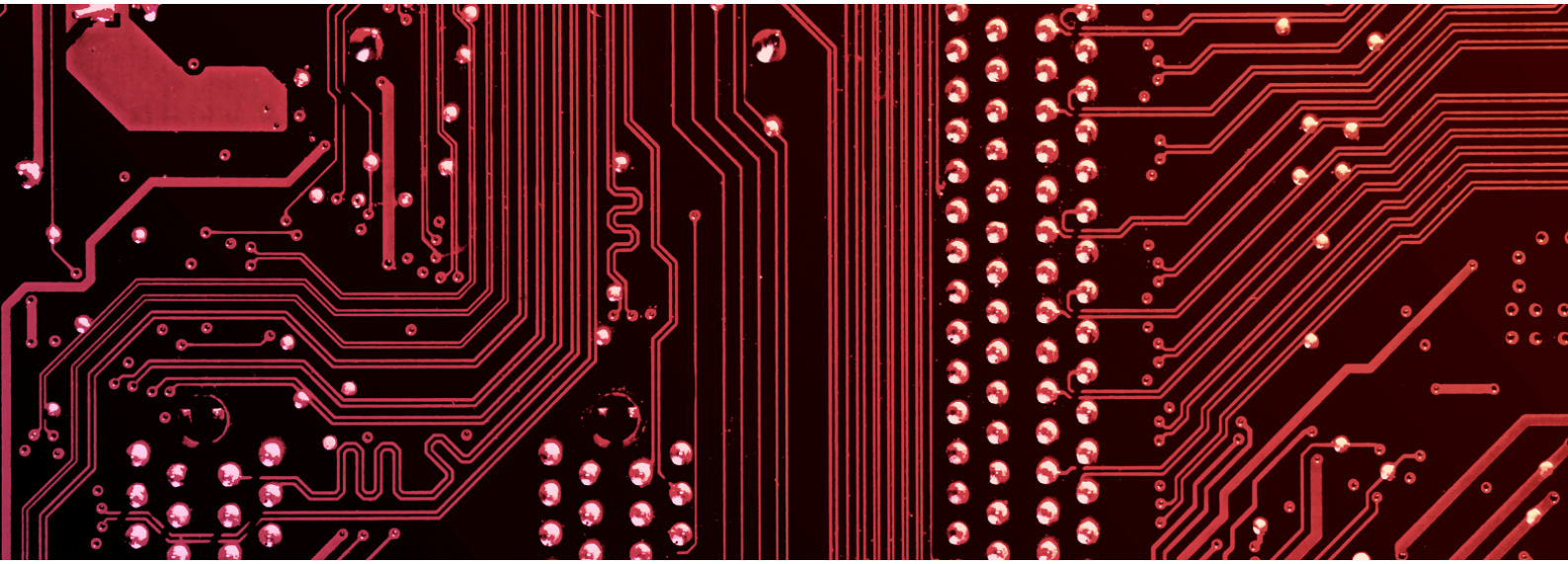


TRUSTED BY INDUSTRY LEADERS: CUSTOMER SUCCESS STORIES

Zayed International Airport, Abu Dhabi, UAE[1]

Lester B. Pearson International Airport Toronto, Canada[2]

Residencial Reserva, Santos, Brazil[3]

Hotel Giralda, Seville, Spain[4]

1. MAX Monitoring & Control for PBB
2. Over 300 MAX units in TK Elevator´s and third-party escalators, moving walks and elevators.
3. High-end residential building provided with MAX connected elevators, including AGILE Mobile
4. Hotel building provided with MAX connected elevators

Chongqing Metro Line 6, Chongquing, China[1]

Realm Condominiums, Atlanta, USA[2]

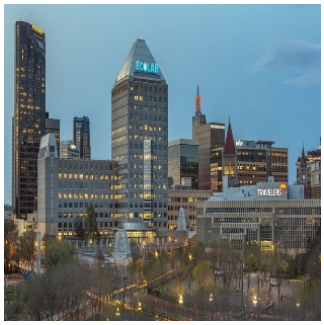
Birmann 32, São Paulo, Brazil [3]

Crona 336, São Paulo, Brazil[4]

1. Railway provided with 300+ MAX connected escalators and 70+ MAX connected elevators
2. High-end residential building provided with MAX connected elevators, including API
3. High-end residential building provided with MAX connected elevators, including AGILE Destination Controls
4. High-end residential building provided with MAX connected elevators, including AGILE Destination Controls

University, Seville, Spain[1]

One Tower, Balneario Camboriu, Brazil[2]



Ecolab Global Headquarters, Minnesota, USA[3]

Infinity, Balneario Camboriu, Brazil[4]

1. MAX connected elevators
2. High-end residential building provided with MAX connected elevators
3. Modernization project provided with MAX connected elevators and escalators, including AGILE Destination Controls
4. High-end residential building provided with MAX connected elevators

Neo 360, Porto Alegre, Brazil[1]

Block 162, Denver, USA[2]

1. High-end residential building provided with MAX connected elevators
2. Commercial building provided with MAX connected elevators, including AGILE Destination Controls

Advancing mobility and eco-transparency

The commitment to sustainable mobility is an integral part of TK Elevator. It determines how we work – starting with product design, and extending to improved transparency and greater commitment along the entire value chain, including in production, installation, operations and maintenance.

Being one of the world's leading elevator companies, we are dedicated to driving innovation and continuous improvement, all in close partnership with our stakeholders.

Learn more about TK Elevator's ESG efforts

www.tkelevator.com/global-en/sustainability

Our efforts are recognized by...

CDP A-list

TK Elevator was recognized in the acclaimed A-list published by the global non-profit organization CDP.

EcoVadis

We were awarded the EcoVadis gold medal, with TK Elevator now ranking among the top 2% of all companies currently assessed by the sustainability rating agency.

Sustainalytics

TK Elevator tops the Sustainalytics global ESG risk rating in the machinery industry category and has achieved the best result among over 500 machinery companies.

Supplier Engagement Leader

We were recognized by CDP as a “Supplier Engagement Leader” for taking action to measure and reduce environmental risks within our supply chain.

UN Global Compact

TK Elevator is a signatory of the UN Global Compact.

Global Elevator Safety Forum

TK Elevator is a co-founder of the Global Elevator Safety Forum to pursue a safe industry without accidents.

Member of RE100

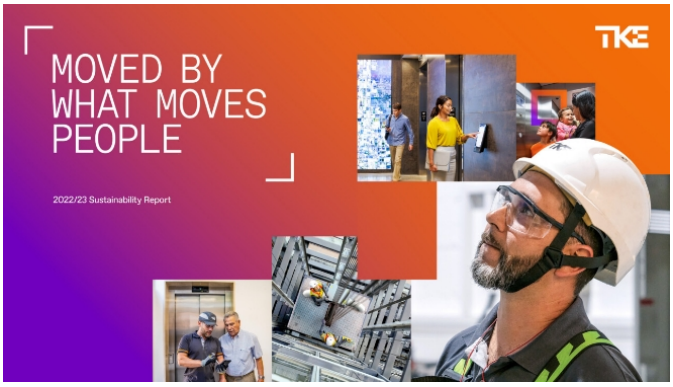
We joined the worldwide RE100 (Renewable Electricity) initiative and committed to use renewable electricity only across our global operations by 2030.

The Science Based Targets

The Science Based Targets initiative approved TK Elevator’s emission reduction targets as being consistent with the levels required to meet the goals of the Paris Climate Agreement.

We put our ESG commitments in writing – with full transparency

TK Elevator’s sustainability report provides an overview of our progress as well as the clear commitments we have made with regard to environmental protection, social responsibility, and governance (ESG). We embrace the challenges of sustainability and are committed to leading the way in creating environmentally friendly mobility solutions. Find the TK Elevator Sustainability Report on our website.



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Smart maintenance overview, TKE, 2024 v1
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