Elite service

TOTALLY FOCUSED ON MAKING YOU OUR PRIORITY

Dedicated engineers

Pivotal to this service are the Elite engineers who are at its heart. Highly trained specialists, they apply remote technology to provide you with an unparalleled level of service and response.

Faster response times

When a call is made or a problem detected, an Elite engineer will connect to your unit within an hour. With this technology, they often have the ability to identify and correct the fault in a matter of minutes.

Unprecedented reliability

Being able to anticipate problems, react, and repair them quickly, dramatically reduces downtime. In fact, the speed at which we can return your lift to service means you will have a guaranteed ‘uptime’ level of 98%. Yes, 98%.

Early and accurate diagnostics

Elite engineers can identify anomalies and frequently rectify them before a customer is aware. They can even predict the source of a problem, ensuring the unit is back in service in no time.

Passenger reassurance

Lifts can be restored to service quickly, meaning that in the unlikely event of a service interruption, the lift will normally be back up and running within minutes - immensely reassuring should a passenger be in the lift.

Minimal lift repair time

If a lift cannot be returned to service remotely, a technician will carry out the necessary repairs with the appropriate equipment, parts and expertise necessary to ensure the lift is back in service. This means you gain a fast return to operational parameters.

Automatic information reports

Otis will advise you by e-mail when we remotely connect to your lift and carry out corrective measures. We also provide you with regular performance reports to demonstrate your lifts are meeting strict operating parameters.

Flexible operation

As building requirements change, Elite engineers can remotely adjust the operational parameters of a floor or an entire lift. This means you can easily adapt to changing circumstances.

Extended coverage

Elite engineers are available from 8.00 a.m. to 8.00 p.m. seven days a week.

Complimentary software upgrades

Otis’ sustained technology research and development means you can benefit from the latest software upgrades. With Elite service, upgrades can be fitted remotely so the reliability of your lift is always maintained at the highest possible level.

With Elite service, Otis is able to offer a guaranteed ‘uptime’ level of 98% - an unprecedented high side.

Just occasionally, however, an electronic irregularity or an error causes a malfunction. What happens? An Elite service engineer will remotely connect to the lift and carry out a diagnostic investigation within 20 minutes. This is a response time that cannot be matched by any other service.

Achieving an incomparably faster response time.

If a malfunction is detected or a call made, Elite engineers will connect to the unit and undertake advanced diagnostics within 20 minutes. In most cases, they will repair it within a further 12 minutes. The combination of Elite technology and expert engineers also frequently allows us to detect an irregularity early, before it develops into a functional problem and before you are even aware of it.

The result is that we are able to achieve an incomparably high 98% availability.
Even more remarkable is that in the majority of cases, the Elite engineer will be able to correct the fault and have the lift up and running again in a further 12 minutes.

Because of this breathtakingly fast response, Elite service offers a host of other benefits. Advanced diagnostics mean that an engineer can spot an irregularity and correct it before it becomes a more serious problem. If a technician does have to be sent to the installation, he will be accurately briefed and arrive on site with the appropriate tools and parts – so again saving time.

An Elite engineer will also be able to check if doors are refusing to shut for a valid reason or if they’re being blocked intentionally. And each time we address an issue, we inform you by e-mail.

Customising your lift’s operation. Circumstances in a building change. Decorating work might be required on a certain floor or the dedicated floor at which the lift is ‘parked’ may need to be altered. Then again, a lift may have to... any more landing calls and thus avoid overcrowding. And they can also adjust door performance to improve traffic flow.

Providing precise diagnosis and rapid repair. Elite service technology also empowers our engineers to diagnose the exact source of a problem. This precision means that the real, not suspected, cause is identified and the unit can be... to rapidly repair it. This greatly accelerates the task and reduces repair times by up to 50%.

Delivering the information you need. Central to Elite service is providing you with the maximum of information. We consider it essential in establishing the highest standards of transparency because by being fully informed of service actions, you will be reassured your lifts are maintained at the highest possible level. Specifically, every time we remotely connect to your lift we communicate the precise action we take by e-mail. Important, too, are the updates we provide on the performance of your lifts. Comprehensive in scope, they inform you, for example, of the number of door operations made in a defined period and also how many calls were handled.

The flexible functionality of Elite service means you can close access to a floor if refurbishment is taking place. And software upgrades will be fitted remotely so that you will not be more reliable as well as always being equipped with the most efficient passenger handling technology.

A unique combination of Elite engineers and highly sophisticated technology. Elite service is a comprehensive and totally new approach to lift maintenance.

Effectively it represents the future of lift service, for your service provider, the Elite service provider.

Elite service
Beyond Maintenance

Performance figures and features are based on the Elite service subscription for a Signature contract.