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**OTIS**

Elite™ service  
Welcome Pack

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# Elite service

## A WORD OF WELCOME

**As an Elite service customer, Otis welcomes you to a programme committed to making you our priority. A programme, moreover, which delivers an unprecedented level of service.**

**Not only do a team of specialist engineers dedicate themselves to ensure you benefit from response times that are measured in minutes but they guarantee your lifts achieve an exceptional reliability with a guaranteed 'uptime' rate.**

**Among a host of other benefits are early detection of performance anomalies and regular reports to demonstrate your lifts are meeting strict operational targets.**

**Totally focused on fulfilling the most exacting service objectives, Elite service reaches far beyond the range of your conventional maintenance contract.**

**Welcome to the future.**

Elite service  
**Beyond Maintenance**

## ELITE SERVICE - FREQUENTLY ASKED QUESTIONS

### How should I contact Otis as an Elite service customer?

When you call your OTISLINE® number, 0800 181 363, and provide your maintenance contract number, this will automatically advise the OTISLINE specialists that you are an Elite customer. The information you provide will be immediately dispatched to our dedicated team of Elite engineers for a prompt response.

### What is covered by my Elite service contract?

Please refer to the coverage details provided on the facing page.

### How do I know when Elite engineers are working on my equipment?

When connecting to your unit, we will immediately send you an e-mail confirming that Elite engineers are performing diagnostics.

### How do I know when an issue has been resolved?

We will send you an e-mail advising that work has been completed.

### What happens if an Elite engineer cannot resolve my equipment issue remotely?

The Elite engineer will dispatch your regular technician to the site and this will be confirmed to you via e-mail. Fully briefed as to the problem, the technician will arrive with the parts, tools and information needed to resolve the issue quickly and efficiently.

In some cases, an Elite engineer may be able to return your unit to service temporarily but a local technician may still need to perform actions on site to prevent an issue from recurring.

### How can I learn more about the performance of my lifts?

With your Elite contract, you will receive periodic health check reports assessing your equipment's performance and usage levels. These reports make it easy to identify any need for future preventive maintenance.

In addition to health check reports, eService provides extensive details on your lift performance around the clock and can be accessed online via [www.otis.com](http://www.otis.com).

### How can I customise the operation of my lifts?

For customers with the Signature package, simply call Otisline on 0800 181 363 to place your request.

An Elite engineer will promptly contact you to discuss and confirm the request.

## ELITE SERVICE SUBSCRIPTION WITH MAINTENANCE CONTRACTS

	With Signature contract	With Solution contract
Coverage time	8 a.m. to 8 p.m.	8 a.m. to 8 p.m.
Uptime target	98%	93%
Guaranteed response time	1 hour	2 hours
Customised lift operation	Included (please see chart below for additional details)	Not included
Complimentary software upgrades	Included	Not included
E-mail updates on Elite service repairs	Included	Included
Equipment performance reports	Quarterly	Annually
eService registration	Included	Included

## CUSTOMISED LIFT OPERATION (WITH SIGNATURE CONTRACT ONLY)

Below are some of the functions which can be adjusted remotely by Elite engineers to enhance the performance of your lift.

Function	Description
Car Light and Displays – Energy Save Mode	You can specify the period after which the lights switch off automatically when the lift is idle.
Hall Lantern – Energy Save Mode	Hall displays will only operate when the lift is in service and switch off at other times.
Suspend lift service	A lift can be parked at a given floor and shut down at the customer's request.
Auto Car Full	The lift will adjust the limits at which the lift car recognises it is full and ignore other landing calls until passengers exit.
Anti-Nuisance	The car recognises the number of passengers it is carrying, and if there is only a limited number of passengers and all of the buttons are pressed, it resets the buttons.
Adjust Operation Mode	Heavy one-way traffic is accommodated by activating the up-peak and down-peak modes.
Restricted Floor Access	Access to a floor is denied for refurbishing or for a private function. A specified car can be programmed to ignore calls from a certain floor.
Independent Service	A car can be removed from a group operation and put into independent service for use by contractors or service personnel.
Advanced Door Opening	Passenger flow through a building is improved by adjusting the door opening cycle.
Auto-Adjust Door Opening Time	The lift will monitor the number of times the safety curtain is activated and automatically modify the door-close periods to fine-tune the performance and deliver enhanced traffic flow.
Specific Floor Extended Opening Time	The door-open time at a certain floor, for example the ground floor or the cafeteria floor, can be increased to maximise passenger loading.
Door Nudging	The lift will attempt to close the doors with a nudging action to encourage any passengers blocking the door to step aside.

## ELITE SERVICE - THE BENEFITS IT DELIVERS

### **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 time**

When a call is made or a problem detected, Otis guarantees that Elite engineers will connect to your unit within an hour if you have a Signature contract and two hours if you have a Solution contract. What's more, with advanced diagnostics, the engineers will often be able to 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 with which we can return your lift to service means you will have a guaranteed 'uptime' level of 93% or 98% depending on your contract type.

### **Early and accurate diagnostics**

Elite engineers can identify anomalies and frequently resolve them before you are aware they even exist. And because they are able to pinpoint the source of a problem, they can remove the risk of its recurrence.

### **Passenger reassurance**

Being able to restore a lift to service quickly means that in the unlikely event of a service interruption, the lift will normally be up and running again within minutes - enormously reassuring should a passenger be in the lift.

### **Minimal lift repair time**

If a lift cannot be returned to service remotely, a technician will arrive with the appropriate equipment, parts and information necessary to undertake the repair work. In fact, studies indicate that such work is being completed in half the time as would normally be the case.

### **Automatic information reports**

Otis will advise you by e-mail when we remotely connect to your lift and carry out corrective measures. We will communicate the nature of the action and the time it occurred. What's more we provide you with regular performance reports to demonstrate your lifts are meeting strict operating parameters.

### **Extended coverage**

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

## **ADDITIONAL BENEFITS FOR SIGNATURE CONTRACT HOLDERS**

### **Flexible operation**

As a building's requirements change, Elite engineers can remotely adjust the operational parameters of the lift. For instance if refurbishment is taking place on a particular floor, access to that floor can be closed quickly and easily.

### **Complimentary software upgrades**

With Elite service, upgrades can be fitted remotely so the reliability of your lift is always maintained at the highest possible level.