

International Technical Services  
One service. For all elevators.



NEXT LEVEL  
SUPPORT

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International Technical Services  
ThyssenKrupp Elevator





WELCOME TO THE  
NEXT LEVEL

In Next Level we promise you quality solutions, customised to your requirements, and with an ambitious aim: that of aspiring to higher things, be it in terms of cost efficiency, performance, reliability, sustainability or design.

No matter whether you are looking for the best elevator system for a new property, upgrading an existing installation – regardless of manufacturer or model – to future requirements, or whether you simply want to be able to rely on your service partner whenever and wherever, our solutions exceed by far the standards in the industry. Why not take us up on our promise and move up to the Next Level with us?

ITS – a service like no other.  
Efficient. Advanced. Unique.

## OUR STANDARDS

### WE'RE TAKING SERVICE TO A WHOLE NEW LEVEL.

ThyssenKrupp Elevator boasts outstanding service – day after day, around the clock. Every one of our service technicians is backed up by the expertise and capabilities of our global International Technical Services (ITS) network, which brings together the knowledge and experience of all of our worldwide specialists from technical know-how to spare parts supply, the support of ITS is what makes our service provision globally unique. Visit one of our ITS locations and see for yourself.

### WE KNOW ELEVATORS.

The main purpose of ITS is to ensure that ThyssenKrupp service technicians are highly skilled with all elevator systems – this knowledge is achieved by reverse engineering and regular training sessions. That's how we ensure that each service technician is always familiar with the latest technology and able to swiftly resolve all kinds of technical issues.



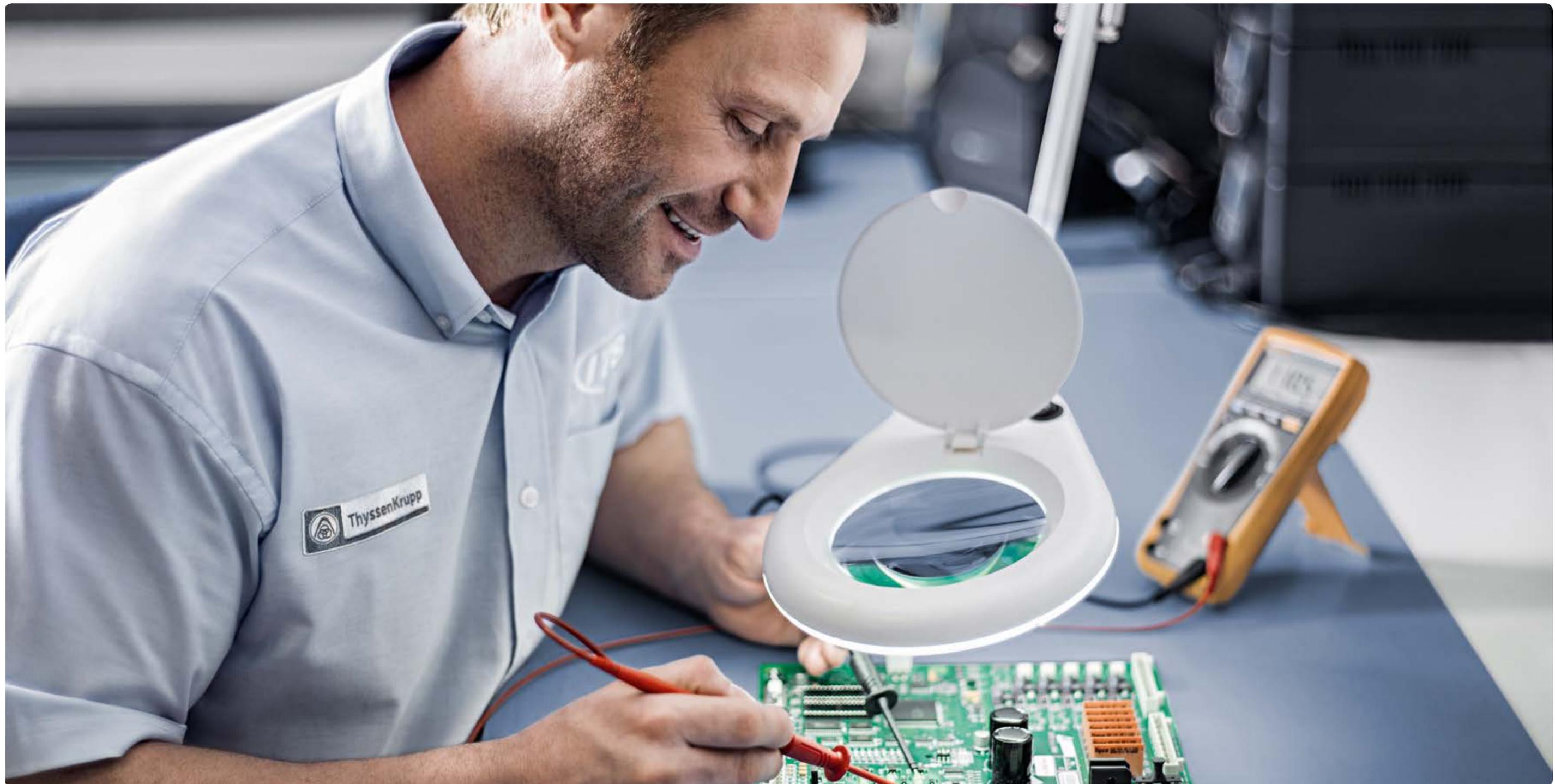
## Making your life easy. Reliable. Innovative. Visionary.

### WE SIMPLIFY THINGS.

We offer full service for all of the most important elevator manufacturers. This means we are able to provide single-source support for all kinds of different elevator systems. For our customers, this means: More expertise, less effort.

### WE WORK WITH THE LATEST DIAGNOSTIC TOOLS.

Thanks to laptop-based or handheld diagnostic tools developed by ITS, our ThyssenKrupp technicians are able to resolve technical issues swiftly and efficiently at all times. This is made possible by state-of-the-art software specially developed in-house, which enables ThyssenKrupp technicians to interface with other manufacturers' control systems.





## Our strengths in detail. Precise. Rapid. Professional.

### OUR NETWORK

#### WE'RE ALWAYS UP TO SPEED.

By using the infrastructure of the ITS network, our technicians are constantly updating their know-how of our competitors' latest equipment. We develop handbooks for our competitors' control systems to help familiarise ThyssenKrupp technicians with the latest technical information. And when it comes to communicating with customers and solving problems, our employees excel.

Visit one of our unique ITS facilities. To find out more, contact your ThyssenKrupp Elevator sales representative.



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|--------------------------|------------------------|
| 1. USA // DALLAS         | 5. BRAZIL // SAO PAULO |
| 2. UK // MANCHESTER      | 6. SPAIN // MADRID     |
| 3. GERMANY // STUTT GART | 7. UAE // DUBAI        |
| 4. RUSSIA // MOSCOW      | 8. CHINA // SHANGHAI   |

### ADVANTAGES

#### WE'RE ALWAYS READY FOR ACTION.

Elevators are in action around the clock. So being able to rely on a service team that's also in action around the clock is a major advantage. You can reach our ITS technicians 24 hours a day, seven days a week – which means that contacting us outside of normal business hours is no problem. If needed, our field engineers will even come to you to solve the problem together with the local service technician.

#### WE CARRY OUT RAPID REPLACEMENTS.

ITS not only has a large stock of spare parts spanning all major elevator manufacturers, it also boasts a team of highly qualified repair technicians.

Highly qualified repair engineers adept in professionally repairing all types of elevator PCBs and drives. From procuring rare original parts to delivering crucial replacement components overnight – we'll get your elevator up and running again in no time at all.