

# Schindler @ Your Service

## Schindler's Center for Service Excellence

*Dedicated professionals deliver far-ranging support for our service customers*

Schindler's commitment to its service customers starts with the people you see and deal with on a regular basis. Backing them up is an extensive array of services and resources designed to streamline the service process, quickly deal with service issues, and help assure your continuing satisfaction.

### Schindler's Center for Service Excellence

Our Center for Service Excellence (CSE) is headquartered in Holland Ohio, and it forms the backbone for support of our service operations. The people at CSE are dedicated to providing the level of support needed to keep our field organization working efficiently to meet your service needs. Here are some of the ways the CSE works to help you.

### Technical support

Your Schindler technician walks in your door with plenty of training and expertise. But when additional help is needed, the CSE is ready with technical support that covers elevators and escalators of most any brand or vintage. If tough service questions arise, the CSE is ready with experts to guide your technician.

### National engineering support

CSE engineers bring many years of hands-on elevator and escalator experience to help improve our service delivery process. They design new tools and procedures that can improve service and help reduce downtime. They find ways to adapt newer technologies to older equipment, to improve performance, reliability or safety.

### 24/7 callback resolution network

Our CSE team is on call round-the-clock for help with tough callback resolution issues. If your technician needs help, it's there whenever needed.

### Preventive maintenance practices

Our CSE team develops new service routines, new tools to make service faster and shutdowns shorter, and new ways to reduce unplanned shutdowns.

### Charter – Schindler Center for Service Excellence

Provide leadership in aftermarket service delivery and customer satisfaction for all Schindler and non-Schindler vertical transportation equipment.

### Safety Management

Workplace safety for our technicians is a major goal of the CSE. Safe working practices, safe tools and equipment, safe working environments – all these are part of the charter of the safety team at CSE.

### Training

Two equally important kinds of training are managed from CSE. The first is technical, and is designed to give our technicians the expertise they need to work on your equipment with confidence and skill. Your technician receives many hours of technical training each year to gain new skills and hone existing ones.

Customer focus training is also part of the CSE charter, and your technician receives regular coaching on customer focus and interaction.

Our training is delivered by industry leading Virtual Classroom technology, as well as hands-on training nationwide

### SCSN

The Schindler Customer Service Network is supported by the CSE, and provides 24/7 access for your requests for service.

Schindler



## Developing EQIP upgrades you can use

One key function of the Center for Service Excellence is management of our EQIP® line of upgrade products for existing elevators and escalators. EQIP upgrades can help improve the appearance, reliability, performance, safety and security of your equipment. Here are some ways products get into our EQIP portfolio.

One of the main ways is through customer input. We listen when you tell us about changes or upgrades that would make your elevators or escalators more satisfactory. Armed with that information, we can often develop ways to improve your system or make it do things it couldn't do before.

Our service engineers are in regular communication with the engineers who develop our new elevators and escalators. Many times, when a new innovation is created for our latest models, we can develop ways to bring similar technology to older units.

Safety codes also drive many EQIP products. The codes reflect lessons learned from real-world operating conditions as well as advances in technology. Often we are able to develop and offer upgrades that will bring to older equipment many of the same code-compliant features that are required on new installations.

Similarly, the Americans with Disabilities Act (A.D.A.) often requires that certain accessibility features be added to older elevators, so we have developed a host of upgrades to address A.D.A. accessibility issues.

Our EQIP upgrades focus on a wide range of innovative ways to keep older equipment fresh and keep your building competitive with newer ones. Talk with your Schindler representative to discover how we can teach your equipment some new tricks.

The logo for EQIP features the letters 'EQIP' in a bold, black, sans-serif font. The letter 'Q' is stylized with a white circle in the center, containing two red triangles pointing towards each other. The logo is framed by two thick red horizontal bars, one above and one below the text.