

Schindler Service



Jardine Schindler



Schindler

A Schindler service contract

Best people and industry leading innovation –
it all adds up to huge benefits for your elevators,
escalators, and moving walks



Higher uptime

Preventive, advanced maintenance – delivered by highly skilled technicians supported by connected technology – leads to fewer breakdowns and faster repairs.



Fewer callbacks

By continually investing in technology improvements and component upgrades, we've reduced callbacks by up to 37%*.



Flexibility

Tailored, modular and condition-based maintenance provides flexibility and a focus on your requirements, delivering maximum value from your contract.



Superior responsiveness

Expert teams and intelligent algorithms monitor connected equipment around the clock. Appropriate actions can be taken within minutes in the case of malfunctions. Problems can be resolved before they are noticed by customers.



Safety and compliance confidence

Ensuring customer, passenger, and employee safety are essential to delivering first-class service. That's why safety is engineered into our products and processes. For example, we conduct annual safety inspections that surpass code requirements as standard for every piece of equipment we maintain.



Better decision making

Users of Schindler ActionBoard get a real-time overview of all their equipment and their performance with actionable insights. This makes it easier to prioritise tasks and prevent downtime.



Network density

With 44 service branches, our service technician is always close to provide the care.



Multi-brand expertise

you can entrust any model or brand of elevators, escalators, and moving walks to us.



*Compared to non-connected units.

Our technology

Smart remote monitoring and digital insights

Schindler's global R&D teams

We innovate and invest continuously to improve our technology, resulting in advances like a callback reduction of up to 37%*. That's a whole lot more trouble-free travel time for passengers.

Condition-based maintenance

Driven by real-time data our service visits are enhanced by diagnostic insights. Our focused, data-driven troubleshooting delivers precise action, resolving issues efficiently.

*Compared to non-connected units.

Technical Operations Centre (TOC)

Schindler operates 27 TOCs worldwide, of which seven are located in JSG countries, functioning as high-tech control centres. In JSG, our TOCs are located in Hong Kong, Vietnam, Malaysia, Indonesia, Thailand, Singapore and the Philippines. The TOCs are advanced command-and-control hubs that monitor and manage the performance of connected elevators and escalators worldwide. These centres use IoT technology, machine learning, and real-time data analytics to detect anomalies, predict maintenance needs, and ensure rapid response to issues, significantly reducing downtime.

They serve as the digital backbone of Schindler's service operations, enabling seamless communication between data analysts, technical experts, and field technicians, who receive instant insights and troubleshooting support. With our TOCs, we strive to ensure safety, reliability, and efficiency across Schindler's global fleet.



Making service sustainable Service tailored to your needs – and the planet's

We want to make customers' lives easier and free up their valuable time. Just as importantly, we want to minimise the impact our services have on the environment.

We harness connected technology and real-time data to achieve all of these aims. And we deliver frequent, clear reporting to our customers on how we're doing.

Schindler services can adapt to every customer's individual needs, and offer solutions based on their units, requirements and preferences. Tailoring services in this way ensures we can deliver the most efficient service.

We know that making building operations more green and sustainable has become the highest of priorities for our customers. Offering building-related maintenance services that are also sustainable is a crucial piece of this puzzle.

We are proud to be at the forefront of elevator and escalator sustainability innovation.

For example, in Germany, Schindler has obtained certification demonstrating it can achieve a reduction of 99.5%** of total emissions for a service contract that includes digital services, compared with a standard service contract. Our move towards using a fully electric service fleet helps significantly here.

**According to TÜV Rheinland certificate (Zertifikat Product Carbon Footprint; PCF C01-2022-03-21254480).



This is the first environmentally certified service in the elevator industry.

Schindler aims to become a net-zero CO2 emissions business. We are committed to using resources responsibly and harnessing digital technology to ensure energy savings and the reduction of waste.

We're on this green journey together.

A closer look at Our four service modules

We provide customers with a range of modular, tailored services, organised into four categories – Standard, Comprehensive, Full Comprehensive, and Customised.

Standard

Coverage that provides 24/7 customer support, maintenance, 24/7 emergency call-outs, and global and regional technical support.



Comprehensive

Coverage that provides 24/7 customer support, maintenance, 24/7 emergency call-outs, global and regional technical support, limited spare part replacement, mechanical adjustment if needed.



Full Comprehensive

Full coverage that provides 24/7 customer support, maintenance, 24/7 emergency call-outs, global and regional technical support, spare part replacement (exclude beyond Schindler's control), mechanical part replacement, and Schindler ActionBoard Pro.



Customised

Coverage tailored to the specific needs and/or requirements of our client.

Schindler maintenance offers Solutions that fit your individual needs

Service contract type (*)	Standard	Comprehensive	Full Comprehensive	Customised
Regular maintenance visits as part of Schindler's global methodology	•	•	•	•
(Oil & Grease) Periodic safety inspections to ensure functionality and performance	•	•	•	•
24/7 Hotline and rescue service	•	•	•	•
Software update		•	•	• Customisable
Repair and spare parts (electrical)		•	•	• Customisable
Repair and spare parts (mechanical)			•	• Customisable
Schindler ActionBoard Pro			•	• Customisable
Customised service				• Customisable

(*) Contract naming varies between countries in accordance with the regulations and market practice.



A closer look at Our additional services

To enhance our service contracts, we also provide a set of add-on components:



Schindler Preventive Maintenance

Regular equipment examination to ensure an excellent mobility experience.



Schindler Adaptive Maintenance*

A smart maintenance program that dynamically plans and schedules maintenance visits according to each unit's condition and needs.



Schindler Performance Package

24/7 monitoring to enhance service reliability by Performance Reporting and Performance Notification.



Schindler ActionBoard

A freemium platform that provides an up-to-date overview of your connected units.



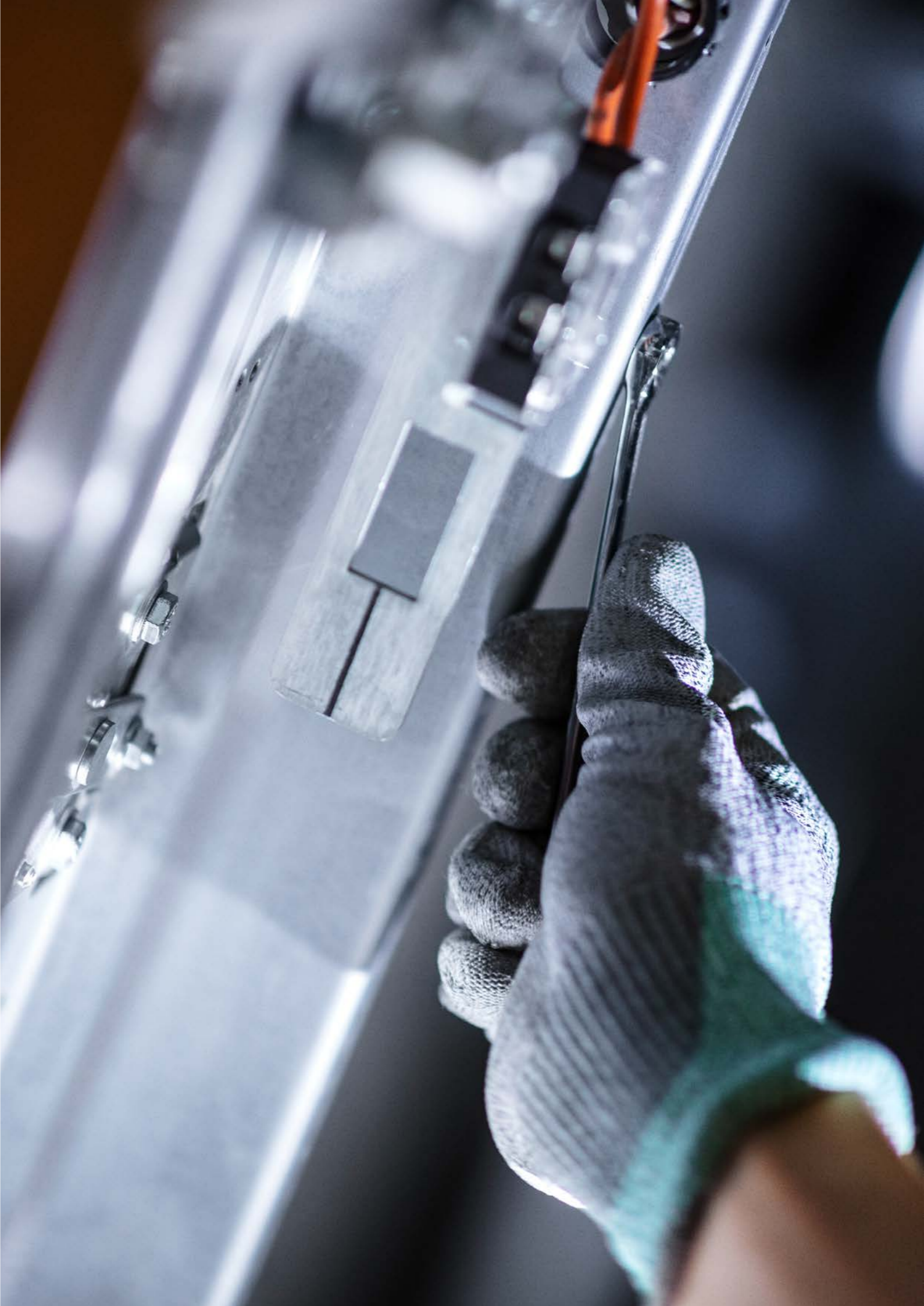
Schindler ActionBoard Pro

Harness the full power of the platform which enables instant and comprehensive performance overview with unlimited report downloading.



Schindler DigitalAlarm

The latest emergency alarm solution connects with up to 3 contacts and stays 24/7 to the Schindler Call Centre, ensuring passengers are always assisted when needed.



*Available in certain countries due to regulatory requirements.

Schindler Preventive Maintenance

Beyond Schindler products

Preventive maintenance includes regular equipment examination. Our service technicians pay special attention to moving parts, ensure equipment compliance with local legislation and regulations, and help operators meet their obligations providing an excellent mobility experience.

Your benefits:

Our product expertise ensures that all equipment benefits from the same professional high-level Schindler service across the globe. The same quality and safety standards are met in Schindler original installations and third-party (non-Schindler) units.



Schindler ActionBoard

Facts at your fingertips

Schindler ActionBoard is a digital platform with an intuitive user interface that provides an up-to-date overview of your elevators', escalators', and moving walks' activities.

With real-time and actionable insights, it's easier to prioritise tasks such as routine statistics, performance checks, data exchange, maintenance planning, and more.

With a clear overview, issues can be detected much sooner. It becomes easier to prevent interruptions, ensuring better planning of service schedules.

Your benefits:

- Real-time overview of your equipment anywhere, anytime
- Available to everyone with a Schindler service contract, free of charge
- Improved transparency and communication flow
- Better decisions and faster response times
- Customisable user interface with focusing on the information you need

Schindler ActionBoard Pro

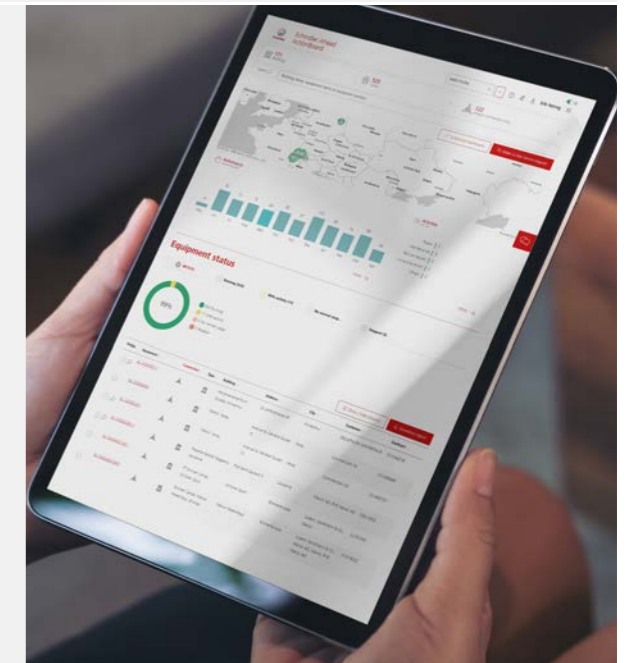
Mobility experience enhanced

Schindler ActionBoard Pro lets you harness the full power of the platform.

The enhanced suite version builds on Schindler ActionBoard functionality, unlocking a broad and customisable reporting engine, tenant performance overviews, instant on-demand equipment health checks, and even direct tenant interactions and notifications.

Your benefits:

- Comprehensive, 100% customisable reporting
- On-demand instant diagnostic summary (health check)
- Tenant communication platform (direct push notifications)
- Live status notifications
- Unlimited report downloading



Schindler Performance Package

Further enhancing the service reliability

Automated service requests

The performance package offers comprehensive detection and monitoring of elevator symptoms and breakdowns, enabling immediate activation of the maintenance process whenever an issue or fault is identified.

Once sensors pick up a problem, advanced algorithms quickly classify the nature of the fault and determine the most efficient course of action, ensuring rapid response and timely follow-up measures to minimize disruption. Our technicians are also notified instantly.

Your benefits:

- Reduced downtime – by an average of three hours for each fault. Technicians attend when potential issues are detected, even before you notice there's an issue
- Service personnel sees the fault before passengers complain
- Quick and transparent support from the moment the fault is detected, resulting in faster interaction and intervention times
- Always by your side – sensor and gateway technology remotely monitor units 24/7



Schindler DigitalAlarm

Efficient entrapment assistance

Schindler DigitalAlarm connects with up to 3 contacts and ensures a direct, 24/7 connection to a Schindler call centre, offering quicker response and entrapment release.

The alarm button in the car transmits the exact location when pressed, connecting the entrapped passenger to an operator*.

Your benefits:

- Wireless interruption-free service with 24/7 release assistance
- Compatibility with new and existing Schindler elevators, as well as third party units
- Futureproof digital solution that complies with the latest regulations such as EN81-20, EN81-28, EN81-70 (hearing impairment) and ADCA (Australia)
- A 24/7 external line enhances building security
- Gateway and SIM card management included
- Can set up to 3 emergency contacts in DigitalAlarm

*Available in countries with iCCS.

Jardine Schindler Group

Jardine Schindler Group (JSG) is a 50/50 joint venture between Schindler & Jardine Matheson

Headquartered in Hong Kong, since 1974, combining the best of two worlds: Schindler with Swiss commitment to excellence and Jardine Matheson with true understanding and presence in Asia.

Present in 11 countries, with a highly experienced network of professionals

Brunei, Cambodia, Hong Kong, Macau, Malaysia, Myanmar, Indonesia, Philippines, Singapore, Thailand and Vietnam.

Schindler elevators, escalators, and moving walks transport more than 2 billion people up and down buildings and across transportation hubs every day

JSG empowers journeys for millions of people every day in East and Southeast Asia.



- 7 Technical Operations Centres
- 7 Technical Training Centres
- 1 Factory
- 3 Repair Centres
- 1 Regional Distribution Centre

Stay connected with us

Your convenience, our priority

At Schindler, we believe that staying in touch should be effortless. That's why we offer multiple ways to connect with us, ensuring you can reach out in the way that works best for you:



Phone Call

Speak directly to one of our local Customer Service Centre team members for instant support and personalised assistance.



Web Form

Submit inquiries through our easy-to-use online form via our website.



Email

Send us your questions or concerns anytime, and we'll respond promptly with detailed information.



Schindler ActionBoard

Submit inquiries through our Schindler ActionBoard platform, perfect for when you're on the go.

No matter how you choose to contact us, we're committed to making the process seamless and efficient. Your satisfaction is just a call, click, or message away.



Schindler Service

Always there for you –
when you see us and when you don't

Schindler Service works so efficiently, effectively – and in many cases remotely – that our customers often don't know about faults in their units until we report back that the issues have been resolved.

Whether you're an existing Schindler customer, or interested in a modernisation to meet your building's changing needs, or would like to change your maintenance service provider, it's time to enjoy the reliable, trusted service partnership you deserve.

Please contact your local Schindler team at one of the following addresses:

Brunei Schindler Liftec Sdn. Bhd. Level 7 (6th Flr), Setia Kenangan Complex Kg Kiulap Gadong BE1518 Bandar Seri Begawan Brunei Darussalam Telephone + 673 2 236 515 + 673 2 236 516 Fax + 673 2 236 470 info.bn@schindler.com	Macau Jardine Schindler Lifts (Macao) Ltd. No. 398, Alameda Dr. Carlos D Assumpcao Edificio CNAC 9-andar F, G & H Macau Telephone + 853 2875 7953 Fax + 853 2883 7264 marketing.jsg.hk@schindler.com	Singapore Schindler Lifts (Singapore) Pte. Ltd. 1 Kaki Bukit View, #04-18, Techview Lobby B Singapore 415941 Telephone + 65 6854 7888 Fax + 65 6846 2212 info.sg@schindler.com Website www.schindler.sg
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