



**Devoted to bring  
people together.**

SERVICES CATALOGUE



The elevator is the entrance  
to **your home**.

Every development is  
focused on improving your  
travel experience and  
making you comfortable  
at home.

gettyimages

# You will find us everywhere.

**Orona Contact Center** keeps us connected.

Thanks to the Orona Customer Contact Centre we are there to listen, attend and solve our Customer's needs. This is the basis on which we build a relationship of trust with our clients. It is the guarantee that we will be there when you need us, offering comprehensive service.

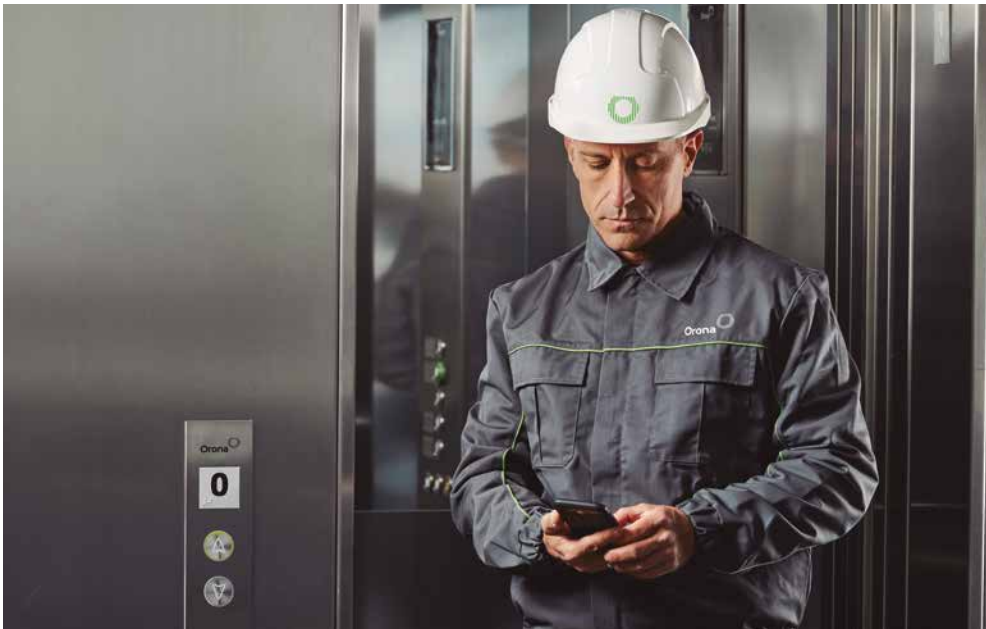
## What does Orona offer you?

A **comprehensive service** that offers maintenance, modernisations and replacements for any installation, aimed at offering **quick and efficient solutions**.

## Discover Orona Contact Center

- **Direct contact** with the technician responsible
- **National Customer Contact Center**
- Customer-oriented **qualified professionals**
- Compliance with the **best response times**
- **Continuous two-way communication** with the lift car

A **number** is worth more than a thousand words.

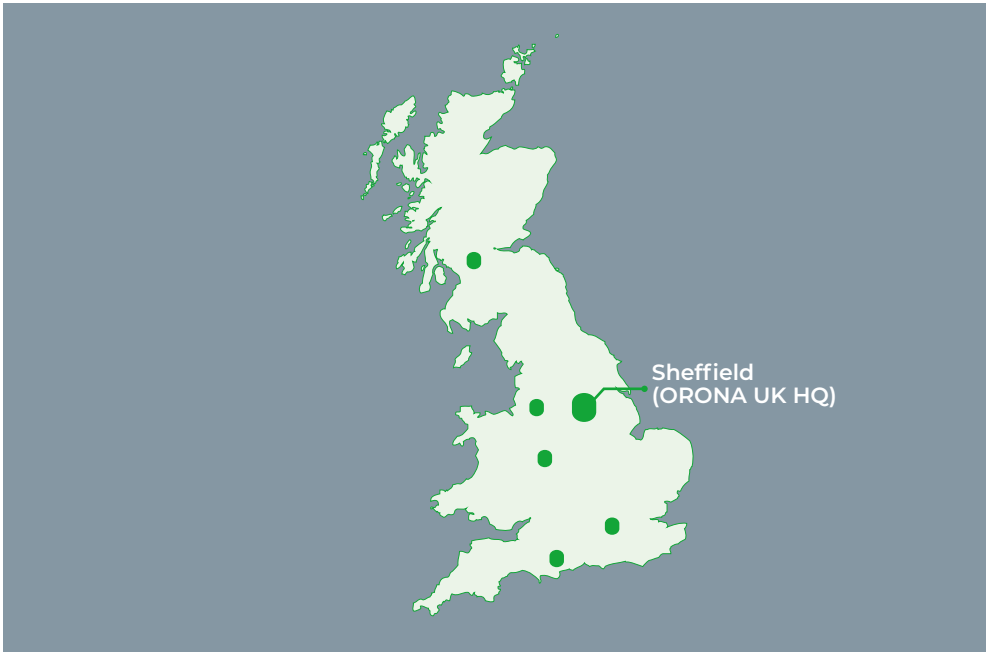


**+300**  
professionals

**+200**  
vehicles to serve,  
maintain and respond  
to our customers  
requirements

Service  
**24/365**

Service coverage for the  
whole of the UK






# More than a service, we are the partner you can rely on.

360° is more than a service, it is the way we take care of the entire life cycle of your lift.

Orona's Service is the key to intelligent, humane and accessible mobility solutions for everyone. The sophistication, design and comfort of our products enhance our agile, efficient and flexible service, where every detail makes a difference. We design, install and maintain lifts to guarantee a journey in the best conditions.

Find out which maintenance option best suits your needs.			
	Comprehensive service	Standard service	
Included in the contract			Planned maintenance to manufacturer instructions
			Access to 24 hour emergency callout service
			Electronic worksheets sent directly to you
			Insurance report management system
			Orona autodialler monitoring response
			Inclusive of callouts 24 hours
Optional features			Inclusive of part replacement / repair
			24-hour Service Plus
			Orona Phone
			Orona Web Service

## Our values are applied in every service we provide.

- Maintenance programs tailored to the specific technical characteristics, use of the installation, and the environment
- Service based on modular preventive and corrective maintenance programs tailored to each facility and customer
- Extensive multi-brand experience
- Continuous professional development of the Orona team, through the Orona Competence Model
- Carrying out quality audits applying the most demanding standards
- Agile and efficient Parts management system creating the best support through local, regional and global Service centres

### Orona 360°, your single service partner





# We dedicate our time so you can **enjoy** yours.

## A highly qualified service is summarised in time and comfort.

How can we guarantee repairs will be solved as quickly as possible?

It is all a matter of management and foresight.

Orona has developed a logistics system, agile and supported with technology to ensure parts availability and offer support and maintenance packages for all equipment manufacturers.

## An **outstanding service** is having everything at your fingertips.

### 1. Rolling Stock Warehouses

The most commonly used items that allow rapid response times are stored in maintenance technicians' vehicles.

### 2. Local warehouses in every country

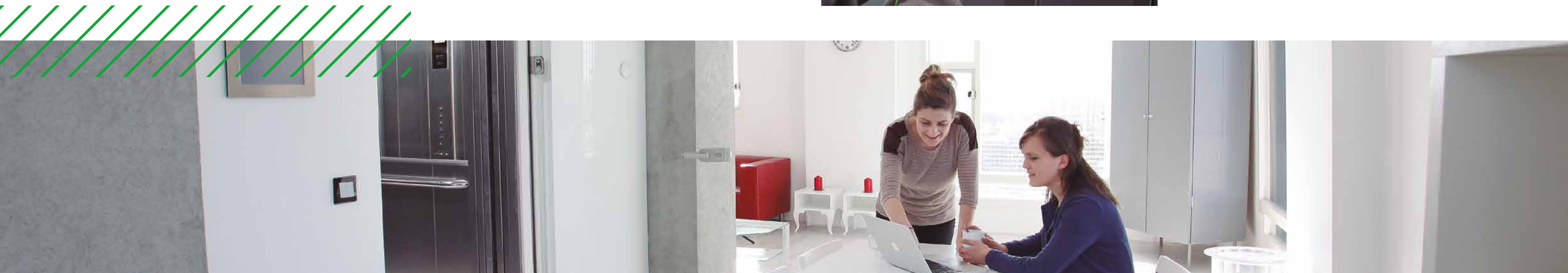
- Delivery in less than 48 hours within the country.
- Local warehouses connected to the central warehouse (SGS).
- Intelligent Parts management system manages availability in local warehouses and vehicles based on local portfolio, brands and models.

### 3. Spare parts warehouse at Orona headquarters (SGS)

- We manage spare parts for all lift and escalator brands and technologies. Multi-brand spare parts are classified depending on the manufacturer, model type and criticality.
- Orona's (SGS) central multi-brand distribution centre is located adjacent to our innovation centre and manufacturing plants.

## Connected at any time by our web tools.

- Orona CRC (web catalogue) provides our Technicians efficient Parts order management for any requirements and tracking availability
- Remote management of spare parts
- Total traceability of parts.





# Providing service and support for all manufacturers equipment.

**Our experience and training allow us to offer solutions even if your lift is not Orona.**

Our proficiency in the design, research and installation of lifts has allowed us to absorb all the technologies on the market. Orona's multi-brand service consists of knowing the operation, mechanism and parts of any other lift as if it were our own. We can deal with any brand.



## This is the basis of our multi-brand service.

### Multi-brand technology

We carry out detailed monitoring of the service. Local and centralised monitoring dynamics are performed regularly.



Repairs and spare parts for other technologies on the market

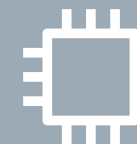


Development of multipurpose designs for modernisations

### Multi-brand engineering

We have a specific Multi-brand Engineering team, with highly qualified engineers. This model is based on three key pillars:

- **Laboratories**  
Facilities dedicated to researching and designing tailored solutions.
- **Documentation**  
The knowledge acquired through Multi-brand Engineering is compiled in documentation accessible to the technical staff
- **Technical Support**  
Support in the event of any incident or information request.



Research laboratories



Accessible documentation



Technical Support

### Multi-brand training

All Orona maintenance service technicians receive on-going multi-brand training to achieve the best level of service to which we are committed, both for Orona models and for any other brand on the market.



On-site courses with mock-ups and models



E-learning Platform





# We take care of you.

**We embrace meaningful innovation, for the benefit of our customers.**

We develop solutions to satisfy you. Innovating is not just developing something different, it is making a difference and improving your daily life. The design you see, the light which illuminates your environment, the information on the screen, the quality of the journey is our way of striving to make your life more comfortable, pleasant and safe.

## Services for you



### ORONAPHONE

We offer the latest cellular technology for emergency communication and monitoring specifically designed for use in elevators. OronaPhone links the emergency autodialler with the Orona Customer Contact Centre to provide peace of mind as well as remove the requirement for a traditional land line.



### ORONA WEB SERVICE

Orona has a Web platform that allows comprehensive monitoring of the state of the facilities and their service.

## Technology designed to offer you a better service



### ACTIVITY

Orona has developed an App that offers all activity-related information in real time. Thanks to this application, our technical team has remote access to all this data, providing an agile and complete response.



### ORONALINK

Our technicians have the latest communication technology which allows:

- Automation of the maintenance process
- Access to the installation information
- Solving incidents in a reduced time



### OTC ORONA TECHNICIAN CARE

This mobile application system monitors our technical team when they work in an isolated location.



### MSO MAPPING SYSTEM OF ORONA

Thanks to this tool in Orona we monitor the location of all our lifts with the aim of optimize the routes of our technicians and improve our response times.



# Give your lift a new life.

## We know how








Modernising your lift means increasing the value of your building, optimising energy consumption and improving your user experience on each journey. It is changing a part to transform everything.

We can work with you to assess, prioritize and plan your project without the need for major building works.






- The modernisation of the main components optimises the performance and behaviour of the lift, increasing equipment lifespan and improving performance.
- Modernization programs allow us to meet the needs of each facility and customer requirements.
- We offer the modernization of all brands and models using Orona equipment or specific third-party products.
- Our experienced team includes experts on new equipment and legislative requirements.



## Modernisation models

ORONA 3G 8011	 SAFETY Control	CONTROL AND SAFETY	<ul style="list-style-type: none"><li>• Increased comfort with smooth and quiet operation.</li><li>• Data Recorder which makes preventive maintenance easier, optimising operation.</li><li>• Connected to the Contact-Centre (24/7).</li></ul>
ORONA 3G 8022	 ACCESS Precision	ACCESSIBILITY	<ul style="list-style-type: none"><li>• Precise levelling between the car and the floor of the landing, making it easier for people with reduced mobility to access the car.</li><li>• Maximum use of the existing space in the building for the installation of a car with the largest possible dimensions.</li></ul>
ORONA 3G 8023	 ACCESS Design		
ORONA 3G 8034	 DECOR Technology	DESIGN	<ul style="list-style-type: none"><li>• Wide choice of aesthetics and finishes.</li><li>• Exclusive and avant-garde designs.</li><li>• Push-buttons and landing indicators that comply with the latest accessibility regulations.</li></ul>
ORONA 3G 8041	 ECO Stand	ECO	<ul style="list-style-type: none"><li>• The latest technology that offers significant energy savings.</li><li>• Availability of LED lighting solutions and automatic control.</li><li>• Latest technology gearless machines, reduced noise levels and low energy consumption provide a longer lifespan than that of traditional machines.</li></ul>
ORONA 3G 8042	 ECO Drive		
ORONA 3G 8043	 ECO Full		

## Modernisation of the main components

 CONTROLLER	 MACHINE	 CAR	 LANDING DOOR	 CAR DOOR
●			○	○
●	●		○	○
●	●	●	○	●
●		●	○	●
●			○	○
●	●		○	○
●	●	●	○	●

## Other components to modernize



Car and landing indicator controls to comply with current regulations



Energy efficient, automatically controlled lighting



Improved energy efficiencies with Lift Standby mode



Emergency autodialler system



Photoelectric curtain for safety and comfort of passengers



Load sensor to monitor and manage capacity



# A new lift, a better life.


## Making you feel truly at home.

A new lift provides safer, quieter and more efficient operation, offering unparalleled safety and comfort and making you feel truly at home. It is not just another part of the building, it is part of your home.



**CONTROL AND SAFETY**

Improved comfort, safety and maintenance



**ACCESSIBILITY**

Enhanced use of the available space  
Precise levelling of the car



**DESIGN**

Exclusive finishes and designs



**SUSTAINABILITY**

Gearless direct drive machine contributes to quieter lift operations



# We take care of your needs



- Our **design solutions** for replacement lift projects are adaptable to minimise the need for any building alterations, including features to reduce standard headroom and pit dimensions.
- From consultation, Project planning and Design through Installation and ongoing Maintenance we can take care of every **detail**.

**1**

**Initial diagnostics**

Installation status

**2**

**Proposal**

Optimal solution

**3**

**Execution**

Expert team

**4**

**Maintenance**

Comprehensive service





# Orona Ideo, the place where **ideas** develop...

**Orona Ideo** is the place where ideas, inspiration and future innovation meet.

Orona Ideo, together with our production plant, embraces the values that underpin Orona's strategy. It's much more than a set of facilities, it is the key to developing and consolidating any idea or project.

- Over 5,500 professionals
- Number 1 in production capacity in Europe for complete lifts
- Over 60 years' experience
- Direct presence in 12 countries and export to over 100 countries
- 2 production plants
- 2% investment in innovation

# ...and where we make them **happen.**

**Our values make us different.**

#### **INNOVATION >>**

creativity, enterprise, vision... our approach to sustainable innovation, created to develop energy-related projects, at the Orona Innovation Center.

#### **PROACTIVITY >>**

is resolving mobility challenges in short distances through our products and services platform.

#### **CLOSENESS >>**

to customer service and to the user experience. Closeness is the way we express that caring for people comes first.

#### **COMMUNITY >>**

it is the people that surround us, the environment in which we move, the place we serve. We collaborate to create a future without forgetting our origins. An organisation that puts the customer at the centre of what we do.

