

Dedicated to People Flow™



A HANDBOOK FOR RESIDENTS

Every home
deserves an elevator

Your home deserves an elevator – let's make it happen

Installing an elevator is a lot faster and easier than you might think, whatever type of building you live in. Making it happen is where we come in. This handbook will take you through the process and tell you about the benefits of choosing KONE and how we can help.

We're with you every step of the way – as well as planning and installing the elevator, we can keep it running smoothly for its entire lifespan with our professional maintenance services. Our hassle-free process means everything will be completed on time and on budget, with no surprises and no unexpected costs. We've installed thousands of retrofit elevators in all kinds of different buildings around the world. Let's make yours the next one.

"I'm more than happy with the elevator. After 16 years of climbing the stairs to the 3rd floor, I really like using the elevator. A special thanks goes to the installation crew; they were always friendly and kept me up to date with how the installation was going."

Päivi Uusmäki, resident
As Oy Tammelan Myllytorppa, Finland

WHY INSTALL AN ELEVATOR?

- It provides safe and comfortable travel to and from apartments for all residents
- It adds value to your property
- It makes your building more attractive to prospective new residents

Installing an elevator – a checklist for your project

The process of installing an elevator in your building is not a complicated one, and we are there to help you at every stage. To give you a better idea of what's involved, we've outlined the main steps below.

The process described below is intended to be a general guide to the typical stages involved in an elevator installation project.

1 THE IDEA OF A NEW ELEVATOR IS SUGGESTED

✔ We can help you with this process, answer any questions you may have, and even attend a residents' meeting to explain what's involved. We can also carry out a free-of-charge, no-obligation assessment of your building.

✔ The board meets to discuss the idea and then takes it to the residents' association general meeting, where they authorize any up-front costs and approve the budget.

2 PROJECT PLANNING BEGINS

✔ We can help you draw up a preliminary budget that covers the cost of the elevator, construction work, planning, and permits so that everything is clear.

✔ We can visit your building to explain the different costs, the financing options, any subsidies or tax relief available to help cover part of the cost, and how the cost of the project can be shared.

✔ We'll also provide plans for the placement and dimensions of the elevator, as well as a description of the construction work that's needed.

3 THE DECISION IS MADE

✔ The general meeting reviews the plans and budget, and decides on how the costs will be shared among the apartments.



Apartment value increased up to 50% in metropolian area, 6th floor



We can install an elevator in over 95% of buildings without one



3,000 equipment installations in existing buildings annually

4 PROJECT PREPARATION BEGINS

✔ The contractors and method of implementation are chosen – separate contracts with different suppliers, or turnkey delivery from a single supplier. We support you in getting approval for the project from the relevant authorities and applying for any available financial subsidies.

✔ We then carry out a thorough site survey to determine the most appropriate location for the elevator, create the architectural and engineering designs for the shaft, and make sure all the construction permits you need are in place.

5 CONSTRUCTION WORK IS CARRIED OUT AND THE ELEVATOR IS INSTALLED

✔ Before any work begins we'll make sure the site is properly prepared before installing the shaft, the elevator, and, if applicable, the new staircase.

✔ We protect floors, walls, and corridors from damage, and provide safe access routes for residents. A KONE InfoMod bulletin board keeps everyone informed about schedules and progress. Once the work is completed, we clean up the site.

6 THE MAINTENANCE CONTRACT KEEPS THE NEW ELEVATOR RUNNING

✔ As the original equipment manufacturer, we are the natural choice to maintain your KONE elevator and can help you choose an appropriate maintenance contract.

✔ Our preventive maintenance services make sure your elevator operates reliably for its entire lifespan.

Financing and cost sharing

In many countries there are financial benefits available to help with the costs of elevator planning and installation, in the form of subsidies or tax relief. Subsidies vary from country to country, but may cover as much as 70% of the total cost of the project. Elevator installations are typically financed by the residents' association through a bank loan that is paid back over a period of five to ten years, with repayments being covered by the monthly service fee.

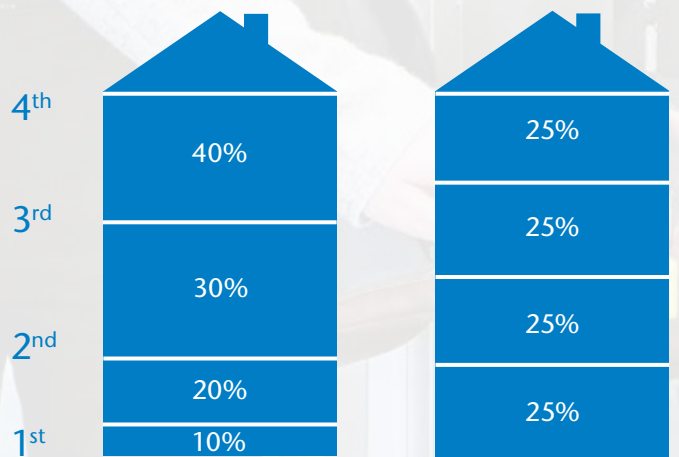
The costs can be shared in several different ways depending on the local legislation: they can be distributed evenly, or residents on the upper floors can pay more since they are likely to use the elevator more. On the other hand, people on lower floors benefit from less noise, with fewer people walking up and down the stairs.

It's important to remember that the comfort and convenience an elevator brings will add significant value to the apartments in your building. On the right are some examples of the typical cost of installing an elevator and how it can be shared.





EXAMPLES OF PROJECT COST SHARING



Higher floors pay more

Project costs are evenly split between floors

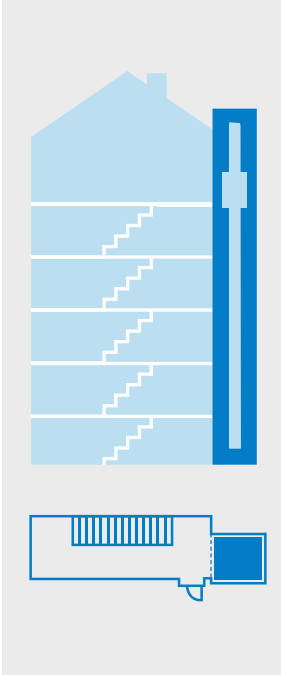


The right place for your elevator

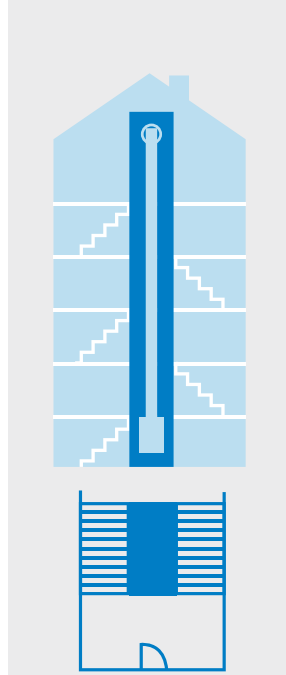
Even though buildings come in all shapes and sizes, we can install an elevator in almost any building. Getting things started isn't a difficult process – we can visit your building to discuss what's involved and carry out a free-of-charge, no-obligation assessment.

The size and shape of your building's stairwell, as well as the floors the elevator will serve, determine the most appropriate location. Take a look at the following examples to get an idea of the different placement options.

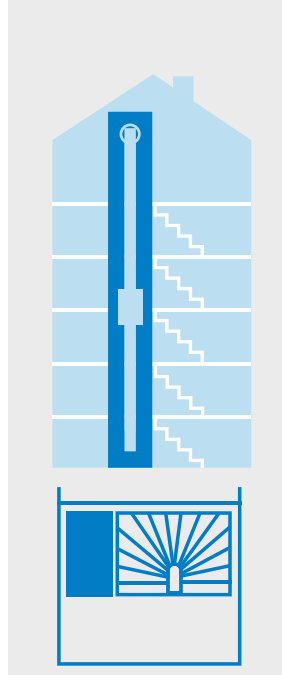
Elevator installed outside the building in an external shaft.



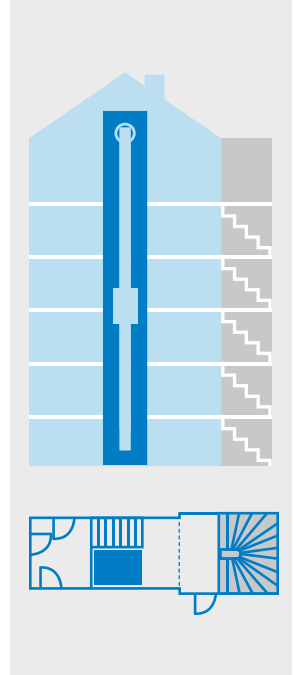
Elevator installed inside the stairwell.



Elevator installed next to stairwell.



Elevator installed inside stairwell, stairs moved outside.





KONE ProSpace™

The KONE ProSpace elevator is designed especially for retrofit projects and can be installed in buildings where the space for the elevator shaft is very limited. With minimal structural modifications needed to the building, the KONE ProSpace is an extremely cost-efficient and flexible solution.

1 SPACE-EFFICIENT AND SIMPLE TO INSTALL

The KONE ProSpace elevator only requires a small amount of space for the headroom and pit, and because it has a self-supporting shaft, installation doesn't require any major alterations to the building.

2 SAFE AND CONVENIENT

The car is fitted with automatic doors, and the landing doors can also be automatic. A through-type car makes it entry and exit easy on landings or half landings. A direct two-way voice communication system connects passengers to our customer care center 24 hours a day.

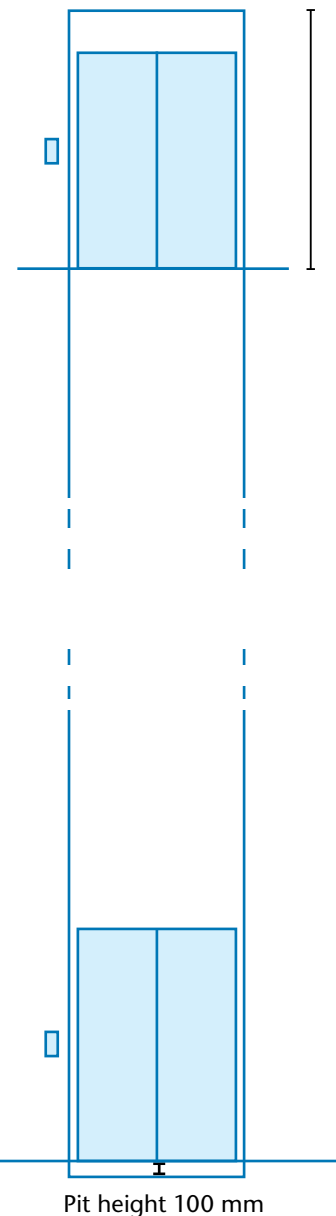
3 ECO-EFFICIENT

KONE ProSpace is very economical, with low energy consumption and minimal maintenance needs. It's also completely oil-free, meaning no messy leaks or oil changes.

4 QUICK TO INSTALL

The elevator is designed to be very quick to install, typically taking just two weeks. Residents can continue to live in the building while the work is going on, with minimal disruption to their everyday lives.

Headroom height
2,500 mm





KONE MonoSpace® 500

The KONE MonoSpace 500 elevator is used when there is not enough space inside the building for the elevator. In these cases, a shaft is constructed outside the building, on the exterior wall. The KONE MonoSpace is a space and energy-efficient solution with a successful 20-year track record and almost half a million installations around the world.

1 ECO-EFFICIENT

The KONE MonoSpace 500 elevator is powered by the energy-efficient KONE EcoDisc® hoisting motor, and features centralized hoisting, advanced standby solutions, and LED lighting for further energy savings.

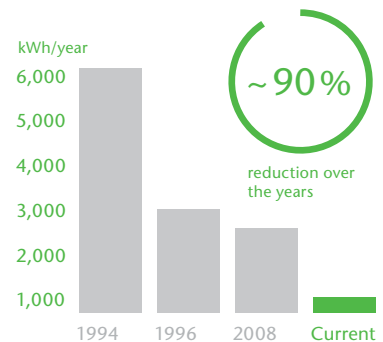
2 COMFORTABLE AND QUIET

The hoisting motor, machinery, brakes, and car structure are all designed to provide passengers with a smooth, quiet ride and cause minimal disturbance for people living in the building. Every elevator we install has to pass a strict ride comfort test before we hand it over for use.

3 ATTRACTIVE

With a wide range of car designs to choose from, matching the elevator interior to your building couldn't be easier. You can also mix and match materials and accessories to create a unique design, and complement the elevator with your choice of signalization and accessories.

KONE elevator energy consumption



The basis for the calculation is an elevator speed of 1 m/s, a load of 630 kg, 150,000 starts/year, a travel height of 9 m and 4 floors

Almost half a million installations around the world in 20 years



Millions of design combinations



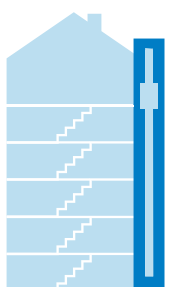
Hassle-free, on time, and on budget

Our processes are designed to cause as little disruption as possible to life in your building. It typically takes eight to 12 weeks to complete the project, and residents can continue to live at home while the work is going on. Our site survey takes into consideration the characteristics of the building, access during the project, as well as the safety of residents, visitors, and workers.

Before the elevator is handed over, we'll perform ride comfort testing as well as final safety and operational inspections.



The timeline for different elevator installation options



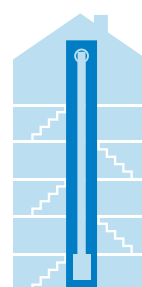
Elevator installed outside the building in an external shaft.

Typical project time: 10 weeks

- ✓ Preparation work done – for example, removing balconies and preparing the external wall for shaft construction
- ✓ Elevator shaft is constructed against external wall
- ✓ Elevator installed in the new shaft
- ✓ Finishing work on hallway



10 weeks



Elevator installed inside the stairwell.

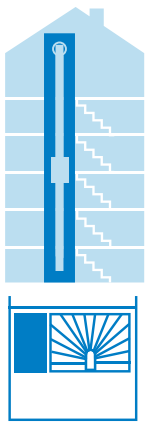
Typical duration: 12 weeks

- ✓ Space for elevator cut in the stairs and elevator foundation laid
- ✓ Elevator shaft and elevator installed
- ✓ Finishing work on hallway



12 weeks

🕒 It takes 6–16 weeks to complete the project, of which the installation lasts 2–3 weeks.

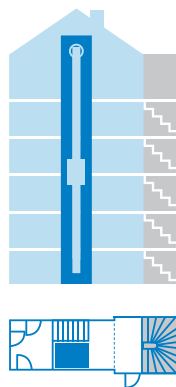


Elevator installed next to stairwell.

Typical duration: 14 weeks

- ✓ Stairs are removed and replaced in one working day
- ✓ Elevator shaft and elevator installed
- ✓ Finishing work on hallway

14 weeks



Elevator installed inside stairwell, stairs moved outside.

Typical duration: 16 weeks

- ✓ New stairwell constructed outside the building
- ✓ Elevator shaft constructed inside the stairwell
- ✓ Elevator installed in the new shaft
- ✓ Finishing work on hallway

16 weeks



No access to apartments: Maximum 1–2 days.
In most cases, you can access the apartments throughout the installation.



HANOVER, GERMANY

Improving the quality of life for residents of a historic Hanover property

Built in 1911, Podbielskistraße 14 is a turn-of-the-century style property in central Hanover. In 2014 the decision was made to install an elevator in order to make life more comfortable and convenient for the building's residents, many of whom are over 60 years old and have lived in the property for decades.

As a historic building with a listed façade, installing an external elevator shaft was simply not an option, and the elevator solution had to be one that required minimal structural work and had a compact design that would fit inside the building's stairwell.

The perfect solution

With its highly efficient use of space, shallow shaft pit depth, and low headroom, the machine room-less KONE ProSpace™ was the perfect solution. After approval by

the residents' association in February 2014 and from city authorities in August of the same year, the project was underway.

Following the preliminary structural and electrical work, installation began in November 2014 and took just three weeks. Thanks to KONE's expert project planning and coordination, the process went very smoothly. And with their compact design, transporting the KONE ProSpace components into the building was a simple task.

Improved everyday comfort and increased property value

The white steel and glass of the elevator shaft blends seamlessly into the surrounding building and keeps the stairwell bright and airy. Residents – particularly those with restricted mobility – are delighted with the new elevator, as it means they can live comfortably in their own homes for longer. They can now enjoy life to the full, and simple everyday tasks, like getting heavy groceries home, are no longer the chores they used to be. What's more, the elevator has also added value to the property.



TAMMELA, FINLAND

Satisfaction guaranteed for residents of Myllytorppa in Tammela

EARLY 2013

Idea proposed and preliminary planning application for elevator submitted

LATE AUTUMN 2013

KONE modernization specialist visits the building to assess project scope

EARLY 2014

KONE representative demonstrates KONE ProSpace to planning office and architect

AUGUST 2014

City authorities approve project

SUMMER 2014

Preliminary work begins, elevator ordered, and installation date agreed with KONE

NOVEMBER-DECEMBER 2014

Elevator installation begins, lasting three weeks

JANUARY 2015

Final acceptance tests performed, elevator handed over for use

Residents of Myllytorppa residential building in Tammela, southern Finland were united in their desire to install an elevator. The KONE ProSpace elevator makes access easy for everyone, especially those living on the top floor. Not only has it added value to the property, it has also helped freshen up the whole building.

- Four-storey residential apartment building, built 1978
- Elevator installation partially financed by subsidies
- Compact, through-type KONE ProSpace fitted perfectly into the stairwell
- Smooth project from start to finish, with very positive feedback from residents



A RELIABLE ELEVATOR AND FAST, LOCAL SERVICE WHENEVER YOU NEED IT

Installing your elevator is just the beginning – we are committed to you and your equipment for the long run, and will care for your elevator with a maintenance service that is customized for your specific needs. Our preventive maintenance keeps

your elevator running safely and smoothly, and protects its value, by maintaining the right components at the right time. And when you need help, a local service technician is always close at hand.



Equipment under KONE's maintenance service is available for over 99% of the year, on average



Due to our efficient spare parts logistics, most malfunctions are solved within a day, regardless of the make or type of elevator



Our service teams respond round the clock and provide immediate assistance every-day year round

Frequently asked questions about elevator installation

Q: Once the decision is made to install an elevator, what happens next and what help is available?

A: We can visit you to carry out a free-of-charge, no-obligation assessment of the building. We can also help you with investigating available subsidies, drawing up a budget, and applying for the relevant permits. You will also have a single point of contact who can answer any questions.

Q: I'm not sure there's enough space for an elevator in my building. Is it really possible to install one?

A: We can install an elevator in over 95% of buildings without elevators. After visiting the location, we will recommend the best solution for your building.

Q: What will it cost to install an elevator in my building, and how can it be shared?

A: The cost will vary depending on where and how the elevator will be installed, but the typical cost for an X storey building is about €XXX,XXX. As much as XX% of this may be covered by subsidies. Financial benefits may also take the form of tax relief. The cost can either be shared equally, or owners of apartments on higher floors can pay more.

Q: Where will the elevator be installed?

A: The size and shape of your building's stairwell, as well as the floors the elevator will serve, determine the most appropriate location. If there's enough space, the elevator can be installed in the stairwell. Where space is limited, it's possible to install the shaft outside the building.

Q: How long does it take, and can I live in my building while the work is going on?

A: Including the decision-making and planning stages, the whole project can be completed in less than a year. The construction work and installation of the elevator typically takes 8–12 weeks. You can continue living in the building as normal throughout the project. We'll make sure there are safe access routes for people to move around the building while the work is going on.



KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace®, KONE EcoMod™ and KONE UltraRope™.

KONE employs on average 47,000 dedicated experts to serve you globally and locally.

KONE Corporation

www.kone.com