The heart of your building™

KRMS™
Remote monitoring for elevators
What it is...
KRMS is a 24/7 monitoring service that addresses emergency communication needs, safety and equipment operation. It works by linking the on-site voice and data equipment with the KONE Service Center through existing telephone lines.

KRMS voice and data equipment is a standard feature on most of KONE’s technologically advanced elevator controls. It can also be installed in existing equipment.

KRMS delivers...
- Round-the-clock, direct voice communication with dedicated elevator experts who know what’s happening, where it’s happening and when it will be fixed.
- Intelligent diagnostic capabilities that allow service-interrupting problems to be avoided.
- Enhanced reliability that comes with the ability to assist in preventing most failures before they occur.
- Innovative remote monitoring that helps all of us manage our business more intelligently.
- Peace of mind.
Voice Link

How emergency voice communication works...

1. Passenger activates the pre-programmed ADA phone by pressing a button, and phone dials to KONE Service Center’s dedicated entrapment line.

2. Elevator identification and location is immediately displayed at the KONE Service Center.

3. KONE Service Center Agent attempts to determine if an entrapment has occurred or if it is a false alarm. If the agent cannot determine if there is an actual entrapment, the agent calls the customer’s contacts to determine the status and how to proceed.

4. If an entrapment has occurred, two-way voice communication from the agent lets passengers know that help is on the way.

5. A technician is immediately dispatched and passengers are told when they can expect help to arrive. If there is an emergency situation, agent contacts local fire and police first.

6. Customer’s contacts are notified to advise of entrapment situation.

7. Agent remains on phone with passengers for continued reassurance.

8. Technician quickly arrives on site and releases passengers.

Data Link

How safety and performance monitoring works...

KRMS continuously monitors the elevator operation, usage, fault codes and unusual conditions, which may signify a potential service interruption or additional maintenance requirements. If a fault code that requires manual intervention is detected, the elevator immediately calls the KONE Service Center, the information is transmitted and logged and a notification is sent to the technician.

The elevator also calls the KONE Service Center once each day and transmits the usage data and any other unusual conditions that are detected. This information is logged and the software performs a diagnostic evaluation to check for patterns that may indicate special maintenance requirements are needed. These needs can be sent to the top of the technician’s maintenance schedule.

Voice Link

Emergency Communications Benefits:

- Direct 24/7 access to KONE’s Service Center – YOUR Service Center!
- Dedicated entrapment line ensures emergencies receive top priority.
- Immediate identification of the elevator and location.
- KONE Service Center Agents who are professionally trained and experienced in handling emergency situations in elevators.
- Immediate personal contact to reassure passengers and prevent unsafe reactions.
- Established communication network that ensures a technician is immediately dispatched and provides quicker response time.
- Increased passenger safety and reduced liability.
- Capable of communicating in over 100 languages.
- Consolidation of building services into one full service elevator company.

Data Link

Safety & Performance Monitoring Benefits:

- Quicker response times.
- Peace of mind from 24/7 safety and performance monitoring.
- Preventive maintenance plans target specific areas from data collected.
- Increased availability due to quicker response times and improved maintenance planning.
- Reduced service interruptions from early fault detection.
- Improved customer service.

What it does for you...