

# Lift services and preventative maintenance for schools

**KONE provides complete service and preventive maintenance for lifts, elevators and other vertical passenger transportation units in New Zealand schools**

As part of the national Building Act compliance contract Argest have with the Ministry, KONE are the agreed lift IQP, service and maintenance contractor to Argest.

## KONE responsibilities

**Preventative maintenance | Proactive tasks | Service calls to faults | Repairs**

A KONE technician may visit your school to perform preventative maintenance, undertake scheduled or special proactive maintenance tasks, or to respond to a service call.

When KONE commence services on each new lift, they will visit the lift to ensure it is to standard, programme the emergency phone to dial KONE, and install a permanent KONE contact sticker in the lift. KONE will visit with the school contact person to ensure our lift descriptions are correct and to agree any special access protocols.

On each subsequent arrival, they will report to the school office then proceed to the lift.

KONE may need to work at one of the lift landings, within the lift shaft or in the machine room.

- Some machine rooms are alongside the lift shaft and may need special access arrangements.

When the KONE technician completes the visit, an email notification is dispatched in real time to the school's contact email address. The notification includes details of the task and outcome, technicians name, date and time of arrival and departure and other information on the lift visited.

- KONE are always happy to update the email address when needed.
- Please also let KONE or Argest know of other changes (such as Property Manager) as they occur.

Most lifts will receive 4 or so preventative maintenance visits every year, and you will usually become familiar with the same technician for most visits.

Sometimes a lift needs further repairs or proactive maintenance, and occasionally, a replacement part may need to come from overseas or another supplier. This may mean the lift will not be available for use until repaired.

- KONE will always keep you informed of the works and timelines and encourage you to call your local KONE branch if you have any questions about a lift that is out of service.

## Your school's responsibilities

Please do not wait for a maintenance visit to let us know of a fault – for safe operation, it is important KONE investigate any performance concerns you may experience and will need to phone the KONE Call Centre on **0800 775 663/**

All lifts should be on the building Compliance Schedule for BWOF, and therefore subject to an annual compliance and safety inspection.

- After the annual IQP inspection, a form 12A is issued to Argest to support the BWOF renewal.
- If there are defects, KONE either will attend to them promptly, or issue a WRN and liaise with you if the task is additional to the contract.



Under the Health and Safety legislation, the school, as a PCBU, has a responsibility to ensure the lift is both safe to use and safe for the KONE technician to work on. From time to time, KONE may provide information on requirements to the lift to bring it to a safe standard. KONE may also make recommendations to improve reliability, ride quality and safety when appropriate.

- Any works requirements are provided using the Ministry WRN procedure.
- For everyone's safety, never allow anyone else to work on the lift. If you feel this is necessary, please inform KONE and / or Argest prior to authorising works.

## How to contact KONE

**Please phone 0800 775 663 24 hours**

The 0800 KONE Call Centre is manned 24 hours by helpful, trained KONE employees based within our region.

- They will ask for the school name, description of the lift (if you have more than one) and your description of the fault.

Most lifts have emergency phones or buttons that connect directly to KONE Care Centre for the passengers use in an emergency.

- KONE will arrive in the quickest possible time to release the passenger.
- Never try to release any passenger from a lift yourself.

For minor faults you can email [kea.service@kone.com](mailto:kea.service@kone.com), however we recommend you phone us using the 0800 number.

When you place a service call for any type of fault, a KONE technician will be assigned immediately and will respond as quickly as is practicable.

## How we identify your lift

Every lift has an identity within the KONE data base. KONE assign a description and unique asset number to every lift as soon as KONE receive the school authority to commence services. For example: Aotearoa Primary School - Lift 1, Tahi Block - Lift 2, Stage lift - Lift 3, Arts platform lift

Once KONE has the school name and address reference, they will always dispatch a technician even if the caller is unsure of the lift description.

- If you rename an area the lift is in, please let KONE know.

KONE's 0800 Call Centre uses the same real time data base our technicians do.

## The right investment

Like any building asset, lift components will age and wear at different rates.

For example, a KONE MonoSpace lift in regular use may have a lifecycle of 25 years, but with regular use, the door components may require renewal after 15 years. Other types of lift may be manufactured to a much lesser total life cycle.

Lift technologies are not created equal. Your school buildings will be in use for decades to come and any new lift should be carefully considered to ensure it will meet the changing needs of the building over many years, will remain compliant and will continue to operate reliably for many years.

Please contact KONE early in your construction planning for quality, balanced technical advice.

If you have any questions or concerns regarding the above, or KONE's services, please contact Argest.