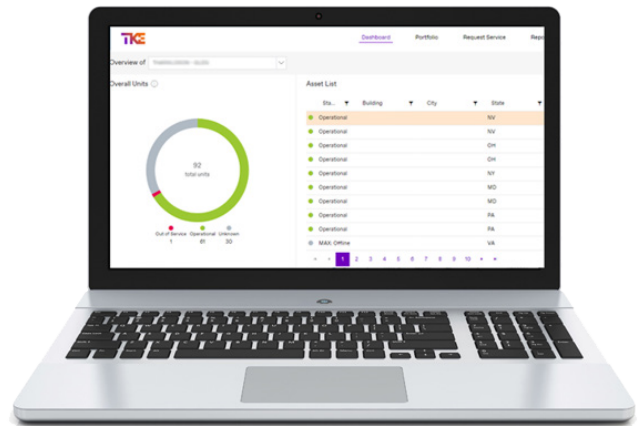


MAX CUSTOMER PORTAL AND APP

The service tools you need.



How do I benefit from these tools?

Included with your MAX Digital Services package, you'll have 24/7, on-demand access to the elevator information that matters, on your computer or mobile device.

To log in to the Customer Portal, visit:

<https://ams.myportal.tkelevator.com>

You can download our mobile app from the Apple App Store and Google Play Store. Open your app store on your phone, and search for "MAX Service."



View real-time status of all elevator units



View historical data on maintenance visits and service calls



Place service requests (no need to call us unless you want)

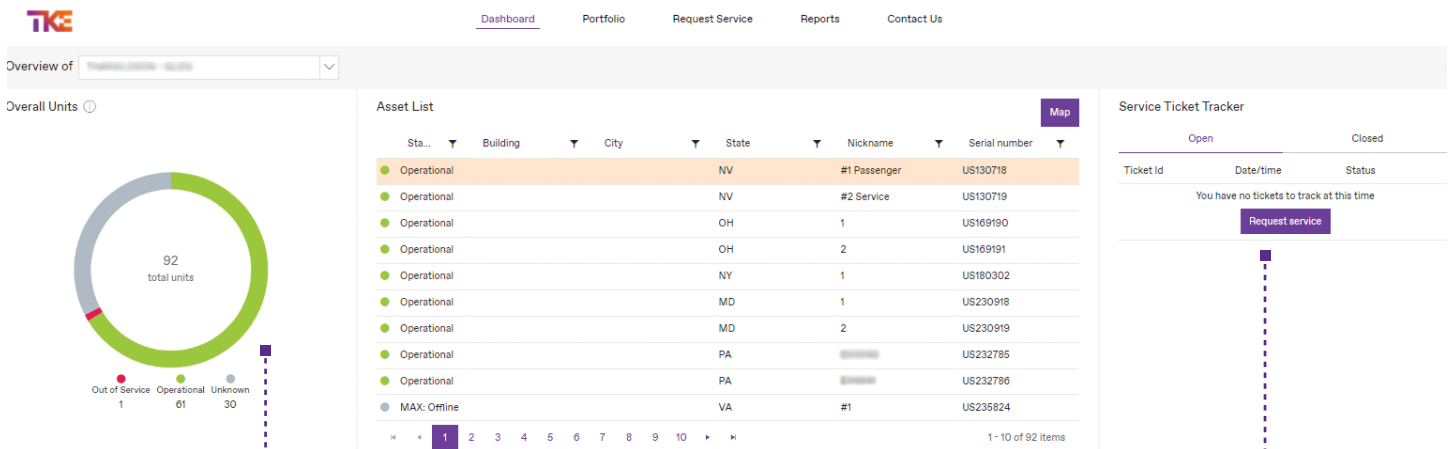
Contact Us

TK Elevator Corporation
 788 Circle 75 Parkway SE, Suite 500, Atlanta, GA 30339
 P: +1 844 427 5461
www.tkelevator.com

MOVE BEYOND

VIEW REAL TIME STATUS OF YOUR ELEVATOR UNITS

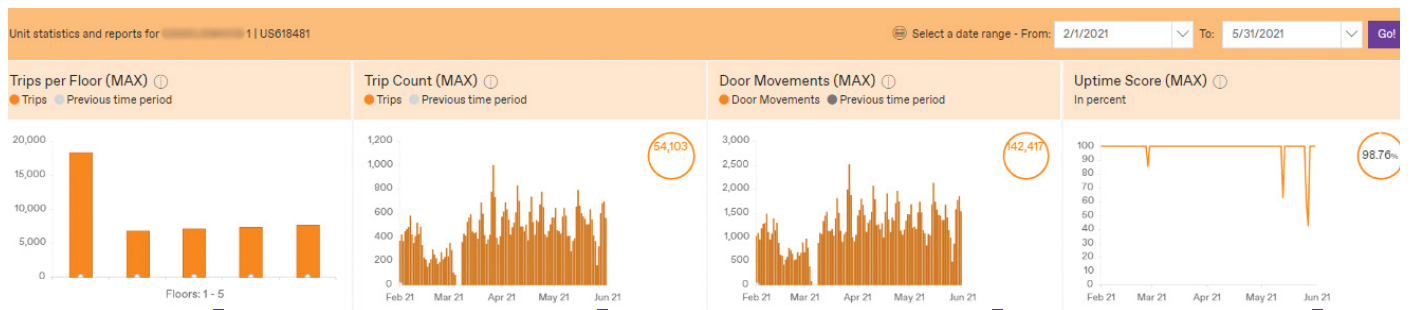
Get an instant overview of all your elevators and their key performance indicators (KPIs).
DASHBOARD*



Equipment status
 Displays the overall status of all units in your portfolio.

Asset list
 Displays all elevator units in your portfolio, with their real-time status. You can switch between a map view and this list.

Ticket Tracker
 Track service requests from creation to completion quickly! See the current status of your tickets and as our technician finishes, you can see what they found on the 'Completed' tab and this list.



Trips per floor
 Traffic flow in a multi-space building that assists in optimizing floor space versus a population distribution in the building.

Trip count
 Load distribution in a multi-space building that helps optimize space based on changing building needs.

Door movements
 Helps you understand how your elevator is being used.

Uptime score
 Valuable information to identify trends for efficient traffic flow.

*Certain dashboard elements are only available with MAX Pro, Plus & Premium packages. This includes the near real time status features.

DETAILED UNIT INFORMATION

Provides more detailed views of all units, including real-time status, type of unit, related contract number, location, etc.

PORTFOLIO

The screenshot shows the TKE Portfolio application interface. At the top, there are navigation tabs: Dashboard, Portfolio (selected), Request Service, Reports, and Contact Us. Below the navigation is a search bar for Customer (T72246 available) and an 'Export to Excel' button. The main area displays a table of units with columns: Sta., Address, City, State, Unit nickname, Serial number, Zip Code, Contract Number, MAX enabled, and Request Service. A callout box points to the 'Request Service' icon in the table, with the text: 'Details Click on any desired unit to gain deeper details and insights.'

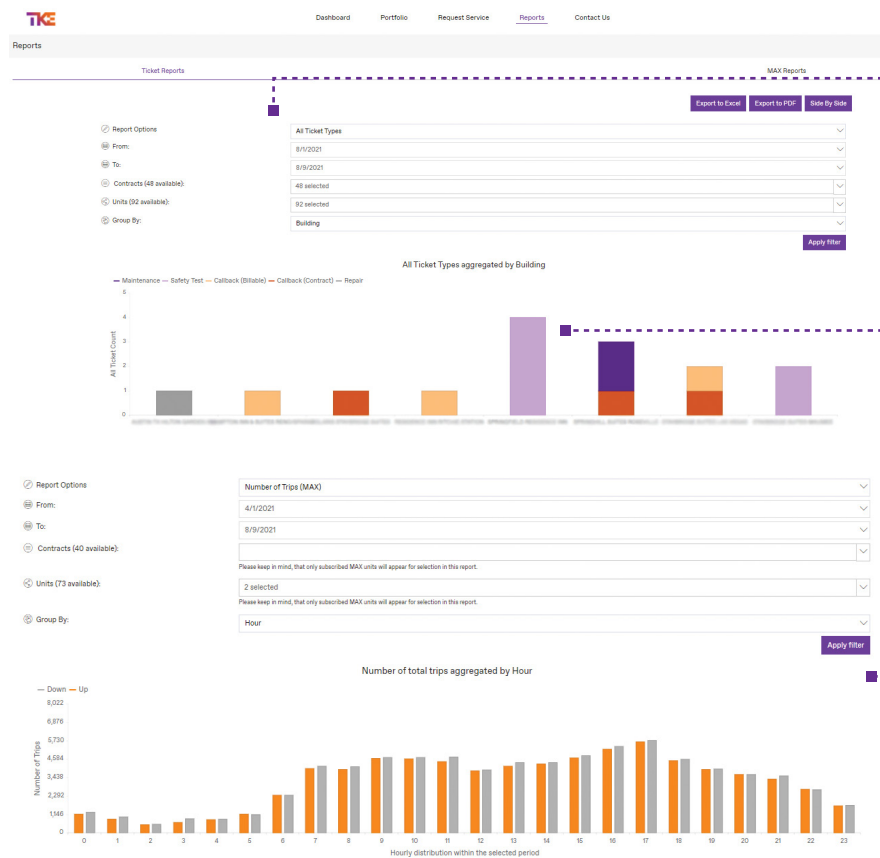
Below the table, there are two detailed views for a unit with the nickname '#1 Passenger' and contract number '89118-3192'. The first view shows 'Details' and 'Service records' tabs. The 'Details' tab is active, showing contract information (Contract Number, Contract Type, MAX enabled), equipment information (Unit nickname, Number of stops, Number of cars in group, Controller type), and a location map. The second view shows the 'Service records' tab, which is a table with columns: Ticket Type, Work Date, Problem, and Work Resolution. It lists several service events, including callbacks and preventive maintenance, with their respective dates and descriptions. An 'Export to Excel' button is also present at the bottom right of the service records table.

Details
Click on any desired unit to gain deeper details and insights.

Service records
View details on work conducted on the unit during the past three months. All other data is filed and available under the "Reports" tab.

SERVICE, EQUIPMENT PERFORMANCE AND USAGE REPORTS

The “Reports” tab lets you run analytics to better understand your units’ usage. All analytics reports can be exported to PDF or Excel.



Ticket Reports tab

The “Ticket Reports” tab lets you analyze your building. It records activities such as callouts, inspections, repairs, maintenance, etc. The report provides insights into completed work, by whom and the time range.

You can select the desired units, time frame and the ticket type you want to analyze.

The report result will be displayed as an interactive graph.

MAX reports tab

Displays your elevator and escalator usage data, including advanced traffic analysis on a unit or group of units over a given time range.

These reports provide valuable information to identify trends for efficient traffic flow.

This data may assist in understanding how traffic is distributed among groups of elevators in a common space.

This data provides a realistic picture of passenger behavior in a multi-space building and may assist in optimizing elevator performance based on changing building needs.

SERVICE REQUEST AND EMERGENCY REPORTS

It's easy to place service requests using our web portal or mobile app.

REQUEST

Dashboard Portfolio Request Service Reports Contact Us

DO NOT USE THIS FORM FOR ENTRAPMENTS
Please contact 1-877-230-0303 for immediate assistance.
For safety test, inspections or preventative maintenance schedule questions,
please call 1-844-427-5461 to be connected with our local branch office.

Select a Unit Additional Info & Save

Customer (172250 available):

Building na...	Unit nickna...	Address	City	State	Serial numb...
...
...
...
...
...

Selected Unit

Building name	Unit nickname	Address	City	State	Serial number
...

Please describe the situation with your unit (25 character minimum) *

Number to reach you * PO Number

Need us right away? Please approve overtime here

DO NOT USE THIS FORM FOR ENTRAPMENTS

* Mandatory field

Submit

Service requests

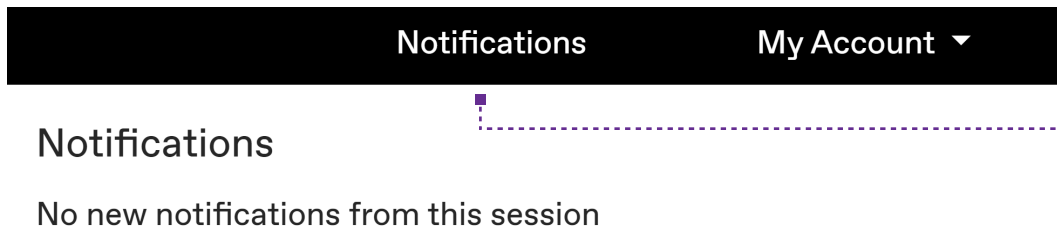
No need to call us anymore. With just a few clicks and a brief description, you'll place a service request and receive an email confirmation with your ticket number.

In an emergency, you must call our 24/7 Call Center at the number indicated in the contact pop-up.

REAL-TIME NOTIFICATIONS

When an elevator event occurs, you'll receive a notification directly in the portal or via email.

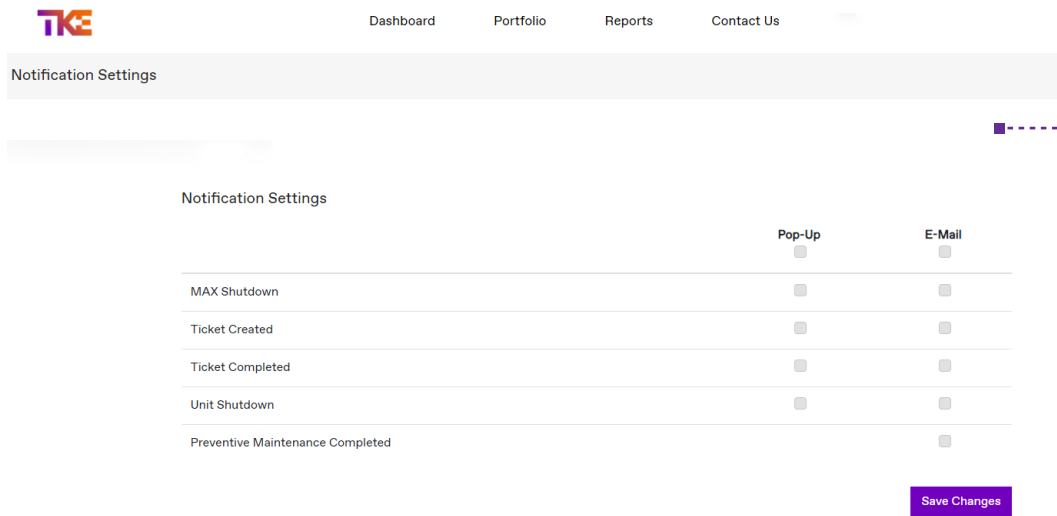
NOTIFICATIONS



Notifications

No new notifications from this session

You can retrieve all of them by clicking on notifications. You can also dismiss notifications or prevent them from appearing for an hour (snooze).



	Pop-Up	E-Mail
MAX Shutdown	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Created	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Completed	<input type="checkbox"/>	<input type="checkbox"/>
Unit Shutdown	<input type="checkbox"/>	<input type="checkbox"/>
Preventive Maintenance Completed		<input type="checkbox"/>

Save Changes

You can also easily decide which type of notification to receive by visiting the notification settings screen.

Mobile App

You can download our mobile app from the Apple App Store and Google Play Store. Simply open your app store on your phone, and search for "MAX Service."

Once you've downloaded the app and enabled push notifications, you can receive immediate elevator notifications through your phone.



Download for Apple



Download for Android

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