KONE Elevators & Escalators







KONE partnership drives reliability at Phoenix Sky Harbor

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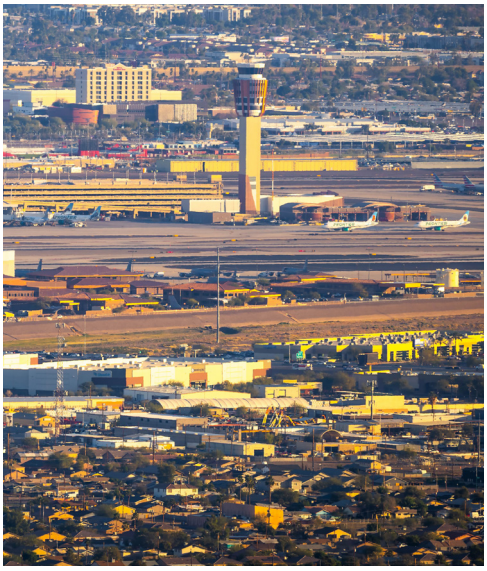
237

Units maintained by KONE





24/7/365

On-site KONE assistance

Turning challenges into momentum

From the beginning of the project, KONE teams onsite took a broader view of their role—working as an extension of the airport team and aligning closely with customer goals.

The team took time to understand the operational constraints, safety requirements, passenger-flow priorities, and adjusted the approach accordingly.

FROM RECOVERY TO RELIABILITY

The impact was measurable within the first year.

Where multiple units were once out of service at any given time, reliability improved significantly—going from five to ten units down at any time to it being uncommon to have even one unit out of service unexpectedly.

Early collaboration, consistent communication, and a clear plan for long-term asset management helped improve performance and support more predictable operations.

KONE demonstrated proactive communication during peak travel season when an unexpected outage occurred on one of the high-traffic escalators. The KONE team responded immediately, coordinated after-hours access, and brought in additional technicians to ensure the unit was safely returned to service as quickly as possible. KONE's sense of urgency, flexibility, and commitment to supporting the airport's operational needs showcased a level of service that went above and beyond expectations.

CHALLENGES

- Frequent equipment downtime due to deferred maintenance
- Managing a mixed equipment portfolio
- Supporting continuous 24/7 airport operations

KONE SOLUTIONS

- Dedicated 24/7/365 onsite team, covering all shifts
- Full survey and assessment of all 237 units
- Development of a comprehensive Asset Management Plan
- A working approach built on transparency, ownership, and accountability

FAST FACTS

- 237 elevators, escalators, and moving walks
- Mixed equipment portfolio (KONE & Non-KONE equipment)
- 24/7/365 onsite KONE team
- Asset Management Plan developed
- Industry leading KONE EcoMod solution selected for the modernization of escalators and moving walks
- Contract extended through 2029 via OMNIA cooperative
- Recent elevators, escalators & moving walks modernization in Terminal 4



Comprehensive

Asset Management Plan developed





BUILDING CONFIDENCE THROUGH ACTION

As the original contract approached its end, the City of Phoenix evaluated its next steps: return to a traditional bidding process or continue with a partner that had delivered measurable improvements.

Through the OMNIA cooperative agreement, the airport gained the flexibility to continue working with KONE while maintaining compliance with procurement requirements.

The results?

- Faster decision-making for repairs, upgrades, and modernization
- Access to competitive, pre-established pricing
- Increased flexibility to respond to equipment obsolescence

The process allowed the airport to act more quickly—supporting operations and minimizing disruption.

A PARTNERSHIP BUILT ON PERFORMANCE

At Phoenix Sky Harbor International Airport, consistent performance matters.

KONE's approach—combining technical expertise with transparency, ownership, and a strong onsite presence—has helped transform equipment reliability and strengthen long-term planning.

By staying focused on what matters most—safe, reliable, and efficient people flow—KONE continues to support the airport's operations today and into the future.

DELIVERING VALUE—TODAY AND FOR THE FUTURE

KONE was selected for the modernization work in Phases 1 and 2 of Terminal 4's infrastructure project.

Additionally, we were also selected on multiple new building solutions in Terminal 3.

These investments reflect continued confidence in a partnership built on performance, transparency and shared accountability.

At KONE, our mission is to improve the flow of urban life. As a global leader in the elevator and escalator industry, KONE provides elevators and escalators as well as solutions for maintenance and modernization to add value to buildings throughout their life cycle. Through more effective People Flow®, we make people's journeys safe, convenient and reliable, in taller, smarter buildings. In 2025, KONE had annual sales of EUR 11.2 billion, and at the end of the year over 60,000 employees. KONE class B shares are listed on the Nasdaq Helsinki Ltd. in Finland

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