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**egypt
facility
management
forum. 7th**



**12th & 13th MAY 2026
KEMPINSKI HOTEL
NEW CAIRO**

Presentation Title: TKE Company presentation

Presenter Name: Jose Patricio

Title: Operations Director - Middle East

Company: TK Elevator



TK ELEVATOR

TK Elevator is a global leader in vertical transportation and urban mobility.

We provide engineering that keeps the world moving, from design to installation and maintenance on any brand of elevators, escalators, walkways, passenger boarding bridges, and home lifts and elevators – any place and any time.

With our digital solutions like AGILE and the IoT platform, MAX, there are no longer any limits to urban mobility.

TK Elevator became independent following its separation from the thyssenkrupp group in 2020.

The company achieved sales of around €9.3 billion in fiscal year 2023/2024.

With around 50,000 employees, 25,000 service technicians and over 1,000 support centers globally, we are moved by what moves people.

TKE – MOVE BEYOND.




TK ELEVATOR AT A GLANCE



>50,000
employees



€9.3 billion
Sales in fiscal year 2023/24

 **>100**

 **~25,000**
service
technicians

 **~1,000**
support centers globally

 **~1.4m** E+E
units under maintenance

ecovadis
GOLD sustainability
rating 2024

 **TOP** rated by
SUSTAINALYTICS

CDP
rating  **A**
Environmental sustainability



OUR PURPOSE

Improving the quality of urban life around the world
through our passion for moving people

WE MOVE

~1.5b

n

people per day

WE SERVICE

~1.4m

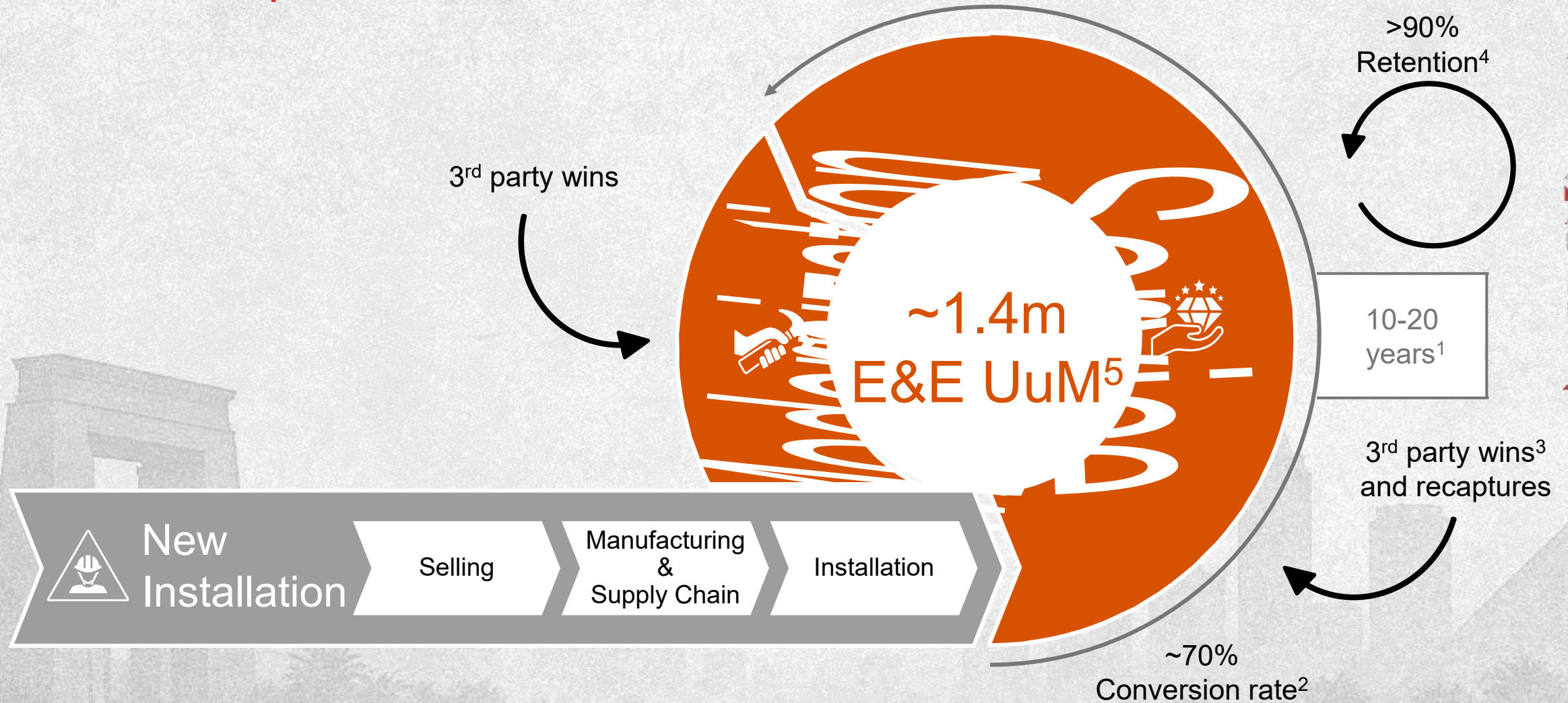
elevators & escalators

WE OPERATE

>400

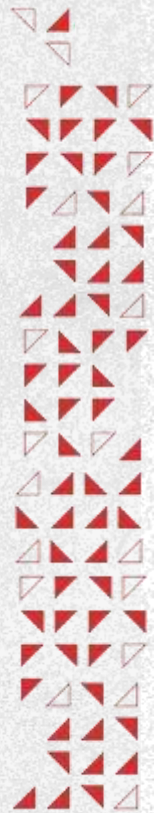
branches worldwide

THE ELEVATOR LIFE-CYCLE AND OUR LONG-TERM CUSTOMER RELATIONSHIPS

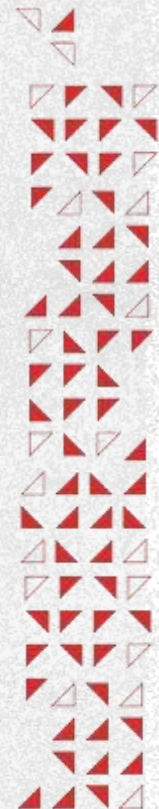


1. Refers to elevator lifetime prior to significant Modernization, not Service contract duration. 2. Percentage of New Installation units (excluding distributor sales, which do not directly result in access to servicing the relevant units) that have been converted into paid Service contracts. 3. Relates to third party non-TK Elevator units and recaptures of own installed units. 4. Units under maintenance at the end of the year (excluding new units that were added during the year) divided by units under maintenance at the beginning of the year. 5. Elevator and escalator units under maintenance, excluding automatic doors, chairlifts, platform lifts and other non-E&E mobility units.









HOW WE ARE ORGANIZED

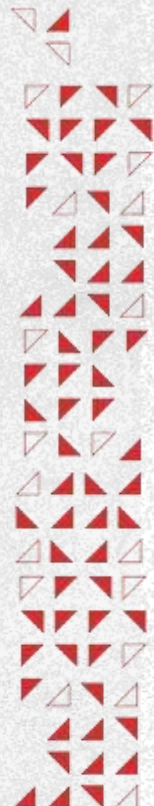
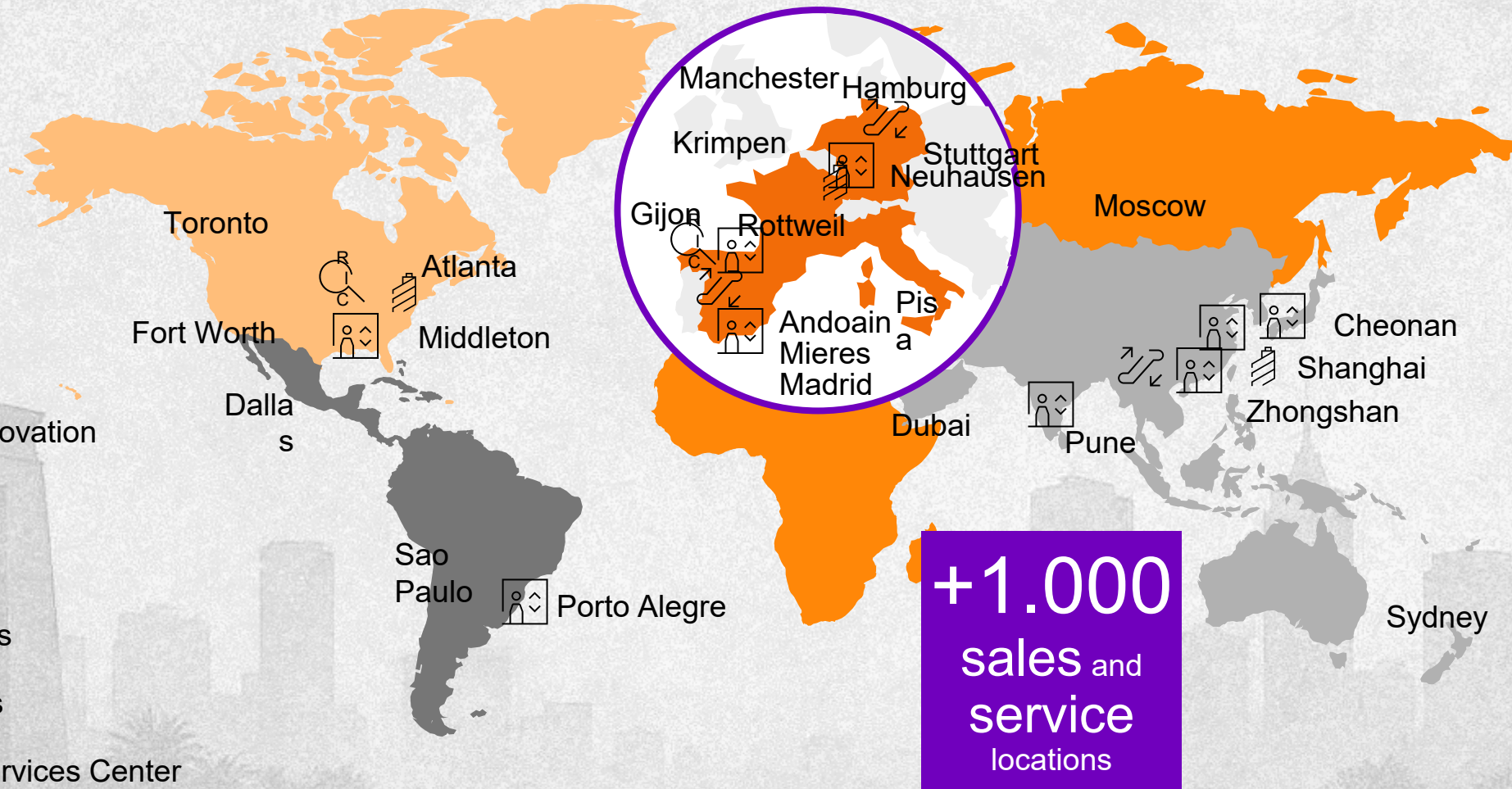


BUSINESS STRUCTURE



WORLDWIDE R&D, MANUFACTURING SALES & SERVICES NETWORK

-  North America
-  Europe Africa
-  Asia Pacific
-  Latin America
-  Test tower
-  Research & Innovation
-  Elevators
-  Escalators
- Airport Solutions
- Home Solutions
- International Services Center



SPARE PARTS BUSINESS CENTER (SBC) locations worldwide



INTERNATIONAL TECHNICAL SERVICES: MULTI-BRAND EXCELLENCE IN 5 CONTINENTS



Key backbone
of TKE's leading
multi-brand service
capabilities

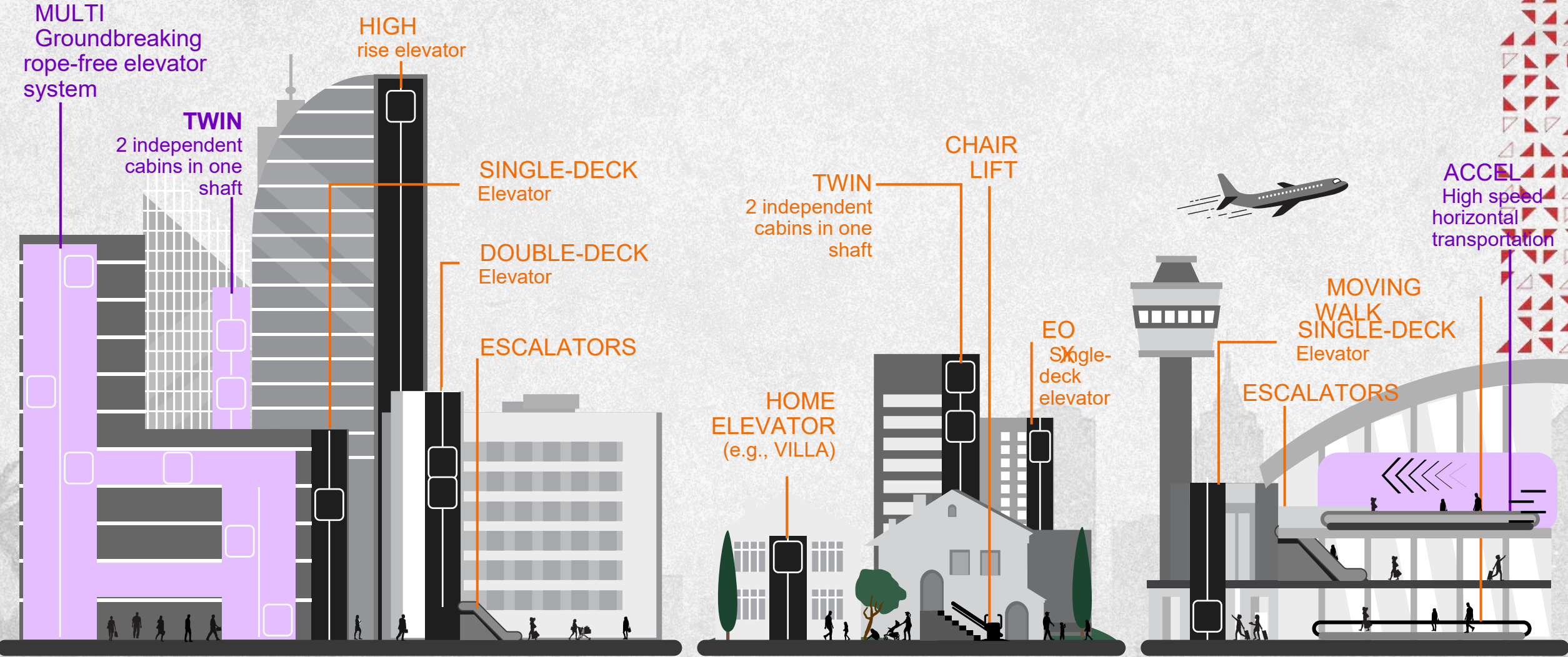
- Pioneer in multi-brand reverse engineering, since 1997 – 25 years¹
- Maximizing customer benefits and enabler for circular economy: Prolonging the lifespan of elevators through leading repair expertise
- Minimizing elevator downtime: Express repair service with 24/7 technical and spare parts support



PRODUCTS



TKE HAS THE WIDEST PORTFOLIO IN THE INDUSTRY REACHING THE COMPLETE SPECTRUM OF E+E



MULTI
Groundbreaking
rope-free elevator
system

TWIN
2 independent
cabins in one
shaft

HIGH
rise elevator

SINGLE-DECK
Elevator

DOUBLE-DECK
Elevator

ESCALATORS

HOME
ELEVATOR
(e.g., VILLA)

TWIN
2 independent
cabins in one
shaft

CHAIR
LIFT

EO
Single-
deck
elevator



ACCEL
High speed
horizontal
transportation

MOVING
WALK
SINGLE-DECK
Elevator

ESCALATORS

Commercial

Residential

Infrastructure



ELEVATORS



ESCALATORS



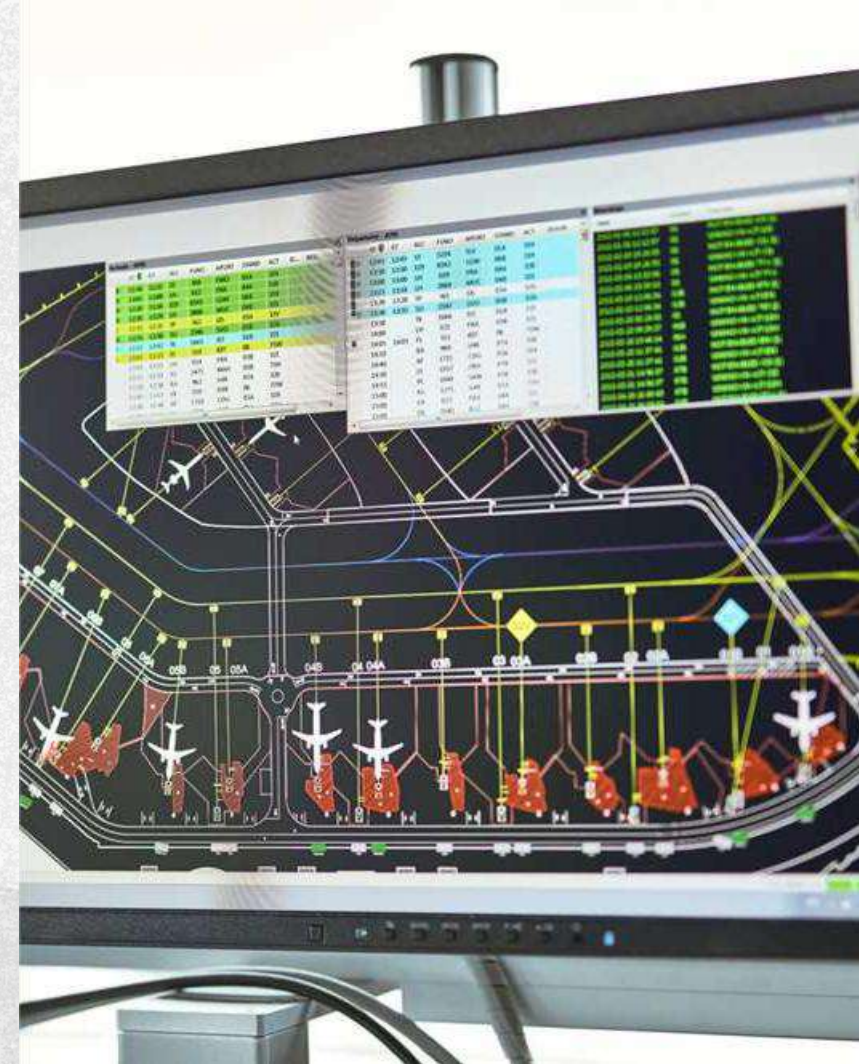
MOVING WALKS



**PASSENGER BOARDING
BRIDGES**



**GROUND SUPPORT
EQUIPMENT**



**INTELLIGENT GATE
MANAGEMENT SYSTEMS**



HOME LIFT



CHAIRLIFT



PLATFORM LIFT



TWIN

2 CABS

1 SHAFT

0 CROWDS

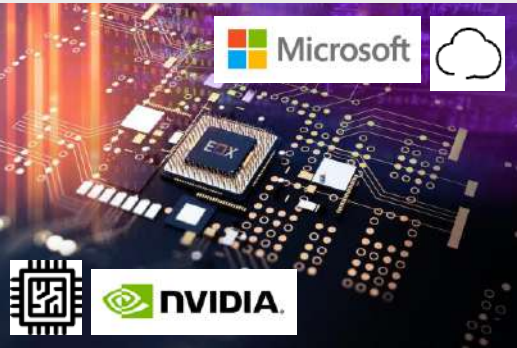
Two independent cabs in one shaft

Saves building space

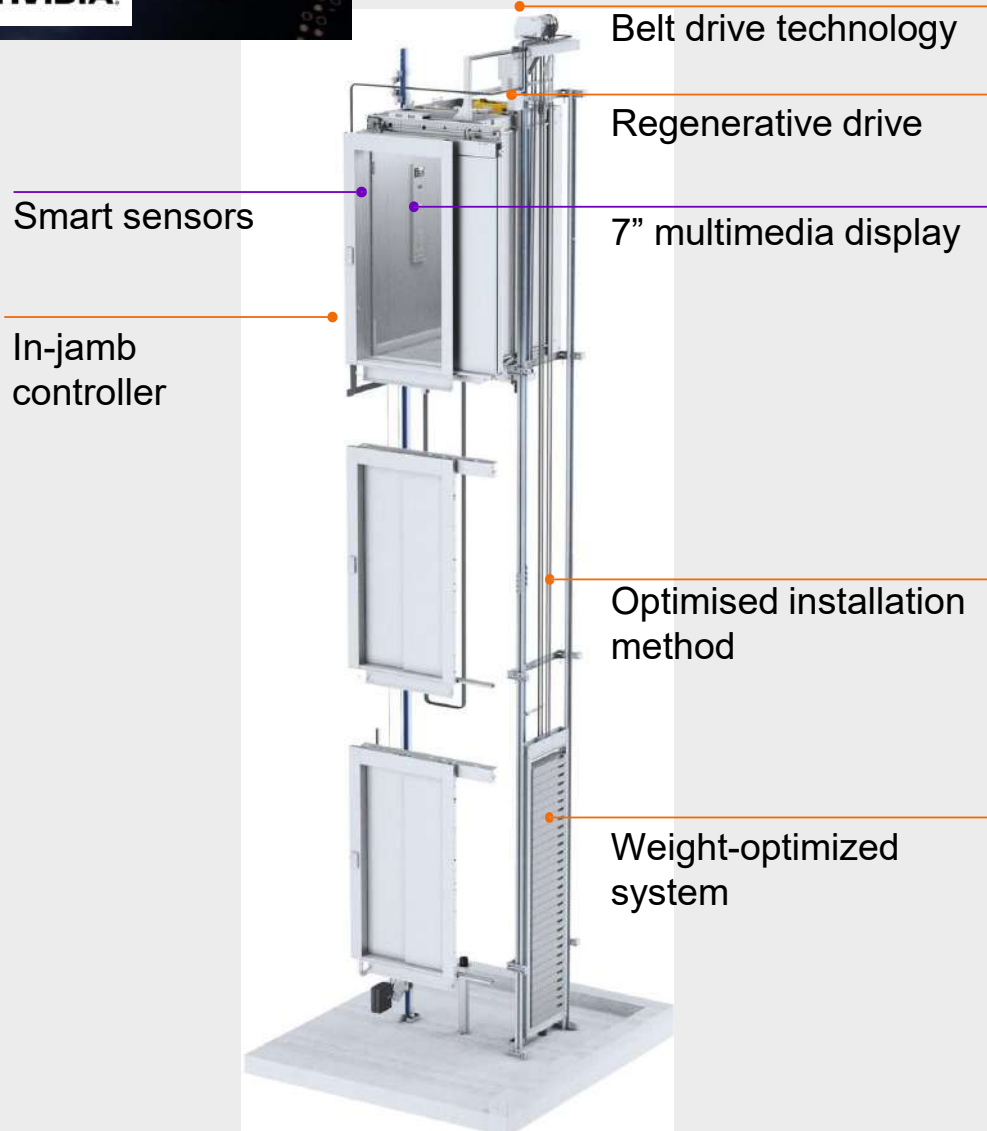
Reduces waiting time

Optimized traffic handling





EOX TKE'S NEW GREEN AND NATIVELY DIGITAL ELEVATOR



Eco Efficient Digitally Native Interactive

Regenerative drive

Stand-by & sleep mode & new TKE eco mode

Weight-optimised

IoT-enabled and AI-capable computing unit powered by
Microsoft & Nvidia

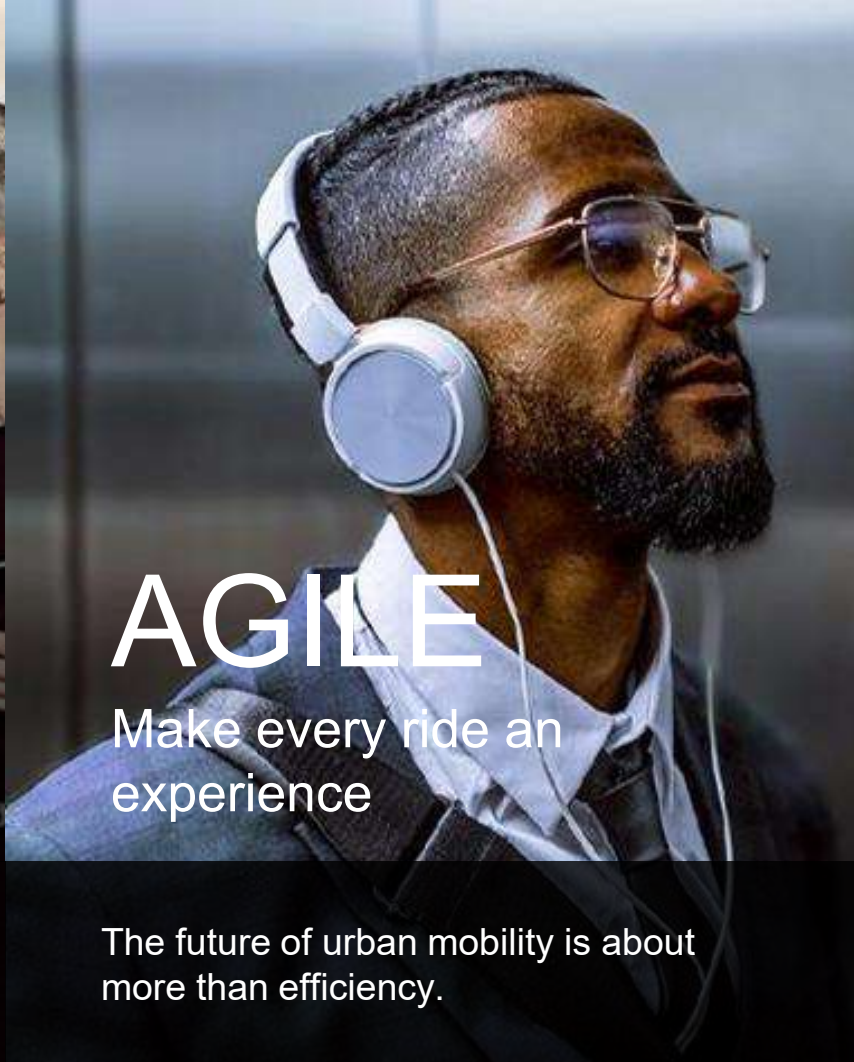
AGILE Mobile – “swipe-a-ride”



MAX

Optimize your building operations

Technology keeps us moving faster, but data keeps us moving smarter.



AGILE

Make every ride an experience

The future of urban mobility is about more than efficiency.



API

Integrate your elevator ecosystem

API provides ultimate flexibility in how data is harnessed to make buildings operate smoothly.

OUR DIGITAL SUITE

Give you the power to move people more smoothly, safely, and sustainably than ever before.

SERVICE





TK ELEVATOR SERVICE: ALWAYS THERE

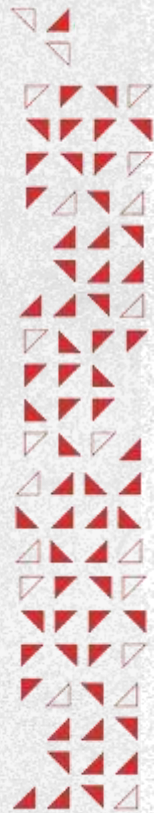
Our **25,000+**

service technicians are always there to secure the safety and reliability of mobility equipment.

We have

~1.4m E+E units

under maintenance worldwide and the capabilities to service automatic doors, passenger boarding bridges, escalators, moving walks, and of course, elevators.





LOW-RISE
ELEVATORS

METRO



RESIDENTIAL



SHOPPING MALLS

MID-RISE ELEVATORS



PUBLIC BUILDINGS

HOTELS

OFFICE BUILDINGS

HIGH-RISE ELEVATORS



HIGH RISE ELEVATORS

MULTI-USE BUILDINGS

PANORAMA TWIN

DOUBLE-DECK
ELEVATORS



DOUBLE-DECK
ELEVATORS



HIGH RISE BUILDINGS





ESCALATORS



AIRPORTS



SHOPPING MALLS



METRO STATIONS

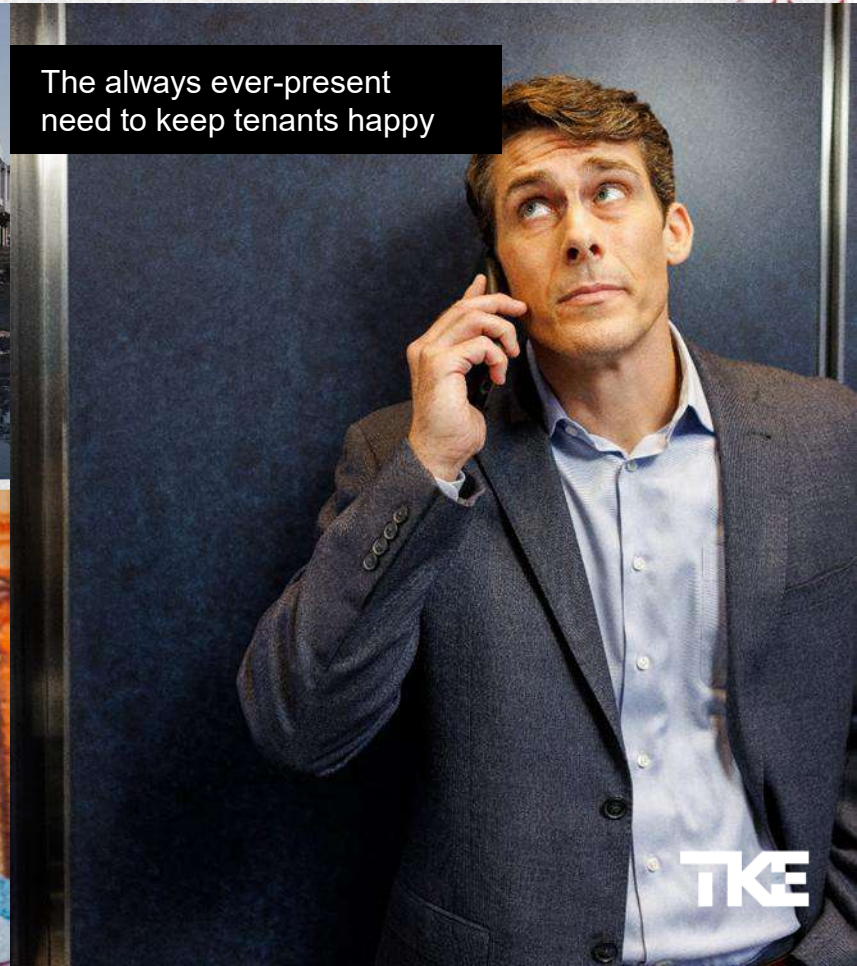
ELEVATOR AND ESCALATOR SERVICE IS GETTING MORE COMPLEX



Rising complexity of building portfolios



Rising geo-political & economic challenges



The always ever-present need to keep tenants happy



Rising complexity of compliance



Need to control costs

UNIVERSAL SERVICE BY TK ELEVATOR

Universal Service by TK Elevator

Any Brand. Any Place. Any time.

Any Brand

TK Elevator can service all brands and types of mobility equipment: to industry-highest standards

Any Place

TK Elevator has industry-lead local coverage worldwide, to service customers anywhere, at any scale

Any Time

TK Elevator ensures 24/7/365 portfolio-wide uptime via proactive & preventative support

HOW?

We employ TKE technologies... from Digital to full modernization

» Smarter service with MAX multi-brand sensor

» TKE multi-brand Modernizations

» International Technical Service (ITS) for multi-brand maintenance excellence

» Spare Parts Business Excellence for a dedicated services supply chain

~40% multi-brand Units under Maintenance at TK Elevator worldwide

Unique multi-brand expertise and independency services supply chain

ITS





INTERNATIONAL TECHNICAL SERVICES – MULTI-BRAND EXCELLENCE IN 5 CONTINENTS

Atlanta, Toronto, Sao Paulo, Madrid, Manchester, Stuttgart, Shanghai, Delhi, Dubai, Sydney.

➤ Pioneer in multi-brand reverse engineering, since 1997 – 25 years.

➤ Maximizing customer benefits and enabler for circular economy: Prolonging the lifespan of elevators through leading repair expertise.

➤ Minimizing elevator downtime: Express repair service with 24/7 technical and spare parts support

Key backbone of TKE's leading multi-brand service capabilities

FIELD

**Technical
Support**



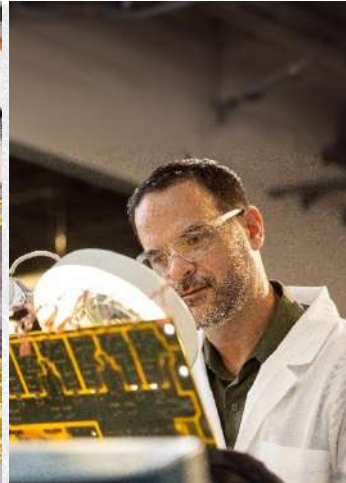
**Training &
Documentation**



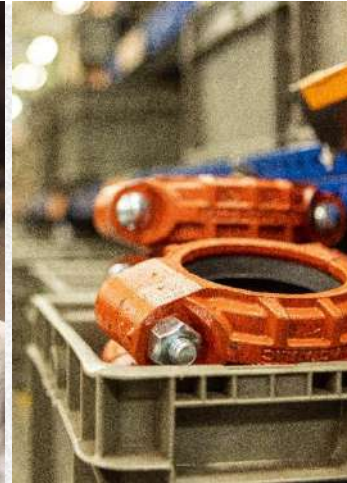
**Diagnostic
Tools**



**PCB &
Drive Repair**



Spare Parts



**Service
Sales Support**



**Legal Reverse
Engineering**



Unique concept within Elevator Industry. Unparalleled multi-brand expertise, unique to TKE.

SPARE PARTS



OUR SMART WAREHOUSES DELIVER SPARE PARTS FASTER AND MORE SUSTAINABLE

Up to

20%

Less waiting time

Up to

10%

Less travelling time

Up to

64tCO₂

Emissions reduction

*This is not the compendium of all SPBE

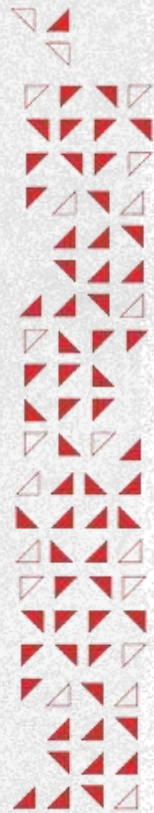
UNIVERSAL SERVICE MAKES SPARE PARTS AVAILABLE ANYWHERE



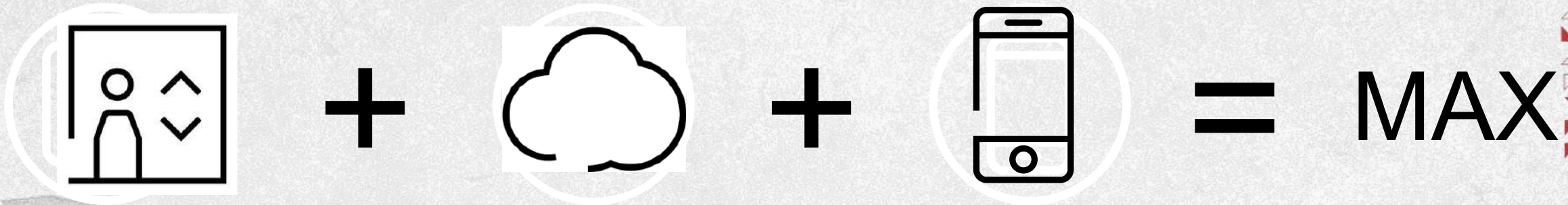
Smart Warehouse: Spare Parts business Excellence Center, maximizing availability of TK and multi-brand party components, reducing lead times and units downtime.



MAX



MAX IS A GAME-CHANGING PREDICTIVE AND PRE-EMPTIVE ELEVATOR SERVICE SOLUTION



DATA COLLECTED

Machine data such as door movements, trips, power-ups, car calls, error codes, etc. is collected from MAX-connected elevators worldwide

PRECISE DIAGNOSIS

This data is set to the cloud, where unique algorithms analyze it for patterns and compute the equipment's operation and remaining lifetime of components

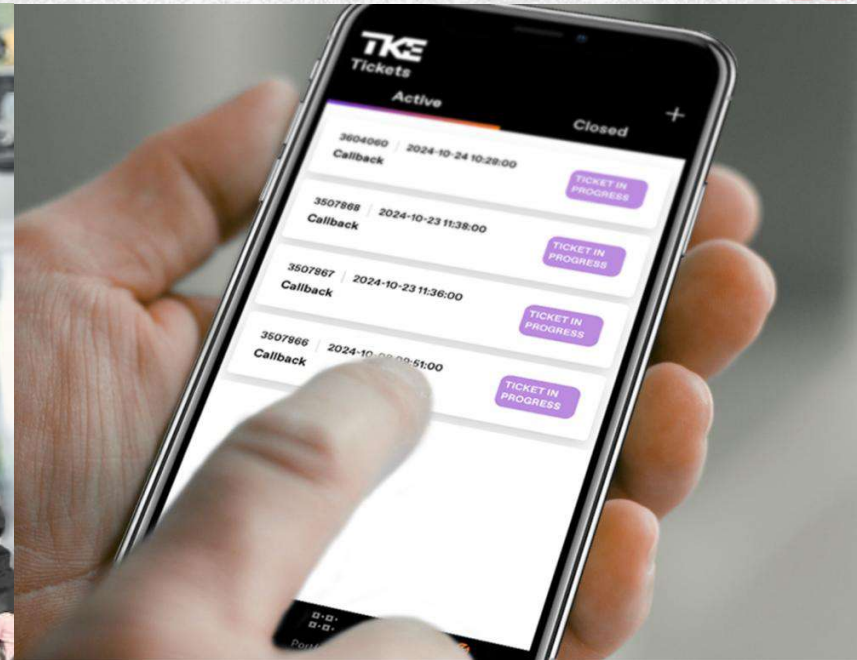
PREDICTIVE INTERVENTION

Precise and predictive diagnostics are delivered to the technician in real time, indicating where intervention is required

MAX

Truly predictive and pre-emptive maintenance

MAX IMPROVES CUSTOMER SATISFACTION



BRINGS PEACE OF MIND

Sit back and relax. We take care of your equipment so you can focus on your work

IMPROVES SERVICE QUALITY

We solve breakdowns faster to improve equipment availability

PROVIDES INFORMATION TRANSPARENCY

Be empowered: Access equipment status anytime

WE TAKE CARE OF EVERY MAINTENANCE DETAIL

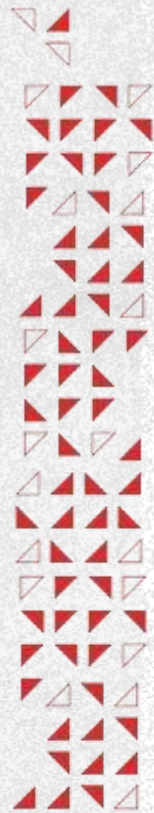
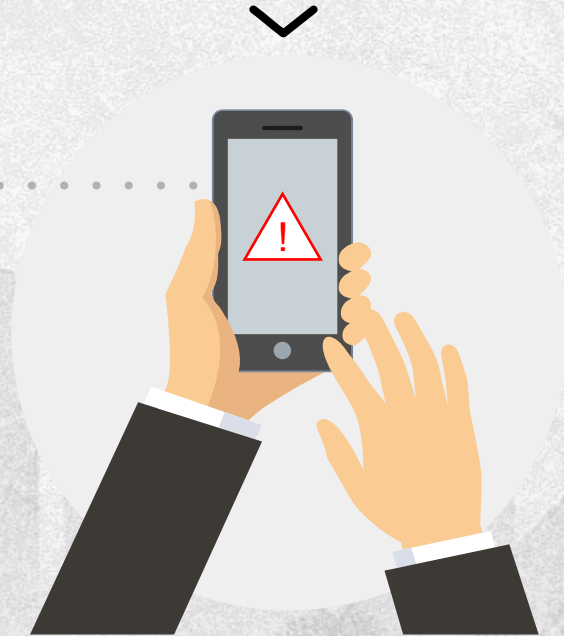
Brings peace of mind



- ◀ MAX monitors every unit 24/7
- ◀ We intervene as soon as necessary

◀ If a breakdown is detected, you are the first to know

You receive regular updates



FAST AND EFFECTIVE TROUBLESHOOTING

Without MAX



Elevator breakdown



Tenant discovers the breakdown when trying to use the elevator



Tenant calls facility manager



Facility manager reports issue to call center



Technician can only begin to identify the fault when they arrive on site



Error



If the technician is unsure of the correct diagnosis based on the controller event log, they may need to make one or more calls to seek advice or guidance



Repairs can only start when technician has the required information

With MAX



Elevator breakdown



MAX automatically detects the fault. Alerts are immediately sent to TKE call center



MAX diagnoses the issue based on equipment operating data from controller, and provides Virtual Coach suggestions



Technician automatically* dispatched with breakdown unit information, error codes and "Maintenance hints"



Technician arrives on-site with necessary tools and information to start repairs immediately

You are informed about the resolution

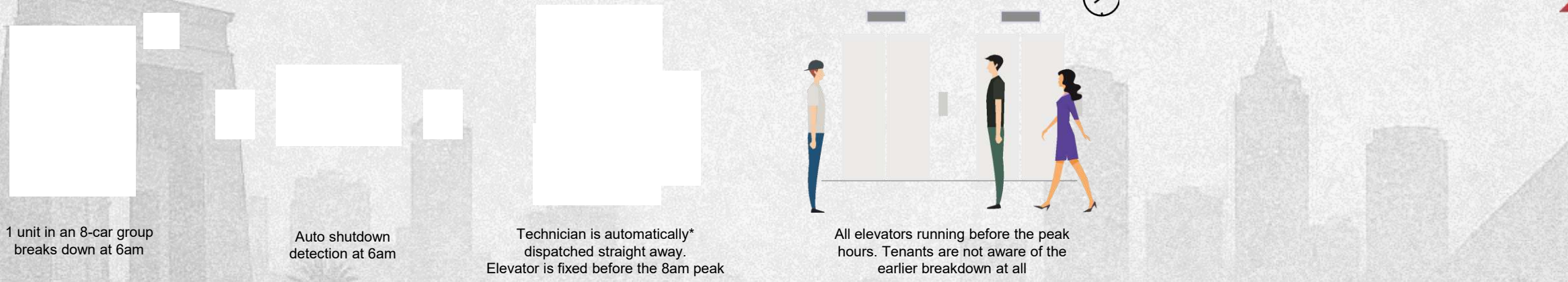
Faster troubleshooting power by MAX

* Availability depends on country preference

PROACTIVE MONITORING



With MAX



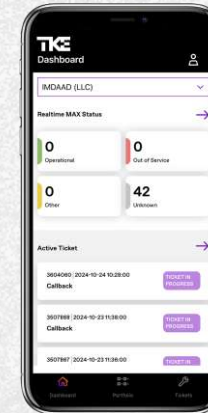
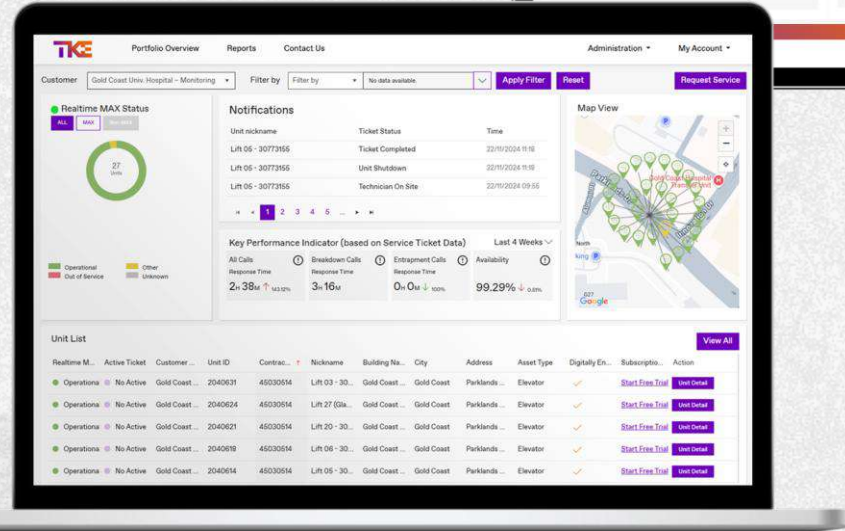
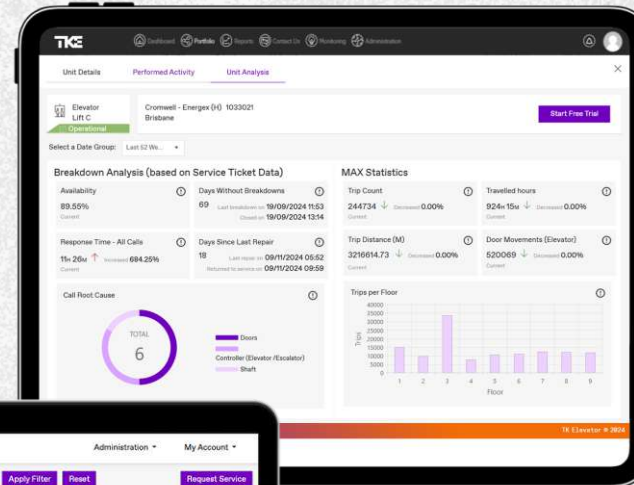
Breakdowns are detected in real time by MAX, and actions are immediately taken to restore the unit

* Availability depends on country preference

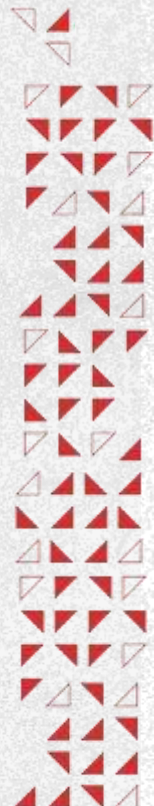
MAX SOLVES BREAKDOWNS FASTER

Provides full information transparency

Real-time progress updates
keep you fully informed >



< Check maintenance reports
and get insights about your
equipment usage on our
service portal and mobile app



BRINGS PEACE OF MIND

- Around-the-clock equipment monitoring
- Get notified and stay informed at all times
- TK Elevator takes care of your equipment when needed

IMPROVES SERVICE QUALITY

- MAX detects issues as soon as they arise
- Receive notifications via e-mail or mobile
- Call center responds to reactive alerts and takes appropriate action
- Improve equipment uptime with predictive maintenance

PROVIDES INFORMATION TRANSPARENCY

- Follow callout progress live on your mobile or computer
- All your maintenance records available via your portal
- Get insights on your equipment data



meta MODernize



EVALUATE YOUR ELEVATOR

Are service calls more frequent?

Does it have any unsafe features?

Is your equipment becoming obsolete?



Are energy costs high?

Is the decoration worn or outdated?

Are your tenants dissatisfied?



EVALUATE YOUR ELEVATOR

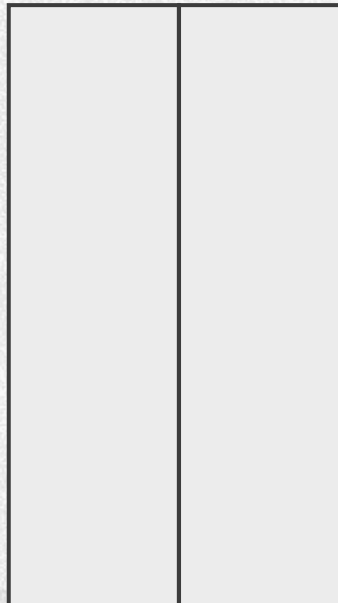
Over the years elevator
performance declines



Specifications are overtaken
by changes in safety codes
and technological advances



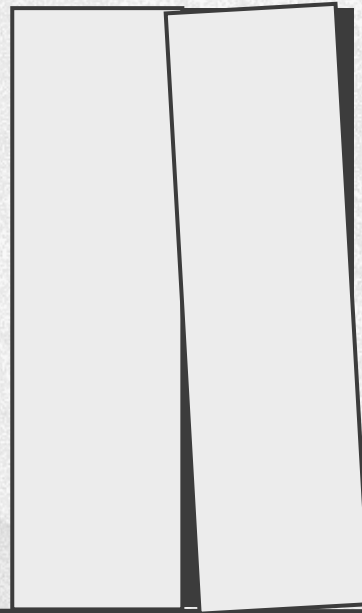
Periodic updating and replacement
is essential for optimal operations,
efficiency and safety



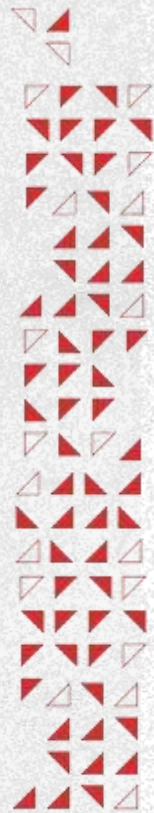
meta MODernize - PARTIAL MODERNIZATION

To extend the lifespan of existing elevator

Addresses root problems and
core component updates



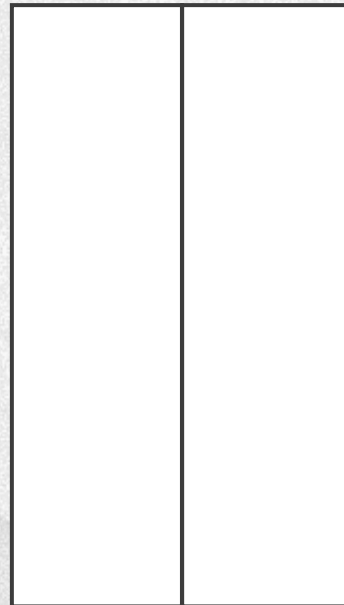
- < Increases elevator longevity
- < Raises elevator performance and reliability, optimizes operational efficiency
- < Cuts down on energy costs



meta MODernize - PARTIAL MODERNIZATION

To extend the lifespan of existing elevator

Quick-to-install solutions to suit
all needs and budgets with less
disruption



Enhances safety standards

Reduces service calls and
repair costs

Enhances aesthetics and
increases travel comfort



BENEFITS OF PARTIAL MODERNIZATION SOLUTIONS

meta MODernize is engineered to overcome the effects of time with **SPACE**



S

AFETY

Ensures your elevator system meets the latest safety code requirements



P

ERFORMANCE

Brings significant improvement in elevator performance, leveling precision and reliability



A

ESTHETICS

Matches your building's style and extends your building's vibe into the elevator



C

OMFORT

Enhances usability, cabin atmosphere and overall ride comfort



E

NERGY EFFICIENCY

Energy efficient components improve operational efficiency and gives rise to substantial savings

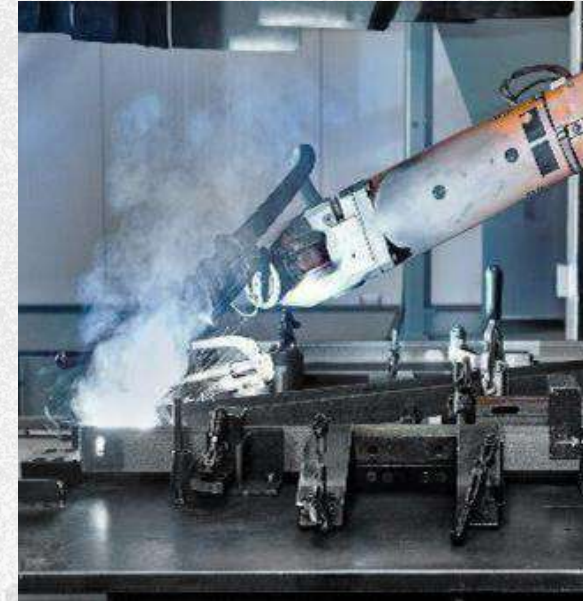
YOUR TRUSTED MODERNIZATION PARTNER

German engineering excellence

TK Elevator's German engineered components are designed to seamlessly interface with any manufacturer or model in the market



By upgrading outdated systems and technology, we give a new lease on life to old equipment and commit to maintenance long into the future



That is how every elevator owner can experience TK Elevator service



meta MODernize - SCOPE

Travels up to 150m >

At a speed of
up to 3.0m/s >

< Machineroom and
machineroom-less

< Maximum load
capacity of 1,600kg



meta MODernize - MODULAR UPGRADE SOLUTIONS

ELECTRICAL

- ◀ Enhances performance, reliability and safety
- ◀ Improves levelling precision, speed and acceleration control, bringing the car to landings smoothly and accurately
- ◀ Less waiting and improved floor-to-floor times, with better passenger comfort and higher operational efficiency

SIGNALIZATION

- ◀ Information, control and operating panels are designed with accessibility in mind. They clearly inform and interface with passengers



Traction machine

- ◀ Replacing an older geared traction machine with a new gearless unit will reduce noise and vibration
- ◀ As there is no transmission mechanism there is no mechanical power loss, so energy consumption and operating costs are reduced

Door

- ◀ Our modern drive technology guarantees permanent protection of the door mechanism and excellent running characteristics long into the future
- ◀ While new doors mean a fresh new look, as well as improved safety, comfort and performance



meta MODernize-E

EN81-20/50
GB7588-2003 + A1:2015 (equivalent to EN81:1-1993:A1)

For mid-rise | up to 100m | up to 33stops | up to 1600kg | up to 3.0m/s | MR



+

ELECTRICAL
(MC2-B + CPIC-V)

SIGNALIZATION

TRACTION
MACHINE

DOOR

SAFETY

- Current safety regulations compliance
- Reduces service calls and safety-related concerns

PERFORMANCE

- Improves leveling accuracy (+/- 1-3 mm)
- Increases reliability
- Shorter waiting times
- Quicker floor to floor times

AESTHETICS

- Improves accessibility and aesthetics

COMFORT

- Silent operation
- Smoother starts and stops

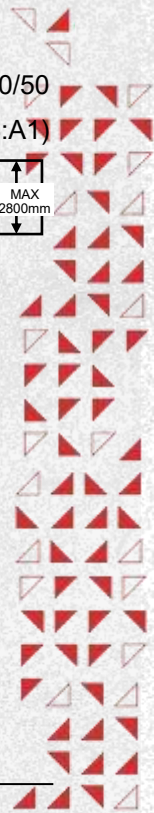
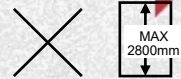
EFFICIENCY

- New energy-savings options (automatic shutdown, sleep mode, etc.)
- Optimizes running and maintenance cost

meta MODernize-EM

EN81-20/50
GB7588-2003 + A1:2015 (equivalent to EN81:1-1993:A1)

For mid-rise | up to 90m | up to 25stops | up to 1600kg | up to 2.0m/s | MR



+

ELECTRICAL
(MC2-B + CPIC-V)

SIGNALIZATION

**TRACTION
MACHINE**

DOOR

SAFETY

- Current safety regulations compliance
- Reduces service calls and safety-related concerns

PERFORMANCE

- Highly efficient machine
- New safety features like dual brake system
- Improves leveling accuracy (+/- 1-3 mm)
- Increases reliability
- Shorter waiting times
- Quicker floor to floor times

AESTHETICS

- Improves accessibility and aesthetics

COMFORT

- Silent operation
- Smoother starts and stops

EFFICIENCY

- New energy-savings options (automatic shutdown, sleep mode, etc.)
- Optimizes running and maintenance cost

meta MODernize-EMD

For mid-rise | up to 110m | up to 32stops | up to 1600kg | up to 2.0m/s | MR | 2:1

EN81-20/50



+

+

+

ELECTRICAL
(MC2-B + CPIC-V)

SIGNALIZATION

**TRACTION
MACHINE**

DOOR

SAFETY

- Current safety regulations compliance
- Reduces service calls and safety-related concerns

PERFORMANCE

- Highly efficient machine
- New safety features like dual brake system
- Improves leveling accuracy (+/- 1-3 mm)
- Increases reliability
- Shorter waiting times
- Quicker floor to floor times

AESTHETICS

- Improves accessibility and aesthetics

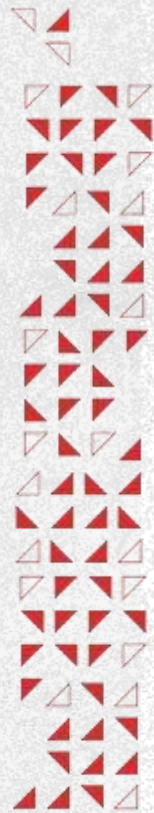
COMFORT

- Silent operation
- Smoother starts and stops

EFFICIENCY

- New energy-savings options (automatic shutdown, sleep mode, etc.)
- Optimizes running and maintenance cost

Q&A



"ELEVATE YOUR EXPERIENCE WITH UNIVERSAL SERVICE BY TKE!"

ELEVATE WITH CONFIDENCE

Trust the experts in vertical mobility. Elevate with confidence, knowing that Universal Service by TKE ensures the safety, reliability, and comfort of every ride.

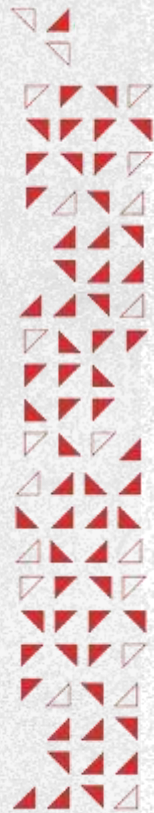
Call us Any Time for support on:

16934

AVAILABLE 24/7/365

Great Service | Any Place | Any Time

Universal Service by TK Elevator



A large, thin circular graphic that is a gradient from purple on the left to orange on the right, framing the central text.

Universal Service by TK Elevator

Powered by



THANK YOU

