Maintenance of Elevators and Escalators

Building Systems Business Unit
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Hitachi Quality for you
Safe, secure and always available

Elevators and escalators play an important role in all kinds of buildings. And we have the technology and human resources to make that we find problems before a breakdown occurs and take appropriate measures half a million units, and the massive amount of data we have cultivated. This also contributes to keeping life cycle costs down and maintaining the based on the concept “human friendly,” which means we make them safe, secure and always available. That is our mission. a reality. In order to keep down time to an absolute minimum, as quickly as possible. Hitachi leverages its track record over 80 years, to produce excellent preventive maintenance by expert engineers. property value of the building. We are pioneering a new style of maintenance, anticipating and responding to people’s unconscious behaviors.
Toward Maintenance that Reduces Life Cycle Costs

Minimizing costs and maintaining property value are both our responsibility and mission as a manufacturing and maintenance company. Hitachi can boast of a long history and a wealth of experience in maintaining elevators and escalators. The accumulation of technologies, skills and experience we have handed down are the very things that allow us to deliver optimal maintenance of elevators and escalators one by one to our customers; so we can promise minimization of life cycle costs while maintaining asset value.

Reliable Technologies
We have analyzed a massive amount of maintenance data to establish the ideal methods for maintaining a variety of models and types of machines. We gauge operating status and optimize maintenance of every system according to the model type and condition. By finding problems and holding off problems before they occur, we keep down time to an absolute minimum, which contributes to minimizing life cycle costs.

Superior Personnel
Japan is a leader when it comes to quality and Hitachi’s system for sharing the developed maintenance technologies allows us to provide excellent services around the globe. To foster superior personnel who know elevators and escalators inside-out, our training centers in Japan, China and Thailand work together to provide technical and skill-based training of installing and maintaining elevators and escalators with actual equipment.

Trust in and Total Power of the Hitachi Group
From developing new technologies and products to various technologies for maintaining excellent performance and quality, Hitachi supports our elevator and escalator products with an integrated business structure. We leverage all the Total Power of our group to provide reliable services. We offer total life cycle support for our elevators and escalators with Hitachi quality.

Total Power of the Hitachi Group
Advanced technical abilities, superior the Total Power of the Hitachi Group personnel, and not to mention Hitachi allow us to provide safety and security.
To ensure safety & security and to reduce down time even further Hitachi maintains equipment responsibly with its excellent technical expertise.

Hitachi puts its massive amount of maintenance data, technical prowess and wealth of know-how into providing optimized maintenance to each elevator / escalator of every customer. Hitachi finds problem areas before they cause a breakdown and applies the perfect solution to slashing both down times and costs to their absolute minimums.

Hitachi knows Hitachi elevators and escalators best. That is the reason that allows us to provide the best maintenance.

Hitachi Provides Scheduled Maintenance to Elevators & Escalators in Line with Operating Conditions

Even if they look the same at first glance, their inner workings can vary greatly by model. How to maintain them also varies.

Maintenance suited to each individual product is necessary to make it last longer and minimize running costs.

Remote Monitoring Service (Optional)*

We stay connected always to give customers security and convenience. The Hitachi remote monitoring system keeps watching 24 hours a day and 7 days a week with real-time monitoring and diagnosis. The system coordinates expert engineers for product maintenance and remote maintenance via precise monitoring and diagnosis.

Benefits of Remote Monitoring

Minimize down time by reacting problems before breakdowns

Even safer and more secure—Hitachi provides by a 24 hours a day and 7 days a week monitoring system of elevator condition. We work to minimize down time—at the first sign of a problem, a technical engineer resolves it before a breakdown occurs. And if a breakdown should occur, as soon as the warning goes out, we grasp the situation remotely and dispatch a technical engineer. We strive for a prompt recovery by sending information on the breakdown.

Reduce Administrative Work and Increase Rate in Operation

We provide information like operational condition, hours in operation, and maintenance record to building owners and facility managers. In addition, the remote operating function allows customers to make various settings for elevators, such as shutdown, no-stop floors, standby floor, and express operations.
Our training facilities in various countries work together to develop personnel who know elevators and escalators inside out.

Japan is a stickler when it comes to quality and Hitachi’s system for sharing the developed maintenance technologies allows us to provide excellent services around the globe.

In order to foster superior personnel, our training centers in Japan, China and Thailand work together to provide technical and skill-based training of installing and maintaining elevators and escalators with actual equipment.

Our excellent engineers trained locally and respond to customer needs globally.

A Reliable Training System Underpins Reliable Safety

With the aim of excellent technical ability, we provide in-house training in line with skill levels. We have also established an internal certification system to identify and ensure skill levels. With a focus on engineering training, we foster personnel who can understand the customer’s perspective.

Expert Training
Training on customized elevators and special skills

Mid-level Training
Learning skills like overhauling equipment

Basic Training
Learning skills like regular maintenance

Promote Qualification Systems like Certified Mechanics

As a training plan (annual training), we continuously train the personnel to gain the knowledge they need in their work by practicing skills and techniques. We grasp the abilities and competencies of each person by how quickly and well they work. We are also implementing qualification systems like certified mechanics.

Cooperative Training System

In order to develop superior personnel who are key to maintenance services, Hitachi has chosen core training bases, which work together to provide a variety of technical and skill-based training of installing and maintaining elevators and escalators with actual equipment.

Hold Safety Skill Competitions Regularly

We regularly hold safety skill competitions so we strive to improve technical levels as much as possible. We are also strengthening our comprehensive human resource training in order to foster engineers who can understand the ever more advanced technologies from the customer’s perspective. We train from both sides, hard skills and soft skills.
Global Business

Global Parts Supply System

We have established our global parts supply system to support scheduled maintenance. We coordinate manufacturing bases in seven locations, such as Thailand and Singapore, where parts are made and stocked, so they can be delivered quickly to a base in any country.