



inside and out

company fact sheet

ThyssenKrupp Elevator Americas



ThyssenKrupp



ThyssenKrupp Elevator is driven to exceed customer expectations with a powerful combination of products, services and technology. ThyssenKrupp Elevator Americas includes operations in the United States, Canada, Mexico, Central and South America, and employs more than 14,000 people. With sales of over 2.5 billion U.S. dollars, we are the largest elevator company in the Americas and we continue to be the market leader in the manufacturing, installation, modernization and maintenance of elevators, escalators and moving walks. ThyssenKrupp Elevator is the benchmark to which our competitors are now judged.

Backed by the unsurpassed technological and logistical resources of ThyssenKrupp AG, one of the most advanced corporations in the world, ThyssenKrupp Elevator Americas is positioned to drive industry growth and innovation for decades to come.

ThyssenKrupp Elevator AG has 42,500 people in over 60 countries, speaking more than 20 languages and sharing a common goal: to be the recognized global leader in vertical transportation, technology, quality and customer satisfaction.

industry partners

As Cornerstone Partners of BOMA International and the American Institute of Architects (AIA), we support and encourage research and education activities that enhance the building industry.



unparalleled TEAM Service

At ThyssenKrupp Elevator, we are committed to providing you, our customer, with the utmost in personal service and professional care for your vertical transportation systems.

- ThyssenKrupp Elevator can meet all your vertical transportation needs with over 3500 certified service technicians in more than 200 branch and service locations across the Americas.
- A service technician is within 75 miles of every elevator and escalator in the continental U.S.A.
- More than 290,000 units with service contracts, one-third of which are other elevator manufacturers' (OEM) equipment.
- With our Gold, Silver, Bronze, Platinum and Platinum *Premier* packages, our service is customized to meet your individual needs.

unrivaled technical support

The most advanced technical support in the industry elevates ThyssenKrupp Elevator far beyond our competitors. Our field engineers at International Technical Services (ITS) Americas are among the most skilled and knowledgeable in the industry because they understand OEM products inside and out. ITS outperforms our competition, offering the latest diagnostic tools, trouble shooting support and PC board repair. Our Field Service technicians attend technical training classes on all of the latest technology. Put the expertise of ThyssenKrupp Elevator to work for you.

unmatched solutions

ThyssenKrupp Elevator sells over 14,000 units per year. No matter your requirements and demands, there is no limit to the possibilities we can offer.

Key products include:

- Machine Room-Less elevators
- Oilhydraulic® elevators
- Low-, Mid-, and High-Rise Traction elevators
- Freight elevators
- Escalators
- Moving Walks
- Sustainable Solutions
- Modernization
- Repair
- Parts & Components

sustainable innovations

ThyssenKrupp Elevator's journey towards sustainability has led us to reflect on our business and corporate social responsibility at all levels. In 2009, we published our first Annual Sustainability Report, allowing us to set goals for future reductions in areas such as electricity use and greenhouse gas emissions. This report will be used to create the basis for ongoing innovation to improve on our use of natural resources.

Another milestone on our Sustainable journey was achieving ISO 14001 certification for Environmental Management Systems in our Middleton, Tennessee, and Walnut, Mississippi, manufacturing facilities.

ThyssenKrupp Elevator also takes pride in investing in the local community. Our Brazilian plant has launched a computer science school, which opens its doors to adults, teenagers and children who have not yet had the opportunity to learn how to use a computer. In honor of Canada's exceptional safety record, ThyssenKrupp Elevator made a large donation to the Canadian Red Cross. In addition, the employees of U.S. Manufacturing raised over \$10,000 to grant two wishes for the Make-A-Wish Foundation® of the Mid-South. ThyssenKrupp AG matched dollar for dollar every employee's donation for the Haiti earthquake relief effort. These are just a few examples of the corporate spirit of our employees and company alike.

We're determined to implement solutions for the continuous improvement of the communities we operate and live in, as well as create a sustainable environment in which the generations of today and tomorrow can thrive and prosper.

manufacturing technology

Our Middleton, TN facility is the location of the world's largest Salvagnini automated fabrication line. This state-of-the-art conveyor-to-assembly system produces the elevator entrances for our Machine Room-Less, hydraulic and traction product lines and is known for its automated flexibility, accuracy, speed and longevity as it can punch, form and cut a single piece of sheet metal into a finished entrance panel. The new system has the capacity to manufacture in excess of 80,000 entrances per year, while improving the scrap rate by 33%, another one of our steps toward sustainability.

24/7 parts availability

Our Parts Warehouse and Distribution Center maintains the largest parts inventory in the industry. This, in conjunction with our service technician and branch locations, creates an extensive network of parts available 24/7.



The biggest jobs demand the best solutions!

When big construction projects call for large horizontal and vertical transportation solutions, more and more people call on ThyssenKrupp Elevator. No job is too big.

- One World Trade Center, New York, NY
- Dallas Fort Worth International Airport, Dallas, TX
- Vancouver's Olympic Village (Home of the 2010 Winter Olympics), Vancouver, Canada
- Wynn Las Vegas & Encore at Wynn Las Vegas, Las Vegas, NV
- Metro de Santiago, Santiago, Chile
- Eldorado Business Tower, São Paulo, Brazil
- Lester B. Pearson International Airport, Toronto, Canada
- Abbotsford Regional Hospital & Cancer Centre (ARHCC), Abbotsford, Canada
- Torre de Las Américas, Panama City, Panama

To learn more about ThyssenKrupp Elevator, visit www.thyssenkruppelevator.com, www.seewhatwebuilt.com or call 877.230.0303.



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