

Oct. 19, 2015

KONE E-Series 5000 Escalator

Distribution: KONE's IUEC contacts

Situation:

- North Carolina authorities recently issued a safety alert regarding KONE E-Series 5000 escalators due to a potential escalator step track welding issue.
- KONE E-Series 5000 escalators were part of our U.S. and Canadian product offering from roughly 1995-2000.
- When made aware of the potential issue, we worked with the state of North Carolina to identify potential impacted units and proposed a solution that included inspection and a remedy for the concern. The inspections are complete and appropriate retrofits are in progress.
- In parallel, we began scoping the remaining KONE E-Series 5000 escalators within the U.S. and Canada. For these escalators we will be deploying the same solution.
- A similar alert was issued by Nevada. After discussing with authorities and allowing them to inspect several units, that alert has since been rescinded.
- A communication will be issued to all customers who own a KONE E-Series 5000 escalator within the next several days, providing a summary, appropriate direction or options for the KONE solution.
- Safety is always KONE's top priority. We are proactively making the correction in cooperation with our customers.

Requests:

- In discussion with your union members, please feel free to share the above information.
- Information from state authorities may be public knowledge and may spur further inquiry. We have heard from other state authorities. We are discussing the issue and our proposed resolution with local authorities. If you receive such inquiries, please forward these to [Divya Mehta](mailto:divya.mehta@kone.com) . divya.mehta@kone.com

Questions:

- Please reach out to [Divya Mehta](mailto:divya.mehta@kone.com) via email or at 630.955.4405 if you have any questions.
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