

**RISING**  
ABOVE  
THE  
REST



# OUR HISTORY

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**Kencor Elevator Systems, LLC**  
**is a full-service elevator company headquartered in West Chester, Pennsylvania.**

In the past four decades, we have installed and serviced thousands of elevators, dumbwaiters and accessibility lifts. We pride ourselves on providing state-of-the-art, non-proprietary elevator equipment, which allows you the option of having more than one company service your elevators.

Founded on the principles of experience and expertise, we pair those values with exceptional customer service and advanced technology for the maintenance, modernization, installation and repair of all elevator equipment.

We are a company built upon teamwork, communication and responsiveness to each and every customer.



In 2021, we joined American Elevator Group (AEG) to enhance and expand our capabilities even further. As an AEG partner, we have access to additional tools, knowledge and resources to help us deliver the best possible work for our customers.



# THE KENCOR MISSION

**Our mission is to provide and promote the safe and efficient operation of vertical transportation systems.**

We accomplish this through professional and timely construction, and maintenance and repair services executed by our educated and experienced staff.



# SERVICES

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## Our Service Areas

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- ✓ Pennsylvania
- ✓ Delaware
- ✓ New Jersey
- ✓ Maryland
- ✓ Washington, D.C.
- ✓ Northern Virginia



## We Provide Services To

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- ✓ Government Locations
- ✓ Hospitality Industry
- ✓ Schools
- ✓ Residential Properties
- ✓ Commercial Properties
- ✓ Hospitals



## Comprehensive Maintenance Services

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Our extensive maintenance operation at Kencor covers elevator units of all makes and models, including:

- On-site maintenance check charts
- Oil logs
- Trouble call logs
- Electronic dispatching
- Qualified Elevator Inspectors
- Digital tracking of calls and visitations
- Comprehensive vehicle inventory
- A comprehensive wiring diagram library
- Central warehouse inventory with over 22,000 parts
- Diagnostic tools
- Certified Elevator Technician (CET) training
- OSHA safety partner



## Customer Support Services

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- Our support services include:
- In-house diagnostic capabilities
- Code Certified Inspectors (Q.E.I.) on staff
- Certified Elevator Technicians on staff
- Experienced sales team
- Complete machine shop facilities
- Knowledgeable, friendly support staff
- Fully stocked inventory for all types of elevator equipment
- Digital service call records for every account





## Non-Proprietary Elevator Repair

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Our staff understands the hardships that arise when an elevator system is in need of repair.

Our field personnel are ready to respond promptly with the skills needed to efficiently service your elevators. We carry a wide-ranging inventory of on-hand replacement

parts to repair non-proprietary elevator equipment and minimize downtime.

All of our technicians are trained to ensure the highest quality repair in a timeframe that satisfies your needs.



## Full Service on all Vertical Lifts

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We perform installations, maintenance, repairs and modernization on vertical lifts, including:

✓ Commercial

✓ Hydraulic

✓ Wheelchair lift

✓ Passenger and freight elevators

✓ Residential

✓ Traction

✓ Material lift



## Our Modernization Services

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To keep your tenants happy and your building's accessibility up to date, it's important to keep your elevators running smoothly with the latest technology.

Our modernization projects ensure a smoother ride while improving safety, reliability and aesthetics. They are also designed to increase energy efficiency

and comply with the latest code compliance and safety standards.

With a dedicated staff of project managers, field engineers and estimators, we can develop and implement a scalable modernization plan that will meet your requirements on time and within budget.



## New Construction

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We specialize in new construction projects on all building types, having installed thousands of hydraulic and traction elevators.

Our construction staff includes project managers, field engineers and superintendents with Qualified Elevator Inspector (Q.E.I.) credentials and extensive vertical transportation experience. We

work directly with architects and engineers to create custom elevators that suit your design and performance requirements.

All of our installations incorporate non-proprietary equipment from the most respected manufacturers in the industry.

# CREDIBILITY



## EXPERIENCED

and Certified Field Technicians

All our technicians have completed the industry's Certified Elevator Technician (CET) program and possess more than 250 years of combined experience. We are flexible enough to handle any service challenge, while still providing the individualized service our customers appreciate.

## Satisfied Customers

Our goal is to develop long-term, mutually beneficial relationships. We may have big company power, but we maintain a local business feel. Our customer-centric approach has helped us earn a service customer retention rate of over 98%, including customers that have utilized our services for over 30 years.



## Some of Our Client Partners

- ✓ Philadelphia Management
- ✓ University of Delaware
- ✓ Over 100 Academic Establishments
- ✓ Pettinaro Construction
- ✓ Westover Properties
- ✓ Mainline Health
- ✓ Keystone Property

## Our Affiliations

- ✓ Elevator Contractors Council
- ✓ National Association of Elevator Contractors
- ✓ NAESA International





Why Choose Kencor?

## HASSLE-FREE, QUALITY SERVICE!

We provide exemplary customer service as evidenced by our

**98%**  
**CUSTOMER**  
**RETENTION RATE.**

We have a commitment to excellence and spend

**\$100,000**  
**ANNUALLY ON**  
**EDUCATION AND**  
**TRAINING**

for our staff to ensure we serve you properly.

When asked if they would recommend Kencor,

**99%**  
**OF OUR**  
**CUSTOMERS**  
**RESPONDED YES.**

We offer expert guidance from our staff, which has a combined

**250+ YEARS**  
**IN THE INDUSTRY.**

We use non-proprietary elevator equipment, which means you can continue to choose your maintenance provider moving forward and

**SAVE UP TO 50%**  
**ON YOUR ANNUAL**  
**MAINTENANCE COSTS.**

We are fanatical about responsiveness.

**OUR TYPICAL**  
**RESPONSE TIMES ARE**  
**2 HOURS**  
**OR LESS.**

In all situations, we do what's best for our customers.

**WE HAVE A MONEY**  
**BACK GUARANTEE**  
**THAT STATES**  
**WE FIX IT - OR**  
**IT'S FREE.**

We have an unparalleled commitment to quality and are the only elevator contractor to receive the prestigious **ACCREDITED QUALITY CONTRACTOR DESIGNATION**

from the **ASSOCIATED BUILDERS AND CONTRACTORS** on two separate occasions.

We deliver

**PERSONALIZED**  
**SERVICE**

that allows us to fully understand your expectations. This streamlines every project because we get to know you.





# KENCOR

ELEVATOR

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We Are an American Elevator Group Company

American Elevator Group is a collection of select, experienced, independent elevator service providers. As part of this wider group, we can deliver the exceptional, personal service of a regional elevator company while offering the value, support, and business infrastructure of a large corporation. Together, we create a better elevator service - one relationship at a time.