

Kencor Elevator Systems

Installation, Maintenance, Repair, Modernization, Accessibility

July 1, 2018

Rising Above the Rest

~ Events ~
2018

NAEC'S 69th
Annual Convention &
2018 Exposition -
Sheraton &
Atlantic City
Convention Center
September 24 - 27,
2018



Kencor Elevator Systems



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Q&A

Our office receives hundreds of phone calls a day. These calls consist of many different topics, but we noticed a trend. In hope of answering questions and alleviating confusion, below are the top five most asked questions:

1. When is my next maintenance?

Maintenance visits vary with contract types. We try to be consistent and go around the same date each cycle. Please call us with any requests or items you want checked.

2. What is the phone number to our emergency phone in the elevator?

The number assigned to your emergency phone in the elevator is listed on your phone bill. We don't have it unless it was given to us & noted with your account.

3. How do I obtain copies of service tickets?

The mechanics can email a copy of every work ticket when it is completed. We can also give you access to the customer portal in which you can view your entire history.

4. What is not covered under my contract?

Each contract is different, but there are a few standard items such as: vandalism, acts of nature, key switches, and emergency telephones.

5. How do I update my information?

Please email any changes to info@kencorelevator.com, call us at 800-220-4046, or mail a note with your payment. We will see that it gets to the proper department and the changes are made.

"The magic formula that successful businesses have discovered is to treat customers like guests and employees like people." Tom Peters, Speaker and Author

Did You Know?

Every elevator installation in the United States must meet the safety standards of the American National Standards Institute and the American Society of Mechanical Engineers.



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