



# OMEGA SERVICES

We know your elevator best!



' We Safely take you to heights with great delight '





# MAINTENANCE MEANS SAFETY

## ► OUR SAFETY BELIEFS

Safety is engineered into our product and built into our culture.

Surpasses local codes with EN 81 capability.

Securely Moving 100 million people daily.

Total elevator analysis at fingertips.

With an uptime of 99.5 % on an average, we provide one of the best service in the industry.

Our Maintenance system has been developed to ensure complete and safe service of your elevator.

No major changes or modernization required till the complete life of the elevator.

With over 400 service engineers and 150 safety engineers PAN INDIA we safely take you to heights with great delight.

Equipped with state of the art customized diagnostic tools to ensure quick rectification and higher up-time.



Omega Client App



## ▶ EMERGENCY SERVICE

Our call centers are always available and on standby to attend to emergency calls and dispatch the engineers to jobsite without delay.

Service calls can be registered via our mobile application 'Omega client' or on call centre.

We use the latest IOT technology and our smart Elevator is capable of predictive maintenance.

## ▶ EXTENSIVE TRAINING

Annually, our engineers receive several hours of extensive training to stay updated on our ever increasing benchmark for safety standards and innovations to deliver a world class travel experience.



## ▶ CUSTOMER SERVICE

We offer 24 x 7 x 365 days service call facility through multiple modes like mobile application (android as well as IOS) and through our dedicated call centre.

Toll free number 1800 26 OMEGA is available 24x7 for access to our customers for the service call.

We understand specific needs of customers through our dedicated CSMs who interact with customers on site on a regular basis to understand their diverse needs.



## ▶ MAJOR BENEFITS

- 01 High reliability and uptime improves overall vertical travel efficiency.
- 02 Insights about component-wear allow better planning of repairs.
- 03 Complete digital documentation of your equipment.
- 04 Complete transparency on response time and repair time.
- 05 24/7 digital emergency service.
- 06 Increased value by connection to the Internet of things (IOT) through Smart Elevator.
- 07 Cost saving solutions with service guarantees.
- 08 Efficient connectivity through our Mobile App; no more phone calls required.
- 09 High reliability and uptime with quick reaction times, thanks to predictive maintenance.
- 10 Real time information on equipment status and performance.
- 11 Complete transparency on status of maintenance activities due to push notifications via app, text, whatsapp or email.
- 12 Extension of life of the equipment as a result of predictive maintenance.
- 13 Reduced wait times with increased reliability to deliver improved passenger experience.

## ▶ SERVICE CALL PROCEDURE

**01** Caller and Registered contact person gets message of Service call ID & closure code (Customer Satisfaction code) on booking of lift's service call.

**02** User will receive a message once our engineer reports at site for attending the service call.

**03** Our engineer will contact user after attending service call for closure code.

Service call gets closed only after closure code is given by the user.

**04** user shall receive service call report on registered email id with an overview of the work done on the equipment.



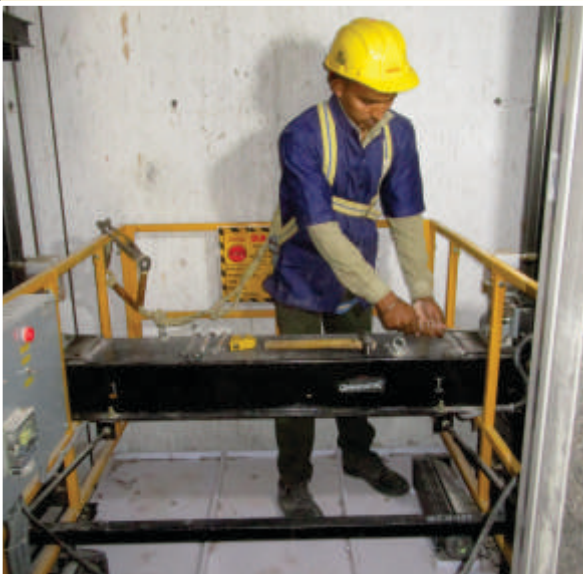
## ▶ ROUTINE SERVICE PROCEDURE

**01** Registered Customer contact person shall be intimated on every scheduled service.

**02** User has the flexibility to reschedule the routine service.

**03** Each & every service is supervised by the Area In-charge.

**04** User shall receive a Digital Service Report after completion of every routine service.



## ▶ SPARE PARTS

**01** We maintain stock of necessary parts in our local office so we can reduce downtime of the equipment.

**02** Assurance of genuine Service Parts for the equipment.





## ► TECHNICAL BENEFITS

- 01 Area wise technician team available for fast response to service calls.
- 02 Area wise circle supervisor available to avoid possibility of frequent service calls.
- 03 Omega's central technical support team adds a layer of support for complex technical issues.
- 04 Each and every call record is maintained in our system and we can provide a historical mapping over the entire life of the equipment.
- 05 More than 99.5% average uptime.
- 06 Emergency services are available even during holidays and all festivals.
- 07 Auto escalation of on-going service calls to higher authority if the call is not resolved within the stipulated time limit.
- 08 Complimentary rope lubrication on requirement basis.
- 09 Complimentary rope tension measurement and calibration using automated advanced equipment on requirement basis.

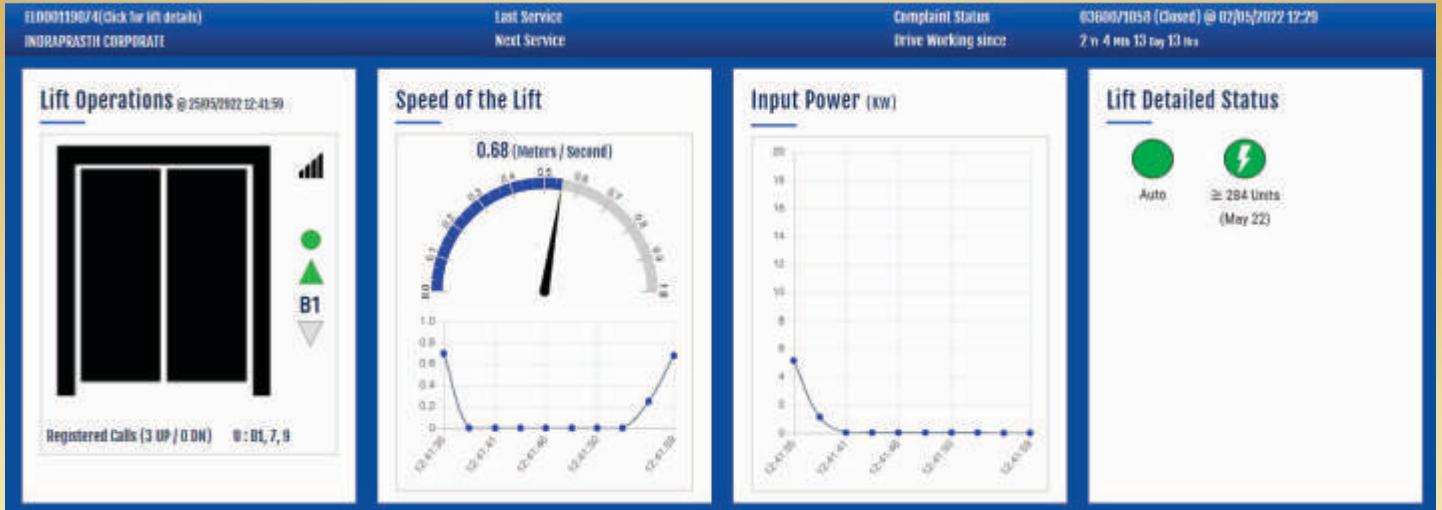


Elevator Operation  
**Touch Free** using  
our QR Code  
**Smart Elevator - IOT**

## ► INNOVATIVE UPGRADES

In order to save TIME, ELECTRICITY AND ENHANCE CONVENIENCE WITH SAFETY, we come up with regular updates

- 01 SIMPLEX>DUPLEX>GROUP CONTROL (Connects lifts together to SAVE power)
- 02 TIME BASED PARKING (SAVE time and power)
- 03 ANTI NUISANCE FEATURE (SAVE power)
- 04 ULTRA POWER SAVING (SAVE power cost during night)
- 05 WIRELESS HOOTER (EMERGENCY RESCUE)
- 06 INTERIM PROVISIONAL SPARE PARTS (Keeps the lift RUNNING even after major break down)
- 07 CABIN ENERGY EFFICIENCY (using motion sensor based light activation)



## ▶ TOTAL CONNECTIVITY

Omega's app gives the engineers the most efficient data for them to provide a precise & quick diagnostic repair for the equipment.

They have easy access to :

- Service / Repair History
- Customer Feedback
- Knowledge Management system
- GPS for real time scheduling
- Repair routines
- Maintenance routines
- Troubleshooting routines
- Parts ordering
- Call reporting



Omega Client App





**10,000,000+**

Satisfied users

**45+**

Branches

**1,800+**

Employees

**45,000+**

Elevators & Escalators

Operating in

**1000+**

Locations

**40+**

Years of Safety

**550+**

Service Engineers

Operating at

**5 m/s**

Speed across 80+ floors

**24/7/365**

Service available

► CERTIFICATES



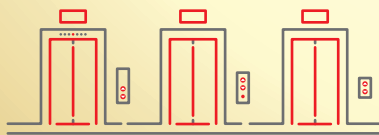
► M O D E R N I Z A T I O N

VISIT INDIA'S FIRST UNIQUE AND  
EXCLUSIVE ELEVATOR SHOWROOM

# Signature Gallery™



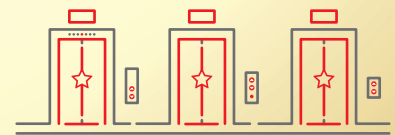
EXPERIENCE CUSTOMIZATION  
THAT YOUR DREAM PROJECT DESERVES



LIVE ELEVATORS  
ON DISPLAY



UNIQUE RANGE  
OF INTERIORS



EXCLUSIVITY  
OFFERED

Omega Elevator now presents an exclusive Elevator showroom for their elite customers where they can witness the world of amazing design options and create their own "Signature Elevator!"



- BHUTAN • BANGLADESH • UAE • EAST AFRICA • EGYPT • KUWAIT • SAUDI ARABIA
- MAURITIUS • NEPAL • SRI LANKA • SOUTH AFRICA • TANZANIA • SWEDEN • GERMANY • SWITZERLAND

## ▶ CONTACT US



Scan for location

### Omega Signature Gallery

Mondeal Square, S.G. Highway, Ahmedabad-380015,  
Gujarat, (India)

Mobile : 75758 66342 or 75758 OMEGA



Scan for location

### Omega Elevators Head Office

11, Sanjivbag Society, New Sharda Mandir Road, Paldi,  
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Phone : +91 79 2665 2899, 2665 2015

Email : info@omega-elevators.com



Scan for location

### Omega Elevators Factory

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Phone- +91 79 2274 7954, 2276 0180

Email : factory@omega-elevators.com



Scan for Visit

[www.omega-elevators.com](http://www.omega-elevators.com)



Scan for Download

### Omega Client App

**TOLL FREE : 1800 26 66342 • 1800 26 OMEGA**