



# FOR SMOOTHER, SMARTER PEOPLE FLOW

KONE solutions for retail facilities

# YOUR WORLD, OUR EXPERTISE

In retail, experience is everything. Keeping visitors and tenants happy is about delivering the best possible shopping experience, and this means keeping people and goods flowing. KONE can help you turn people flow into cash flow – whether you're planning and designing a new facility or upgrading your existing equipment.

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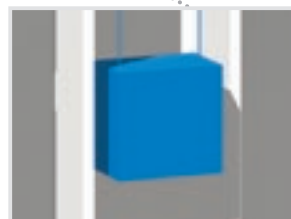
SHOPPING CENTER

INDEPENDENT RETAILER

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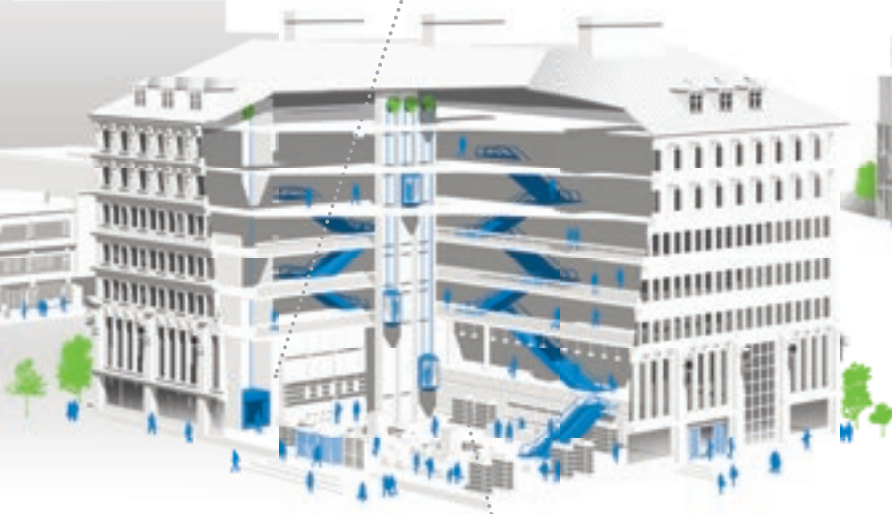
## OUR SOLUTIONS FOR RETAIL INCLUDE

1. Maintenance and remote monitoring
2. Escalators
3. Goods elevators
4. Modernization
5. Passenger elevators
6. Scenic elevators
7. Inclined autowalks

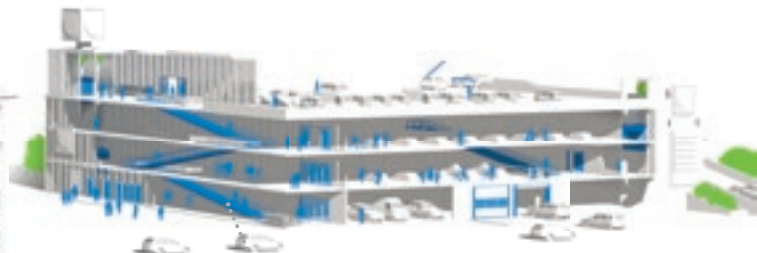
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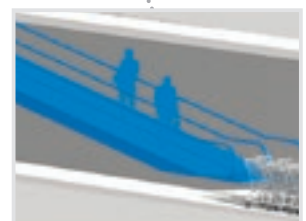
DEPARTMENT STORE



BIG-BOX STORE



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# OUR BUSINESS IS TO MAKE YOURS A SUCCESS

Retail is your business; people flow is ours. Our expertise reaches far beyond the delivery, installation, maintenance, and modernization of elevators and escalators. Our partnership with you encompasses much more.

## Insight that pays off

Our in-depth people flow assessment will help you understand how, when, and where people and goods move in your retail space. It will also guide you in where to place new equipment – or how to modernize existing solutions – to ensure the best possible shopping experience throughout the building's life cycle. We also provide planning advice and design tools to help you specify exactly the right new equipment or modernization solutions for your needs.

## Because time is money

Our project management approach is based on trust and clear communication. We're not only developing a retail solution, but also a relationship with you. With hundreds of successful new-build and modernization retail projects delivered around the world, and thousands of pieces of equipment covered by our maintenance services, we have the skills and experience to make sure yours runs with no delays and no surprises.

*"Any time we've ever needed anything, they've been right there and only a phone call away. They're quick to perform any services needed and are very reliable."*

Retail building owner, USA

*"I value KONE for their professionalism, the quality of work, and on-time delivery. They know their product, and they know exactly what customers require. They provide all the documentation, risk assessments, and trained personnel."*

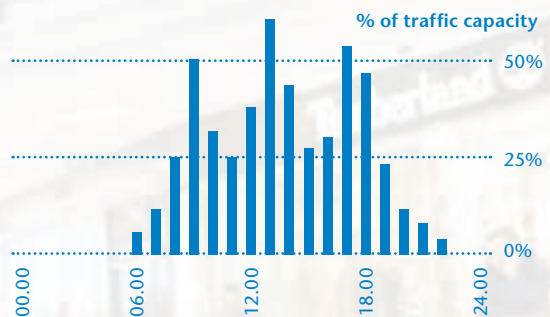
Retail building owner, UK





## A DAY IN THE LIFE OF A SHOPPING CENTER

The people flow in a shopping center has three main peaks. The start of the day sees an inflow of employees, early shoppers, people stopping for coffee or breakfast, and those arriving by public transport who pass through the center on their way to work. As the morning goes on, the number of people falls before peaking again at lunchtime. After a lull in mid-afternoon, the evening rush begins as the workday finishes and people enter the center to shop.



Typical people flow in a multi-level shopping center, showing three major peaks.



*"We have had good co-operation with KONE for decades and find them to be a reliable partner. The deliveries of elevators and escalators have been punctual and the preparations at KONE are meticulous."*

Building owner, Finland



# ESCALATORS AND INCLINED AUTOWALKS

Escalators and inclined autowalks are the backbone of people flow in any retail facility. They are ideal for transferring and directing large volumes of people, and they make it easy for shoppers to reach different levels smoothly and safely, even if they're carrying bags or pushing trolleys. They can also be used to provide a panoramic view over the whole facility, lead people through promotional areas, and encourage them to visit upper floors.

## Why KONE escalators and inclined autowalks are the best choice for retail

- Reliable and energy-efficient operation to cut energy costs
- High-quality components and innovative engineering design for long equipment lifespan and minimized lifetime costs
- Wide range of attractive visual design and lighting options to create wow factor
- The latest safety technology to give you peace of mind

## EXCELLENT ECO-EFFICIENCY FOR ESCALATORS AND AUTOWALKS

- Smart operational modes and an all new inverter optimize energy consumption under different load conditions
- Long lasting LED lighting is up to 80% more efficient than fluorescent lighting and lasts up to 10 times longer

| Solution          | KONE TravelMaster™110 | KONE TravelMaster™115 |
|-------------------|-----------------------|-----------------------|
| Application       | Escalator             | Inclined autowalk     |
| Max rise/length   | 13 m                  | 8 m                   |
| Step/pallet width | 600, 800, 1000 mm     | 800, 1000, 1100 mm    |
| Speed             | 0.4, 0.5 m/s          | 0.4, 0.5 m/s          |
| Duty cycle        | 12 – 16 hours/day     | 12 – 16 hours/day     |

# PASSENGER ELEVATORS

Elevators work in harmony with escalators and inclined autowalks to help people reach all areas of the retail facility. They provide easy access to all floors – especially for families with strollers and older visitors – and play an important role in creating a comfortable, enjoyable shopping experience. Locating them in the right place is the key to good people flow and, therefore, healthy cash flow. Elevators that are hard to find or too small to cope with the volume of shoppers can cause bottlenecks and discourage people from visiting other floors.

## Why KONE passenger elevators are the best choice for retail

- Large elevator cars give you the capacity you need and ensure a comfortable ride
- Accurate leveling and wide, center opening doors make access easy and comfortable for all passengers
- Information boards, floor markings, and signalization provide clear passenger guidance, and handicap options ensure access for disabled persons
- Intelligent group control maximizes elevator efficiency and usability
- Wide range of scenic car, interior and lighting options to create an inspiring shopping experience

## EXCELLENT ECO-EFFICIENCY FOR ELEVATORS

- KONE's regenerative solutions can provide up to 30% energy savings by recovering the energy generated when the elevator is used.
- As well as being up to 80% more efficient than halogen lighting. LED lighting also lasts up to 10 times longer.
- Standby solutions provide substantial energy savings by powering down the equipment when it is not in use.





RECOMMENDED ELEVATOR SOLUTIONS FOR RETAIL BUILDINGS

| Store type     | Department store                                            | Shopping center                     | Big-box store                                   | Independent retailer                                |
|----------------|-------------------------------------------------------------|-------------------------------------|-------------------------------------------------|-----------------------------------------------------|
| Description    | High performance with wide range of scenic elevator options | Flexibility for passenger transport | Robustness for both passenger and goods traffic | Moderate capacity for mixed passenger and goods use |
| Load           | Up to 1600 kg                                               | Up to 2000 kg                       | Up to 5000 kg                                   | Up to 1150 kg                                       |
| No. of persons | Up to 21                                                    | Up to 26                            | n/a                                             | Up to 15                                            |
| Speed,         | 1 – 2.5 m/s                                                 | 1 – 1.75 m/s                        | 1 m/s                                           | 1 m/s                                               |
| Max duty       | 240 starts/h                                                | 240 starts/h                        | 180 starts/h                                    | 180 starts/h                                        |
| Door width     | 1200 mm, center opening                                     | 1200 mm, center opening             | 2000 mm, center opening                         | 1000 mm, side and center opening                    |
| Scenic options | Full glass walls and doors, scenic elevator                 | Full glass walls and doors          | –                                               | Glass back wall and doors                           |

# GOODS FLOW IN RETAIL ENVIRONMENTS

Keeping your retail facility running like clockwork and providing a healthy return on investment requires smooth goods flow just as much as smooth people flow. It's also critical that goods can be moved around discreetly to avoid disruption to the shopping experience, and that the equipment you use is up to the task – heavy loads and high usage levels demand durable and reliable equipment.

## **Why KONE goods flow solutions are the best choice for retail**

- Fast, durable hoisting equipment to cope with demanding usage
- Smooth operation to protect goods in transit
- Accurate leveling and full-width doors for easy loading and unloading
- Robust interior options such as stainless steel walls, buffer rails, and durable floors
- Signalization options built for heavy usage
- Elevators suitable for mixed passenger and goods transport







# MAINTENANCE

Fast, flexible service that delivers the right maintenance at the right time will keep your equipment up and running and your tenants smiling.

## Keep people flowing

Breakdowns impact people flow and your cash flow, and taking equipment out of service for planned maintenance during opening hours simply isn't an option. KONE maintenance helps you cut costs by minimizing breakdowns, makes budgeting easier and more accurate, and ensures equipment is safe to use. Our professional local service, backed by global tools and processes, offers you the best long-term value for your maintenance contract.

*"We put a call out, they get here quickly, and they do the job. They let us know what is required, and if they can't do it then and there, they come round the next day and sort it out."*

Retail building owner, UK

## REAL VALUE FOR RETAIL

Department store, US

On a peak trading day, shutting down an escalator can cost USD 50 000 a day or more, so it's critical that KONE can do scheduled maintenance and small repairs outside opening hours. We do 60% of our business in the two and a half months running up to the busy December holiday period, so taking just one piece of equipment out of service could result in as much as USD 250 000 in lost sales.

# MODERNIZATION

However well maintained they are, elevators, escalators and autowalks eventually need to be modernized. As equipment ages it becomes less reliable, may not meet the latest safety standards, and can start to look dated. With KONE, modernization doesn't have to mean lost income, stress, or turning your retail facility into a construction site. Our expertise covers everything from replacing individual systems or components to full replacement, and represents a sound long-term investment for any retail facility.

## Insight and planning that pays off

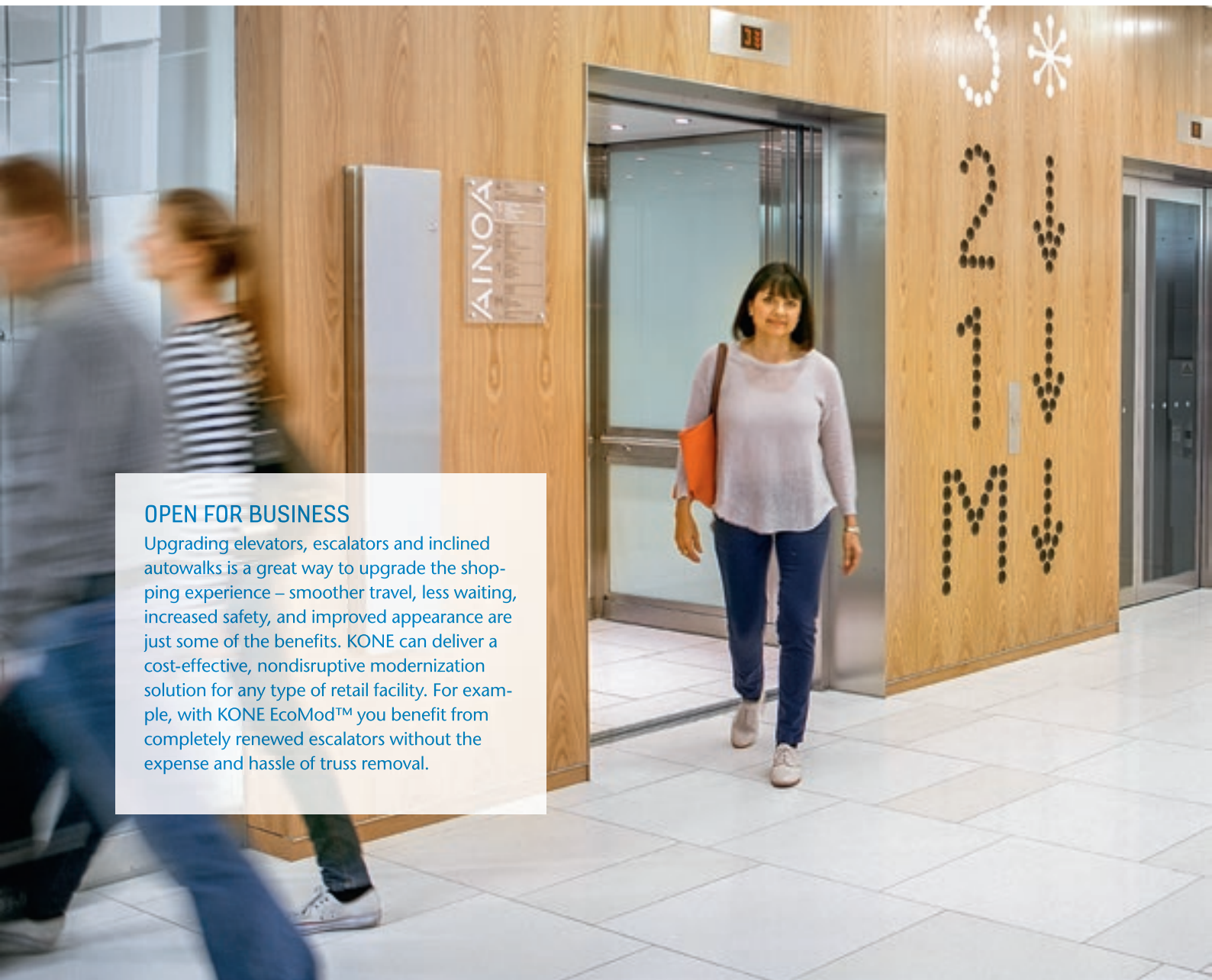
KONE Care for Life™ is an assessment of your equipment's current condition that helps you decide what, when, and how to modernize. Our asset management planning expertise saves you time, helps you manage working capital, and makes maintenance and repair costs more predictable.

## Modernization without the hassle

The key to hassle-free modernization is smart project management. Our planning expertise prevents delays, ensures everything arrives on schedule, and makes installation efficient. Modernized equipment means even better people flow for shoppers and even better cash flow for your retail facility.

## OPEN FOR BUSINESS

Upgrading elevators, escalators and inclined autowalks is a great way to upgrade the shopping experience – smoother travel, less waiting, increased safety, and improved appearance are just some of the benefits. KONE can deliver a cost-effective, nondisruptive modernization solution for any type of retail facility. For example, with KONE EcoMod™ you benefit from completely renewed escalators without the expense and hassle of truss removal.





## EMPORIA SHOPPING CENTER, SWEDEN

### Sustainable, stylish people flow for Sweden's green retail haven

Sweden's first environmentally certified mall, the Emporia Shopping Center in Hyllie houses three floors of shopping, food, art, and design. KONE solutions equipped with the latest energy-saving features – including escalators and autowalks featuring the KONE Direct Drive – along with project-specific energy consumption calculations, helped the mall achieve its prized BREEAM certification. The escalators and autowalks also feature custom balustrades, glass, handrails, steps, and access plates matching the color theme of each of the mall's six piazzas.

## RAFFLES CITY, CHINA

### Eco-efficiency and comfort for a Chinese architectural landmark

Standing 123 meters tall, Raffles City in Chengdu, China is a triumph of modern environmentally friendly design that combines offices, luxury residential units, a hotel, and a shopping mall. The building's six KONE DoubleDeck elevators provide high passenger capacity and were instrumental in helping it achieve LEED Gold certification. Powered by KONE EcoDisc® hoisting motors, they also are fitted with regenerative drives that convert excess braking energy into clean power for the building, while the KONE escalators feature a load-sensing device that optimizes energy efficiency.



## ONE NEW CHANGE, UNITED KINGDOM

### A clear view of success at a stunning London retail space

One of the largest shopping destinations in London's bustling financial district, One New Change blends retail and office space to stunning effect. Matching the building's modern façade, two customized KONE MiniSpace™ exterior scenic elevators deliver a spectacular view of nearby St. Paul's Cathedral and transport thousands of visitors every day. KONE's project management system enabled efficient planning and a quick response to shifting schedules, keeping the installation on track and ensuring a smooth handover ready for the opening ceremony.



KONE provides innovative and eco-efficient solutions for elevators, escalators, automatic building doors and the systems that integrate them with today's intelligent buildings.

We support our customers every step of the way; from design, manufacturing and installation to maintenance and modernization. KONE is a global leader in helping our customers manage the smooth flow of people and goods throughout their buildings.

Our commitment to customers is present in all KONE solutions. This makes us a reliable partner throughout the life cycle of the building. We challenge the conventional wisdom of the industry. We are fast, flexible, and we have a well-deserved reputation as a technology leader, with such innovations as KONE MonoSpace®, KONE NanoSpace™ and KONE UltraRope®.

KONE employs close to 50,000 dedicated experts to serve you globally and locally.

**KONE Corporation**  
**[www.kone.com](http://www.kone.com)**