

PASSENGER ELEVATORS
REMOTE MAINTENANCE SERVICE



M's BRIDGE™

Connected to your elevators non-stop for peace of mind.

PREDICTIVE MAINTENANCE

Knowing that they are used daily, we strive to ensure the "Safety" & "Peace of Mind" of your elevators.

M's BRIDGE™ connects your elevators with a service called "Predictive Maintenance". We combine optimal maintenance technologies accumulated and improved over many years with the latest technologies. Utilizing this knowledge, we are committed to connecting the eternal values of "Safety" & "Peace of Mind" in a single worldwide network that enables us to continue delivering them in the future.

Our vision behind M's BRIDGE™ is to connect HuMan and Machines with Mitsubishi, and to collaborate to Minimize risk and Maximize convenience.

- / PREDICTIVE MAINTENANCE
- / 24HOURS, 365DAYS
- / EXPERT
- / CONSULTING PROPOSAL
- / GLOBAL NETWORK



Safety

M's BRIDGE™ addresses any possible problem before it occurs through important technologies and skilled professionals. Our experts ensure safety without fail.



Peace of Mind

M's BRIDGE™ keeps watch over your elevators 24/7 utilizing a global network to back-up operation. It provides a feeling of security and reliability.



Convenience

M's BRIDGE™ performs maintenance without suspending elevator operations. Should a failure occur, downtime is minimized as the result of early recovery.



Quality

M's BRIDGE™ promotes the timely implementation of measures that sustain functions and performance and prevent deterioration. It ensures your elevators retain their high quality.



Economy

M's BRIDGE™ achieves elevator longevity. It aims to prolong the functions of all equipment and reduce costs.



Expandability

M's BRIDGE™ realizes next-generation maintenance of the future utilizing artificial intelligence (AI) technologies. It connects the latest technologies.



Elevators require appropriate maintenance.

Elevators are "Vertical Public Transportation."

Used by many people, elevators are known as a form of "Vertical Public Transportation" because of their natural use. They operate automatically with a push of a button by the user. To ensure safe use by the general public at all times, their functions must be kept fully operational through appropriate maintenance work and safety assurance.

This does not mean general maintenance service, it means proper servicing.

It is important to "continue" "proper maintenance" utilizing the latest technologies to ensure that problems are prevented. Our system, established under a firm concept, allows us to offer services that ensure customer satisfaction.

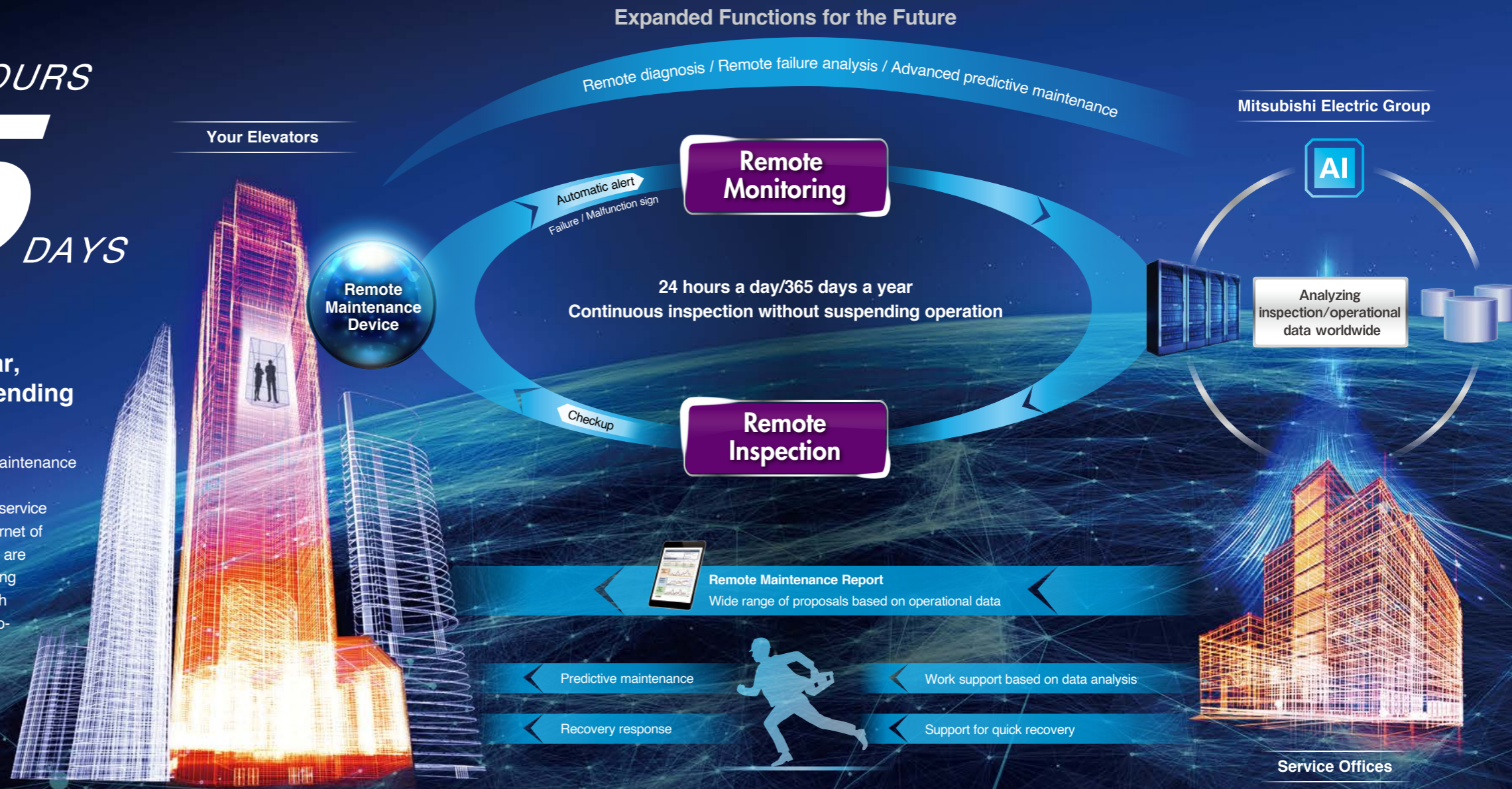
Elevators are long-term use products.

Elevators are used on a consistent basis for a long period of time, and are not easy to replace. Systematic maintenance is therefore required to prevent failure due to long-term use.

24 HOURS 365 DAYS

24 hours a day, 365 days a year, continual service without suspending elevator operations.

M's BRIDGE™ connects your elevator with our remote maintenance services, which are at your disposal 24/7, year-round. We have turned maintenance services provided by overseas service offices worldwide into a computer application that uses our Internet of Things (IoT) platform. In doing so, we are providing services that are more sophisticated than ever before, while simultaneously improving user safety and convenience. Additionally, big data obtained through elevators around the world can be utilized through our digital technologies, including artificial intelligence (AI) and data analysis.



M's BRIDGE™ Remote Maintenance Service

Remote Inspection

Taking advantage of elevators equipped with advanced features and cutting-edge technologies, our maintenance system enables continuous servicing 24/7, all year round. It can minimize the frequency of operation stops, except that resulting from regular maintenance by our expert engineers, as prescribed by the maintenance requirements of individual countries.

Malfunction Sign Alert

By substantially expanding the traditional function simply detecting an abnormality, M's BRIDGE™ can now detect subtle signs of malfunction in advance. When a series of malfunction signs are detected, the elevator autonomously reports this to prevent a failure.

Items and Details of Remote Inspection

Item Inspected	Inspection Details
Control devices	General condition in machine room Temperature of machines
	Traction machine Operating conditions of brakes
	Control panel Operating conditions of contact Control equipment operating status Door open/close condition
Conditions of each device related to car	Car doors Operating conditions of door switches Operating conditions of push buttons
	Car operating panel Door open/close condition
Conditions of each device related to hall	Landing doors Operating conditions of door switches Operating conditions of push buttons
	Call buttons Operating conditions of push buttons
Conditions of each device related to hoistway	Safety switch Operating conditions of safety switches
Car operating conditions	Starting condition
	Acceleration condition
	Running conditions at constant speed
	Deceleration condition Landing condition

Collection of operational data

The system periodically collects various operational data from your elevators. Based on this data, we propose various solutions and provide useful information. These initiatives increase elevator value and improve tenant services, as well as contribute to increasing the value of your building.

Visualization is also an important part of service quality. In addition to the regular maintenance services we provide periodically, the reports shown below are provided to our customers.

Remote Maintenance Report

This report describes the status of each elevator device in a user-friendly manner based on data collected through remote maintenance.



Lift use condition Report

This report enables you to confirm the operational data actually collected from your elevators in the form of graphs and charts.





EXPERT

Experts who know our elevators thoroughly provide comprehensive support.

M's BRIDGE™ connects your elevators with reliable experts. In addition to the advanced remote inspection system, technicians equipped with the latest in sophisticated technologies visit elevator customers periodically offering their expertise and support. As they have analyzed the data taken from your elevators prior to their visit, they have a good understanding of the condition the elevators are in. This enables them to conduct more precise inspections and service work that focuses on specific points. Combined with the inspection system, our expert visits ensure double-security. Technicians and engineers in other fields such as asset management are also at your disposal, meeting a wide range of requirements.

<Detail of services provided by experts>

Functional check	Service work (cleaning/lubrication/adjustments)	Replacement of consumables
Function maintenance	Quality inspection	Emergency response
Provision of information		Asset management

Organized work based on maintenance design. Swift response to any problem.

We perform systematic servicing based on a maintenance program designed for each elevator. In addition, various operational data is analyzed using M's BRIDGE™. As a result, optimal inspections and service work are carried out at the most appropriate time. Predictive maintenance is ensured.

■ Swift response to failures at any time

Should any failure or problem occur, technicians are on-call 24/7 and will be quickly dispatched to provide speedy recovery.

■ Reports prepared following work

Easy-to-understand reports are prepared for each task carried out.

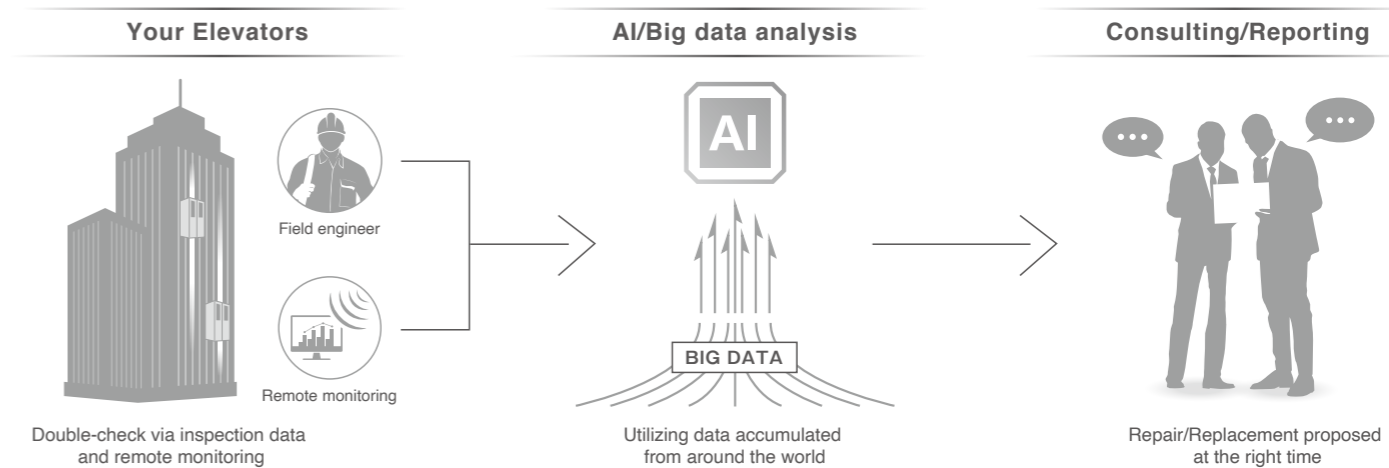


Maintenance Report
*Specifications vary depending on the country.

CONSULTING PROPOSAL

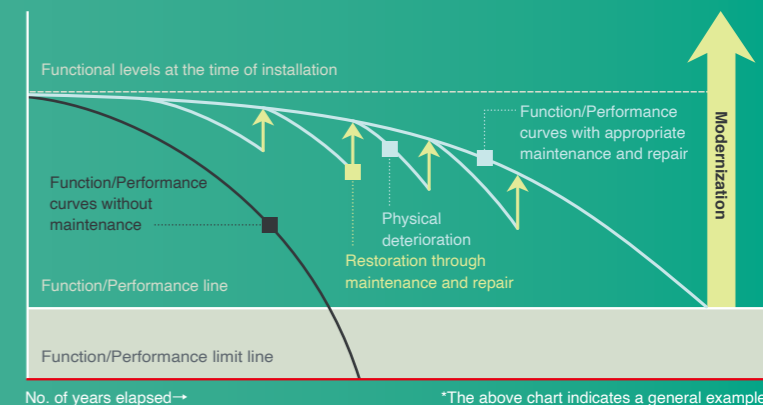
Our consulting service utilizes vast data analyses to suggest repair and replacement at the appropriate time.

M's BRIDGE™ connects your elevators with targeted consulting and tailored solutions. In order to maintain and manage your assets (elevators) in optimal operating condition at all times, we monitor operational status 24/7. Based on the data collected, we provide accurate consultation and propose multiple solutions at the most appropriate time. Through these services, your elevators will continue to provide maximum comfort at minimal cost over a long service life.



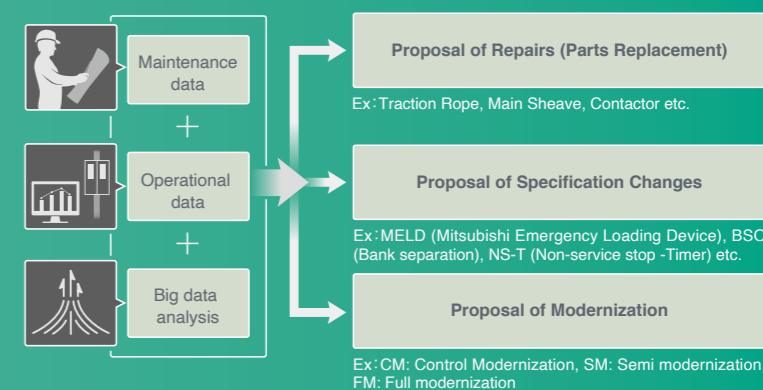
Prevents adverse effects and prolongs service life.

Like the human body, if something wrong in an elevator is left unchecked, it can have an adverse effect on other functioning parts as well. By restoring functions and performance systematically, overall system functions can be prolonged.



Wide variety of solutions made at the right time.

Maintenance ensures the longevity of products and sustained safety. Repairs and parts replacement are key factors behind this. We also utilize operational data analysis to propose specification changes for the purpose of improving usability and convenience. However, there are certain issues that cannot be addressed through maintenance alone, including wear-and-tear over the years. In such cases, we propose modernization that meets diversifying social needs, such as safety standards, energy conservation and barrier-free use. We have a wide variety of solutions available in order to avoid missing the perfect timing.



*For individual solutions, please contact your local sales company.



GLOBAL NETWORK

Through a bridge connecting the world, we support your elevators with a reliable service system.



Linked to your elevators 24 hours a day, 365 days a year.

Information Centers

Information centers located around the world are connected via a global network to watch over elevator operations in real time. They play a key role in the M's BRIDGE™ system as data collection centers, and provide three types of high-quality services: "emergency response," "remote maintenance services" and "consulting."

To enable speedy response for any failure, maintenance data and operational data accumulated on each elevator are analyzed. The information centers also provide intelligence support for technicians by summarizing necessary information.



Nurturing technicians with sophisticated technologies

Training Centers

We consider users' safety and peace of mind first, and thus conduct training with a focus on developing "experts" who know our elevators thoroughly. Centering on our core training center in Japan, programs based on our global training system are implemented in cooperation with training centers at overseas business sites around the world. Rigorous training is carried out to develop highly competent professionals.

In addition to technical training, education to enhance human nature is also given to ensure that our technicians provide services from the customer's perspective at all times, with a focus on ensuring total customer satisfaction.





State-of-the-Art Factories... For the Environment. For Product Quality.

Our elevators and escalators are currently operating in approximately 90 countries around the globe. Built placing priority on safety, our elevators, escalators and building system products are renowned for their excellent efficiency, energy savings and comfort. The technologies and skills cultivated at the Inazawa Building Systems Works in Japan and 12 global manufacturing factories are utilized in a worldwide network that provides sales, installation and maintenance in support of maintaining and improving product quality. As a means of contributing to the realization of a sustainable society, we consciously consider the environment in business operations, proactively work to realize a low-carbon, recycling-based society, and promote the preservation of biodiversity.

MITSUBISHI ELECTRIC BUILDING SOLUTIONS CORPORATION

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www.MitsubishiElectric.com/elevator

⚠ Safety Tips: Be sure to read the instruction manual fully before using this product.

Revised publication effective Jul. 2022.
Superseding publication of C-CL1-9-CA395-B Oct. 2021.
Specifications are subject to change without notice.

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