



ORONA is a leading company in the vertical transportation sector worldwide, with 50 years of experience installing and providing maintenance and modernisation services for lifts and escalators, of all brands and models, covering all market sectors.

One of the leading companies in the vertical transportation market in the UK.

- Service coverage of the whole of the UK.
- Building relationships with Customers and understanding their requirements.
- Nationwide team of over 100 specialist.
- Transparency and close communication with our Customers through local Account Management Team and dedicated National Key Account Management.
- Proven multibrand capability, based on extensive third party portfolio management and continuous product training.
- National Contact Centre.

We provide a full range of services on lifts and escalators:

- Preventive and corrective maintenance
- Modernisation
- Full replacement solutions
- 24 Hours UK contact centre



- 1 out of every 10 new lifts in Europe is Orona.
- More than 100 countries install Orona products.
- 250,000 lifts worldwide with Orona technology.
- 1st company in the sector worldwide certified in Eco-design - ISO 14006.
- Present in all UK regions.



Orona

Reaching further together

www.orona.co.uk
www.orona-group.com



**Orona full response
to your service needs**
Lifts and Escalators



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Orona full response to your service needs

Maintenance for maximum availability

Our preventive and corrective maintenance programs ensure maximum availability.

- Equipment-tailored maintenance programs based on technical characteristics, usage and environment.
- Focus on prevention to maximise availability.
- Global standards and quality audits applied.
- Customised service modules that meet the expectations of our Customers across all market sectors.
- Extensive technical competence on all brands and models (multibrand) in the market through continuous training of our service engineers following the Orona Competence Model.
- National Technical Support Team and full access to ORONA's global knowledge base. With more than 50,000 non-Orona units maintained globally, we have proven capacity to provide state of the art training to our engineers in our local and international training facilities.
- Excellent spare parts availability based on efficient local regional and global stock holdings which ensure quick and efficient responses.



Orona full response to your service needs

Committed to delivering a continuous Customer Support

24 HOURS SERVICING

- 24/7/365 Customer Support breakdown assistance.
- Rapid response to passenger release situations.



ORONA CONTACT CENTRE:

- Call handling: response time management, resource allocation, workload planning, and entrapment process.
- Auto dialler: monitoring system.
- Follow up and communication ensuring agreed contract conditions are met.



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Orona full response to your service needs

Latest technological developments to replace or modernise your lift

ORONA invests in research and innovation to offer Customers the most competitive, safe and ecoefficient lift solutions.

SAFETY

New technology to provide maximum comfort, safety and security.

ACCESSIBILITY

Accurate floor levelling and EN81:70 (DDA) compliant solutions.

SUSTAINABILITY

Efficient energy consumption solutions with minimal impact to the environment considered.

COMPETITIVE

Manufacturing processes and designs to not only ensure high quality performance products but also cost efficient solutions.

