



MIRI SERVICE

Maintenance Innovation & Real-time Information



HYUNDAI
ELEVATOR CO., LTD.

MIRI, A whole new level of Elevator Maintenance Service

MIRI (Maintenance Innovation & Real-time Information) is HYUNDAI ELEVATOR's new maintenance service, built on AI, IoT, Cloud, and Big data technologies, delivering a completely new digital experience to customers.

MIRI collects and analyzes data generated by elevators in real-time, and when anomalies are detected, it efficiently dispatches engineers to resolve issues before customers experience inconvenience.

Building managers can access real-time information generated by elevators through the customer portal and make better decision for managing elevators.

Furthermore, **MIRI** paves the way for a new future in vertical mobility by closely connecting users with elevators and elevators with buildings and cities.

We are your **MIRI**, prepared for safe and convenient mobility.



Prepare in Advance

Predictive Maintenance service

Respond Promptly

Customer care center
& largest service network

Communicate with Customer Anytime

Real-time information sharing
via customer portal

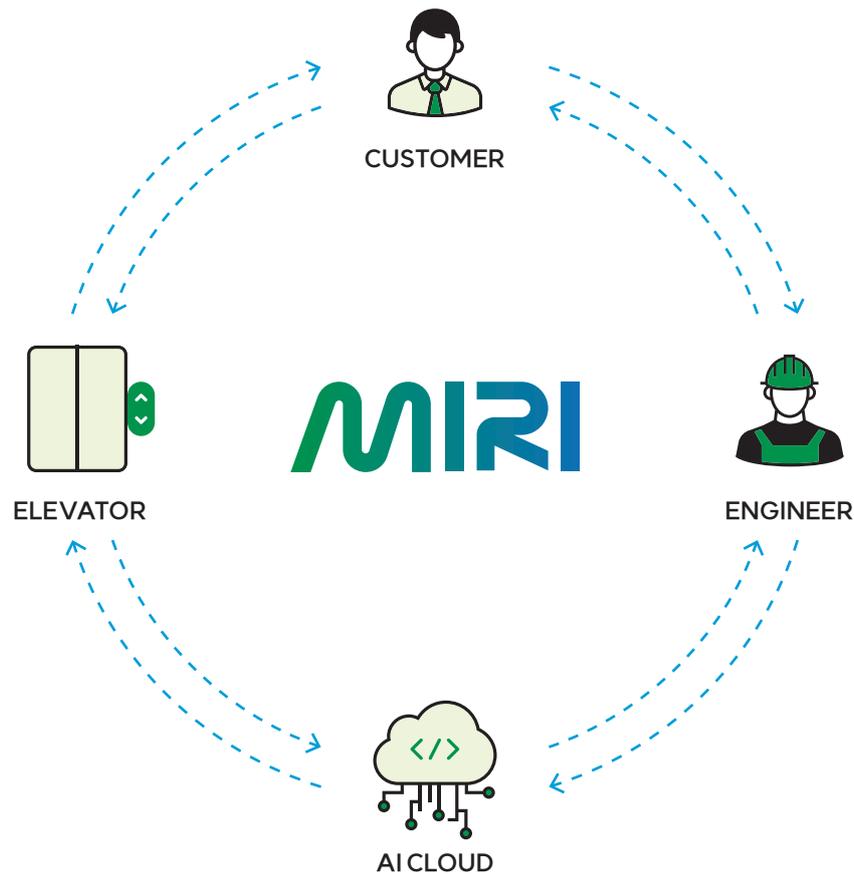
Innovative and Convenient

New vertical mobility service



MIRI, Prepare in Advance before you call

Your safety and comfortable mobility are our top priorities above all else. MIRI continuously collects and analyzes real-time information generated by elevators, providing engineers with precise solutions for quick and accurate actions. MIRI moves ahead before you call, enabling safe operation without concerns about malfunctions.



Minimizing Elevator Downtime

In the event of an elevator malfunction, the AI system swiftly analyzes the root cause and delivers comprehensive fault information and diagnostic results to a team of professional. Engineers can devise effective fault-handling solutions, ensuring minimal elevator downtime through proactive preparation of appropriate parts.

Preemptive Detection of Anomalies

The preemptive anomaly detection feature anticipates and identifies potential elevator faults and errors ahead of time, before any issues arise, providing prompt data to our engineers. This allows engineers to proactively review the analyzed data in advance, leading to more precise elevator inspection. Furthermore, the AI continually evolves the system through big data learning, taking a proactive approach to risk mitigation.

Predictive Maintenance for Parts

Elevator components can vary in aging based on usage environment and operational frequency. The predictive maintenance for parts analyzes elevator data collected by MIRI and provides information about the usage and replacement of components. Customers can conveniently access the status of main components through the customer portal and make decisions regarding component replacements and more.

MIRI, Respond Promptly

Hyundai Elevator possesses the largest service network in the country and employs top elevator experts. With infrastructure unique to Hyundai Elevator, including a customer care center operating 24/7 and regional service material centers, our experts in various fields respond promptly and courteously when any issues arise with your elevator.



Service Network throughout the Nation

Hyundai Elevator has service hubs across the nation to ensure a swift response. Through the country's largest infrastructure, we strive to manage our customers' elevators in their optimal condition, anytime and anywhere.

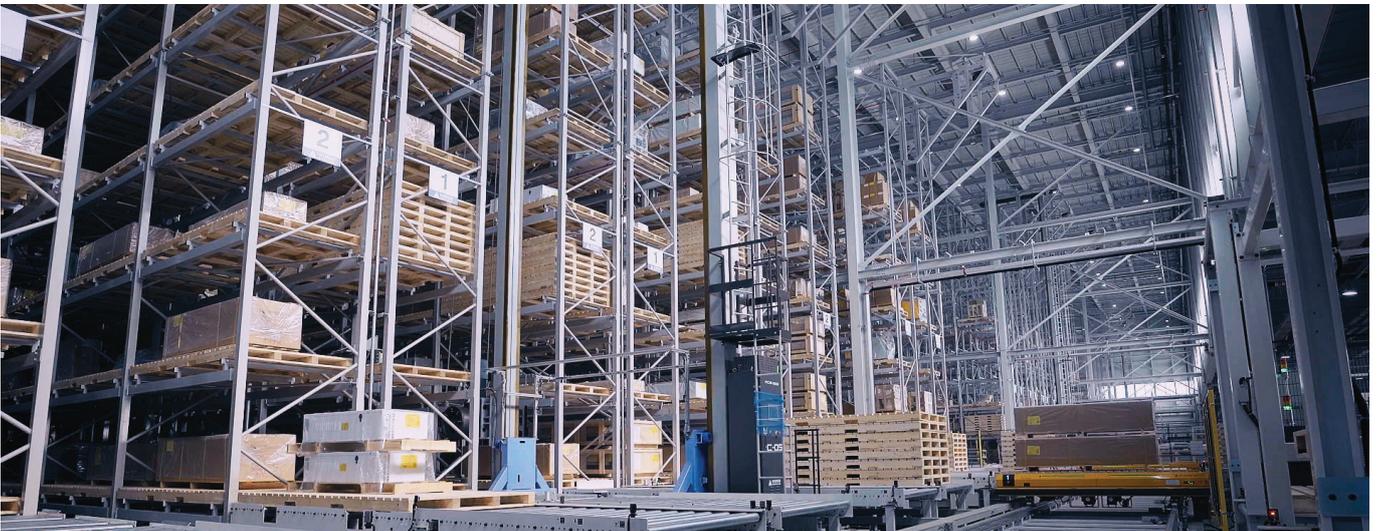
Top Elevator Experts

Our regional sales representatives provide elevator contract and management consulting tailored to diverse customer needs and on-site characteristics. Furthermore, our engineers, who have completed systematic training programs, offer customers the best technology and friendly service.



Customer Care Center (HCCC)

Hyundai Elevator Customer Care Center (HCCC) operates 24/7, 365 days a year, with professional counselors and dedicated staff. Strengthened by MIRI, HCCC maintains continuous communication with customers, elevators, and service hubs, responding promptly and accurately to various situations that arise on-site.



Service Material Speed Center

Service Material Speed Centers and branch-specific material storages across the country enable us to quickly procure the necessary parts for nationwide sites. The advanced logistics system at our material centers ensures more efficient management of materials and safe delivery to the on-site locations

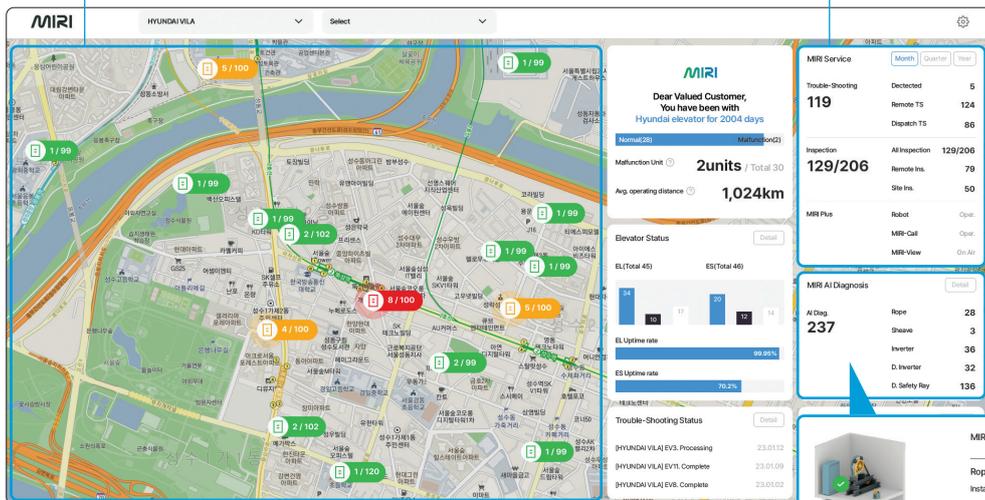
MIRI, Communicate with Customer Anytime

MIRI offers a customer portal service that allows you to easily access all real-time elevator information at a glance. Whether you're at your desktop or on the go with a mobile phone, you can check elevator status anytime, anywhere. MIRI customer portal streamlines elevator management, aids in budgeting, and facilitates informed decision-making for our valued customers.



PC Web Interface

Display of Owned Elevator Status

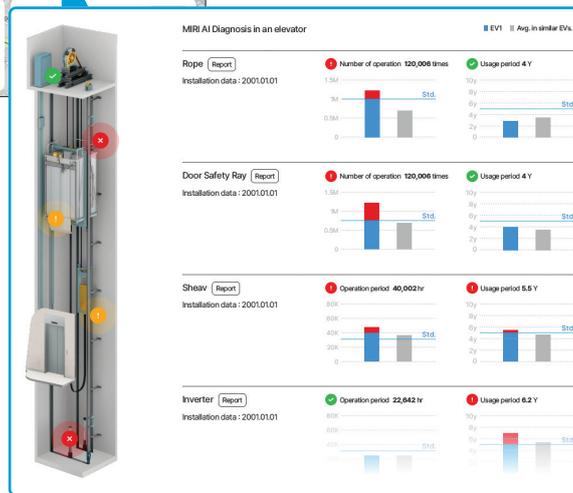


Providing MIRI Connectivity Service Information

ex) Anomaly Detection, Trouble-Shooting Status, Remote Repair, Dispatch and Repair Information, MIRI Call, MIRI View, Robot Integration, and more.

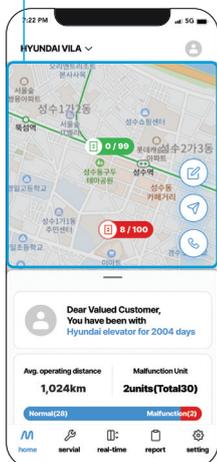
MIRI AI Diagnostic Detailed Screen

ex) detailed diagnostics of individual components, providing data for stability assessment based on usage and aging.



Mobile App Interface

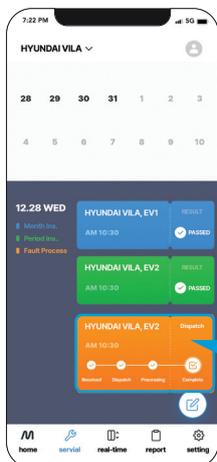
Display of Owned Elevator Status



Real-time Elevator Operation Status



Real-time Trouble-Shooting Status



PC Web and Mobile App

Through MIRI, you can access elevator information anytime and anywhere using the PC web and mobile app. The customer portal provides an optimized interface tailored to your usage environment.

Transparent Information

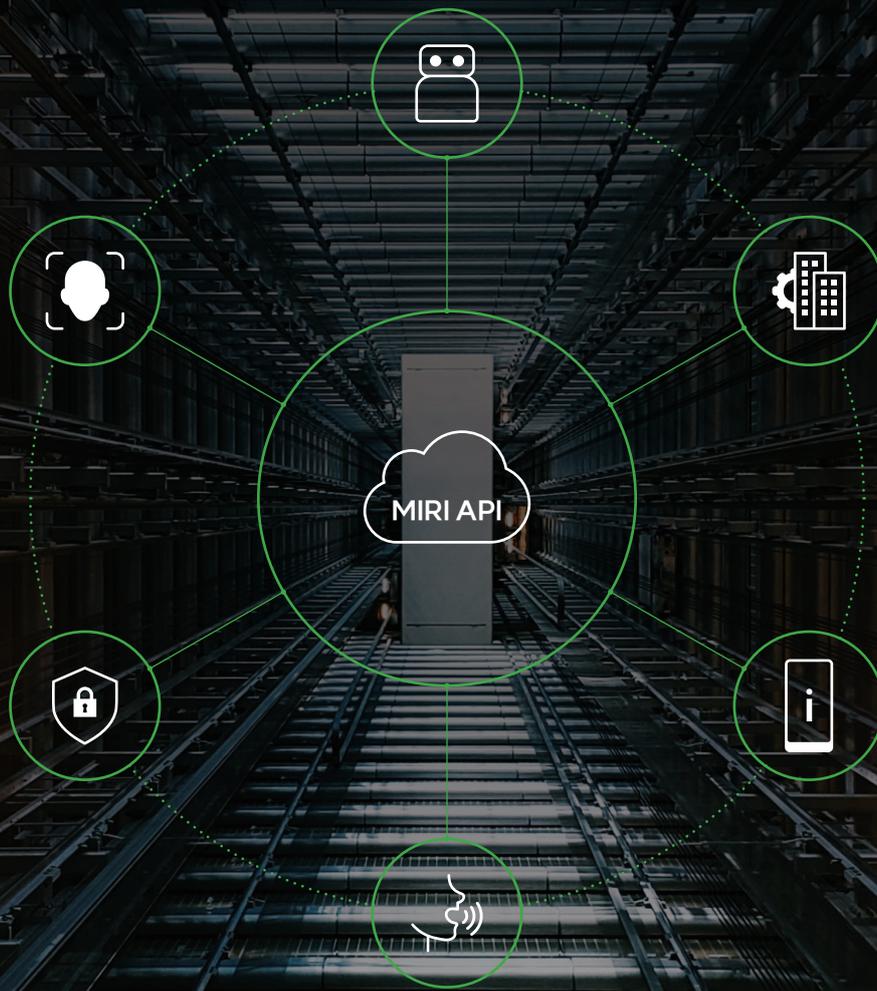
You can access real-time information on elevator maintenance and inspection status, fault handling status, contract, and payment information, among all the necessary data for elevator management. Customers managing multiple elevators can use the map dashboard to have an overview of all their sites at a glance.

Operational Big Data

You can make rational decisions for elevator component replacements and repairs using data on elevator uptime, operation direction, call status, control status, and information about parts that need replacement.

MIRI, Prepare for Tomorrow

MIRI is redefining and enhancing your mobility experience. With MIRI, you can easily call and safely use elevators. Moreover, it connects your elevator to more people, infrastructure, and the city, creating new value beyond a simple means of moving within a building.



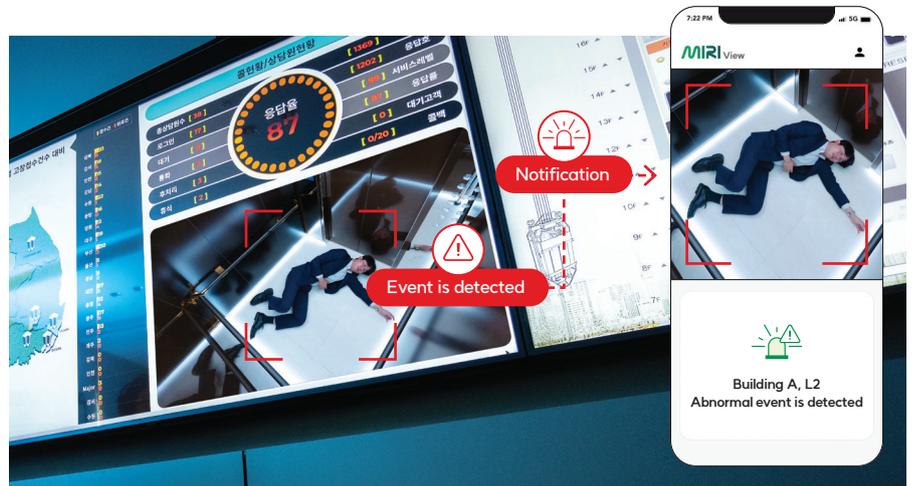


MIRI Call

MIRI Call is a cloud-based MIRI API technology-powered remote elevator calling feature. Users can easily call elevators through a smartphone app. Additionally, it can be voice-enabled by integrating with smartphone AI assistant systems.

MIRI View

MIRI View is an intelligent video analysis and voice recognition-based passenger safety system. In the event of emergencies such as sudden movements, falls, or screams inside the elevator, AI immediately detects these signals and sends notifications. Elevator administrators can view the elevator's interior video through a smartphone app, and simultaneously, the customer care center actively responds to the situation.



* The above app images are example screens and may differ from the actual app



New Vertical Mobility

The elevators of the future will be more than just a means of moving within a building; they will become new platforms that connect more people and infrastructure. MIRI connects your building to service robots, delivery platforms, and more, creating greater mobility efficiency and value. Additionally, it can be seamlessly integrated with various mobility services through cloud MIRI APIs.

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ISO 9001
Certification



ISO 14001
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OHSAS 18001
Certification



European CE
Certification



New Excellent
Technology
Certification

HYUNDAI ELEVATOR CO., LTD.

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