

Gen360™

Completely reimagined



OTIS

A digital vertical mobility platform



Digitally born

Gen360



**COMPLETELY
REIMAGINED**

With growing digital power at our fingertips, we went back to the drawing board.

We focused on the people we serve. We unleashed our imagination, building on decades of experience.

We reimagined design, safety, service, experience and support.

We've combined decades of innovation with state-of-the-art technology to bring you a brand-new experience.

**A DIGITAL VERTICAL
MOBILITY PLATFORM**



P.8

Design

“New perspectives”

No protrusion needed, letting you create a flat roof design.



P.12

Safety

“Peace of mind”

Electronic active safeties, immediate situational evaluation and remote actions.

Completely reimagined for you



P.16

Service

“Smart connections”

Highly sophisticated sensors proactively detect and prevent issues.



P.20

Experience

“Superior journey”

New designs transform passenger ride, adding exceptional value.



P.24

Support

“Streamlined execution”

Online support tools simplify every step, saving time and money.

It's a design. It's a set of supporting services. It's an asset in your property. It's a team of experts working round the clock to remotely monitor, update, service, and take care of your elevator 24/7 - giving you ultimate flexibility and empowering you to be in complete control of your elevator.

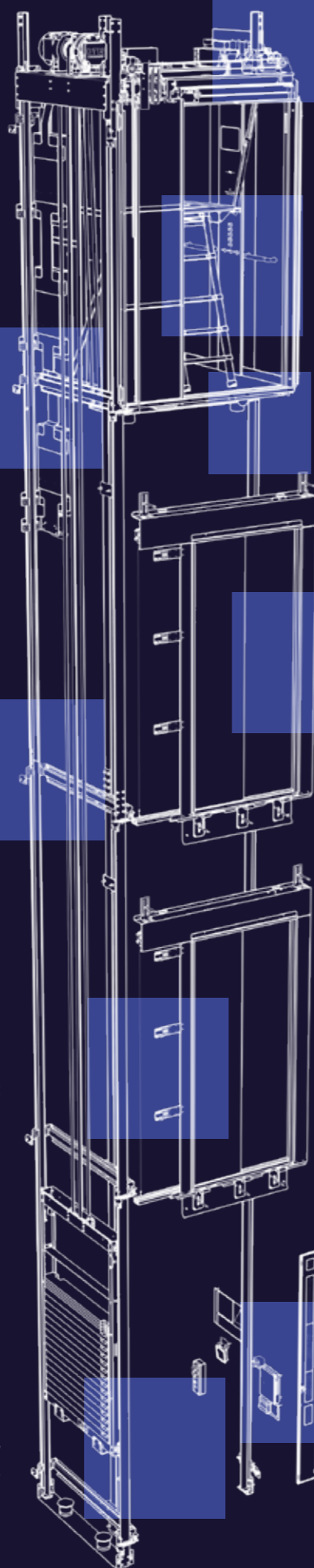
The elevator completely reimagined

Native active electronic safeties replacing conventional overspeed mechanical governor

Absolute electronic positioning of the car in hoistway and redundant speed control

New PrimaPlus door with up to 1,100 mm opening width and 2,200 mm opening height

New foldable toe guard for silent operation on low pit configurations



Camera monitoring door lock

Door vibration sensor

Maintenance in car

Foldable platform

In-car camera

Under-the-car camera to monitor hoistway

eCall™ app ready

New hall fixtures

New car features (large eView™ in-car display, Lounge Ambiance, sound design)

IoT native, Otis ONE™ solution

Electronic architecture and safety chain providing data to the cloud

Discovering Gen360

THE TECHNOLOGY

The Gen360 platform is a true digital revolution. Native electronic architecture allowed us to completely reimagine every aspect of an elevator system, setting new standards for proactive digital elevator safety.

We completely redesigned our hardware in order to provide you with the best service. We have replaced many mechanical parts with electronic components. The new Otis ONE IoT solution turns your elevator into a powerful network of sensors for real-time status updates. With 360° cameras, our experts can visually confirm, fine-tune, diagnose and solve issues remotely without even stopping the elevator, giving you unmatched stress-free reliability.

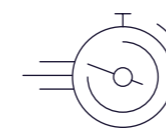
PROVEN AND RELIABLE

We are well acquainted with connected elevators. We pioneered remote servicing over a decade ago as part of Gen2. With Gen360, we've built on that proud legacy and evolved - reimagining technology for the era of smart buildings.

THE SMART CHOICE

Gen360 is more than just an elevator, it's a complete platform connected to the smart core of low to mid-rise residential and commercial buildings. Gen360 helps building and property managers maximize efficiency and improve tenant experience.

SPEED



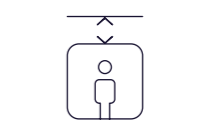
1 m/s
1.6 m/s
1.75 m/s

DUTY LOADS



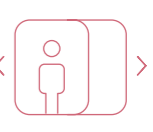
320 to
1,020

MIN OVERHEAD



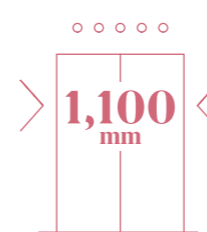
2,500 mm
up to
1.75 m/s

CAR TYPES

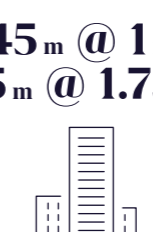


Deep
Wide
Flexible

MAX DOOR WIDTH



MAX RISE



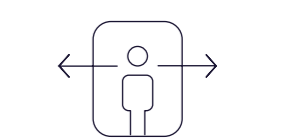
45 m @ 1 m/s
75 m @ 1.75 m/s

MAX STOPS



14 @ 1 m/s
24 @ 1.75 m/s

NUMBER OF ENTRANCES



1 or 2 opposite

Design reimagined

The Gen360 platform gives you freedom to push the boundaries of design. No protrusion required, letting you create a much simpler, more elegant and appealing flat roof design*.



Function
and
freedom

* May vary according to local regulation



Patented Gen360 foldable platform for in-car maintenance operations

BUILD, DESIGN, AND INSULATE IN A WATERTIGHT WAY

The Gen360 platform eliminates the need to perform any maintenance operation from the top of the car. As a result, you no longer need refuge space at the top of the hoistway, nor do you need a "protrusion" on the roof of the building.

- ▶ No protrusion building and waterproofing
- ▶ No roof cutting
- ▶ Better isolation
- ▶ Low overhead compatible (car height +400 mm) at 1 m/s, 1.6 m/s, 1.75 m/s*

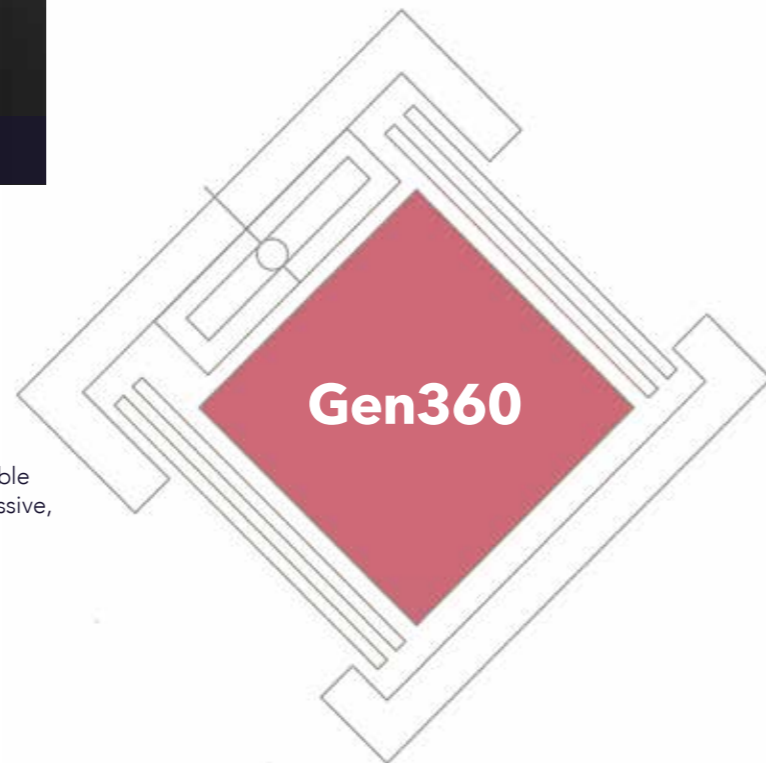
MAXIMIZE HOISTWAY EFFICIENCY

Gen360 lets you design your elevator with even more flexibility:

- ▶ Insert a 9-passenger / 700 kg car in the same standard hoistway dimensions as an 8-passenger / 630 kg car
- ▶ Adjust car size thanks to variable dimensions
- ▶ Enlarge door size up to 1,100 mm width and 2,200 mm height

DESIGN SAFE ELEVATORS IN SMALLER HOISTWAYS

Take advantage of lower overheads and reduced pit combinations without needing additional safety elements like folding balustrades. Gen360 adapts to existing buildings with advanced technology and variable dimensions so you get maximum safety - all in one impressive, compact package.



EXISTING Gen2



NEW Gen360



2,500 mm
(for a 2,100 mm
car height)*

320 mm
combined with
reduced overhead*

* May vary according to local regulation

Safety reimagined

The Gen360 platform sets new standards for safety.

Moving from mechanical to electronic, the brand-new design of Gen360's safety chain allows 24/7 monitoring, immediate situational evaluation and remote actions while increasing the overall performance and efficiency of the elevator for peace of mind.

“

**Ultra-reliable
performance**

”



Safety reimagined

GEN360 COMPLETELY REIMAGINES ELEVATOR SAFETY

We've been setting the industry standards for more than 160 years. Now, we're completely reimagining safety to deliver digitally-enhanced, seamless, reliable vertical mobility.

The Gen360 platform introduces active safeties where mechanical components are replaced by "drive by wire" electronic technology, allowing immediate remote situational evaluation and actions.



PROACTIVE SAFETY

24/7 monitoring of all main elevator components integrated into a single loop to anticipate and prevent issues



ABSOLUTE POSITIONING

to accurately monitor car position and speed in the hoistway



ELECTRONIC SAFETY ACTUATOR

replaces the mechanical speed governor, allowing it to monitor speed redundantly and automatically trigger a safety break

REMOTE RESCUE & INTERVENTION

If the elevator does stop, Gen360 electronic safeties allow immediate situational evaluation to trigger remote operations. The car is delivered to the closest floor, drastically reducing time of intervention and discomfort.

EMERGENCY TWO-WAY VIDEO CALLS*

In the unlikely event of an elevator fault, our trained staff offer immediate assistance to passengers through the in-car eView screen. We'll always be there by your side.



* May vary according to local regulation

What is "active electronic safety"?



AUTOMOTIVE AND AEROSPACE INSPIRED

"Drive by wire" is well established in the aerospace and automotive industries. Replacing conventional mechanical safeties with drive by wire systems significantly reduces the number of moving parts in the hoistway.

This frees up space, increases reliability, and monitors safety 24/7 for peace of mind.

Service reimagined

The Gen360 platform revolutionizes service and maintenance. Your tenants depend on elevators, and you depend on reliable performance. Gen360 uses highly sophisticated sensors to detect and prevent issues so you can maximize availability of your unit.

“

**Designed
for
service**

”



Service reimagined

DIGITALLY NATIVE, REIMAGINED SERVICE

The Gen360 platform goes beyond simply adding sensors. Thanks to the native integration of Otis ONE, our Internet of Things solution, Gen360 generates proactive and predictive insights. The 360° hoistway vision cameras let our experts remotely assess inside and below the car as well as door lock for quick problem diagnosis. The elevator system performance is constantly monitored and analyzed. And what's more, Gen360 provides real-time information on the health of your unit.



THAT'S MORE THAN CONVENIENT, IT'S DEEPLY REASSURING

We completely redesigned our hardware for smarter performance. With Otis ONE, data is now collected automatically and interpreted in the cloud via big data analytics. These insights feed predictive algorithms that anticipate your needs.

TURNING DATA INTO ACTIONS

Smart data keeps downtime to an absolute minimum. If an onsite visit is needed, your Otis expert will know the exact services your elevator requires.

REMOTE SERVICES

The Gen360 platform benefits from the company's unrivaled experience in remote services - gained over a decade with Otis Elite™ Service - to give you the immediate support you need.

360° VISION WITH CAMERAS

to confirm and fine tune diagnosis (door lock and under-the-car cameras).

Otis ONE IoT TECHNOLOGY NATIVE

Up to 20 sensors generate insights feeding the cloud.

NEW ELECTRONIC ARCHITECTURE

allows simpler wiring and data transmission to electronic components.



Remote support

Using Gen360's cameras, qualified technicians supported by remote experts can check then confirm or fine-tune a diagnosis straight away. Many times, they can service the unit remotely as well - often without needing to stop the elevator.

Experience reimagined

The Gen360 platform offers a smooth and entertaining ride.

You want an elevator that sets your property apart. That's why we've redesigned every aspect of the elevator journey, including the look, feel, and sound design. Because details add exceptional value for you and for passengers.

“

**Superior
experience,
outstanding
value**

”



Experience reimagined

GEN360 COMPLETELY REIMAGINES ELEVATOR PASSENGER EXPERIENCE.

The Gen360 platform delivers a smooth and entertaining ride. Your passengers will enjoy a new large in-car display, elegantly placed behind the back mirror. Our immersive sound designs enlarge space perception, and you can now choose our new Lounge Ambiance on top of the wide range of 400,000 other design configurations. To top it off, Gen360 introduces a new hall fixture range and enhanced eCall functionalities.

LOOK, FEEL AND EXPERIENCE

Gen360 adds extraordinary value to your building.



eView IN-CAR DISPLAY

Custom announcements, infotainment live feeds (news, weather...), phone land line elimination: eView is much more than just a screen. 10" standard, discover the optional large eView 18" behind back mirror.



HALL FIXTURES

Redesigned hall fixtures with greater contrast, inspired by EN 81-70.



reddot winner 2021

SOUND DESIGN

Space perception and ride are transformed thanks to sound design.

Aesthetics are pure, simple and intuitive, like our new Lounge Ambiance.



eCall

There's no need to touch elevator buttons thanks to the eCall app. Call the elevator from your phone so it's ready to go when you are.

Thanks to the power of APIs, seamlessly plug eCall into your building application.

Support reimagined

Gen360 tools save you time and resources.

Our online support tools streamline the entire process from start to finish, from drawings to specifications and throughout the lifetime of your unit.

“

**Efficient
planning,
streamlined
execution**

”



Support reimagined

SUPPORTING YOU

The Gen360 platform comes with a suite of digital tools to help you manage your elevator project seamlessly.

YOUR PROJECT STAGE

YOUR OTIS TOOL



Design

OTIS CREATE

Choose the right elevator, generate drawings, save specifications, and design the perfect interior in minutes.



Execution

CUSTOMER DASHBOARD

Track order progress and follow delivery status online 24/7.



Handover

CUSTOMER PORTAL

Get instant updates on the health, maintenance and account status of your elevator. Manage all your units in one place.

DEVELOPER PORTAL (OTIS APIs)

Connect your Otis data seamlessly to your existing building management applications.



Track performance online 24/7

THE OTIS CUSTOMER PORTAL GIVES YOU ALL THE INFORMATION YOU NEED IN ONE PLACE, RIGHT WHEN YOU NEED IT.

Real-time information:

- ▶ View account details 24/7
- ▶ Contact our teams
- ▶ Track maintenance
- ▶ Monitor the performance and health of all your units



Technical specifications

THE TRUE VALUE OF GEN360 IS BRINGING TOGETHER THE LATEST TECHNOLOGIES IN ONE COMPREHENSIVE PLATFORM TO MAXIMIZE EFFICIENCY.

WHAT MAKES GEN360 TECHNICALLY SO DIFFERENT?*

- ▶ **Maintenance from the car** EN 81&50 compliant, up to 1.75 m/s
- ▶ **Reduced overhead and reduced pit combined**
- ▶ **Full-electronic safety chain** inspired by the aerospace and automotive industries
- ▶ **Digital connectivity** – Otis ONE IoT solution native
- ▶ **Remote rescue operation** + batteries backup
- ▶ **Multiple remote servicing capabilities** supported by Otis experts
- ▶ **Car and hoistway cameras** for remote diagnosis
- ▶ **CANBus electrical architecture** and sensors feeding data in real time to optimize performance
- ▶ **24/7 bi-directional live video-link** using an Otis Line operator in case of need with eView in-car display
- ▶ **Remote call with the eCall app and API solutions**
- ▶ **Remote software updates**

MAKING EVERY LANDING A MASTERPIECE

With Gen360, you can tailor every landing to perfectly complement your building. Choose from a variety of new hall fixture designs and features. Explore design possibilities using our simple, free design tool **OtisCreate**.



* Available features may vary according to local regulations. Please contact your sales representative for more information.

MAIN EN CODE COMPLIANCE

- ▶ EN 81-20 & 50 and EN 81-21
- ▶ EN 81-28
- ▶ EN 81-58 multiple options, up to EI120
- ▶ EN 81-70 optional
- ▶ EN 81-71 category 1 optional
- ▶ EN 81-72 optional
- ▶ EN 81-77 category 1 optional

TRACTION SYSTEM

- ▶ Otis polyurethane coated steel belt system: 20 years of reliability proven over 1,000,000 installed units
- ▶ Gearless machine with synchronous permanent magnet motor
- ▶ Radial low inertia design with sealed-for-life bearings
- ▶ 2:1 underslung configuration
- ▶ 24/7 belts monitoring with Pulse

CONTROL SYSTEM

- ▶ Modular microprocessor system
- ▶ APRS (Absolute positioning system)
- ▶ PESSRAL (Programmable Electronic Systems in Safety Related Applications for Lifts)
- ▶ ESA (Electronic Safety Actuation)
- ▶ Low Voltage Architecture

DRIVE SYSTEM

- ▶ Closed loop, variable frequency
- ▶ Standard regenerative "ReGen drive" Otis technology
- ▶ Up to 150 starts / hour
- ▶ +/- 3 mm stopping accuracy

IOT SYSTEM

- ▶ Otis ONE electronics boards
- ▶ Up to 20 sensors
- ▶ Elevator 'heartbeat' monitoring every 20 seconds

LANDING DOORS

- ▶ PrimaPlus Otis manufactured standard
- ▶ Up to 1,100mm opening width and 2,200 mm opening height

CAR DOOR

- ▶ Otis Glide operator standard
- ▶ Up to 240 starts / hour as a peak



SUPPORTING THE PLANET

Gen360 also has a best-in-class energy rating. The energy consumption per day of Gen360 corresponds to an **A class efficiency from ISO 25745**.

Considering a 630kg, 1m/s, 5 stops, usage category 2 elevator. That makes it better for the environment.

For more information, please refer to our **Gen360 Environmental Product Declaration**.

EPD compliant with EN 15804 standard.

Energy Efficiency Class

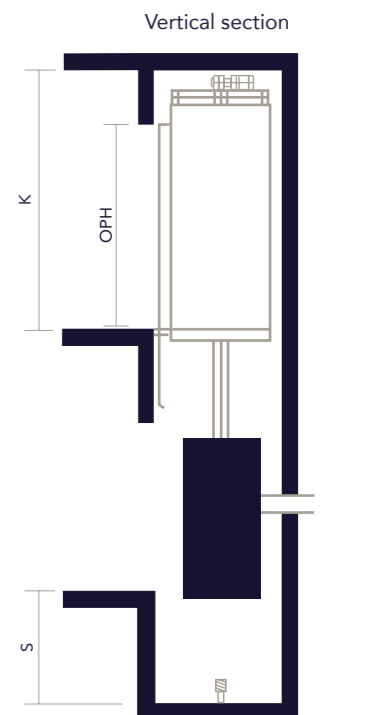
A
ISO 25745

Main dimensions

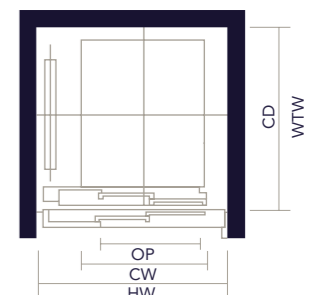
		PARAMETER	UNIT	STANDARD DIM. CARS								
DUTY LOAD		DL	[kg]	320		400		450		525	630	700
PASSENGER CAPACITY		NBPAS	-	4		5		6		7	8	9
SIZE		-	-	Deep	Stretch	Deep	Stretch	Stretch	Deep	Deep	Deep	Deep
CAR TYPE		CARTYPE	-	4D	4S	5D	5S	6S	6D	7D	8D	9D
SPEED		V	[m/s]	1				1 / 1.6 / 1.75				
MINIMUM HOISTWAY DIMENSIONS	Width	HW	[mm]	1310 (TLD700)	1360 (TLD700)	1350 (TLD700) 1365 (TLD750) 1510 (TLD800) 1770 (CLD800)	1510 (TLD700) 1510 (TLD750) 1510 (TLD800) 1780 (CLD800)	1510 (TLD800) 1515 (TLD850) 1590 (RFF TLD900) 1600/1650 (TFF TLD900) 1780 (RFF CLD800) 1790 (TFF CLD800)	1510 (TLD800)	1600 (TLD800) 1600 (TLD900) 1780 (RFF CLD800) 1790 (TFF CLD800) 1960 (RFF CLD900) 1970 (TFF CLD900)	1650	1670
				Depth	WTW	[mm]	1350	1300	1450	1350	1500	1550
CAR DIMENSIONS	Width	CW	[mm]	800	840	840	1000	1000		1000	1100	1130
				Depth	CD	[mm]	1100	1050	1200	1100	1250	1300
	Height	CH	[mm]	2100 2200	2100 2200 2300 (only OP=800)			2100 2200 2300 (only OPH=2100)				
DOOR OPENING DIMENSIONS	Height	OPH	[mm]	2000	2000 2100 (only OP=800)			2000 2100				
				Width	OP	[mm]	700	750 800	800	850 900	800	800 900
CAR BALUSTRADE		-	[mm]	No balustrade needed when Maintenance in car 900 or 1100 for standard maintenance procedure								
OVERHEAD	Reduced overhead	K	[mm]	CH+400								
	Standard overhead			CH+1220	CH+2177	CH+1220	CH+2177	CH+1220				
PIT	Standard	S	[mm]	1380		930						
	Reduced			320 (if floor recess is 5 mm) 345 (if floor recess is 30 mm)								
MAXIMUM NUMBER OF STOPS *		N	-	14 at 1m/s 24 at 1.6m/s & 1.75m/s								
MAXIMUM RISE		R	[m]	45 at 1m/s 75 at 1.6m/s & 1.75m/s								
CARS IN GROUP		GROUP	-	Up to 3								
COUNTERWEIGHT		CWT	-	With or without safeties up to 1m/s, without safeties otherwise								
VOLTAGE		VOLT	[V]	380 - 400 - 415								
FREQUENCY		FREQ	[Hz]	50 - 60								

* Please contact your local sales representative for detailed specifications, depending on configurations.

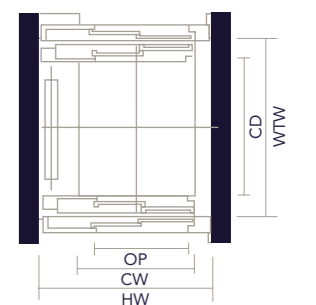
STANDARD DIM. CARS					VARIABLE DIM. CARS	
800	900	1000 1 entrance 1020 2 entrances	1000		225 to 1000	
10	12	13			3 to 13	
Wide	Wide	Deep	Stretch	Wide	Variable	
10W	12W	13D	13S	13W	VAR	
					1 (compulsory up to 5 pass.) / 1.6 / 1.75	
1895 (TLD900) 1960 (RFF CLD900) 1970 (TFF CLD900) 2075 (CLD1000) 2150 (CLD1100)	1945 (TLD900) 1960 (RFF CLD900) 1970 (TFF CLD900) 2125 (CLD1000) 2150 (CLD1100)	1600 (TLD800) 1600 (TLD900) 1960 (RFF CLD900) 1970 (TFF CLD900) 1820 (TLD1000)	1945 (TLD800) 1945 (TLD900) 1945 (CLD800) 1960 (CLD900)	2145 (TLD800) 2145 (TLD900) 2145 (CLD800) 2145 (CLD900) 2255 (CLD1000) 2400 (CLD1100)	1302 to 2222	
1650	1750	2350	1850	1650	1120 - 2915	
1760	1910	2510	2010	1810	1390 - 2510	
1350	1400	1100	1400	1600	From 800 to 1600 when low overhead From 780 to 1600 when standard overhead 10 mm steps	
1400	1500	2100	1600	1400	From 870 to 2100 when low overhead From 800 to 2100 when standard overhead 10 mm steps	
					2100 2200 2300 (only OPH=2100)	
					2000 2100 2200 (only OP=1000/1100)	
900	900 1000 1100	800 900 1000	800 900	800 900	700 (only OPH=2000) 750 (only OPH=2000) 800 850 (only OPH=2000) 900	
900 1000 1100		900	800 900	800 900 1000 1100	700 (only OPH=2000) 800 900	
					No balustrade needed when Maintenance in car 900 or 1100 for standard maintenance procedure	
					CH+400	
					CH+1220	
					Default CH+1220 Depend on CW and CD *	
					Default 930 Depend on CW and CD*	
					320 (if floor recess is 5 mm) 345 (if floor recess is 30 mm)	
					14 at 1m/s 24 at 1.6m/s & 1.75m/s	
					45 at 1m/s 75 at 1.6m/s & 1.75m/s	
					Up to 3	
					With or without safeties up to 1m/s, without safeties otherwise	
					380 - 400 - 415	
					50 - 60	



One telescoping door entrance



Two telescoping door entrances



Innovation is in our DNA

Gen360



COMPLETELY
REIMAGINED

At Otis, we keep people moving safely. In fact, we connect 2 billion people to the places that matter most to them. We're found in buildings tall and small, from low-rise residences to the Burj Khalifa Tower. We're everywhere people are on the move.

Over 160 years ago, Elisha Otis created the world's first safe elevator, making modern cities, as we know them today, possible.

We're proud to build on that legacy. Reimagining the industry Otis created.

Gen360

an industrial European footprint

BERLIN

Electronic components engineering
and manufacturing

ROISSY-EN-FRANCE

Spare parts logistic center

GIEN

Systems engineering and manufacturing
Doors engineering and manufacturing
Logistic center: assembly and shipment

SAN SEBASTIAN

Traction systems and safeties
manufacturing

MADRID

Systems engineering and manufacturing
Logistic center: assembly and shipment



Otis gives people freedom to connect and thrive in a taller, faster, smarter world. The global leader in the manufacture, installation and servicing of elevators and escalators, we move 2 billion people a day and maintain more than 2 million customer units worldwide – the industry's largest Service portfolio. You'll find us in the world's most iconic structures, as well as residential and commercial buildings, transportation hubs and everywhere people are on the move. Headquartered in Connecticut, USA, Otis is 69,000 people strong, including 40,000 field professionals, all committed to meeting the diverse needs of our customers and passengers in more than 200 countries and territories. To learn more, visit www.otis.com and follow us on LinkedIn, Instagram, Facebook and Twitter @OtisElevatorCo.

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