HYUNDAI ELEVATOR

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COVER STORY

Hyundai Elevator, captivating China with perseverance

How the company won the LERTHAI Center contract in Shijiazhuang, China

HOTISSUE

Blazing new trails, ROADS taken by Hyundai Elevator

HDEL PEOPLE

Running full speed ahead for a global Hyundai Elevator, the Global HR Team!

A HYUNDAI ELEVATOR

Cover Story

Hyundai Elevator, captivating **China with perseverance**

How the company won the LERTHAI Center contract in Shijiazhuang, China



In May 2012, Hyundai Elevator won a contract to install 10 elevators, including ultra-high speed elevators, at the 'LERTHAI Center' in Shijiazhuang, a new industrial area located in the Huabei District of Hebei Province, China. The LERTHAI CENTER is a site which holds significance in that it represents the first instance of a Korean company exporting ultra-high speed elevators to the Chinese market. In this edition, let's see how Hyundai Elevator won the LERTHAI Center contract.

Korean ultra-high speed elevator technology is recognized in China

The 'LERTHAI Center' opened on December 18, 2012, as a large multi-purpose complex located in the core business district on Zhongshan road in Shijiazhuang. Covering a total construction area of 620,000m², the Center has four buildings featuring a five-star hotel, large shopping malls, various cultural facilities, luxury offices and apartments. Among the four buildings at the Center, Hyundai Elevator supplied 10 elevators (4 units x 3.5m/s, 2 units x 3m/s), including four ultra-high speed elevators (6m/s) inside the Center's 29-story office building (179.8m).

The elevators installed at the LERTHAI Center featured a Destination Selecting System (DSS). DSS can increase the efficiency of elevators at the office building, which experience frequent movements, and help save travel time as well as energy.

Also, at the time of installation, Hyundai Elevator received a lot of attention as it introduced an elevator Glass Door for the first time in the Chinese elevator market. Moreover, the company earned good reviews thanks to the outstanding quality of the interior design and materials used in its cars. Currently, Hyundai Elevator operates a 24-hour personnel service at the LERTHAI Center in Shijiazhuang and maintains the elevators perfectly in an attempt to continue building trust with its clients.



Earning the trust of clients with Hyundai Elevator's unwavering perseverance.

The LERTHAI Center features elevators from not only Hyundai Elevator, but also the three major global elevator companies. When the elevators were being installed in 2012, the client requested that construction elevators be installed within 50 days of disassembling the temporary external lifts. Upon receiving such a request, Hyundai Elevator was the only company to install a 3m/s elevator in just 40 days. In doing so, the company enabled the LERTHAI Center to transport items including interior materials which, in turn, helped it earn the client's trust. The trust earned from customers helped Hyundai Elevator win an additional contract at the LERTHAI Center's Dangshan construction site. This mega project included installing 138 elevators (72 EL units, 66 ES units).

Mini Interview 'Perfect cooperation between Korea and China'

Hyundai Elevator's Shanghai subsidiary and corporate headquarters in Korea worked together to turn the LERTHAI Center project into a success. The Beijing branch office put in a lot of hard work to win the LERTHAI Center contract beginning in March 2011. There were



Beijing branch office employees

plenty of difficulties as Hyundai Elevator was an unknown entity in the Shijiazhuang region at the time. Nevertheless, the Beijing branch office did not give up and worked relentlessly to help the company win the LERTHAI Center contract. Also, Hyundai Elevator's corporate headquarters in Korea dispatched personnel to host countless briefings introducing the company, research and development activities, technology, management, performance results, etc. and help win the contract. In particular, the company persuaded the clients by showcasing a real DSS product. The LERTHAI Center holds significance in that it is where Hyundai Elevator won its first contract to install ultra-high speed elevators, based on collaboration between the company's agency in China and its corporate headquarters in Korea.

HOT issue

Blazing new trails, **ROADS** taken by Hyundai Elevator

In spite of being only present in the market for just 30 years, Hyundai Elevator, thanks to its remarkable technology that is on par with the best in the world and which has allowed for the rapid growth of the company, is now competing toe to toe with global elevator companies with histories of more than 100 years. Let's take a look at the path which Hyundai Elevator took so far to become a global elevator company and also identify the ways in which the company can become the world's leading elevator company in the future.

Creating history with first-ever, best-ever achievements

Hyundai Elevator has written a new history for elevators in Korea with countless first-ever, best-ever records. Taking on challenges to become the first-ever and best-ever, that was the motor that made the Hyundai Elevator of today.



Developed Korea's first MRL (1999)

- Developed a Machine-Room-Less(MRL) Elevator for the first time in Korea
- Overcame altitude and building skyline limitations without a machine room



Developed the world's fastest 18m/s elevator (2010)

- Developed an elevator capable of achieving the world's fastest speed at 18m/s
- Acquired technical capacity on par with the world's top-5 elevator companies



elevator capable of traveling at 10m/s in Korea (2014, Korea BIFC)

- 3 floors below ground, 63 floors above ground

Installed and operated the first

Adopted the 'streamlined capsule cage' technique



Installed and operated the first doubledeck elevator in Korea (2015, LG U+)

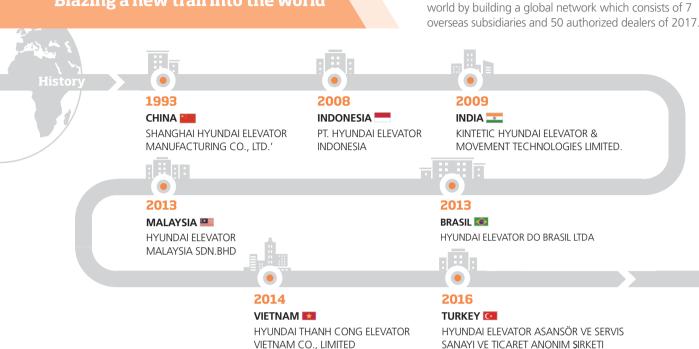
- 7 floors below ground, 21 floors above ground
- Used a power regenerative inverter to reuse energy generated during operation



Installed and operated the longest escalator in Korea (2015, Daegu Shinnam station)

- 3 floors below ground, 2 floors above ground, total 57m
- Transporting capacity of 6750 persons/hour

Blazing a new trail into the world



Wherever Hyundai Elevator goes, that becomes the way

An elevator stands by at the time and floor the passenger wants.

Before the passenger detects a malfunction, the elevator recognizes the issue and repairs itself.

It predicts when to replace the elevator parts and forecasts failure patterns.

The engineer responds to such information and inspects the elevator in advance.

Hyundai Elevator is at the forefront of introducing 'PRIMA,' an artificial intelligence management system which includes the above features. Unlike the existing 'After Service' system, where engineers are dispatched upon receiving a malfunction report/notification after the malfunction occurs, the 'PRIMA' system recognizes and predicts any symptoms of malfunctions based on the analysis of big data. This enables engineers to service the elevators before any malfunctions occur. In addition, the possibility of the elevator being out of order or not being operational due to the supply and delivery of missing parts after engineers are dispatched is low since parts inventory management is performed in advance. Also, by allocating the inspectors best suited for the task, the workforce can be managed efficiently and inspections/repairs can be completed faster, making the out of service time experienced by customers close to zero.



PRIMA is expected to work in conjunction with the Hyundai Customer Care Center(CCC) and bring new changes to the elevator management service sector with preemptive services replacing the existing responsive services. As we integrate IoT technology in elevators, they will become more than just a means of vertical transport. Rather, they will predict the movement of passengers and help them move as quickly and conveniently as possible. Not only that, a safe management solution will help elevators evolve one step further. Hyundai Elevator, which blazed many trails in elevator technology over the past three decades or so, is opening up another new path for elevator management services with PRIMA. Wherever Hyundai Elevator goes, that becomes the way.

Since Hyundai Elevator established its Shanghai

corporation in 1993, it has pioneered a path into the

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Hyundai Elevator hosts 'Core Value Best Practice' awards ceremony for the first half of 2017



The Core Value Best Practice awards ceremony for the first half of 2017 got under way on July 27 at Hyundai Elevator's corporate headquarters in Korea. The 'Core Value Best Practice Award' is part of the company's efforts to internalize its corporate vision. Hyundai Elevator created the Award to motivate employees to execute core values and to bolster the company's ability to implement and take actions in accordance with its values. At the awards ceremony, a total of 6 teams were selected. The Awards were conferred to both the team and individual who were the first to engage in best practices in the company. Hyundai Elevator will award best practices twice a year - once each in the first and second half of the year - to identify and promote best practices for core values pertaining to the company's vision: Service Excellence, Global Competence, and Respect Talent.



Dawn of a 'New World', a Smart Factory construction project



'New World', a TDR project to build Hyundai Elevator's Smart Factory, went into action with a kick-off event on June 22. The project will build an innovative system by researching smart factories and finding ways the company can utilize such factories. At the kick-off meeting, Bob Jang - CEO of Hyundai Elevator - reminded executives and staff saying, "Make sure we build an innovative system so that Hyundai Elevator's Smart Factory attracts attention not only in Korea but also in the global elevator industry."



Members of the Bangladesh Association of Construction Industry visit the Hyundai Asan Tower



Members of the Bangladesh Association of Construction Industry visited Hyundai Elevator's headquarters in Korea on September 8. The delegation that featured architects participating in a number of major projects in Bangladesh was invited to visit the Hyundai Asan Tower at the corporate headquarters in Korea. There, they had the opportunity to witness the excellence of Hyundai Elevator's high-speed elevator technology in person. Meanwhile, Hyundai Elevator currently sells elevators through a local Bangladeshi dealership called Edgework. In 2016, it agreed to contracts for 150 units worth USD 4 million. In 2017, it aims to sell more than 200 units and achieve USD 7 million in orders.



Shanghai subsidiary becomes member of the Real Estate Industry Federation in Hunan Province



In August, Shanghai Hyundai Elevator signed up as a member company of the Real Estate Industry Federation in Hunan Province, which features more than 300 member companies including some of the largest private subsidiaries in China such as the Wanda Group, Zongwe Group, and Daihan Group. The Real Estate Industry Federation in Hunan Province carries out procurement-related operations for member companies and arranges regular meetings between construction companies and suppliers. By becoming a member of the Real Estate Industry Federation in Hunan Province, the Shanghai subsidiary expects to collect information related to the construction industry in Hunan Province effectively and to promote the company's brand based on active interactions with local construction companies.



Hyundai Elevator hosts its 2017 Summer Global Internship program



Hyundai Elevator introduced a global internship program for the summer of 2017. In June, eight interns were accepted for an internship program. Outstanding international university students from countries including Turkey, Vietnam, Indonesia, Malaysia, and India - countries where the company has established its overseas subsidiaries - currently studying in Korea were selected for the program. These interns worked for approximately eight weeks between July 6 and August 31. The program involved working in the morning and attending lectures, completing individual assignments in the afternoon. On August 30, the interns were evaluated on their work performance and presentations on their individual assignments during the internship period.



Shanghai subsidiary takes part in activities to promote elevator safety hosted by Shanghai Elevator Trade Association



On August 16, Shanghai Hyundai Elevator took part in activities to promote elevator safety hosted by the Shanghai Elevator Trade Association. The event got under way under the supervision of the Shanghai Municipal Bureau of Quality and Technical Supervision. Led by Head of the Shanghai subsidiary Son Seung-soo, more than 10 employees joined the event and promoted elevator safety. With its decision to participate in activities to promote safety, the Shanghai subsidiary will be more active in CSR activities in China.

News about Orders

Hyundai Elevator, which is close to us everywhere in the world!



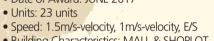
- Project Owner: East Aluminium
- Site: ROAD NO.2819, SEEF, MANAMA
- Date of Award: JULY 2017
- Units: 6 units
- Speed: 4m/s-velocity
- Building Characteristics: LUXURY RESIDENCE



ECO SANCTUARY

- Project Owner: Eco Sanctuary Sdn Bhd
- Site: KOTA KEMUNING, SELANGOR
- Date of Award: JUNE 2017

- Building Characteristics: MALL & SHOPLOT







SM CITY URDANETA 2

- Project Owner: SM Prime Holdings, INC.
- Site: URDANETA CITY, PANGASINAN
- Date of Award: JULY 2017
- Units: 12 units
- Speed: 1m/s-velocity, 1.5m/s-velocity, E/S
- Building Characteristics: MALL



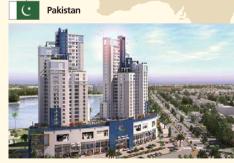
EMPIRE

* Panama

- Project Owner: SBA DEVELOPERS
- Site: PANAMA CITY
- Date of Award: JULY 2017
- Units: 5 units
- Speed: 3.5m/s-velocity, 3m/s-velocity
- Building Characteristics: RESIDENCE







ET520 ADEY ABEBA 2

- Project Owner: NOAH REAL ESTATE PLC
- Site: AYAT, OUTSKIRTS OF ADDIS ABABA
- Date of Award: JUNE 2017
- Units: 13 units

Ethiopia

- Speed: 1.5m/s-velocity
- Building Characteristics: APARTMENT

COM 3

- Project Owner: Dha Karachi
- Site: COM BUILDING, KARACHI
- Date of Award: JUNE 2017
- Units: 6 units
- Speed: 2m/s-velocity, 1.75m/s-velocity
- Building Characteristics: COMMERCE & RESIDENCE

HOTEL MERCURE LAMPUNG

- Project Owner: PT Pilar Mas Bersama
- Site: INDONESIA LAMPUNG
- Date of Award: JULY 2017
- Units: 41 units
- Speed: 3.5m/s-velocity, 3m/s-velocity
- Building Characteristics: HOTEL



METROPOLIS

- Project Owner: Ingeurbe & Cumbrera
- Site: BOGOTA
- Date of Award: MAY 2017
- Units: 33 units
- Speed: 1.75m/s-velocity, 1m/s-velocity, E/S, M/W
- Building Characteristics: SHOPPING MALL

Words of welcome and appreciation



For this edition's "Let's Learn" global intern special, interns who worked on projects in different departments across the company for a two-month period between July and August share a few simple words of welcome and appreciation in their native languages.

KOREAN



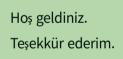


English



Welcome to Hyundai Elevator! Thank you!

Turkish







Vietnamese



Chào mừng các ban đến với thang máy Hyundai. Xin cảm ơn

Indonesian, Malaysian



Selamat Datang. Terima Kasih.





Running full speed ahead for a global Hyundai Elevator, the Global HR Team!

In this edition of HDEL PEOPLE, we meet with the Global HR Team which manages all personnel working in Hyundai Elevator's overseas corporations across the globe. Although the Global HR Team comes under the purview of the company's headquarters in Korea, it spends more time overseas than in Korea given the fact that it has to manage corporate bodies in several different countries.







Key Operations for overseas subsidiaries by the Global HR Team

Human resources planning



Human resource management



Manage recruitment/personnel changes (dispatch, supplement)/ retirement, promotions, compensation (salary and bonus, benefit)

Organizational culture



Execute various programs such as employee satisfaction surveys, rewards/disciplinary actions, grievance handling, etc. to boost morale and satisfaction among employees





Who works at the Global HR Team?

Positioned directly under HR division inside the CHO, the 3-person Global HR Team is led by Team Manager Vivianne Park and includes Assistant Manager Dae-won Kim, and Staff Member Julie Seo. The Team works together with HR managers at each corporate body overseas. Currently, more than 1,500 Hyundai Elevator employees are working overseas. The Global HR Team manages human resources affairs including recruitment, promotion, and salary management. It also plans human resources-related items such as the establishment of new human resource systems, workforce sourcing plans, etc. in addition to a variety of programs in support of the company's organizational culture such as rewards, grievance handling, etc. The Global HR Team's strength lies in its 'understanding of others.' Using English - the common language of the world today - as standard, the Global HR Team engages in its work with a mindset geared towards accepting and understanding differences between different people so that employees with diverse cultural backgrounds from around the world can come together in pursuit of a common goal.

Future Aspirations of the Global HR Team

Thanks to the company's global policy, the number of overseas employees is expected to increase moving forward, and the company's overseas expansion strategy will be further strengthened. At present, there are plenty of areas that must be improved in the HR sector including the Global Standard system that can support the expansion of overseas sales, corporate culture based on diversity, and job performance under the Global Business Operating system. The Global HR Team(GHR) will establish a GHR Governance System that will enable the corporate headquarters to function as a Center of Excellence (COE), while the local HR departments function as a Strategic HR Business Partner. To do so, GHR must establish standards and set aside areas that require localization. Responsibilities must be divided in detail between the GHR and local HR departments. As the COE, GHR at

the corporate headquarters must provide principles and the direction of HR policies at a global level. The GHR must also communicate core values and the corporate culture.

In addition, the local HR departments must implement specific HR systems and processes linked to each corporate business strategy according to COE standards and principles. Local HR departments must coordinate and execute the universal HR program in accordance with the circumstances prevailing in local markets. As such, the corporate headquarters in Korea and local HR departments will complement each other and establish the necessary foundation for Hyundai Elevator's GHR Governance System. By doing so, the GHR team hopes to do its best to help Hyundai Elevator take the next leap forward as a global company.

Vision for human resources, from HR Managers at each subsidiary

MALAYSIA



Wong Keng Keong General Manager of Finance & HR

Our Human Resources Department vision is to support our Company's growth through developing an effective Human Resource Management and to provide a safe & stable working environment to all staff with equal opportunity for personal growth. We are committed to promoting a healthy working culture that respects & values employees from different backgrounds and make us the preferred employer amongst our competitors.

VIETNAM



Nguyen Chi Nhan Manager of HR & Admin Department

Our company can only operate well when we have a qualified team with good Attitude (loyalty, high responsibility, customer oriented...), excellent Skill and Knowledge of job. To do this, top management should have a smart strategy which focuses on People and put the HR role at the head. I do hope our HR team can build up an effective HR management system and can share best practices with each other to improve our Hyundai member's competency for a strong Group.

INDONESIA



Listi Andriani HR & GA Department Head

It is the mission of human resources to support of our company's values, vision, mission and the meeting of its goals through its most valuable resource - its PEOPLE. * We will do this by: Recruitment of qualified individuals. Retention of valuable employees. Training, development and education to promote individual success and increase overall value to the organization. A safe and healthful working environment. Inspiration and encouragement for a high level of employee morale through recognition, effective communication and constant feedback. Resources for administering benefits, policies and procedures.

CHIN



Choi Ji-RyongDirector, Human Resources Department

The HR Department at our company's Shanghai corporation will work extremely hard to help Hyundai Elevator crack the Top-3 in China's elevator industry by securing talented individuals with a systematic human resources system and competitive compensation structure. In addition, we will build/ supplement our human resources system which covers personnel regulations, promotion systems, compensation systems (salary and welfare system), development pathways, and Leadership Pipeline to offer highly professional human resource services. By doing so, we will help executives make policy decisions and create a great company wanted by its employees.

IOKKE



Didem Hacipasaoglu Human Resources Manager

It's the people in an organization that carry out many important work activities. So our vision is to organize this asset in order to make them effectively perform their activities by considering company strategy. As Hyundai Elevator Turkey, we are trying to put the systems in place for a strong future. For a strong future, first we need strong roots. Therefore, HR's main aspiration is to re-build the organization and have a good talent management system.

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Safety rules for service (installation) 'work attire in the field'

At the installation site, safety equipment must be worn to ensure the safety of workers. Also, the outward appearance of installation sites reflects directly on the image of the company. Neat attire can give customers confidence, therefore all employees must wear their designated uniforms and badges. In this edition, let's take a look at the on-site attire employees must comply with during installation processes.

Work attire in the Field



Must wear all safety equipment while performing work operations.



Be careful not to produce any odors from alcohol, food, cigarettes!



Wear uniforms designated for each season, display name badges under the logo on the left-side chest area (align the center of the logo with the center of the badge)!



Keep uniforms, safety helmets, and safety shoes free of any contaminants, and arrange shoe laces to ensure they do not become undone.



Check the quality and quantity of clothing provided by the company in advance to maintain the cleanliness of uniforms.

Type of safety equipment



Safety Helmet



Safety Belt



Safety Shoes



Ear Plugs



Protective Mask



Gaiters



Goggles



Fall Prevention Device (Cobra)



Insulated Gloves



Dust Mask



Door-blocking Device



Safety Screen

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