

Kaohsiung, Taiwan



# Intelligent Quality

**We insisted on the best quality, performance and service.**

As a landmark in southern Taiwan, the T&C Tower demanded excellent quality in every detail. The 85-story building's main tenant is the Grand Formosa Kaohsiung hotel, but it also contains offices, apartments, and a department store. As Chairman K. P. Cheng explains, "We are proud to be the tallest hotel with the best facilities in Taiwan, and of course provide the best service quality for our customers." When it came to the elevators, Mr. Cheng recalled the excellent quality and service of Mitsubishi elevators from his time as a graduate student in Japan. "Therefore, in the early planning stage of the building many years ago, I strongly recommended Mitsubishi Electric/China Ryoden. As I look back today, the performance and quality prove that we made the right decision." The super high-speed 600 meters-per-minute elevator is particularly impressive. "While the passengers are still amazed by the starry ceiling show, the elevator arrives at the 75th floor in just 43 seconds!" The elevators underwent a rigorous test during the severe 921 Chi-Chi earthquake in Taiwan in 1999. "The elevators resumed operation within a short time. The event really proves that Mitsubishi elevators deserve the term 'total quality.'" As far as Mr. Cheng is concerned, Mitsubishi elevators "are simply the best."



The elevator halls are spacious and filled with light.



The luxurious lobby floor of the Grand Formosa Kaohsiung.

Mr. K. P. Cheng  
Chairman, Grand Formosa Kaohsiung  
Taiwan

## Smooth Speed for Taiwan's Tallest Tower

While the high-speed elevators in the T&C Tower run at 600m/min., the ride is so smooth that passengers hardly feel they are moving. In addition, the AI-2100 system applies artificial intelligence to optimize service efficiency: reducing waiting times, relieving traffic at busy floors, saving energy and cutting running costs. Like the human brain, the AI-2100 system predicts traffic flow patterns and selects the ideal elevator car response and operation patterns.

## High-Tech Elevator Design

The high-speed elevator boasts a revolutionary high-tech design to match its speed. The ceiling becomes a planetarium during the ride. The elevator is bright as the passengers board, but during the ride, the ceiling gradually darkens to "black light" and displays a luminous image of the Milky Way. In the 43 seconds it takes to reach the observation floor, the ride experience is further enhanced by the informative altimeter, speedometer and floor level displays. The speedometer shows the actual speed in increments of 10m/min. up to the maximum of 600 m/min. In addition, Mitsubishi is also proud of the elevator walls finished with our special three-coat paint process. The client was

particularly pleased by the remarkable level of gradation in the wall finish.



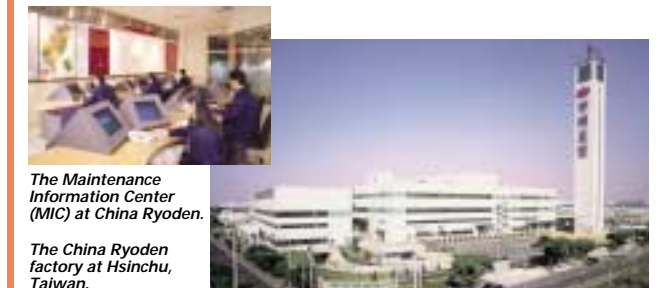
The starry ceiling display shows actual speed and altitude in real time.

## Forty Years of Superior Quality Elevators

China Ryoden has been selling Mitsubishi elevators for over 40 years, and has marketed over 30,000 elevator and escalator units in Taiwan. The Hsinchu Works, the largest and most advanced elevator factory in Taiwan, features fully integrated manufacturing systems that allow rational, efficient automated production of high-quality products. The ultra-modern, non-polluting plant features a high-tech design that improves efficiency, lowers costs, and increases product quality. The 84-meter test tower is the tallest in Taiwan and allows systematic testing of new products. The plant's highly trained staff further ensures that China Ryoden continues to build efficient, safe and comfortable elevators.

## Maintenance Information Center (MIC)

China Ryoden has always been dedicated to supplying quality elevators with continuous after-sales service. The computerized MIC monitors its information network island-wide, and offers a 24-hour emergency service. Maintenance staff are dispatched the moment a telephone call-out indicates that a problem has occurred on a serviced elevator. The MIC is committed to constantly improving its technology and maintenance services. Ceaseless service and a commitment to technical support have enabled China Ryoden to achieve the highest service quality in the industry.



The Maintenance Information Center (MIC) at China Ryoden.

The China Ryoden factory at Hsinchu, Taiwan.

- Saving energy and space
- High-efficiency transport mechanism
- Environment-conscious industrial waste treatment

### EFFICIENCY

### COMFORT

- Comfortable, quiet ride
- Smooth door operation
- Welfare-awareness / Universal design

### SAFETY

- Riding and boarding safety
- Safety in emergencies
- High reliability
- Safe service spots

**Number One for Quality**

Quality  
in Motion

ELEVATORS AND ESCALATORS

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