

INDUSTRIAL CRANES
NUCLEAR CRANES
PORT CRANES
HEAVY-DUTY LIFT TRUCKS
SERVICE
MACHINE TOOL SERVICE

CARE PROGRAM

KONECRANES[®]
Lifting Businesses[™]

PREVENTIVE MAINTENANCE SERVICES



KONECRANES SERVICE

We provide specialized maintenance services and spare parts for all types and makes of industrial cranes, hoists, machine tools and port equipment - from a single piece of equipment to entire operations. Our objective is to improve the safety and productivity of your operations.

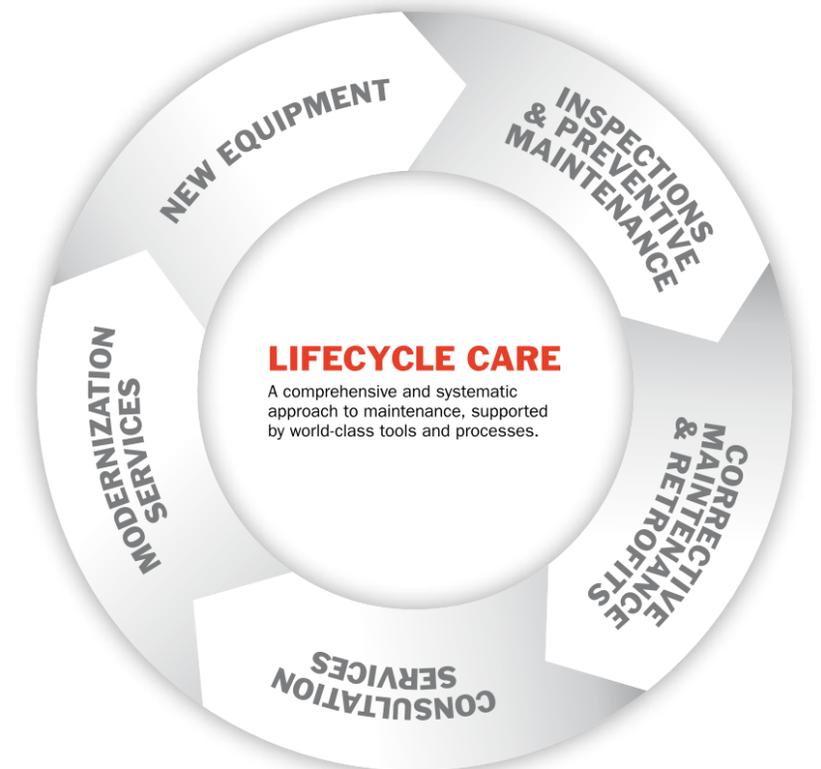
To help boost the performance of your operations, we offer five service programs. From the first CONTACT, to our professional evaluation of the CONDITION of your equipment, to preventive maintenance and consultation services that provide optimal CARE, Konecranes will tailor a service program to lift your business. When a mutual COMMITMENT to maintenance outsourcing or COMPLETE maintenance and material handling outsourcing is required, Konecranes has the experience and resources to help you meet your business objectives.

MORE THAN 11,000 EMPLOYEES	 600 LOCATIONS WORLDWIDE
4,000 HIGHLY-SKILLED SERVICE TECHNICIANS	 ACTIVE IN ALMOST 50 COUNTRIES
MORE THAN 2,400 SERVICE VANS	MORE THAN 6,000 REMOTE CONNECTIONS
 430,000 PIECES OF EQUIPMENT UNDER MAINTENANCE SERVICE AGREEMENT	1.75 MILLION ANNUAL SERVICE CALLS
	6,200 DEDICATED SERVICE PEOPLE

OUR APPROACH TO MAINTENANCE

Lifecycle Care results in highest lifecycle value - maximizing the productivity of uptime and minimizing the cost of downtime.

Our crane experts apply a systematic Risk and Recommendation Method and a consultative, planning and review process to drive continuous improvement in safety and productivity.



Inspections and Preventive Maintenance identify risks and improvement opportunities and support compliance.

Corrective Maintenance and Retrofits address safety and productivity issues and capitalize on improvement opportunities.

Consultation Services guide decision making, uncover critical issues and maximize the return on investment.

Modernizations prolong the economic service life of equipment.

New equipment for new installations or replacing old equipment.



CARE PREVENTIVE MAINTENANCE PROGRAM

Lifecycle Care is Konecranes approach to maintenance. The foundation of Lifecycle Care is our CARE Preventive Maintenance Program. We will tailor the program to your operations taking into account crane usage, operating environment, duty classification, manufacturer's recommendations and local regulations.

SERVICE PRODUCTS TAILORED TO YOUR EQUIPMENT AND HOW YOU USE IT

MAINMAN™ Planned Maintenance

Visual checks and routine maintenance work such as adjusting and lubricating are performed to help satisfy manufacturer's maintenance instructions.

Compliance Inspections

Where applicable, these inspections are designed to satisfy regulatory requirements. Our inspectors and technicians are trained and experienced with your local regulations.

TRUCONNECT® Remote Monitoring

Where available provides you with usage data to supplement your preventive maintenance program.

RISK AND RECOMMENDATION METHOD

Using this method, we assess and prioritize safety, production and undetermined risks and identify improvement opportunities. We then provide recommendations to improve your safety and productivity via our consultative reviews.

CONSULTATIVE APPROACH

Safety Review

Our goal is to inform you of detected safety-related faults or issues before the technician leaves your site or before your equipment is returned to production.

Visit and Service Reviews

These consultative discussions provide you with insight into inspection and maintenance findings and recommended actions.

Business Review

We will meet with you to go over your current maintenance program and all crane- and hoist-related expenditures. We will also provide action plans and recommendations. The goal is to optimize your maintenance spending and demonstrate a return on investment with Konecranes.

FULL ACCESS TO INFORMATION

Our customer portal is an easy way to access relevant and up-to-date service information. It allows you to view your inspection and service reports as well as service requests and history.

FULL RANGE OF SERVICE PROGRAMS

JUST THE BASICS

CONTACT

On-Demand Service

We can respond quickly when you CONTACT us for parts, breakdowns and other short-term needs.

CONDITION

Inspection Program

If you are not ready to outsource your preventive maintenance, our CONDITION inspection program can help you comply with your local statutory inspection requirements and/or support your own in-house maintenance actions.

BEYOND PREVENTIVE MAINTENANCE

COMMITMENT

Maintenance Program

For customers that recognize the benefits of broad-scope maintenance outsourcing, our COMMITMENT maintenance program can be tailored to your requirements.

COMPLETE

Maintenance & Operations Program

For customers that are looking to outsource their entire material handling process, including operations and maintenance, our COMPLETE maintenance & operations program may be the answer.

“It’s indispensable to have a service provider you can depend on to maintain your operations. For the 25 years I’ve been at Karmax, they have provided us excellent, timely service.”

Karmax Heavy Stamping, division of leading automotive supplier Magna International, Inc.



SUPPLEMENT YOUR MAINTENANCE PROGRAM

We help you enhance the safety and productivity of your operations with a variety of innovative technologies and consultation services.

TAKE A LOOK AT WHAT'S HAPPENING INSIDE YOUR CRANE

Visual inspections are essential to the health of your crane, but what you don't see can hurt. Konecranes Critical Components Assessment takes a deeper look at the working parts of your crane.

- The **Gear Case Inspection** assesses the internal gear case components and is designed to uncover issues that may lead to hoist gear failure.
- The bottom block is made up of many internal components that are critical to carrying your loads. The **Hook/Shank Inspection** is designed to look for wear and cracks that could lead to failure in any of these components.
- The **RopeQ™ Magnetic Rope Inspection** has been designed to assess the condition of a wire rope including internal wires, strands and core that are not readily visible.

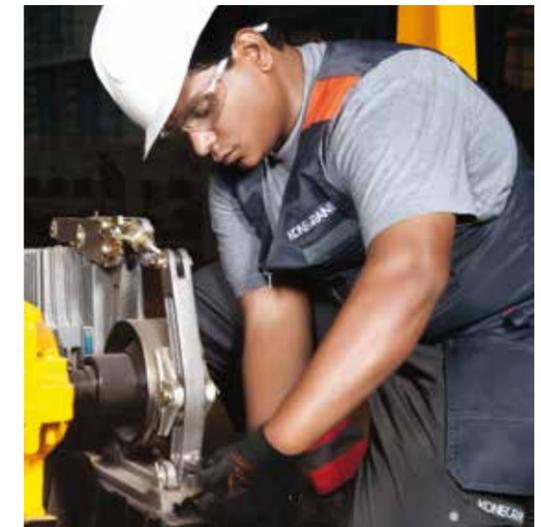
HOW MUCH LIFE IS LEFT IN YOUR CRANE?

The **Crane Reliability Study** looks at the current condition and remaining life of your crane. A team of trained and experienced Konecranes specialists gather detailed information about your crane, perform an inspection using specialized tools and methods and conduct an engineering analysis.

KEEP YOUR CRANE RUNNING SMOOTH AND STRAIGHT

Cranes that are straight, square and aligned experience less repair costs and are more reliable. CraneQ and RailQ work together for a total look at crane and runway geometry.

- A **CraneQ™ Crane Geometric Survey** provides accurate information detailing the alignment of wheels and the square of your crane.
- A **RailQ™ Runway Survey** typically utilizes a remote-controlled robot trolley which runs along the rail collecting information. The data is presented in reports that help visualize problem areas.



TRAIN YOUR PEOPLE FOR SAFETY AND COMPLIANCE

Crane operator training provides participants the working knowledge to assist in reducing operator errors which may lead to unnecessary downtime. Operator training can also provide additional knowledge to help avoid possible serious injury to personnel caused by improper crane operation.

SPARE PARTS FOR ALL MAKES

Konecranes is the OEM for many of the best known brands of lifting equipment as well as one of the largest single source suppliers for parts of all makes. We have dedicated in-house manufacturing and extensive engineering services to supply you with obsolete or unavailable parts.

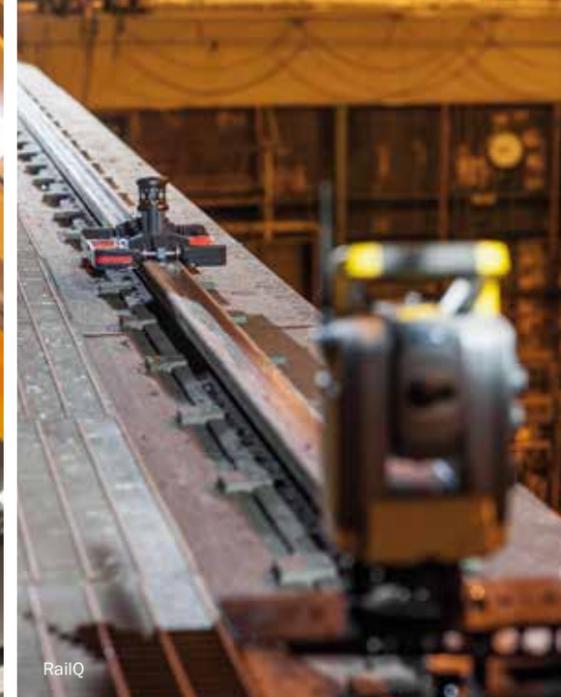
REAL-TIME SERVICE

Applying the Industrial Internet to lead the evolution of Service through remote monitoring, diagnostics, analytics and usage-based predictive maintenance. Providing real-time visibility and a unique customer experience.

TRUCONNECT® is our suite of Remote Service products connecting data, machines and people.



Training



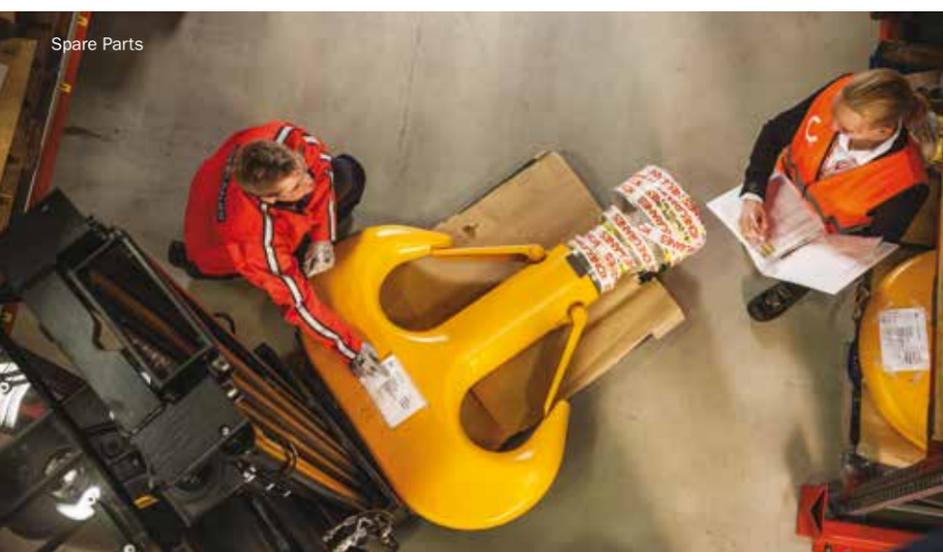
RailQ



Crane Reliability Study



RopeQ



Spare Parts



INDUSTRIAL
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HEAVY-DUTY
LIFT TRUCKS



SERVICE



MACHINE
TOOL
SERVICE



Konecranes is a world-leading group of Lifting Businesses™ offering lifting equipment and services that improve productivity in a wide variety of industries. The company is listed on NASDAQ OMX Helsinki Ltd (symbol: KCR1V). With over 12,000 employees at more than 600 locations in almost 50 countries we have the resources, technology and determination to deliver on the promise of Lifting Businesses™.

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