

Get ahead of maintenance. Stay ahead of cost.



DATA-DRIVEN
SERVICE
AGREEMENTS



Why this matters

Close to a fifth
of a terminal's
operating
budget goes
on maintenance.

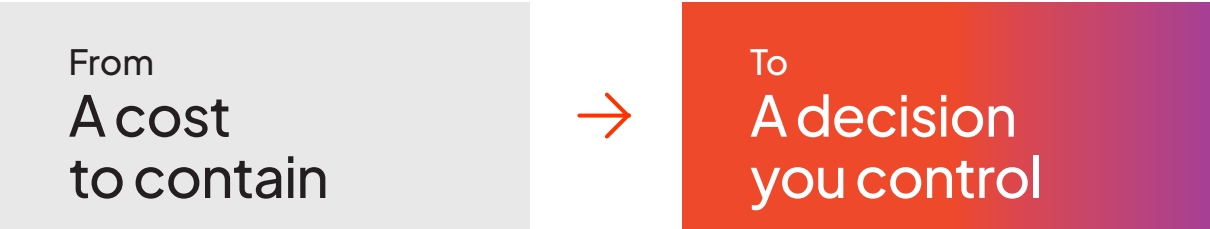
Maintenance strategy shapes the four things that matter most: uptime, throughput, asset life and total cost of ownership.

In most terminals, maintenance is still managed as a cost to contain: compliance ticked, completions logged. What that spend actually delivers is rarely measured. Konecranes Service Programs change that.

~20%
of a terminal's operating budget

A better maintenance approach delivers more than a bigger maintenance budget. The right program raises uptime, extends asset life and brings total cost down.

The shift Service Programs make



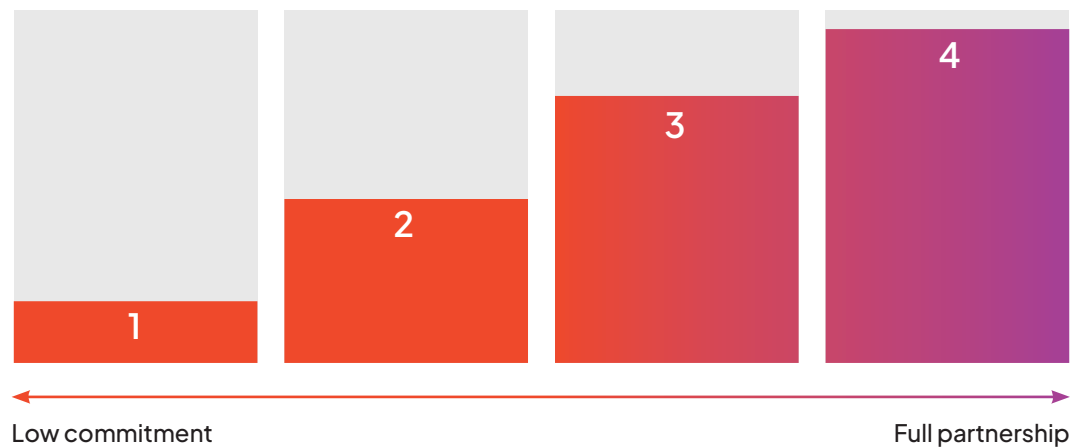
Maintenance stops being a line item you absorb and becomes something you actively manage.

The four programs

Start where you are. Build as you grow.

Many terminals start with **CONDITION**: a low-cost way to get a clear read on crane health, then build from there. Others move straight to **COMMITMENT** or **CERTAINTY** because their scale demands it. Each program fits where you are today, and grows with you over time.

Who carries the responsibility



1 **CONDITION**

Low commitment

Your in-house team leads. Konecranes provides OEM inspection, certified calibration and formal risk documentation.

2 **CARE**

Foundational

Konecranes takes over preventive maintenance. Parts, remote support and reviews are included as standard.

3 **COMMITMENT**

Intermediate

Availability is written into the contract. Corrective maintenance and Predictive Services are included. Konecranes shares accountability for performance.

4 **CERTAINTY**

Full partnership

Konecranes takes complete responsibility for uptime. One agreement covers all parts, all risk and all cost.





PROGRAM 1



CONDITION

Visibility

Know the true condition of every crane in your fleet.

For teams that maintain their own cranes but want OEM eyes on the fleet.

CONDITION is built for teams that want to keep maintenance in-house while getting an OEM-grade read on equipment condition, safety and emerging risk. Konecranes sets a documented baseline with you, measured against how the equipment was engineered to perform.

The inspection is the starting point. The value is catching a fault while it's still small, and having better information than anyone else can give you when you decide what to do next.

Best suited to

In-house teams that want OEM-grade safety assurance and early sight of risk, without handing over operational control.



PROGRAM 2



CARE

Reliability

Replace reactive maintenance with planned reliability.

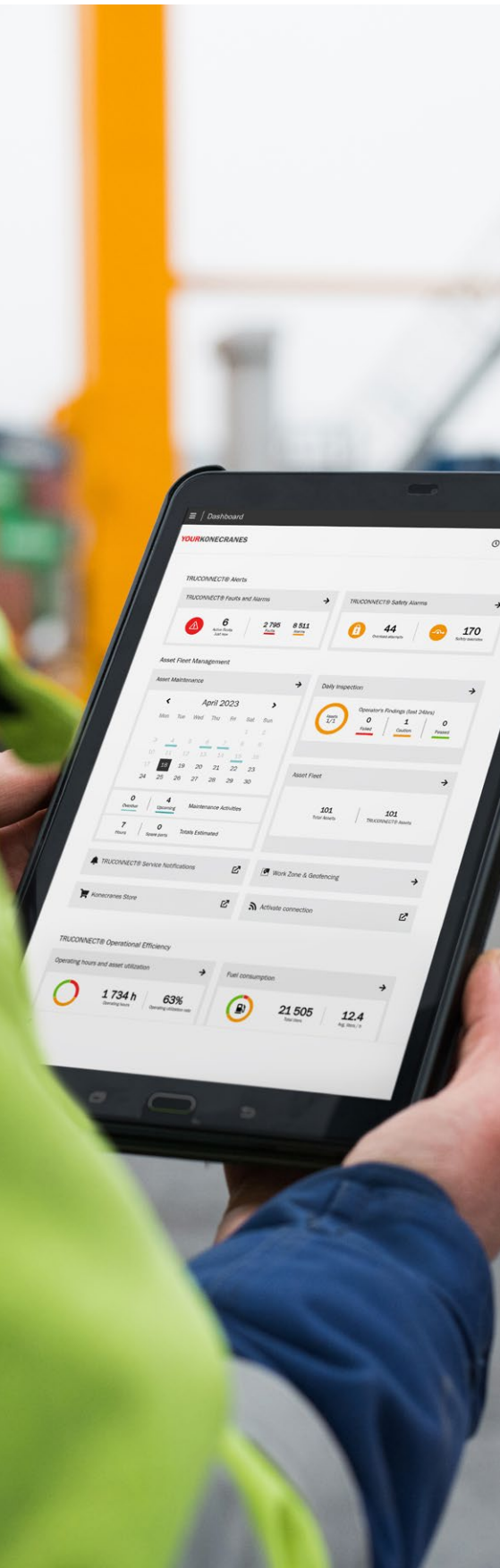
For operations ready to prevent breakdowns rather than react to them.

CARE puts preventive maintenance in Konecranes' hands. Everything in CONDITION, plus a structured maintenance schedule, defined parts, 24/7 remote support and a recurring review cycle.

The result is a maintenance rhythm you can plan around, delivered by a partner who is contractually accountable for it.

Best suited to

Operators trading reactive maintenance for planned reliability, defined parts supply and predictable cost.



PROGRAM 3



COMMITMENT

Accountability

Protect availability where downtime carries real cost.

When a lost hour of availability is a lost commercial hour.

At COMMITMENT, Konecranes takes on full preventive and corrective maintenance, governed by a contractual availability agreement with defined MTBF and MMBF targets (mean time and mean moves between failures). Predictive monitoring and the yourKONECRANES dashboard are standard. Problems surface as data, before they surface as downtime.

A bonus-malus mechanism (Konecranes' fee moves up or down with performance) can tie its commercial outcome to yours. When availability is written into the contract, it becomes a shared obligation.

Best suited to

High-utilization or automated fleets where availability is commercially critical, and downtime carries real cost.

PROGRAM 4



CERTAINTY

Assurance

Hand over maintenance. Buy guaranteed uptime.

Konecranes takes responsibility for uptime. You buy the outcome.

Under CERTAINTY, Konecranes takes full responsibility for equipment availability. All parts. All labor. All risk. Consolidated into one agreement. Advanced analytics and continuous optimization drive delivery. A contractual uptime guarantee, backed by performance-based pricing, takes the unpredictable cost of operational risk off your balance sheet.

This is an operational partnership, not a service contract. You buy uptime as an outcome and govern one relationship instead of a fragmented supply base.

Best suited to

Operators ready for full outsourcing, simplified governance and a partner accountable for uptime, availability and total cost of ownership.



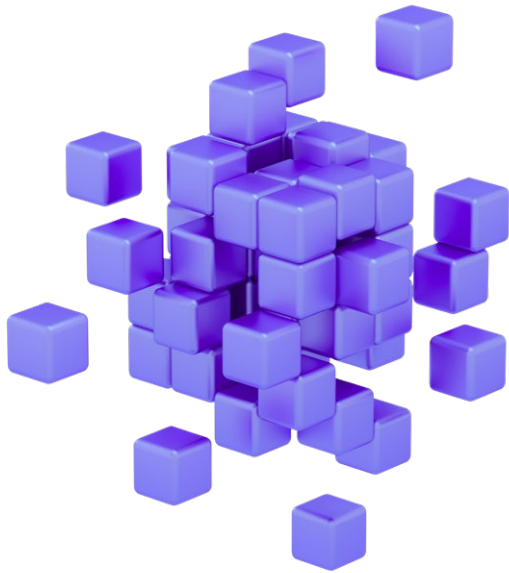
Flexibility

Build the program that fits your operation.

The four programs are starting points, not fixed packages. Let’s talk about how to scope the agreement around your fleet, your operational context and how much risk you want to share.

MODULAR BY DESIGN

A solid core of OEM maintenance, with optional modules that clip on as your operation grows. Assemble what you need, pay for nothing you don’t.



Pay only for what’s in scope.
Extend it when that’s right for you.

Fleet scope

The conversation starts with your Konecranes fleet.

Our Service Programs are designed around the equipment we manufacture and cover our full port range. We’ll also look at mixed fleets, case by case.

Standard equipment scope

STS/GU Ship-to-Shore Grab Unloader	ASC Automated Stacking Crane	RMG Rail-Mounted Gantry Crane
RTG Rubber-Tired Gantry Crane	SC Straddle Carrier	MHC Mobile Harbor Crane

Agreements on mixed and third-party fleets considered on a case-by-case basis.

Program comparison

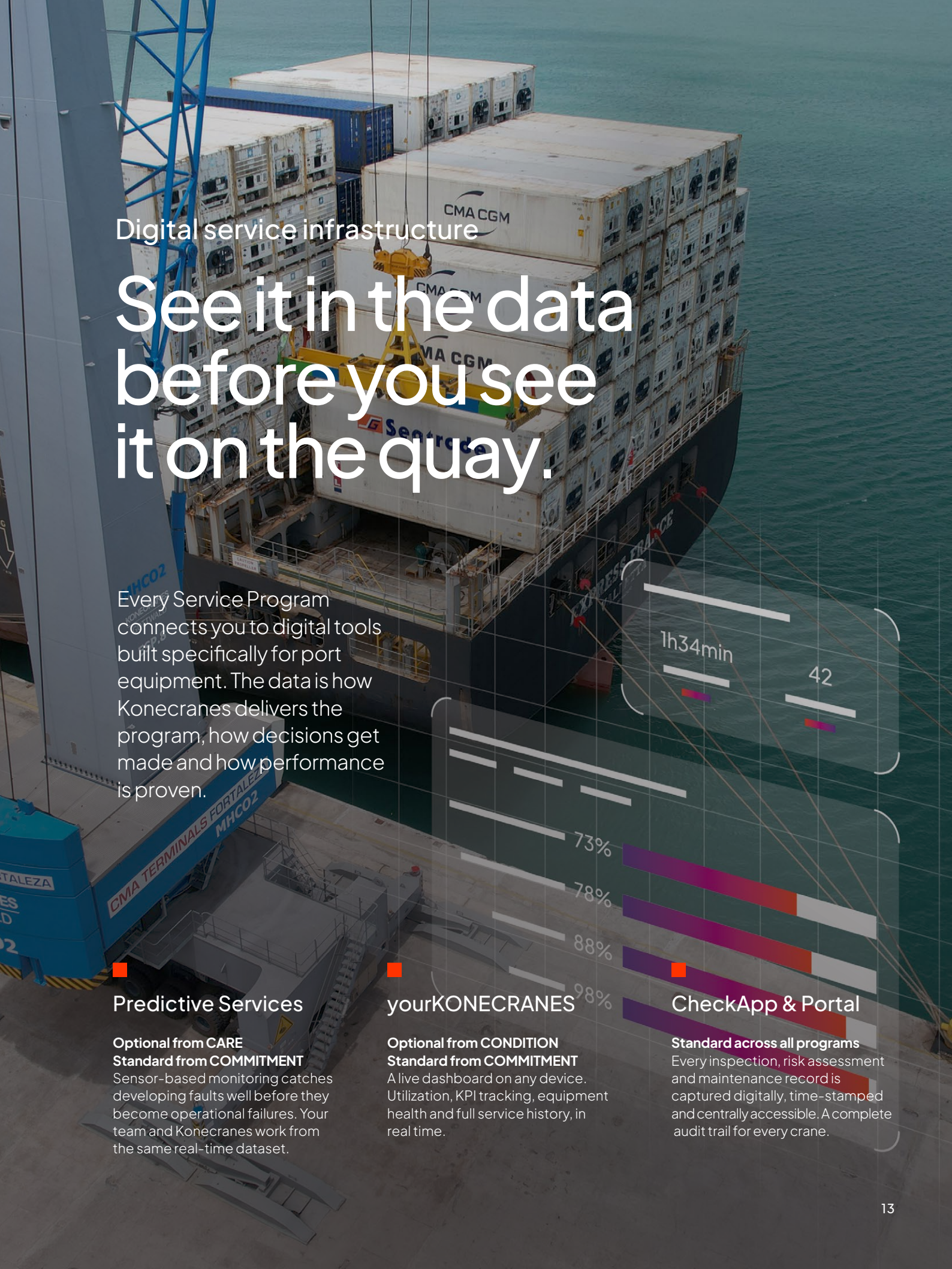
What’s standard. What’s optional.

Every program builds on the one before it. The table below shows the standard scope at each level. From there, Konecranes can extend it.

● Standard inclusion ○ Optional addition – Not included N/A Not applicable

Standard Scope	1 CONDITION	2 CARE	3 COMMITMENT	4 CERTAINTY
Maintenance				
Preventive maintenance	–	●	●	●
Corrective maintenance	–	–	●	●
Predictive services	–	○	●	●
Inspections & OEM expertise				
Annual OEM inspection	●	●	●	●
Safety systems & calibration	●	●	●	●
Support services				
24/7 Remote support*	○	●	●	●
On-call support	○	●	●	●
Availability agreement	–	–	●	N/A
Contractual uptime guarantee	–	–	–	●
Reviews				
Visit review (on site)	●	●	●	●
Service review (every 6 months)	–	●	●	●
Business review (annual)	–	●	●	●
Parts				
Consumable parts	–	●	●	●
Wear and tear parts	–	○	●	●
Core lifting parts	–	○	○	●
Digital services				
CheckApp & Konecranes Portal	●	●	●	●
yourKONECRANES dashboard	○	○	●	●

* Connectivity dependent



Digital service infrastructure

See it in the data before you see it on the quay.

Every Service Program connects you to digital tools built specifically for port equipment. The data is how Konecranes delivers the program, how decisions get made and how performance is proven.

Predictive Services

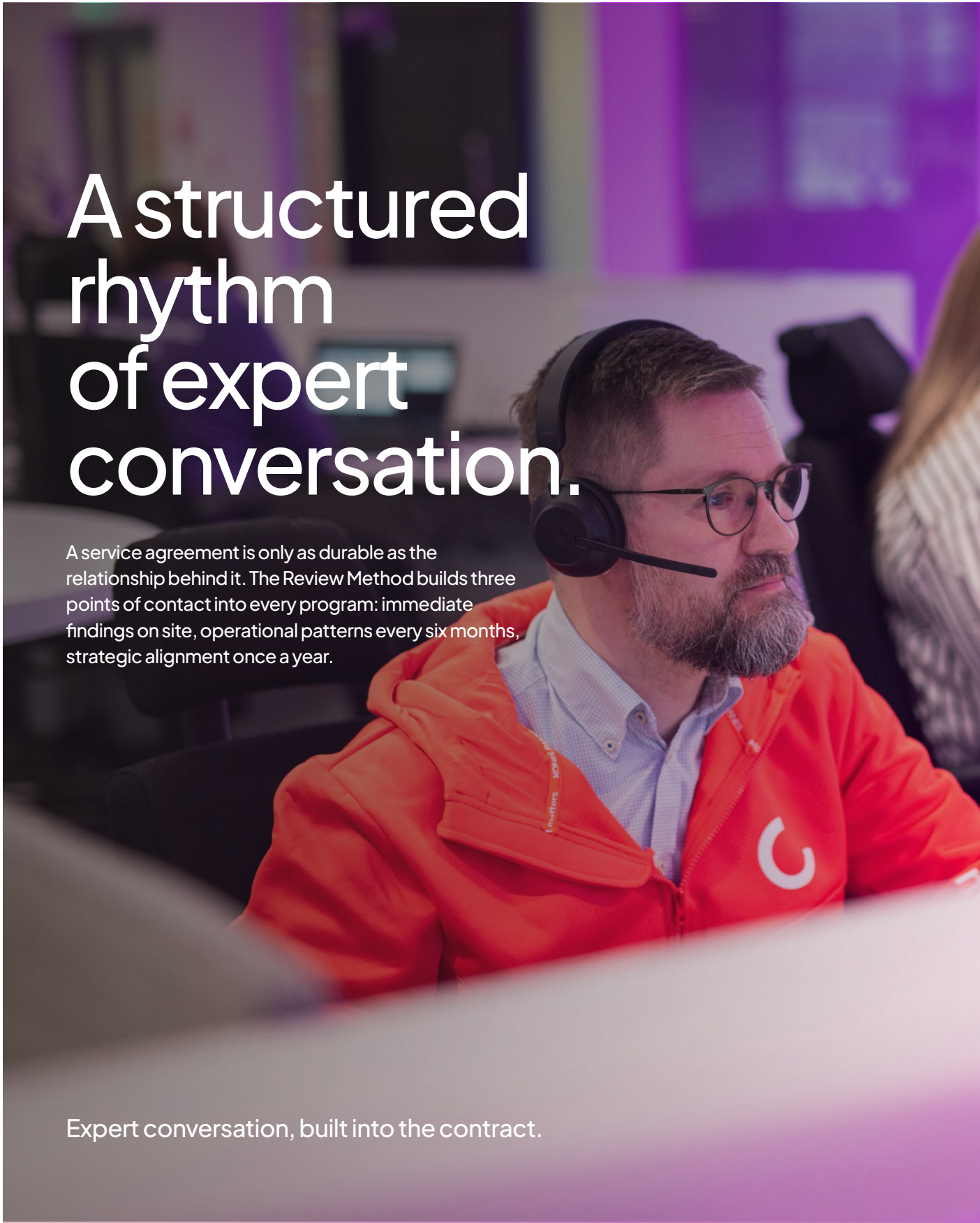
Optional from CARE
Standard from COMMITMENT
Sensor-based monitoring catches developing faults well before they become operational failures. Your team and Konecranes work from the same real-time dataset.

yourKONECRANES

Optional from CONDITION
Standard from COMMITMENT
A live dashboard on any device. Utilization, KPI tracking, equipment health and full service history, in real time.

CheckApp & Portal

Standard across all programs
Every inspection, risk assessment and maintenance record is captured digitally, time-stamped and centrally accessible. A complete audit trail for every crane.



A structured rhythm of expert conversation.

A service agreement is only as durable as the relationship behind it. The Review Method builds three points of contact into every program: immediate findings on site, operational patterns every six months, strategic alignment once a year.

Expert conversation, built into the contract.

ON SITE, EVERY VISIT



Visit Review

Face-to-face debrief at the close of every service call. Findings explained, risks flagged, next actions agreed. On site, before leaving.

Standard from **CONDITION** upwards

EVERY SIX MONTHS



Service Review

Operational performance debrief: maintenance delivery, open recommendations, parts consumption, and upcoming planned activity.

Standard from **CARE** upwards

ANNUALLY



Business Review

Senior-level session on total cost of ownership, program performance, asset lifecycle planning and strategic fit.

Standard from **CARE** upwards

As equipment ages, operations evolve and fleets grow, the program keeps pace.

Why Konecranes

The people who
built the crane
should be the
ones who back it.

We designed and manufactured your machines, and we hold performance data across thousands of units worldwide. We also built the platforms that support and monitor them. That's why our commitments can carry real contractual weight.

OEM expertise, locally delivered

A global network of port-specialist technicians, backed by OEM spare-parts logistics. The same expertise that sits in our engineering centers arrives at your terminal.

Data at fleet scale

Predictive insight needs volume. Our data spans the global installed base, supporting benchmarking, failure-pattern analysis and predictions no single-site provider can match.

Confidence to share risk

COMMITMENT and CERTAINTY carry real contractual commitments: availability targets, uptime guarantees, performance-based pricing. Only an OEM with our engineering authority can responsibly underwrite them.

Sustainability

Cleaner operations, by design.



Better maintenance is cleaner maintenance. Optimized intervals cut unnecessary service activity. Predictive intervention prevents the waste that unplanned failure creates. Longer asset life delays the material and capital cost of replacement.

Services Programs



A GLOBAL NETWORK, LOCALLY DELIVERED

20+

Service Frontlines and Spare Parts Distribution Centers

600+

Dedicated Service Professionals

NEXT STEPS

Every Service Program starts with a conversation about your operation.

Where you start depends on the fleet, the utilization, the maturity of your maintenance team and how much accountability you want to share. Konecranes meets you where you are, and helps you explore where you could be.



Ports. Evolved.



Konecranes is a global leader in material handling solutions, serving a broad range of customers across multiple industries. We consistently set the industry benchmark, from everyday improvements to the breakthroughs at moments that matter most, because we know we can always find a safer, more productive and sustainable way. That's why, with around 16,500 professionals in over 50 countries, Konecranes is trusted every day to lift, handle and move what the world needs. In 2025, Group sales totalled EUR 4.2 billion. Konecranes shares are listed on Nasdaq Helsinki (symbol: KCR).

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