

Konecranes Portal user guide

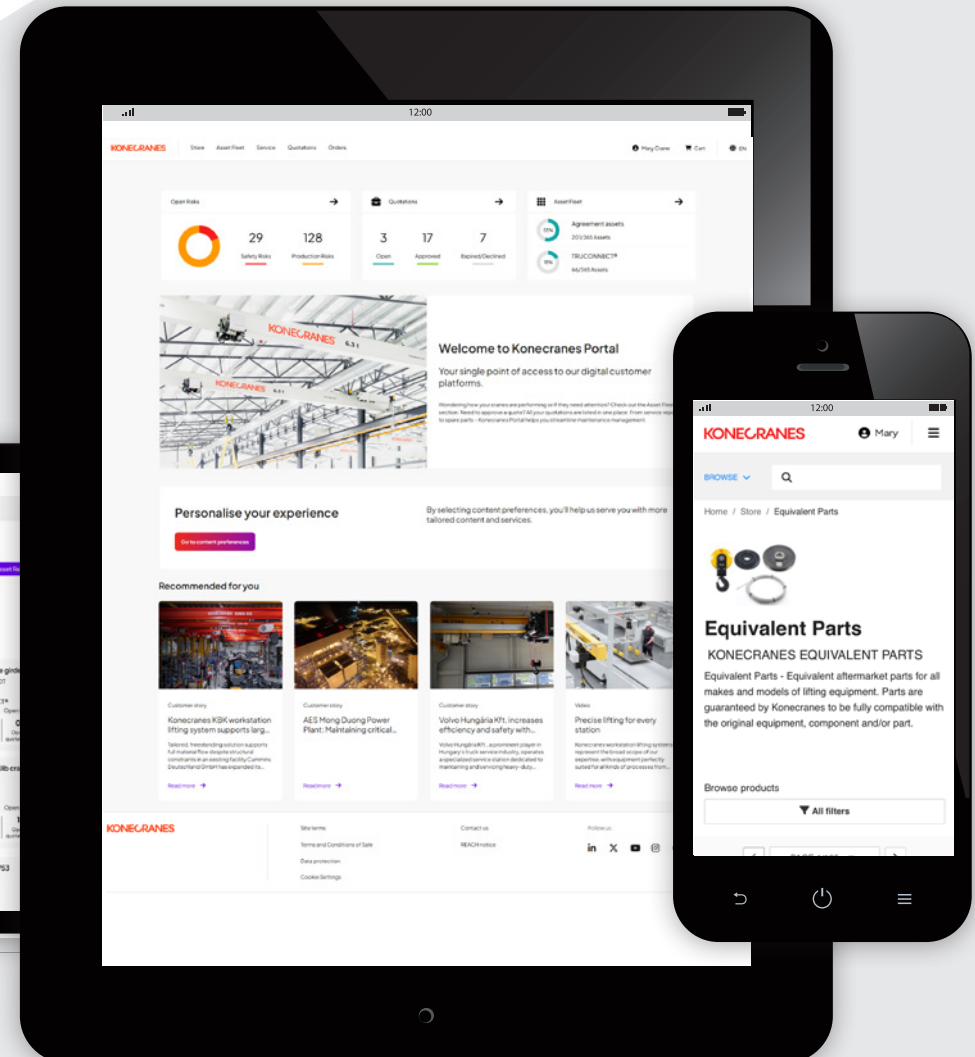
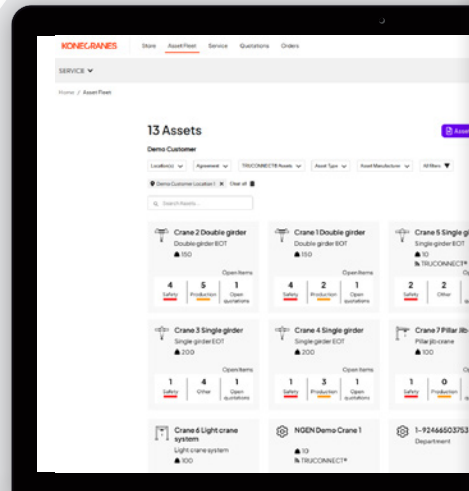


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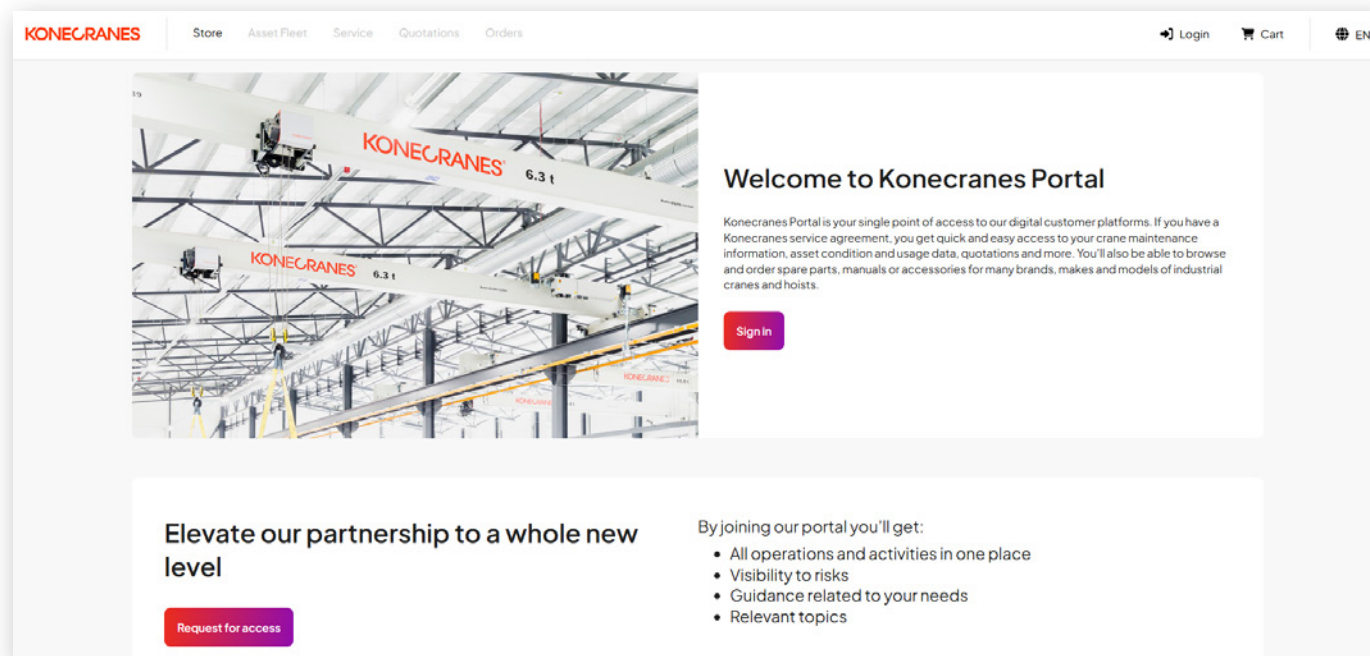
Introduction

Konecranes Portal is your single point of access to our digital customer platforms. From service reports to spare parts requests – Konecranes Portal helps you streamline maintenance management.

The Konecranes Portal lets you quickly and easily see your crane maintenance information, asset condition and usage data, and agreement details.

You get a transparent view of all maintenance activities, TRUCONNECT alerts, and even spend over a selected time interval. Aggregated data can be viewed, analyzed and shared quickly—for a single asset or an entire fleet—helping you make informed maintenance decisions.

As a registered user, you are able to browse and request for quotes for spare parts, manuals or accessories for many brands, makes and models of industrial cranes and hoists.



Data security

Konecranes digital services has ISO/IEC 27001:2022 certification for information security management. The ISO/IEC 27001 certificate demonstrates a commitment to proactively manage the information security of Konecranes digital services and ensure compliance with legal and customer requirements. The certification applies to the development and delivery of the Konecranes Portal (portal.konecranes.com), the CheckApp for Daily Inspections and the Slings and Accessories Inspection app and the TRUCONNECT suite of remote service products.

Access

You can easily access Konecranes Portal by entering portal.konecranes.com into your computer or mobile device web browser, and selecting your location.

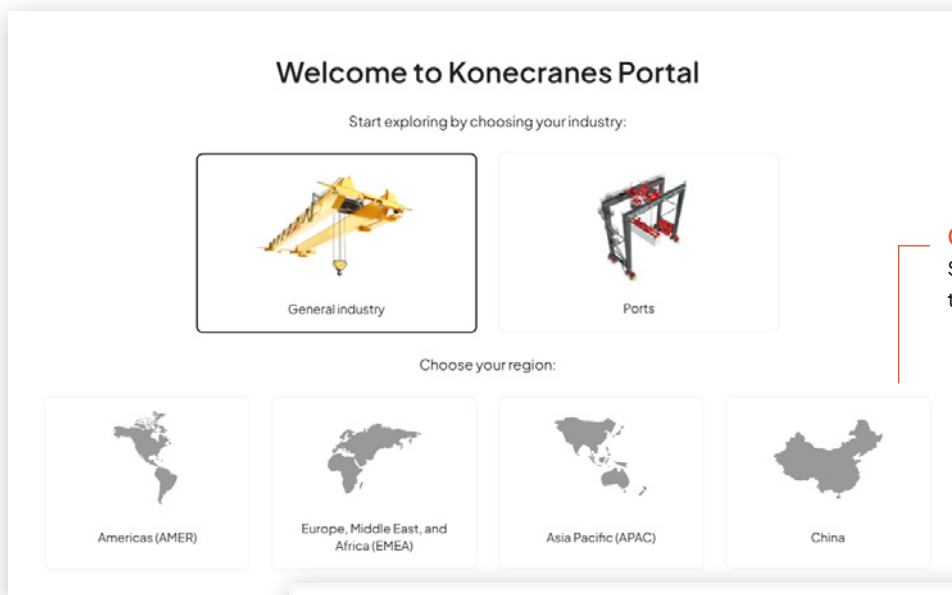
To request access, click **Request for access**. Then, select your country, enter your contact and company information and add a different billing address in case your company has one.

If your company is tax exempt, select “Yes” under “My company is tax exempt”, and attach your tax exemption certificate.

Lastly, click Submit after accepting our Policies.

You'll receive confirmation of your registration on the website page and via email. It might take up to two days to receive your login and password.

If at any point you need to **reset your password**, you can do it either on Log in -page, or under My account -page after login. On Log in -page, click “Don't remember your password?” and follow the steps for receiving a password reset email. In My account, click “Change password” under Security, and follow the steps.



01 LOCATION SELECTION
Select your region to access the Portal.

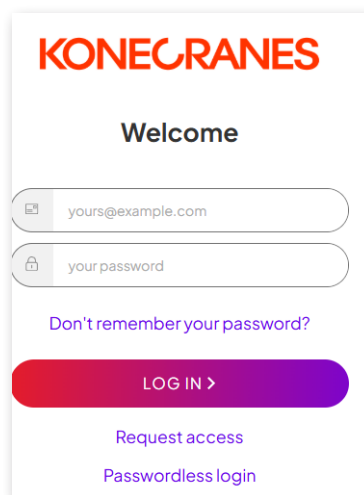
02 REQUEST FOR ACCESS
To submit an access request, click here.

Elevate our partnership to a whole new level

Request for access

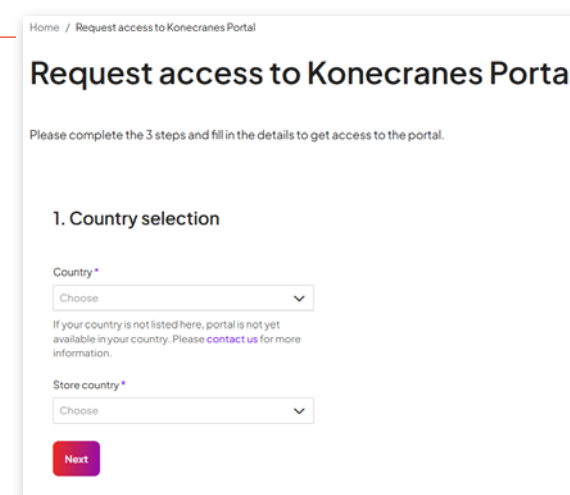
By joining our portal you'll get:

- All operations and activities in one place
- Visibility to risks
- Guidance related to your needs
- Relevant topics



03 ACCESS REQUEST FORM
Fill in required details and if applicable, add your tax exemption certificate. Remember to submit your request.

04 CHANGE PASSWORD
Access the password change either on Log in -page or under My account after login.



Quick tour

01 HOME PAGE

Click the Konecranes logo to return to the home page.

02 TOP MENU

Click the menu items to access the content such as Store, quotations and orders.

03 MY ACCOUNT

Click your name to access My Account including sign out.

04 CART

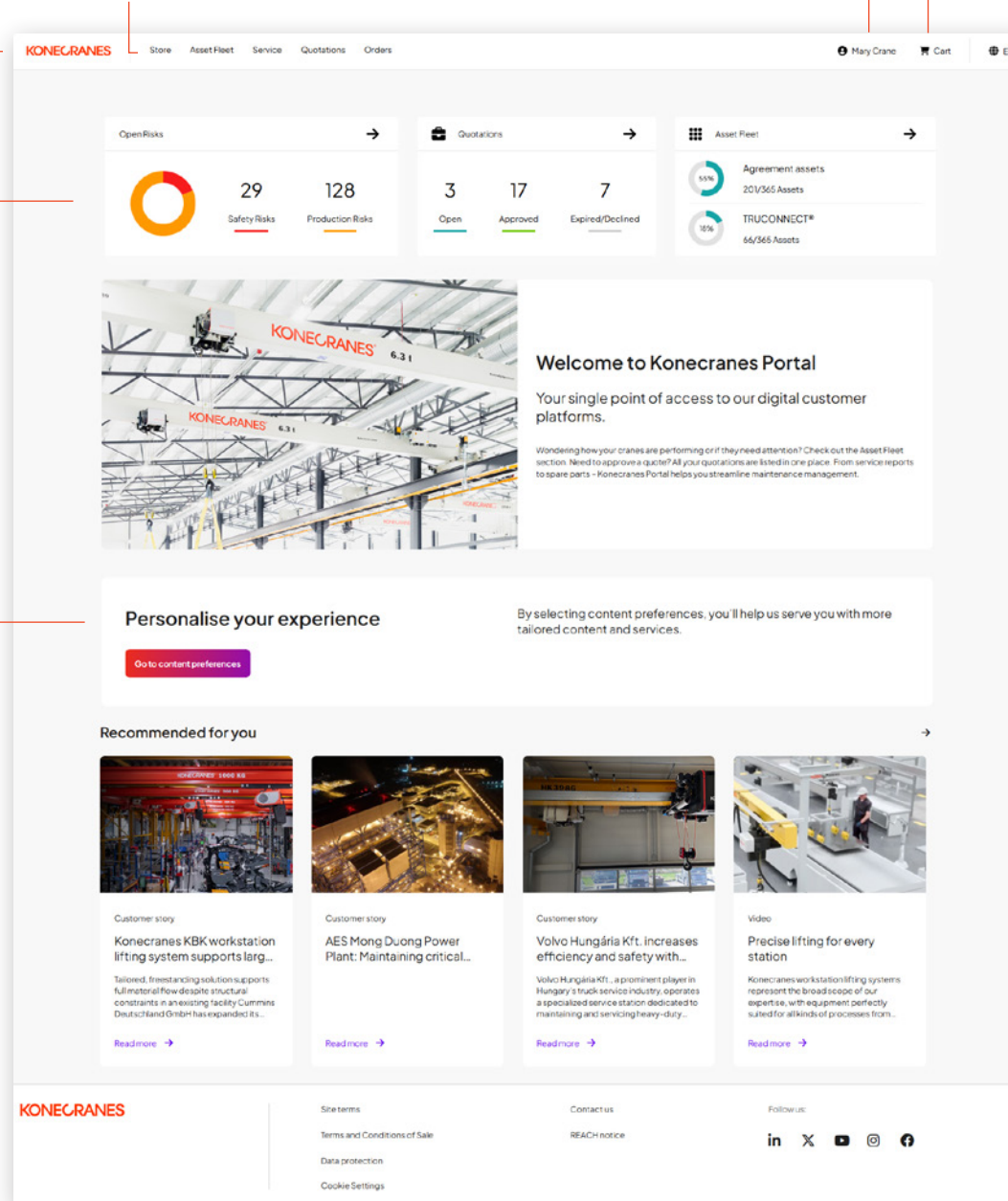
Click cart to view your shopping cart.

05 SUMMARY VIEW

This view shows important information that may require your attention such as open risks and quotations.

06 PERSONALISATION

Here you can select content preferences so the content you see is relevant to you. "Recommended for you" content is shown based on this selection.



My account

General

You can modify your contact details in the **personal details** section. The **Access** section shows you which entities you have access to. The **Notification preferences** section allows you select the topics you want to receive email notifications on, and in the **content preferences** you can choose your favorite topics in order to see more relevant content on the home page.

Buying experience

The **Shopping list** section shows your existing lists and lets you start creating a new list. The **Delivery address** shows existing addresses for your account. You can choose a default address for deliveries and add a new delivery address. In the **delivery preference** section you can mark your default way of delivery and modify the required details.

Security

In this section you can **change your password**.

04 SHOPPING LIST

Click to manage your shopping lists. When you are ready to order, you can simply add the entire shopping list to your shopping cart with one click.

05 CHANGE PASSWORD

In addition to login page, you can change your password here while logged in.

06 SIGN OUT

Sign out button is located at the bottom of the My account page.

01 NOTIFICATION PREFERENCES

Click to enable email notifications for Business Review summaries, quotations, Service reports and TRUCONNECT. You can set up the notifications per locations.

02 MY ACCOUNT

Click your name to access My account.

The screenshot shows the KONECRANES 'My account' page. The top navigation bar includes 'KONECRANES' and links for 'Store', 'Asset Fleet', 'Service', 'Quotations', and 'Orders'. The user's name 'Mary Crane' and a 'Cart' icon are in the top right. The main content area is titled 'My account' and has a left sidebar with links: 'General' (Personal details, Access, Notification preferences, Content preferences), 'Buying experience' (Shopping List, Delivery address, Delivery preferences), and 'Security' (Change password). A 'Sign out' button is at the bottom. A modal window titled 'Notification Preferences' is open, showing 'Enable Notifications' with checkboxes for 'Service Report Notifications', 'Business Review Summary Notifications', 'Quotation Notification', 'Service Visit Notifications', and 'TRUCONNECT Notifications'. It also shows the 'Email address' as 'mary.crane@customertestacct.com'. Below this is a 'Search Locations with Notifications' section with a search box. The 'Service Report Notifications' section is expanded, showing a table of locations with checkboxes for 'Condition Alerts', 'Operating Alerts', and 'Custom Notifications'. The table lists locations like 'Baker Hughes Limited, Aberdeen', 'Baker Hughes Limited, Aberdeen', 'Demo Customer Location 1, Austin', 'Demo Customer Location 2, Montgomery', 'Demo Customer Location 3, Detroit', and 'John Deere Forestry Oy / Joensuu, Konepaja, Joensuu'. At the bottom of the modal are 'Discard changes' and 'Apply changes' buttons.

Notification Preferences

Enable Notifications

- ☒ Service Report Notifications
- ☒ Business Review Summary Notifications
- ☒ Quotation Notification
- ☒ Service Visit Notifications
- ☒ TRUCONNECT Notifications

Email address
mary.crane@customertestacct.com

Search Locations with Notifications

Search Location(s)...

Service Report Notifications

Business Review Summary Notifications

Quotation Notification

Service Visit Notifications

TRUCONNECT Notifications

	Condition Alerts	Operating Alerts	Custom Notifications
☐ Select all locations			
☐ Baker Hughes Limited, Aberdeen	☒	☐	☐
☐ Baker Hughes Limited, Aberdeen	☐	☐	☐
☐ Demo Customer Location 1, Austin	☐	☐	☐
☐ Demo Customer Location 2, Montgomery	☐	☐	☐
☐ Demo Customer Location 3, Detroit	☒	☐	☐
☐ John Deere Forestry Oy / Joensuu, Konepaja, Joensuu	☒	☐	☐

Discard changes Apply changes

Store

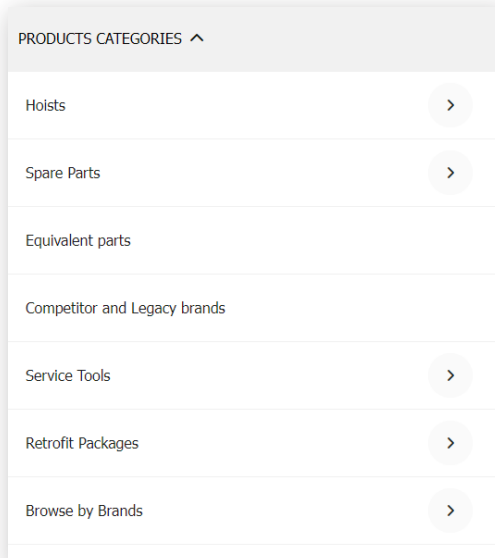
Konecranes Store features spare parts, manuals and accessories for many brands, makes and models of industrial cranes and hoists and selected pre-configured lifting equipment.

From the **Store** page you can browse our offering by product categories and quick links or you can use suggestive search to find what you are looking for.

Parts manuals

In this section you can select the model of your equipment to browse our archive of generic product manuals and spare part catalogs.

Equipment-specific manuals are only available from your Asset Fleet.



01 STORE

Click here to view the eCommerce home page.

02 SEARCH

The suggestive search is easy to use. You can use free text, product name or ID.

03 PART MANUALS

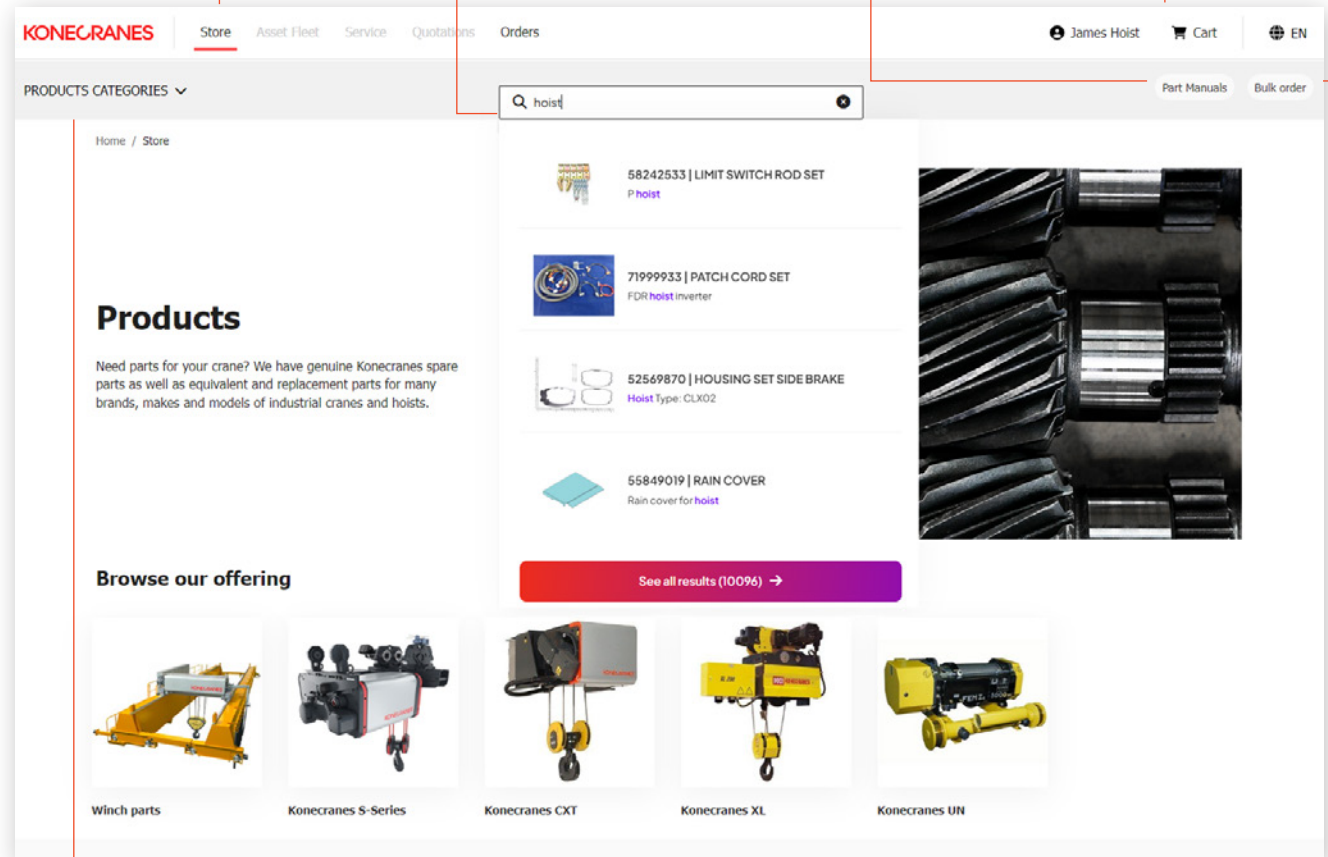
Click here to find standard documentation.

04 CART

Click here to view your shopping cart.

05 BULK ORDER

Click here to make a bulk order according to the part numbers.



06 PRODUCT CATEGORIES

Browse the content according to the product categories and navigate to the product list page.

Product list

The **Product list** page shows all the available products under the chosen product category. You can easily see the part number, a short description of the product and stock availability.

You can use multiple filters to find specific products and narrow down the results.

01 FILTERS

You can use multiple filters to narrow down the products.

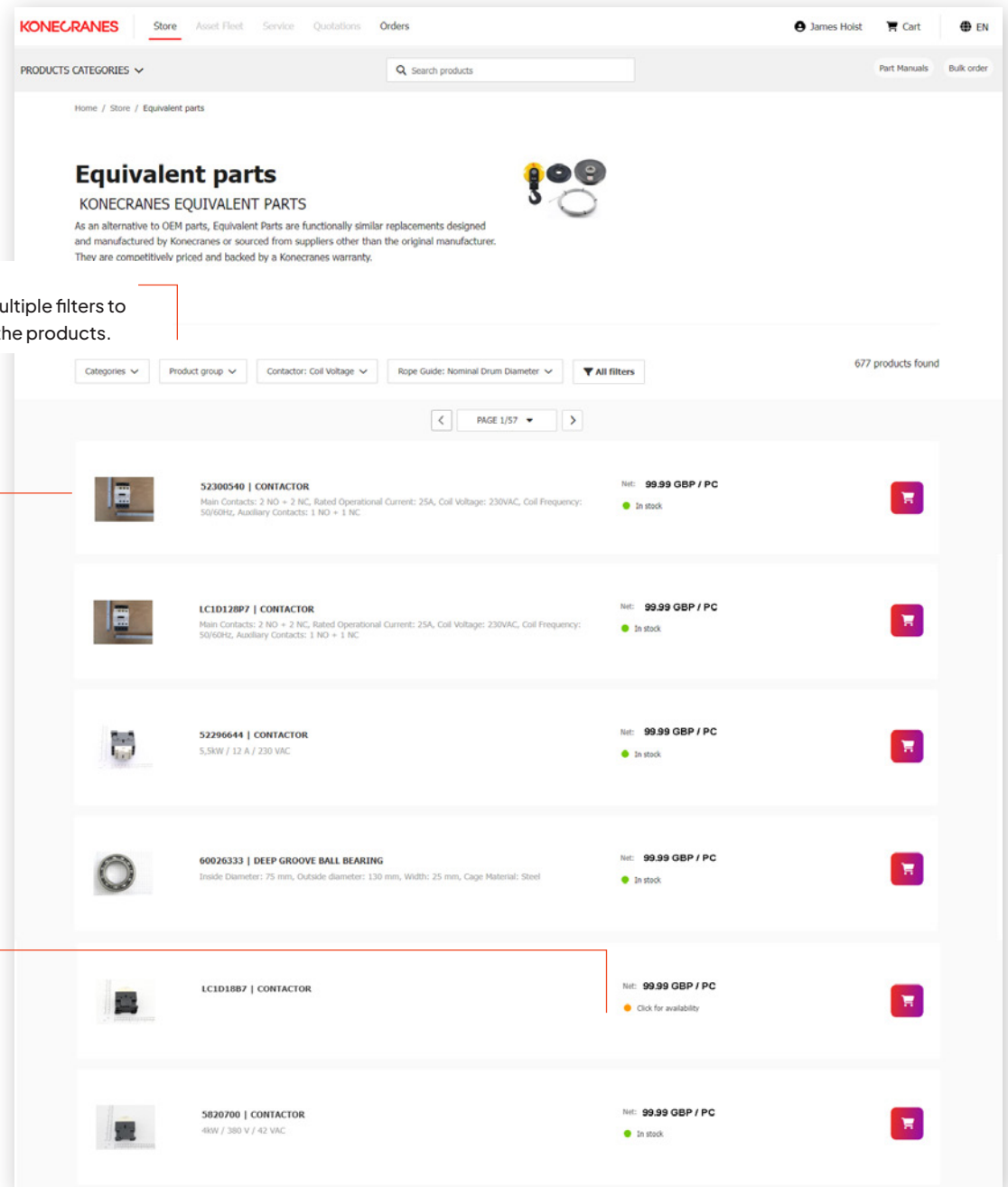
03 PRODUCT DETAILS

Click to see the product details.

04 PRODUCT AVAILABILITY

Availability is indicated in colors:

- **green** in stock,
- **yellow** click for availability,
- **gray** product only sold in a set and
- **red** product is out of stock.



Product detail

The **Product detail** page shows the product description more in detail. In this view, you can change the order quantity and add the product to the cart or shopping list.

If the the product is only sold in a set it means that it can be purchased as part of a product set. You can view all the parts included in the set.

01 QUANTITY

Here you can change the order quantity.

02 VIEW PARTS

When a product is sold as a set, click here to see all the parts included into the set.

The screenshot shows the KONECRANES product detail page for 'CABLE ROUTING' (Part Number 77340433). The page includes a navigation bar with links like 'Store', 'Asset Fleet', 'Service', 'Quotations', and 'Orders'. The main content area displays the product name, part number, and a list of included parts. A 'Product set' section indicates that the product includes more than one piece. The net price is listed as 99.99 GBP /PC. The quantity is set to 1 pc, and there are buttons for 'Add to cart' and 'Add to shopping list'. A technical details table is also present.

Product added to cart

77340433 | CABLE ROUTING

Net: 99.99 GBP/PC Qty: 1 PC

1 items in cart, sub-total: 99.99 GBP

Continue shopping View cart

Technical details	
Weight	0.25 kg
Country of Origin	Germany
Product group	Cables

04 ADD TO CART

Click to add the product to the cart. Once added, you get a confirmation and you can either continue shopping or view the cart.

03 ADD TO SHOPPING LIST

Click to add the product to the shopping list. You can either create a new shopping list or add the product to the existing shopping list.

Shopping cart

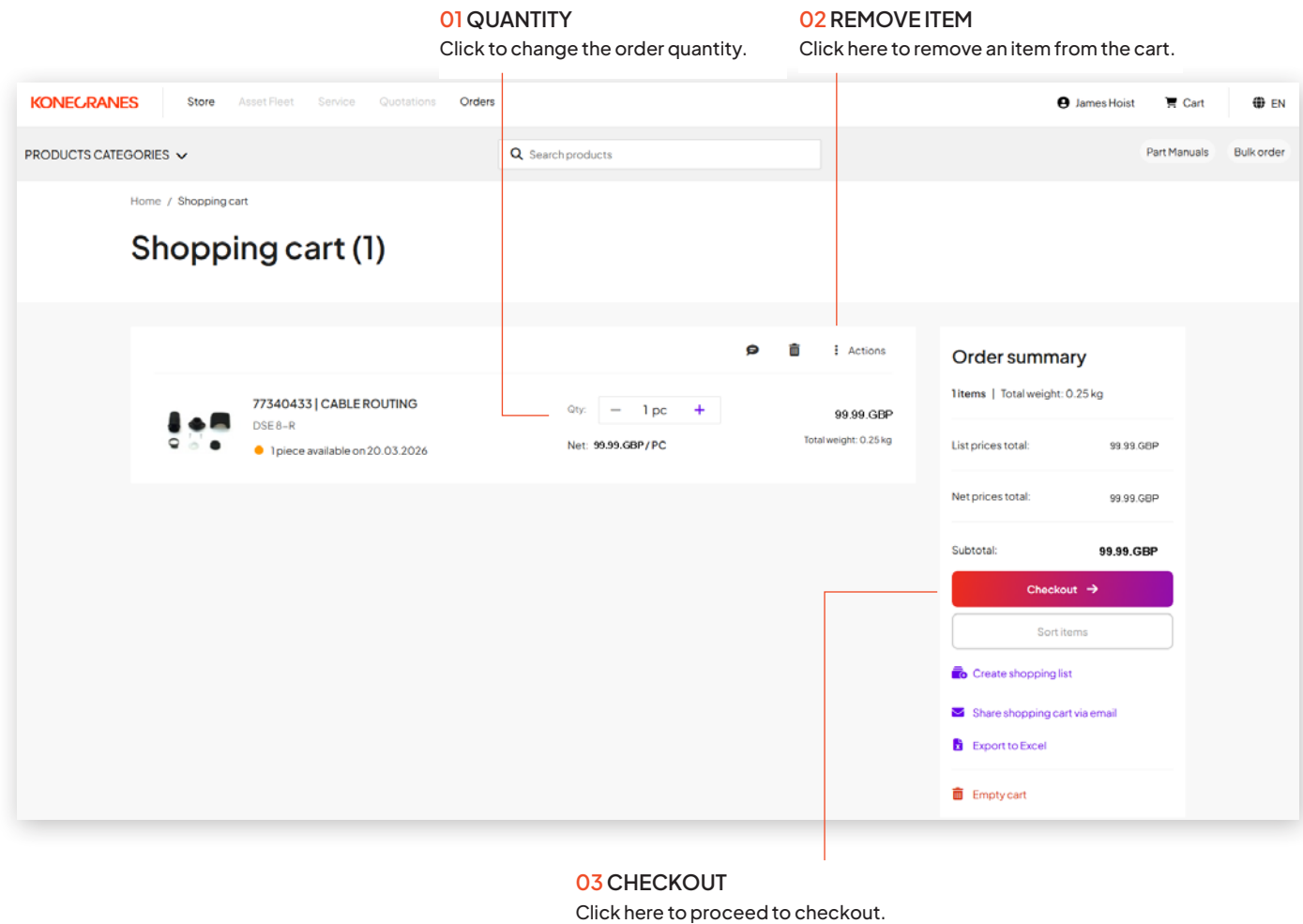
In the **Shopping cart** view you can modify your order before proceeding to checkout such as change the quantity, delete products or empty the cart. You can also create a shopping list based on your shopping cart.

The order summary lists all the items in the cart and shows total weight and price.

01 QUANTITY
Click to change the order quantity.

02 REMOVE ITEM
Click here to remove an item from the cart.

03 CHECKOUT
Click here to proceed to checkout.



The screenshot displays the KONECRANES Shopping cart interface. The top navigation bar includes the KONECRANES logo and links for Store, Asset Fleet, Service, Quotations, and Orders. The user's name (James Hoist) and a Cart icon are on the right. Below the navigation bar, there's a search bar and links for Part Manuals and Bulk order. The main heading is "Shopping cart (1)". The cart contains one item: "77340433 | CABLE ROUTING DSE 8-R", with a quantity of 1 pc and a price of 99.99.GBP. The item is marked as "1 piece available on 20.03.2026". The right sidebar shows the "Order summary" with a total weight of 0.25 kg and a subtotal of 99.99.GBP. A prominent red "Checkout" button is visible, along with links for "Sort items", "Create shopping list", "Share shopping cart via email", "Export to Excel", and "Empty cart". Red lines connect the annotations to the quantity field, the item removal icon, and the checkout button.

Checkout

Delivery information

In this section you can choose the delivery method that suits you best and fill in the needed details.

When you have selected the default delivery address in My account, the information is automatically shown on this section.

Order details

In this section you can add your PO number, order references and any comments/instructions to customer service.

Checkout

Return to cart

1 DELIVERY 2 ORDER DETAILS 3 PAYMENT 4 REVIEW

Delivery information

Shipping

Delivery organized and charged by Konecranes.

Delivery

☒ Complete delivery: Deliver all items at once from each shipping location

☐ Partial delivery: Allow multiple deliveries as goods become available

Delivery type

Normal

Delivery addresses * [+ Add new](#)

Shipping instructions

Please phone number xxx prior to shipping

Receiver [+ Add custom receiver](#)

James Hoist (james.hoist@customertestacct.c...)

Terms of delivery

Carriage paid to

☐ Own freight account

Charge will be determined and collected by

Order summary

Items | Total weight: 0.25 kg

List prices total: 99.99 €

Net prices total: 99.99 €

Subtotal: 99.99 €

Delivery costs: 10.01 €

Total without taxes: 99.99 €

Taxes: 0.00 €

Total: 110.00 €

[Continue →](#)

01 CONTINUE

Move to the next section by clicking continue.

Checkout

Return to cart

1 DELIVERY 2 ORDER DETAILS 3 PAYMENT 4 REVIEW

Order details

My PO number *

E.g. 123456

Order reference

E.g. 123456

Project name

E.g. project name

Customs broker

E.g. Example broker

Your order notes

E.g. My note

Order summary

Items | Total weight: 0.25 kg

List prices total: 99.99 €

Net prices total: 99.99 €

Subtotal: 99.99 €

Delivery costs: 10.01 €

Total without taxes: 99.99 €

Taxes: 0.00 €

Total: 110.00 €

[Continue →](#)

[Back](#)

02 MY PO NUMBER

This is a mandatory field.

03 BACK

You can always return to the previous section by clicking "Back".

Checkout

Payment

In this section you fulfill payment method. If you choose invoice, the invoice will be sent to your billing address at the time your order is shipped.

If you choose advance, the advance invoice is expected to have been paid before we start processing the order.

Review

This section shows the summary of your order. You can still edit all the details before placing the order. Once you have placed the order, you can view it and check the status from the Orders tab on top menu.

01 PAYMENT METHOD

This is a mandatory field.

The screenshot shows the 'Checkout' page with a progress bar at the top indicating four steps: 1. DELIVERY, 2. ORDER DETAILS, 3. PAYMENT (active), and 4. REVIEW. The main content area is titled 'Payment information'. It contains a 'Payment method*' dropdown menu with 'Invoice' selected. Below this, a note states: 'An invoice will be sent to your billing address at the time your order is shipped.' There is also a 'Payment terms' field with '45 days net' selected. On the right side, there is an 'Order summary' box showing: '1 item | Total weight: 0.25 kg', 'List prices total: 99.99 €', 'Net prices total: 99.99 €', 'Subtotal: 99.99 €', 'Delivery costs: 10.01 €', 'Total without taxes: 99.99 €', 'Taxes: 0.00 €', and a final 'Total: 110.00 €'. At the bottom of the summary are 'Continue' and 'Back' buttons. A 'Return to cart' button is located at the top right of the page.

The screenshot shows the 'Checkout' page with a progress bar at the top indicating four steps: 1. DELIVERY, 2. ORDER DETAILS, 3. PAYMENT, and 4. REVIEW (active). The main content area is titled 'Review'. It is divided into several sections: 'Order' (with a dropdown menu), 'Contact details' (showing 'Order placed by: James Host', 'james.host@customercontact.com', and '0123456789'), 'Delivery' (with 'Shipping' selected, showing 'Delivery type: Normal', 'Ship as Complete: Yes', 'Delivery Address', and 'Receiver: James Host'), 'Order details' (showing 'PO number: 123456', 'Order reference: -', and 'Customs broker: -'), and 'Payment' (showing 'Payment method: Invoice' and 'Payment terms: 45 days net'). On the right side, there is an 'Order summary' box identical to the one in the previous screenshot. At the bottom right, there are 'Place Order' and 'Back' buttons. A 'Return to cart' button is located at the top right of the page.

02 TERMS AND CONDITIONS

This is a mandatory field. You have to agree to the Konecranes Portal's Terms and Conditions before placing the order.

Asset Fleet

The **Asset Fleet** page gives you a **fleet view** that can be filtered –for example – by location, asset criticality and asset type. From the Asset Reports button multiple different report options can be generated into an Excel file – such as Open risks, Service history, Material History and Service spend.

Each Asset card shows the general asset identifiers, and how many open items relate to the asset. To find out more, click the asset card to see more details on the Asset summary view. From the summary card click the View Asset to see all your asset details and information.

05 SPARE PARTS

Click here to go to the Equipment-specific manuals and spare part catalog.

01 FILTER

Filter by any number of criteria.

02 ASSETS

This window will change based on the filter.

03 ASSET REPORTS

Here you can generate the asset report. You can for example select Open risks, Service history, Material History and Service spend.

The screenshot displays the KONECRANES Asset Fleet interface. The top navigation bar includes 'Store', 'Asset Fleet' (selected), 'Service', 'Quotations', and 'Orders'. The user is logged in as 'Mary Crane' with a language setting of 'EN'. The main section is titled '13 Assets' for 'Demo Customer'. It features a filter bar with options for Location(s), Agreement, TRUCONNECT® Assets, Asset Type, Asset Manufacturer, and All filters. A search bar is also present. The assets are displayed in a grid, each showing a crane icon, name, type, and a summary of open items (Safety, Production, Open quotations). A purple 'Asset Reports' button is visible. On the right, a sidebar shows 'Crane 2 Double girder' with a list of open items, including 'Open Quotation' and 'Safety Risk'. A 'View asset' button is at the bottom of the sidebar. An inset window shows the 'Service open items - Just now' for 'Crane 5 Single girder', listing items like 'MAINMAN Assessment' and 'Trolley traversing machinery' with their status and dates.

04 TRUCONNECT

The asset has TRUCONNECT.

Service

The **Service Overview** page shows open items including open safety risks and production risks that require immediate attention.

If a risk has been identified for a component and a repair has not been completed, then the fault is considered open.

The Service Calendar section shows the number of service visits, assets serviced and service completion status in the selected time frame. It also shows the upcoming service visits.

The Overview also includes a quick view of quotations including those that are open, expiring in 7 days, or that have already expired.

If you have several locations you can choose the ones you want to see overview details for.

You can also easily see your contact details for sales, service and agreement under **My Contacts**.

01 NAVIGATION

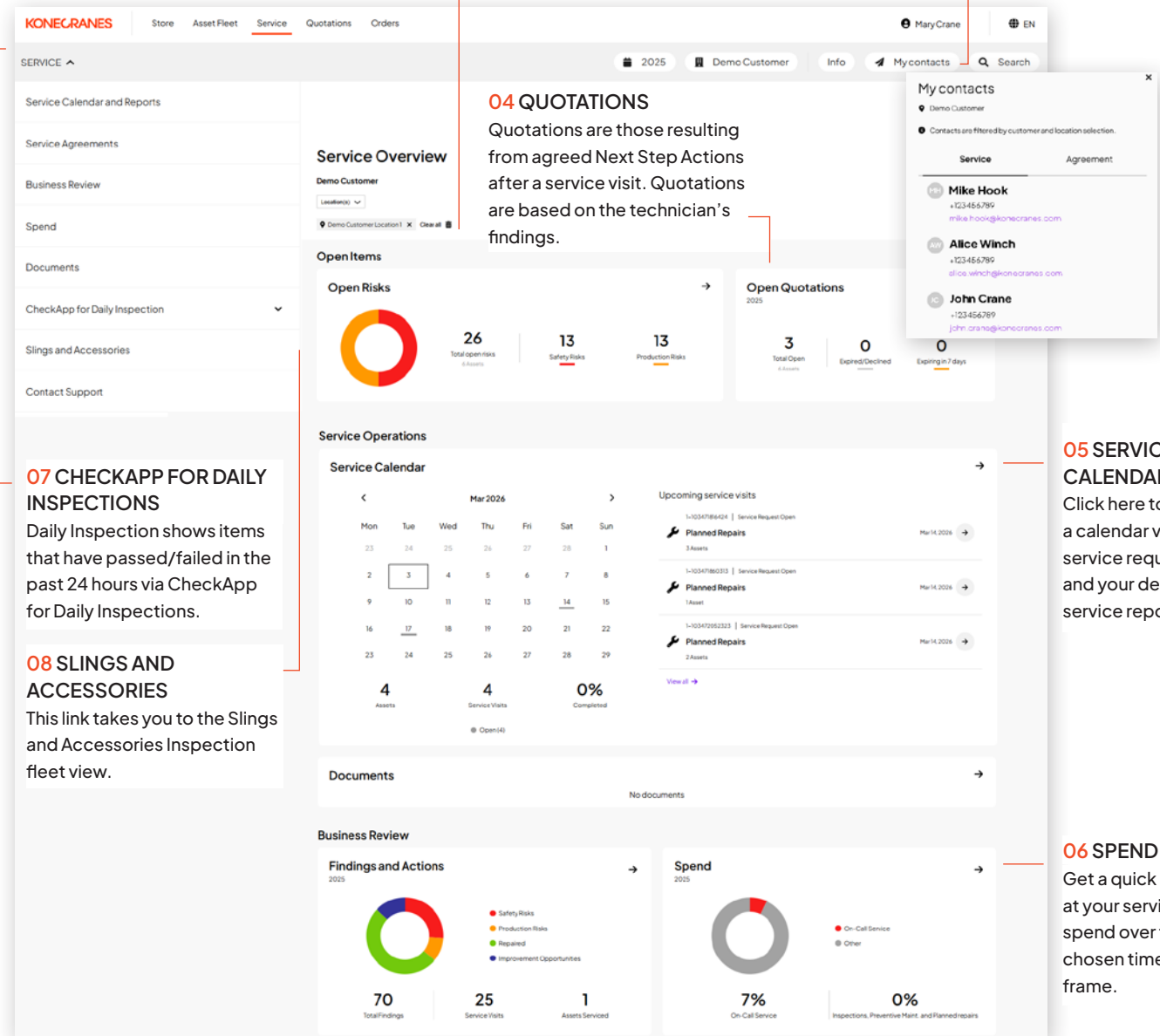
The content can be accessed via the Service menu and Service section. The asset fleet and quotations can also be accessed directly from the top menu.

02 SERVICE - OPEN ITEMS

This section shows the number of open safety risks and production risks.

03 MY CONTACTS

Click here to see your service, sales and agreement contacts.



Service Calendar

The **Service Calendar** page shows you service activities in a calendar view. A color-code logic shows the status of the service and filtering allows you to see activities by asset criticality, service product and task type. Clicking on a month will allow you to see a detailed list of service activities.

06 STATUS
Colors indicate status: **green** includes all completed, approved and closed service requests; **yellow** is in progress; **grey** is planned in the future; and **red** is an open service request where the planned date is five days or more past due.

01 FILTER

Filter by any number of criteria.

02 YEAR

Change the year.

03 MONTH

Change the month.

04 INFO

Click to see more information of the page.

KONECRANES

Store

Asset Fleet

Service

Quotations

Orders

Mary Crane

EN

SERVICE

2026

Demo Customer

Info

Search

< 2026 >

Year

Quarter

Month

Jan 2026

Dec 2026

Service Calendar

Demo Customer

Location(s)

Agreement

Service Status

Service Product

Asset Type

Asset Manufacturer

All filters

Demo Customer Location 1

Clear all

< 2026 >

January

February

March

April

May

June

July

August

September

October

November

December

< Mar 2026 >

Mon

Tue

Wed

Thu

Fri

Sat

Sun

1

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12

13

14

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27

28

29

30

31

4 Activities - March 2026

Mar 17, 2026

1-103471558050 | Service Request Open

Planned Repairs

Accepted OQ 01

Demo Customer Location 1, Street 1, Austin, Texas, USA

Crane 1 Double girder

Mar 14, 2026

1-103471816424 | Service Request Open

Planned Repairs

Accepted - OQ 02

Demo Customer Location 1, Street 1, Austin, Texas, USA

3 Assets

05 SERVICE REQUEST

Click to see the details of the Service Request.

KONECRANES PORTAL USER GUIDE

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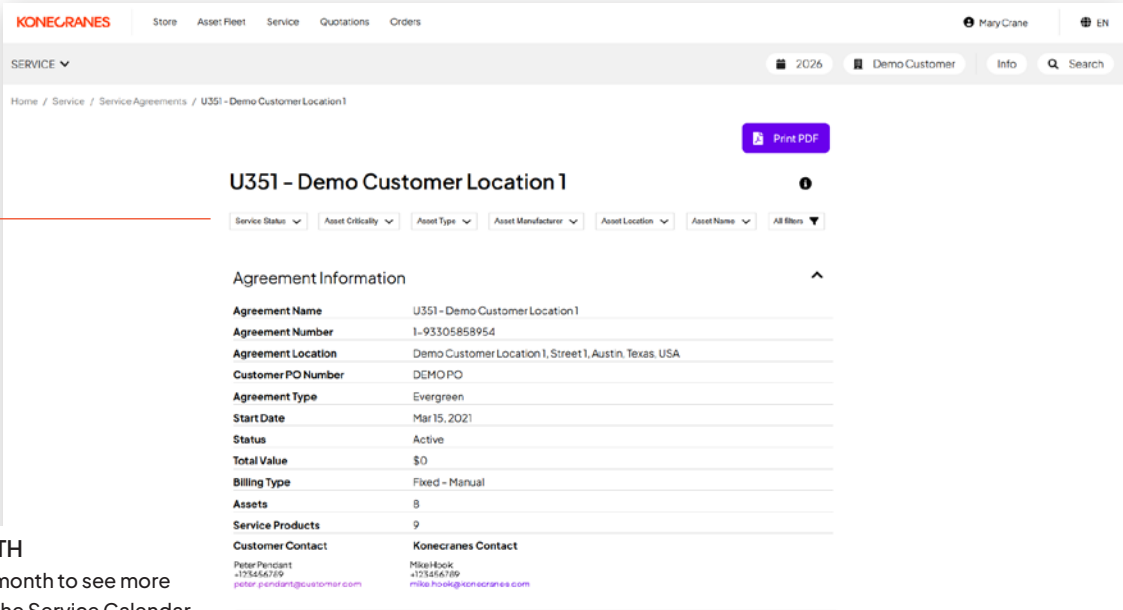
Service Agreements

The **Service Agreement** section contains the agreement info and the agreement service plan.

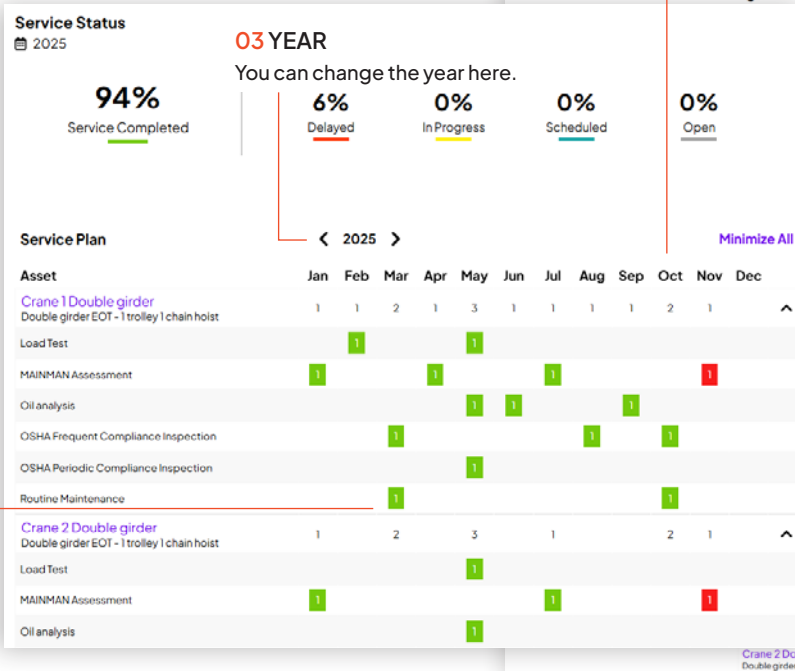
In the **Agreement Information and Summary** sections you can see the details of your agreement with Konecranes. Contact information, service products and assets under agreement are included here.

In the **Assets and Service Plan** you can easily check the past and upcoming services for each asset per year.

01 FILTER
Filter by any number of criteria.

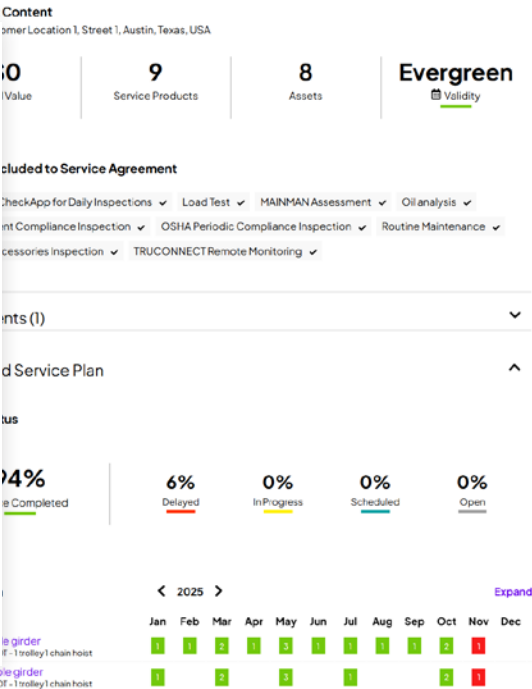


02 MONTH
Click the month to see more details in the Service Calendar and Reports section.



04 NUMBERS

The number indicates how many service activities will be performed on the asset each month. Expand to see the details.



Service Request

Overview

After a service visit, we perform a Service Review to go through open recommendations and quotes, answer questions and plan next steps. There are several ways to see this information on the portal – you can find your Service Request information from the main menu as well as the Overview page by clicking Service Calendar and Reports.

This information on the Service Request page will be discussed during your Service Review to help explain findings, to review open quotations and recommend and plan next steps.

Customer and service summary

This section highlights the details of the service visit including service products, technician name, contact information, downloadable attachments and dates. By clicking View SR info, you can see more information, including agreement and billing details.

You can also see the number of findings and actions from the service visit. Safety risks, production risks, undetermined conditions, improvement opportunities, repaired items and if available – quotes and declined items – are listed.

Assets

This section summarizes the findings and actions by asset.

01 EXPORT REPORT

Download or share the Service Report
by email.

KONE CRANES

Store Asset Fleet Service Quotations Orders

Mary Crane EN

SERVICE ▾

Home / Service / 1-103437774271

1-103236926256 | Service Request Completed

MAINMAN Assessment + 1 products

February/2026 - Routine Maintenance, MAINMAN Assessment - Asset Boat Crane

[Export report](#)

Summary

Demo Customer Location 1, Street 1, Austin
PO Number: DEMO PQ
Service Products: Load Test, OSHA Periodic Compliance Inspection, Oil analysis
Date completed: Jan 12, 2024

Findings and Actions

Assets Served	23 Safety Risks	23 Production Risks	2 Undetermined Conditions Not able to Complete	12 Improvement Opportunities
7 Assets Served				

40 Undetermined Conditions (Unable to Inspect - Not in Scope)

Assets

Findings and Actions by Asset

Asset	Findings	Actions
Crane 2 Double girder Double girder EOT - 1 trolley chain hoist	5	10
Crane 1 Double girder Double girder EOT - 1 trolley chain hoist	4	3 1 4
Crane 4 Single girder Single girder EOT - 1 trolley chain hoist	3	6 1
Crane 3 Single girder Single girder EOT - 1 trolley chain hoist	3	4 3
Crane 5 Single girder Single girder EOT - 1 trolley chain hoist	3	1 4
Crane 7 Pillar Jib crane Pillar jib crane - electric wire rope hoist	3	
Crane 6 Light crane system Light crane system - double girder	2	

[View findings & actions →](#)

Quotations

Open quotations

1-1B/B/C/M/L | Quotation open

Planned Repairs
Valid until: Apr 4, 2026

Attachments

2 attached Reports and files

- Routine Maintenance (EN)
Service Report, 1-103236926256
Feb 26, 2026 9:09 PM
- MAINMAN Assessment R...
Service Report, 1-103236926256
Feb 26, 2026 9:09 PM

Contacts

- Kevin Lewis**
Customer Contact
+123456789
kevin.lewis@customer.com
- Jack Rope**
Konecranes Contact
+123456789
jack.rope@konecranes.com
- John Crane**
Service technician
+173456789

Service Request

Findings and Actions

The assets in the service request are listed in this section. The findings for each asset are listed along with the details such as fault code, risk and a recommendation. You will also find comments from the inspector or technician.

Findings are prioritized with safety and production risks listed first. You can filter by findings and actions, service product and asset name. You can also choose if you would like to see compact or full component structure.

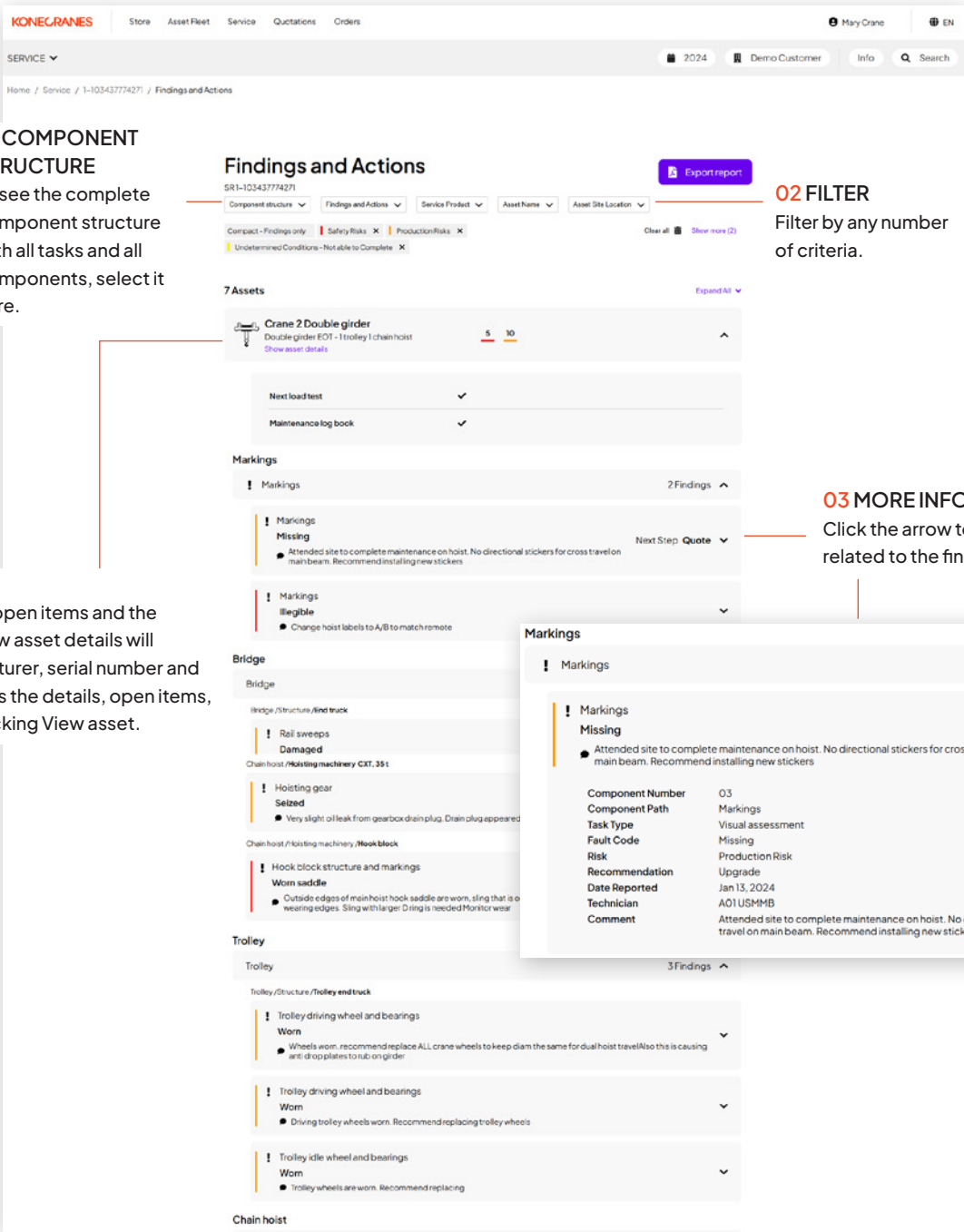
04 ASSET

Clicking on the asset name will show you open items and the information of that asset. Clicking on Show asset details will reveal detail information such as manufacturer, serial number and criticality of the asset. You can also access the details, open items, activities and manuals of that asset by clicking View asset.

01 COMPONENT STRUCTURE
To see the complete component structure with all tasks and all components, select it here.

02 FILTER
Filter by any number of criteria.

03 MORE INFORMATION
Click the arrow to see more information related to the finding.



Service Request

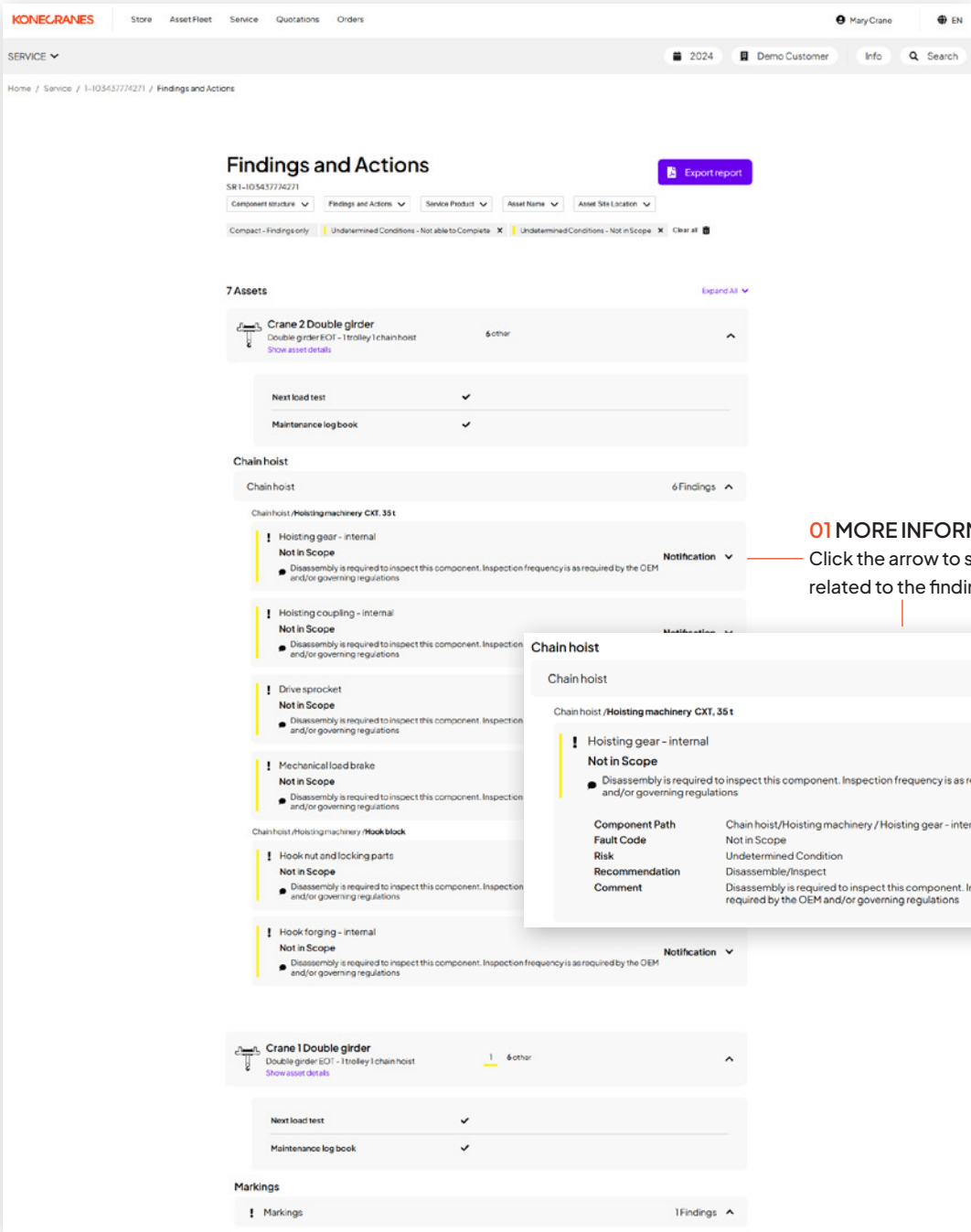
Undetermined Conditions

The Service Request page in the portal will list individual components that have an Undetermined Condition and are not in the scope of your agreement.

An Undetermined Condition indicates that the component condition could not be directly verified through visual inspection without further disassembly and/or the use of other inspection methods.

These advanced services are generally excluded from the scope of typical compliance and preventive maintenance inspections. Consultation Services may be added to a service program or offered on a stand-alone basis to assess the condition of these components.

You may also see components listed as Undetermined Condition - Not able to Complete. This indicates that the component condition could not be directly verified through visual inspection as a result of asset configuration and/or obstruction. In this case, the visual inspection was part of the service scope, but it was not completed.



01 MORE INFORMATION
Click the arrow to see more information related to the finding.

Documents and reports

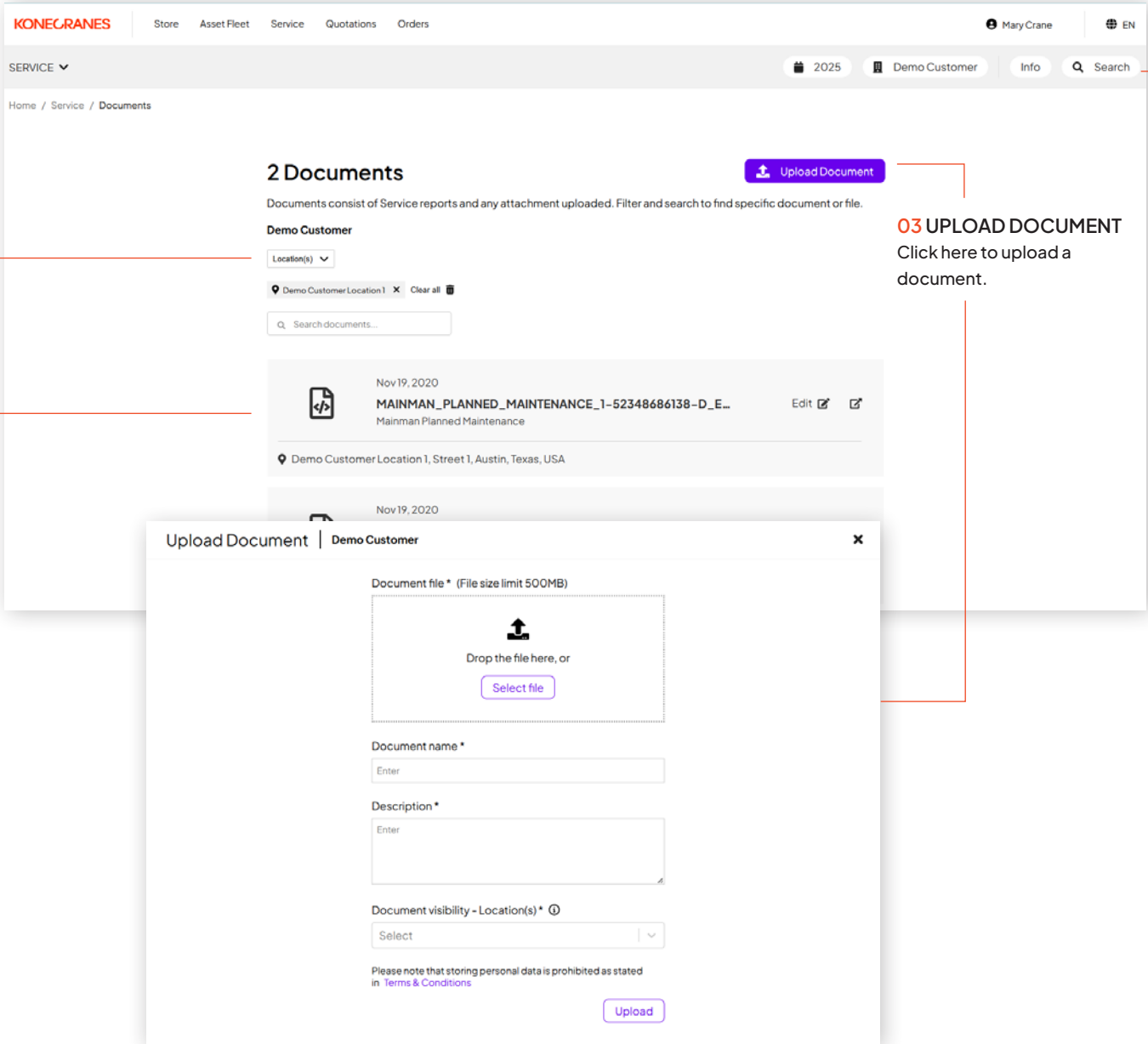
The **Documents** page shows documents that have been added during the selected time frame. These include inspection reports and manually uploaded files. Files can be downloaded, and you can also add your own documents. Only legally required documents are automatically available. All online reports are available in the Service Review section.

01 FILTER
Filter to find a specific document or file.

02 SEARCH
Search to find a specific document or file.

03 UPLOAD DOCUMENT
Click here to upload a document.

04 DOWNLOAD
Click to download the document.



CheckApp for Daily Inspections

This page shows information from CheckApp for Daily Inspections.

Prior to each new work shift or each new lift (depending on applicable regulation), a daily inspection should be performed. Konecranes CheckApp for Daily Inspections provides an electronic logbook for performing and recording daily inspections.

The daily inspection is a visual and functional test / check to identify deficiencies. Any observed deficiency represents a potential safety risk. The daily inspection is performed by the crane operator or other equally competent customer personnel. Performing daily inspections does not reduce or replace the need to perform Frequent or Periodic inspections by Konecranes service professionals.

The daily inspection view is available only for those assets with Konecranes CheckApp for Daily Inspections. A fleet view for assets with CheckApp over a selected time frame is available in the Business Review section.

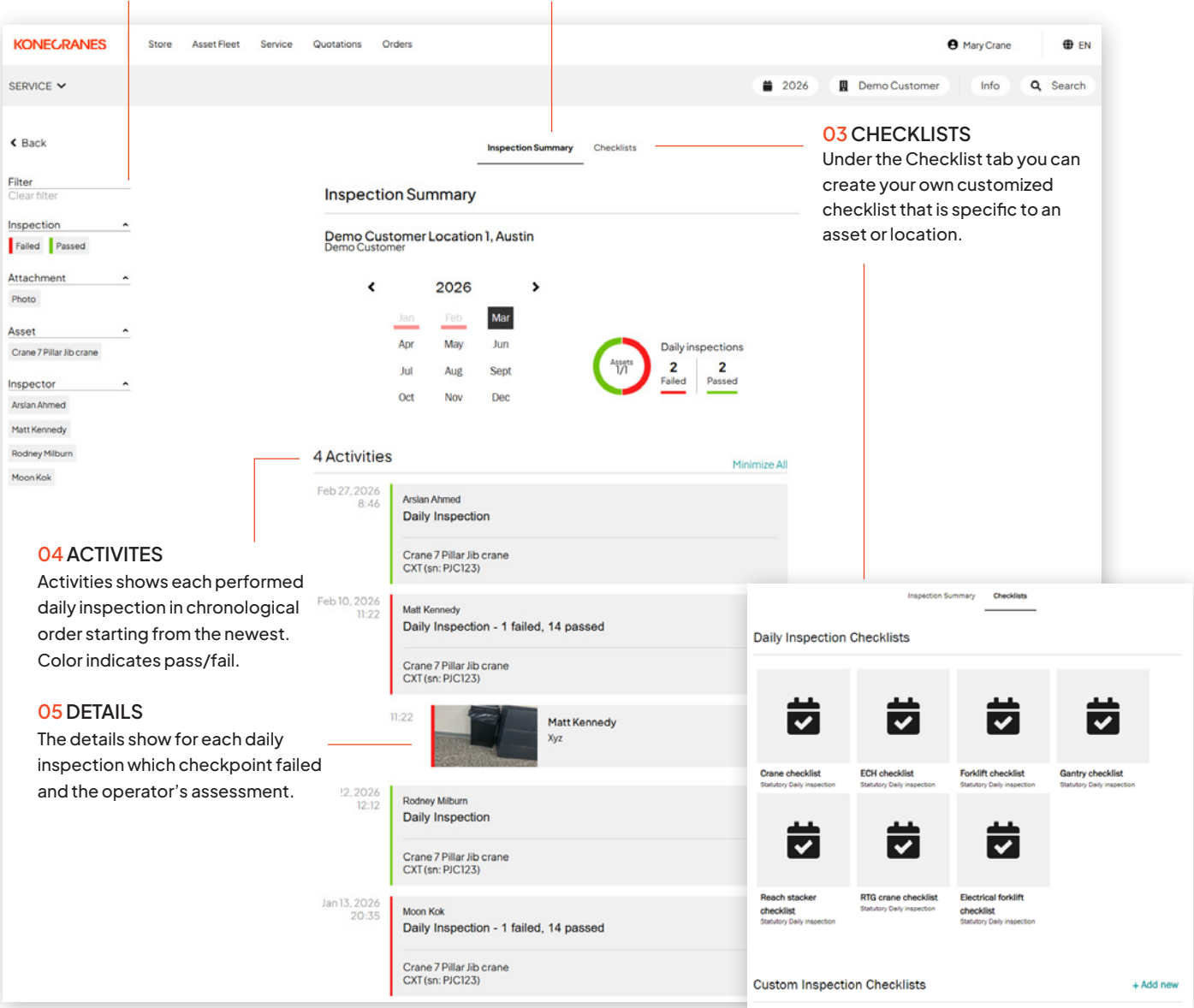
01 FILTER
Filter by inspection status, asset or inspector.

02 INSPECTION SUMMARY
Summary shows the number of performed daily inspections in a selected timeframe as well as the number of those with an observed deficiency. Repeated observation on the same asset counts as multiple deficiencies.

03 CHECKLISTS
Under the Checklist tab you can create your own customized checklist that is specific to an asset or location.

04 ACTIVITES
Activities shows each performed daily inspection in chronological order starting from the newest. Color indicates pass/fail.

05 DETAILS
The details show for each daily inspection which checkpoint failed and the operator's assessment.



User management

Customer managers that have CheckApp for Daily Inspections for their assets can create or delete CheckApp access for operators who perform Daily Inspections.

Each CheckApp user must identify themselves using their CheckApp credentials.

01 CREATE NEW USER

Click here to add a user.

03 PROFILE INFORMATION

Click on a user to see their profile information.

04 EDIT

Edit user details.

05 DELETE

Delete user.

The screenshot displays the KONECRANES portal's 'Service' section, specifically the 'User Management' page. The interface includes a top navigation bar with 'Store', 'Asset Fleet', 'Service', 'Quotations', and 'Orders'. A user profile 'Mary Crane' is visible in the top right. The main content area shows a list of users with details like name, email, and phone number. A 'Create New User' button is prominently displayed. Below the list, a modal window titled 'User Management | Create New User' is open, showing a form with fields for First Name, Last Name, E-mail, Phone Number, Customer, and Location. The form also includes a section for 'Available applications' with checkboxes for 'CheckApp' and 'Daily Inspection Mobile App'. A 'Save' button is at the bottom right of the modal. A 'Profile Info' modal is also visible, showing details for a user named Jack Winch, including his email, phone number, creation date, and location. Red lines connect the numbered callouts to the corresponding UI elements: 01 points to the 'Create New User' button, 02 points to the 'Save' button in the 'Create New User' modal, 03 points to the 'Profile Info' modal, 04 points to the 'Edit' button in the 'Profile Info' modal, and 05 points to the 'Delete' button in the 'Profile Info' modal.

01 CREATE NEW USER
Click here to add a user.

02 CREATE NEW USER
All fields are required.

03 PROFILE INFORMATION
Click on a user to see their profile information.

04 EDIT
Edit user details.

05 DELETE
Delete user.

First Name	Last Name	E-mail	Phone Number	Created by	Created at	Customers	Locations
Jack	Winch	jack.winch@customer.com	0123456789	demo.user@customerdemoacct.com	9.3.2026 18:20	Demo Customer	Demo Daily inspection, Street 4, Albany, New York, USA

User Management | Create New User

First Name*
Customer

Last Name*
Test

E-mail*
test.customer@customer.com

Phone Number*
+123456789

Customer*
Demo Customer

Location*
Demo Customer, Street 0, Sprin...

Available applications

☒ CheckApp
Daily Inspection Mobile App

☒

Save

Slings and Accessories

This page shows information from the **Slings and Accessories Inspection**. This inspection has been designed to inspect non-maintainable load lifting attachments and accessories that are attached to the crane hook during operation. The inspection identifies deficiencies and deviations from local statutory safety and health regulations.

The inspection service utilizes radio frequency identification (RFID) tags to help quickly and reliably identify attachments and a smartphone app to record load lifting attachment inspection data. The information on the portal helps you keep track of inventory, execute audits and plan for replacements.

The fleet view shows all recorded loose lifting devices for the selected location. By default, the devices in this list are sorted after the next due inspection.

Devices that are not inspected yet or are past due should be taken out of service without delay and should be inspected as soon as possible to avoid a safety risk.

01 FILTER
Filter by any number of criteria.

02 GENERATE REPORT
Get a report sent as a link to your email address. Note: this report is only a summary and is not compliant with statutory requirements. Click on a device to download a compliant report.

03 DETAILS
Switch between Device Details and Inspection Details.

Slings and Accessories Inspection

Demo Customer
215 Devices

Device Type	Specification	Asset No.	Serial No.	Work load limit	Length	Manufacturer
Magnet	Permanent	-	-	-	-	-
Sling - Wire rope	Sling	V1_x0000_	607182	-	-	CERTEX
Sling - Synthetic	Endless web sling	11	12333	-	-	-
Sling - Synthetic	Round sling, Double layer	-	-	-	-	-
Magnet	Permanent	-	-	-	-	-
Rigging Hardware	Joker Hook	-	-	-	-	-
Sling - Chain						

Generate Report

Filter (1 selected)

Clear filter

Search devices...

Selected customer(s)
One (1) Customer can be filtered at a time.
Demo Customer
Street 0, Springfield, Ohio, USA

Selected location(s)

Status (1)
Not checked

Device Type

Manufacturer

Functional location

Device Info

Sling - Synthetic

Round sling, Double layer

Hall 1 - Rack A

Properties

Device Type	Sling - Synthetic
Type Specification 1	Round sling
Type Specification 2	Double layer
Functional location	Hall 1 - Rack A

Tag information

Tag type	RFID Tag
Tag UID	C:1A72216012410F0

Inspection History

No inspections

07 PRINT PDF
From this device info view you can print or download a compliant individual inspection report.

06 INSPECTION HISTORY
The inspection history shows all inspections which our inspectors have performed on this device.

04 DEVICE INFO
Click device name to open the info view for that device.

05 TAG INFORMATION
Device details and tag information.

TRUCONNECT

TRUCONNECT Remote Monitoring collects condition, usage and operating data from control systems and sensors on an asset and provides alerts of certain anomalies.

Analyzing and identifying anomalies, patterns and trends in TRUCONNECT data helps you make informed maintenance decisions and prioritize actions.

Collected data varies depending on asset make and model but typically covers condition and expected service life of critical components, running time, lifted loads, motor starts, work cycles and emergency stops. Additional TRUCONNECT options allow certain assets to be equipped with hoisting brake and/or inverter monitoring.

01 INFO
Click to see more information of the page.

KONECRANES

StoreAsset FleetServiceQuotationsOrders

Mary CraneCartEN

SERVICEJan 2024 - Dec 2024Demo Customer Location 1InfoSearch

Crane 5 Single girder
Single girder EOT - 1 trolley chain ...

Open ItemsAll ActivitiesTRUCONNECT®DocumentsAsset Info

Preset Time RangeStart DateEnd Date

Select Date

Select Date

Clear Time Range

TRUCONNECT Report

TRUCONNECT®

ConditionExpand All

Hoist DWP

Crab thrust rockers Service Life

Brake Service Life

Contactors Service Life

Learn more about Condition

Operating StatisticsExpand All

Operation Hours

Load

Events and Alerts

Learn more about Operating Statistics

TRUCONNECT

TRUCONNECT page for an asset

The shortest current service life of a component is retrieved from the Condition Monitoring section. Those values will change over time due to differences in the wear rate of components and different crane operating patterns, as these can significantly accelerate the wear rate. The effects of operation are described more closely in the Usage section.

The cumulative number of alerts in the review period is shown in the Alerts section. Details are provided in the Pareto analysis of the alerts.

In the Usage section, the current most significant problem that could affect the safe operation or condition of the crane is added to the summary. It also shows if the crane is operated in terms of design classes.

06 RECOMMENDATIONS

The Recommendations section displays upcoming component replacements and advises on maintenance actions to be planned for future service visits.

05 CONDITION

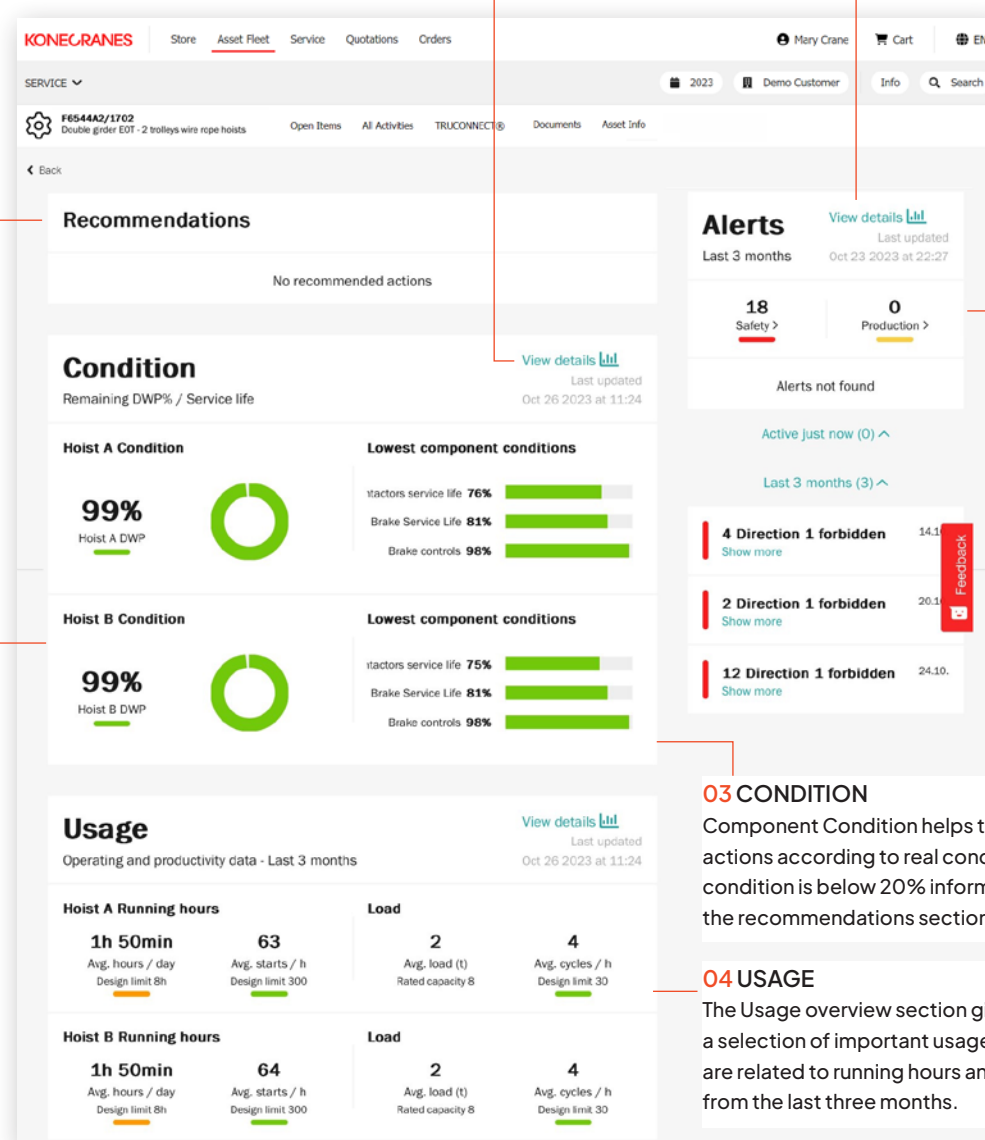
This section gives an outlook to the current condition of the hoist and its components and provides an assessment on their safety and reliability risks.

01 DETAILS

Click here to view the details.

02 ALERTS

The Alerts section displays an overview of the current and historical faults and warnings that are critical to safety and production.



TRUCONNECT

Condition

Condition monitoring shows the current condition of the hoist and its components, any risks related to safety and production, and the estimated remaining service life based on the usage history.

The estimated remaining service life data is shown with status colors:

Green: more than 30% of stimated service life is left.

Yellow: When estimated service life is between 30% - 10%, plan your maintenance action according to remaining service life time.

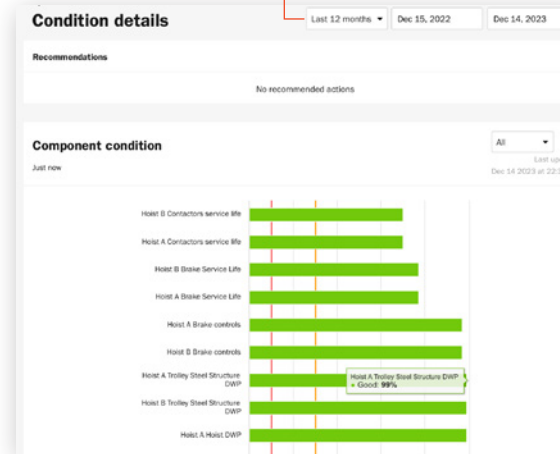
Red: When the value is less than 10% the component should be inspected or changed.

Condition monitoring can also be used to check the component replacement frequency, which provides a clear indication of upcoming maintenance needs and how changes in the operator's actions affect the service life of components.

This information can be used to plan and schedule preventive maintenance in order to improve safety and reduce unplanned downtime.

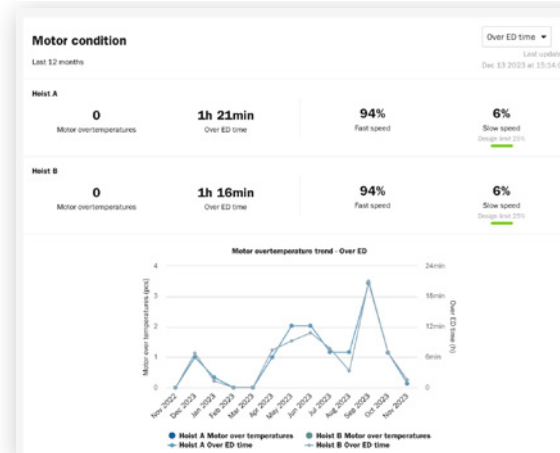
05 TIME FRAME

Click here to change the date range.



01 COMPONENT CONDITION

This portion shows details of the current condition of components (hoisting brake service life, trolley steel structure DWP, contactors etc). The components can be filtered from the drop-down menu list, allowing you to spot any differences in the condition between the hoist and other components.

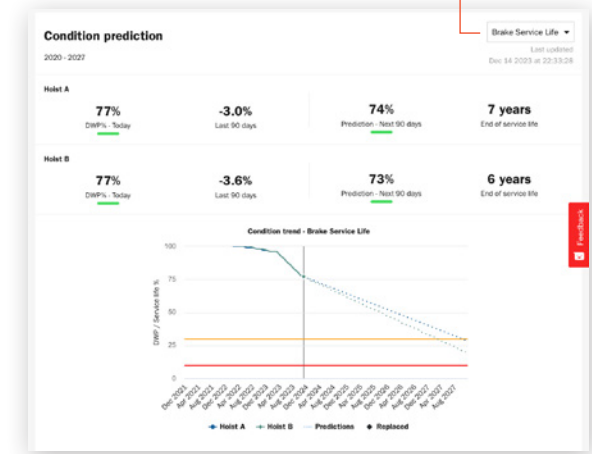


03 MOTOR CONDITION

This portion shows the over ED operation time and motor overtemperature occurrences. The occurrence is registered each time the hoisting motor stops because of overheating.

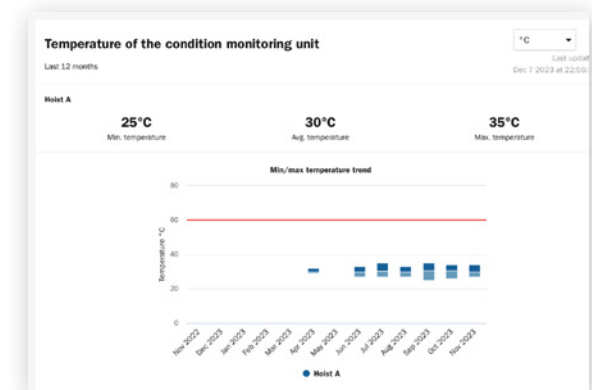
06 SELECT COMPONENT

Click here to select a component from the filter list.



02 CONDITION PREDICTION

This portion shows the past and anticipated future trend of the selected component from the filter list.



04 TEMPERATURE

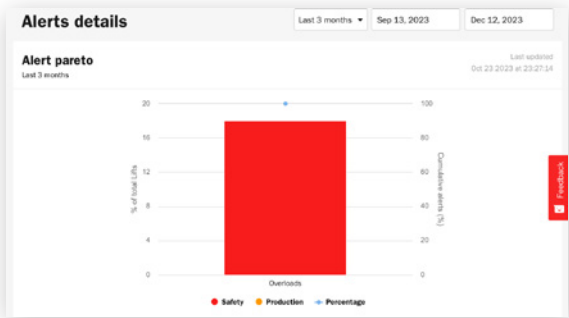
This section shows data about the internal temperature of the condition monitoring unit and provides an overall indication of the ambient temperature inside the electrical cubicle of the hoist.

TRUCONNECT

Alerts

The Alerts section shows an overview of any critical faults or warnings that have occurred within the past three months and are critical to safety and production. It not only helps in the proactive identification of any potential issues that might hinder the smooth functioning of the crane but also contributes to maintaining the operational efficiency.

Alert details shows the pareto analysis, alerts trend and detailed info of alerts. It also shows which alarms are recurring and which issues should be focused on, using recommended actions.



01 ALERT PARETO

The Pareto analysis displays and ranks the most important causes of alerts related to the safety and usability of the crane.

Date/Time	Type	ID	Event type	Component	Status	Amount	Duration	Collapse all
Oct 23 2023 at 07:44:26	Alarm	EA_00	Overloads	Host B	Passive	1	0min	⌵
Description Single hoist overload is detected								
Oct 23 2023 at 07:44:26	Alarm	EA_01	Overloads	Host A	Passive	1	0min	⌵
Description Bridge overload is detected (sum load has exceeded the limit)								
Oct 23 2023 at 07:44:25	Alarm	EA_01	Overloads	Host B	Passive	1	0min	⌵
Description Bridge overload is detected (sum load has exceeded the limit)								
Oct 23 2023 at 07:44:25	Alarm	EA_00	Overloads	Host A	Passive	1	0min	⌵
Description Single hoist overload is detected								
Oct 23 2023 at 07:24:12	Alarm	EA_01	Overloads	Host B	Passive	1	0min	⌵
Description Bridge overload is detected (sum load has exceeded the limit)								
Oct 23 2023 at 07:24:12	Alarm	EA_00	Overloads	Host B	Passive	1	0min	⌵

03 ALERT VIEW

The Detail alert view displays timestamps for all faults and alarms, potential root causes, and recommended actions. Individual alerts can also be examined by filtering out others from the view. Based on the data, crane operation and maintenance actions can be improved.



02 ALERTS HISTORY

The Alerts trend shows safety and production risks. These indicate a safety risk to the crane or its operation. Safety-critical risks can include emergency stops, overloading and brake faults. These also indicate production risks that result in crane stoppage or production downtime. Production-critical risks can include motor overheating, inverter faults and control system faults.

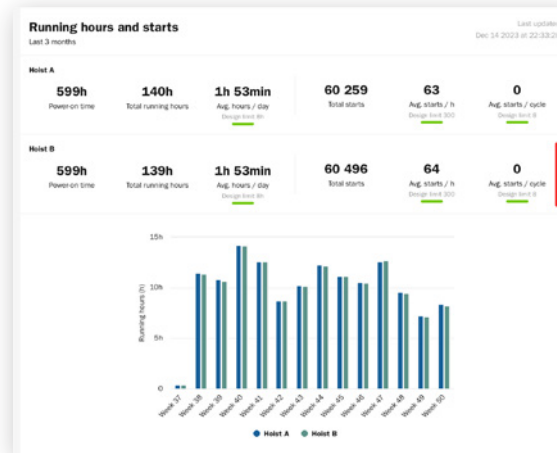
TRUCONNECT

Usage

Usage shows how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

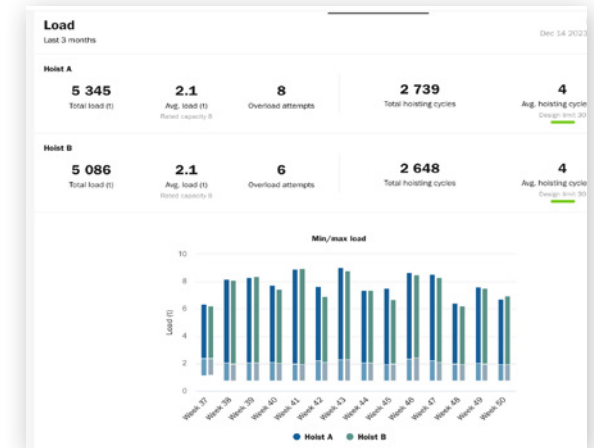
Usage patterns can significantly influence the service life and safety of individual components. This section also shows usage rate differences between different hoists and the subsequent differences in their remaining service life.

This section is designed to promote appropriate operation in order to achieve optimal results in terms of the safety, service life and maintenance costs of the crane investment.



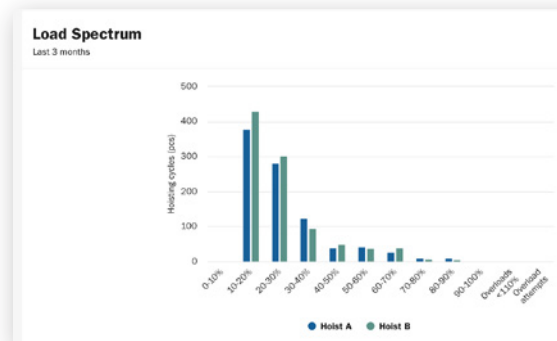
01 RUNNING HOURS AND STARTS

This section shows the number of running hours in the review period with a load. The average values are compared to their respective design limits. It also indicates the number of starts with both inverter-controlled and 2-speed motors, and speed changes with 2-speed motors.



02 LOAD

This section shows the production volume of the crane or individual hoist, hoist cycles and cycles in terms of design limits.



03 LOAD SPECTRUM

The load spectrum in the load section shows the lifted loads and how close to the rated capacity the hoist is operated at on average.

Business Review

Once a year, or as needed, we like to meet with you at a management level for an in-depth assessment of our service relationship – looking at progress, feedback and documented value. We'll discuss recommendations and plan jointly.

Service KPIs

This section shows the number of service visits, work packages, assets serviced, modernizations, retrofits and consultation services performed during the selected time period.

The Trends graph reveals faults found for work packages and assets serviced. You can view any combination of findings and actions in this graph.

Findings and Actions shows the number of safety risks, production risks, undetermined conditions, improvement opportunities and repaired items for the selected time period. Findings and actions are also shown for each asset in the agreement.

01 FILTER
Filter by any number of criteria.

02 VIEW AGREEMENTS
View your agreement information.

03 TRENDS
Hover over the graph line to see the total assets serviced/ work packages in the corresponding year.

04 FINDINGS AND ACTIONS BY ASSET
Click on asset name to view service activities, TRUCONNECT data and asset info.

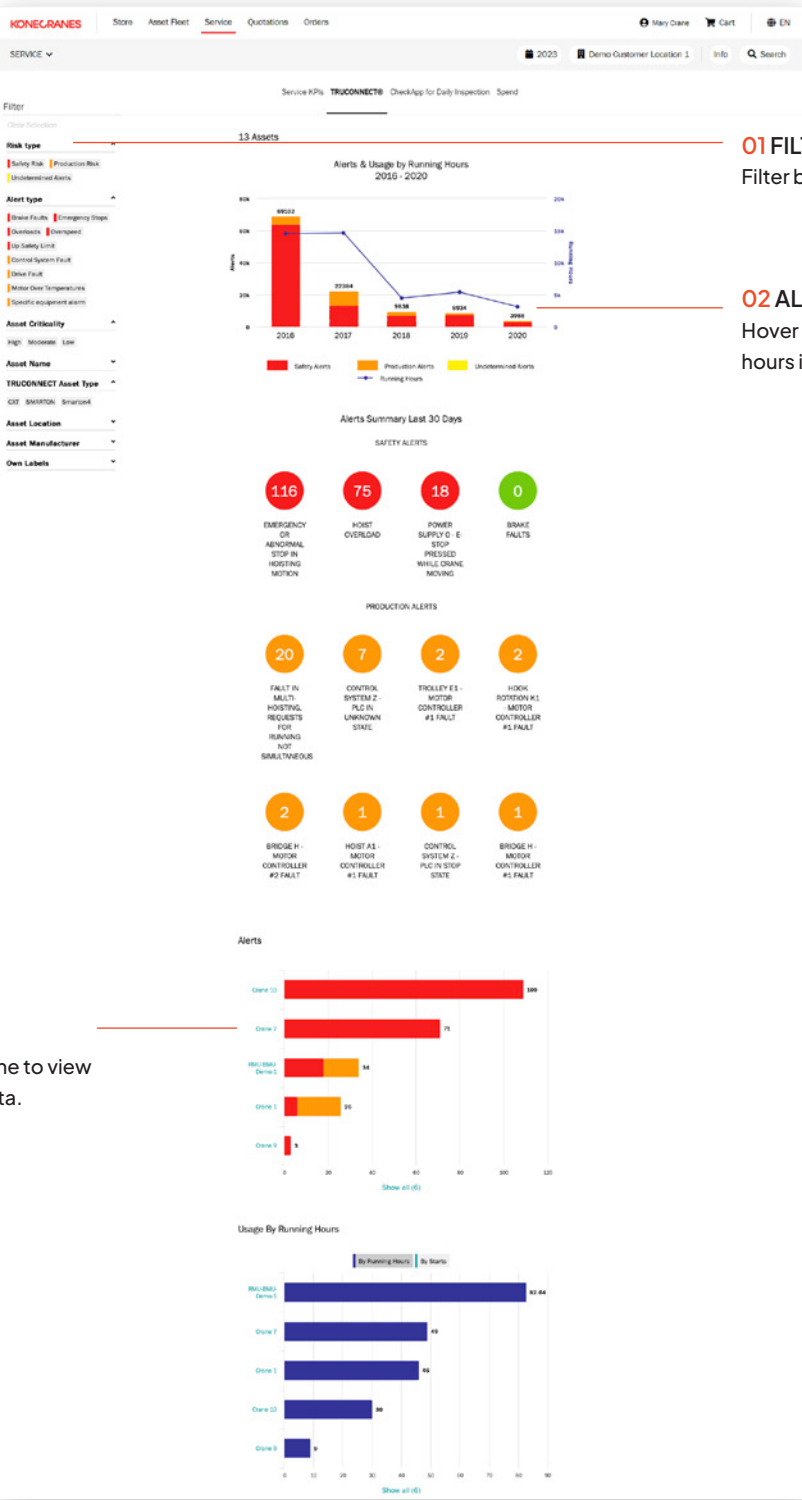


Business Review

TRUCONNECT section

This view of your TRUCONNECT information shows the number of alerts and usage by running hours for the selected time period. An alerts summary shows the number of safety alerts in total and by asset. Usage by Running Hours shows the running hours of each asset as well as the number of starts.

The information in this section can help you pinpoint connected assets that need attention and make appropriate plans for budgeting and maintenance.



01 FILTER

Filter by any number of criteria.

02 ALERTS AND USAGE

Hover over the line to see alerts/running hours in the corresponding year.

03 ALERTS

Click on asset name to view TRUCONNECT data.

Business Review

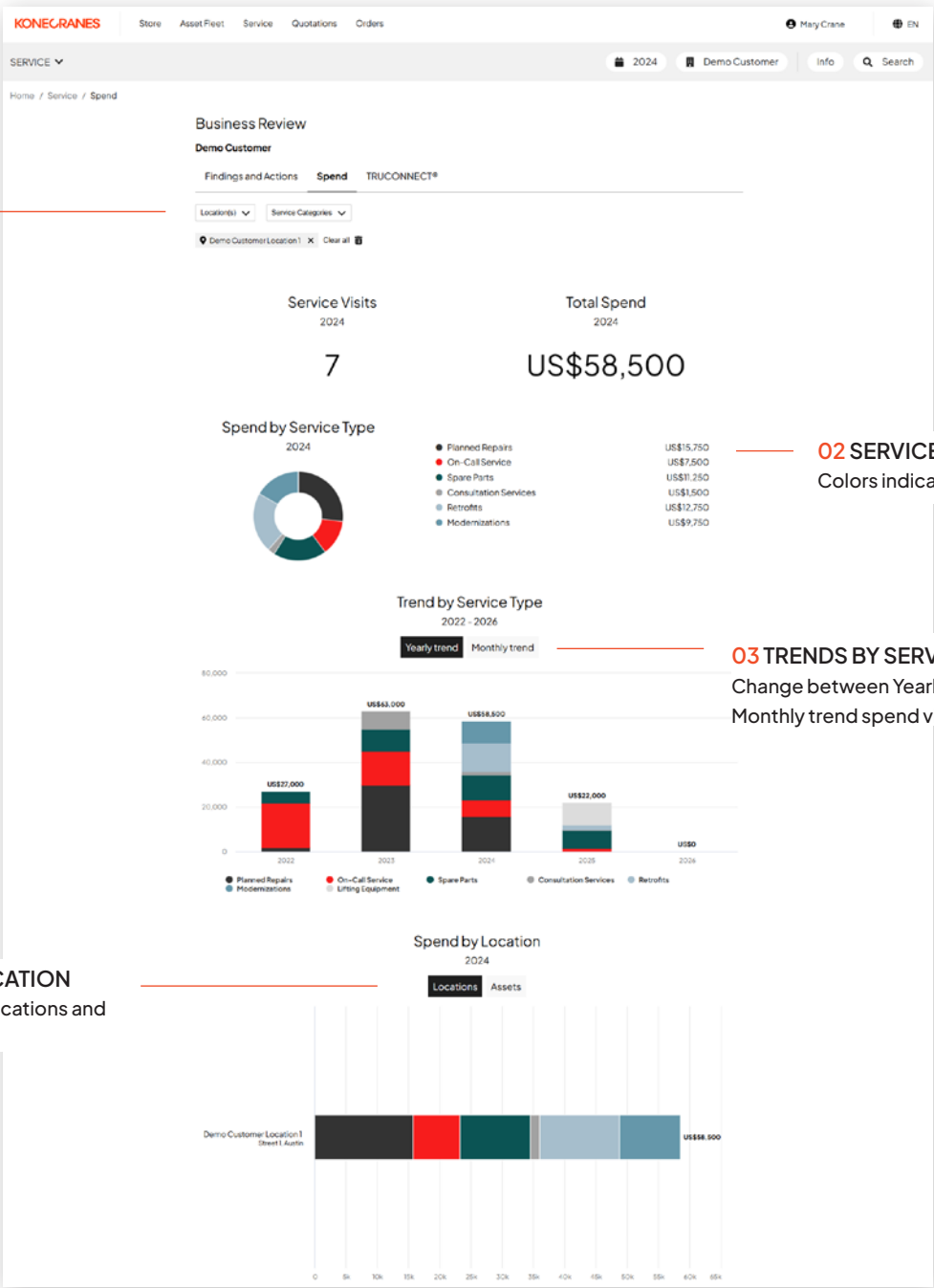
Spend section

Your spend information is summed up in this view. You can look at agreement costs as well as costs not in your agreement. You can also filter by service products.

Trends by Service Type show the amount spent on different service products over a five-year period.

Total spend and spend by service type is highlighted in an easy-to-read chart and is also broken down by asset allowing you to see, for example, which assets experienced the highest number of on-call service visits.

01 FILTER
Filter by any number of criteria.



02 SERVICE TYPE
Colors indicate the service type.

03 TRENDS BY SERVICE TYPE
Change between Yearly trend and Monthly trend spend view.

04 SPEND BY LOCATION
Change between Locations and Assets spend view.

Quotations

This page shows open, accepted, declined and expired quotations, which are uploaded to the portal by Konecranes representatives for your consideration.

Quotation approval

Some of the quotations addressed to you can be approved online. These are indicated with “Approve Quotation” marker; approving the other quotations requires contacting your sales contact. Enter a Reference or PO number to approve the quotation. If you want modifications or changes made to the offer please contact your sales representative.

07 DOWNLOAD PDF

A pdf of the quote can be downloaded.

06 QUOTATION DETAILS

Click to open quotation details including contact info.

08 APPROVE QUOTATION

Click to approve the quotation.

02 OPEN QUOTATION

Quotation waiting for your approval.

03 FILTER

Filter by time frame.

Quotation 1-1BJ7DM8P

Details

Customer	Demo Customer
Location	Demo Customer Location 1, Austin
Original Service Request	1-103462240791
Quotation ID	1-1BJ7DM8P
Service Product	Planned Repairs
Description	Hook safety latch with new
Quotation updated	Feb 17, 2026
Valid until	Dec 30, 2027
Quotation status	Open Quotation
Customer Contact	Konecranes Contact
Peter Pendant +123456789 peter.pendant@customer.com	Mike Hook +123456789 mike.hook@konecranes.com

Attachments (1)

Quote_Letter_ENU_1-1BJ7DM8P

Feb 17, 2026 12:01 PM

✓ Approve Quotation

KONECRANES

StoreAsset FleetServiceQuotationsOrders

Mary CraneEN

SERVICE

Home / Quotations

2026

Demo Customer

Info

Search

9 Quotations

Demo Customer

Location(s)

Quotation status

Service Categories

Asset Type

Asset Manufacturer

Asset Location

All filters

Demo Customer Location 1 X Clear all

Feb 17, 2026

1-1BJ7DM8P | Quotation Open

Quotation, Planned Repairs

Hook safety latch with new

Demo Customer Location 1, Austin

Approve Quotation

Valid until

Dec 30, 2027

Feb 17, 2026

1-1BJ7DM8B | Quotation Declined

Quotation, Planned Repairs

Trolley replacement

Demo Customer Location 1, Austin

Valid until

Mar 19, 2026

Feb 17, 2026

1-1BJ88U71 | Quotation Approved

Quotation, Planned Repairs

Contact replacement

Demo Customer Location 1, Austin

Valid until

Jun 24, 2026

Feb 17, 2026

1-1BJ88UHP | Quotation Approved

Quotation, Planned Repairs

Replace Hook block markings

Demo Customer Location 1, Austin

Valid until

Jun 29, 2026

Feb 16, 2026

1-1BJ2VWXG | Quotation Open

Quotation, Planned Repairs

Drain and reseal gearbox

Demo Customer Location 1, Austin

Approve Quotation

Valid until

Dec 30, 2027

05 EXPIRED QUOTATION

Quotation has reached its expiration date. A quotation you have declined would also show with a gray bar and say Declined Quotation.

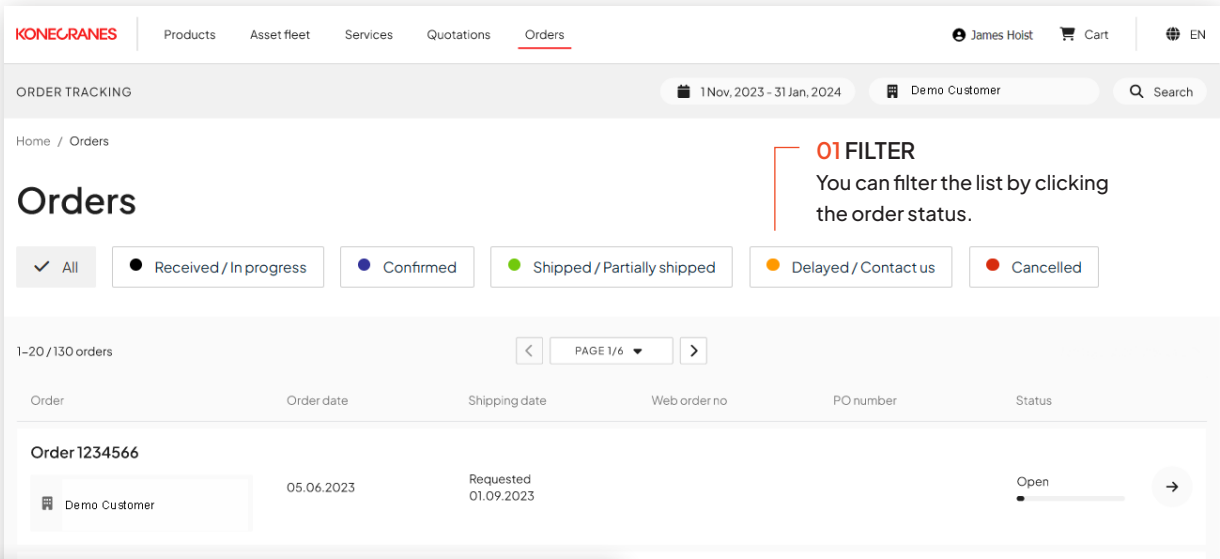
04 APPROVED QUOTATION

Quotation you have approved.

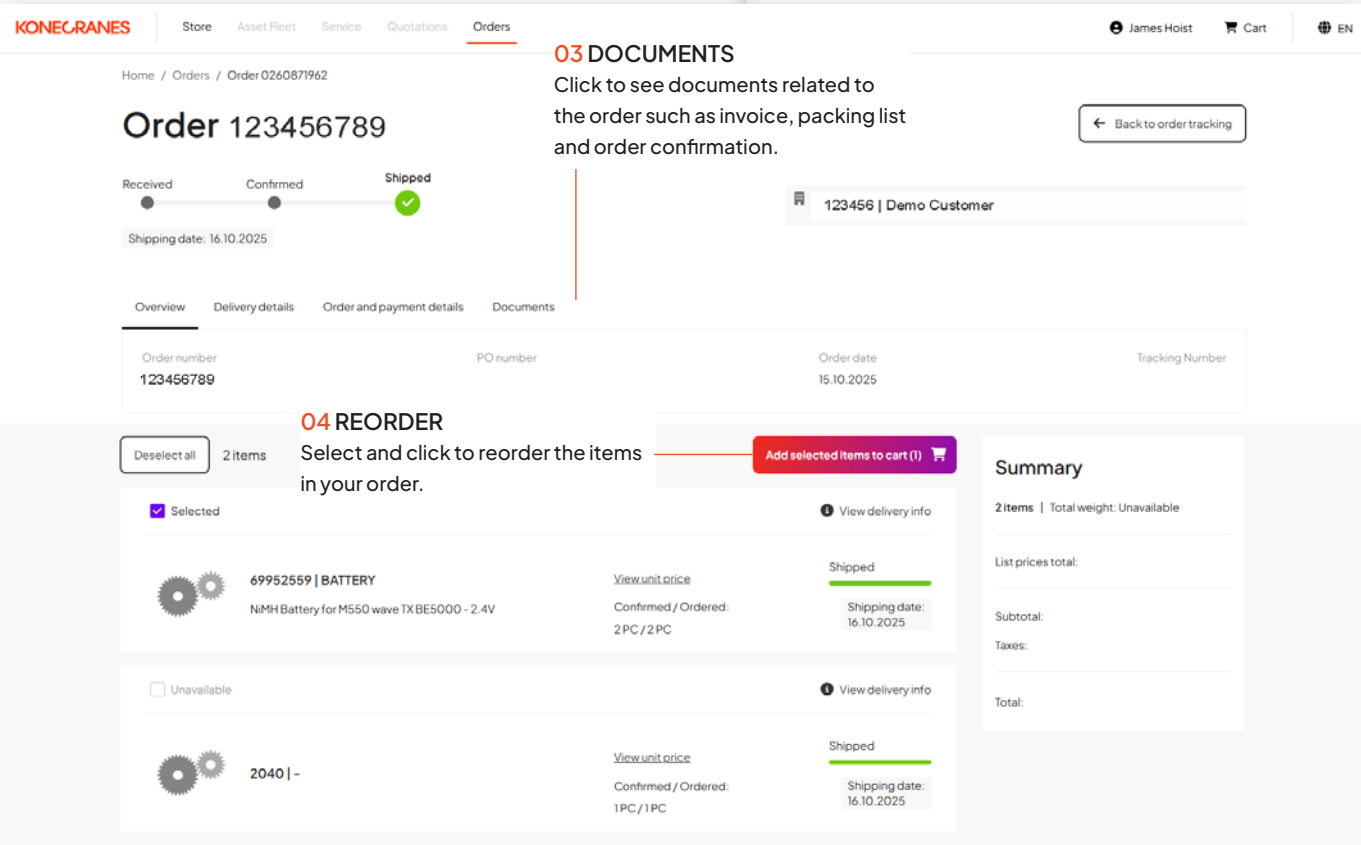
Orders

Orders page shows the summary of all your orders. You can easily see the status per color coding and you can filter the list per order statuses.

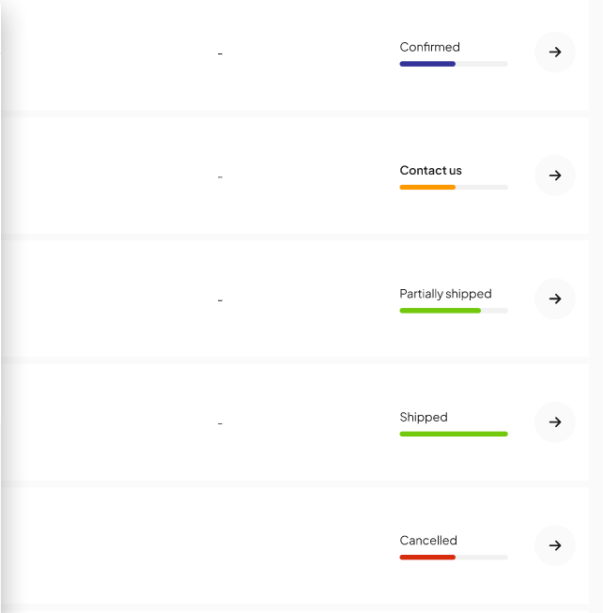
02 ORDER
Click the order to see the details or reorder the same order.



03 DOCUMENTS
Click to see documents related to the order such as invoice, packing list and order confirmation.



04 REORDER
Select and click to reorder the items in your order.



Support

In case you have questions, requests or support needs, there are multiple ways to contact us in the Portal.

03 SUPPORT ASSISTANT

You can find our Support assistant with FAQs and chat, and support request form at the bottom corner of the Portal.

What can we help you with?

Welcome to Konecranes Portal customer support

This assistant is designed to help you get support or troubleshoot issues you are experiencing.

Select the topic you need assistance in.

Service reports and crane data

Spare parts

Download the Konecranes Portal user guide

01 REQUEST FOR INFORMATION

You can request information on products on product pages.

The screenshot displays the Konecranes Portal interface. A 'Request for information' modal is open, showing a form with fields for Product, Company name, First name, Last name, Email, and Phone. The 'Desired method of contact' is set to 'By email'. A 'Send' button is visible. In the bottom left corner, a 'SUPPORT' button is highlighted. Below the main content area, a banner reads 'Interested? Please, contact us. We respond fast and are ready to help you.' with a 'Contact our support' button. The footer contains the KONECRANES logo, site terms, terms and conditions, data protection, cookie settings, contact us, and REACH notice links.

PRODUCTS CATEGORIES ▾

Request for information

Product *
HOIST; CHAIN HOIST

Company name
Demo Customer Ltd

First name *
Mary

Last name *
Crane

Email *
mary.crane@customertestacct.com

Phone
0123456789

Desired method of contact
☒ By email ☐ By phone

Please add a message and include e.g. product/equipment serial No., PO, quote or order No. *

Cancel Send

Part Manuals Bulk order

4/m/min, 2-falls. Push trolley, 50-202mm

Add to shopping list

if ordered today.

Request for Information

SUPPORT

Interested? Please, contact us. We respond fast and are ready to help you.

Contact our support

KONECRANES

Site terms
Terms and Conditions of Sale
Data protection
Cookie Settings

Contact us
REACH notice

02 CONTACT SUPPORT

You can find our Contact support form in the footer of any page of the Portal.



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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