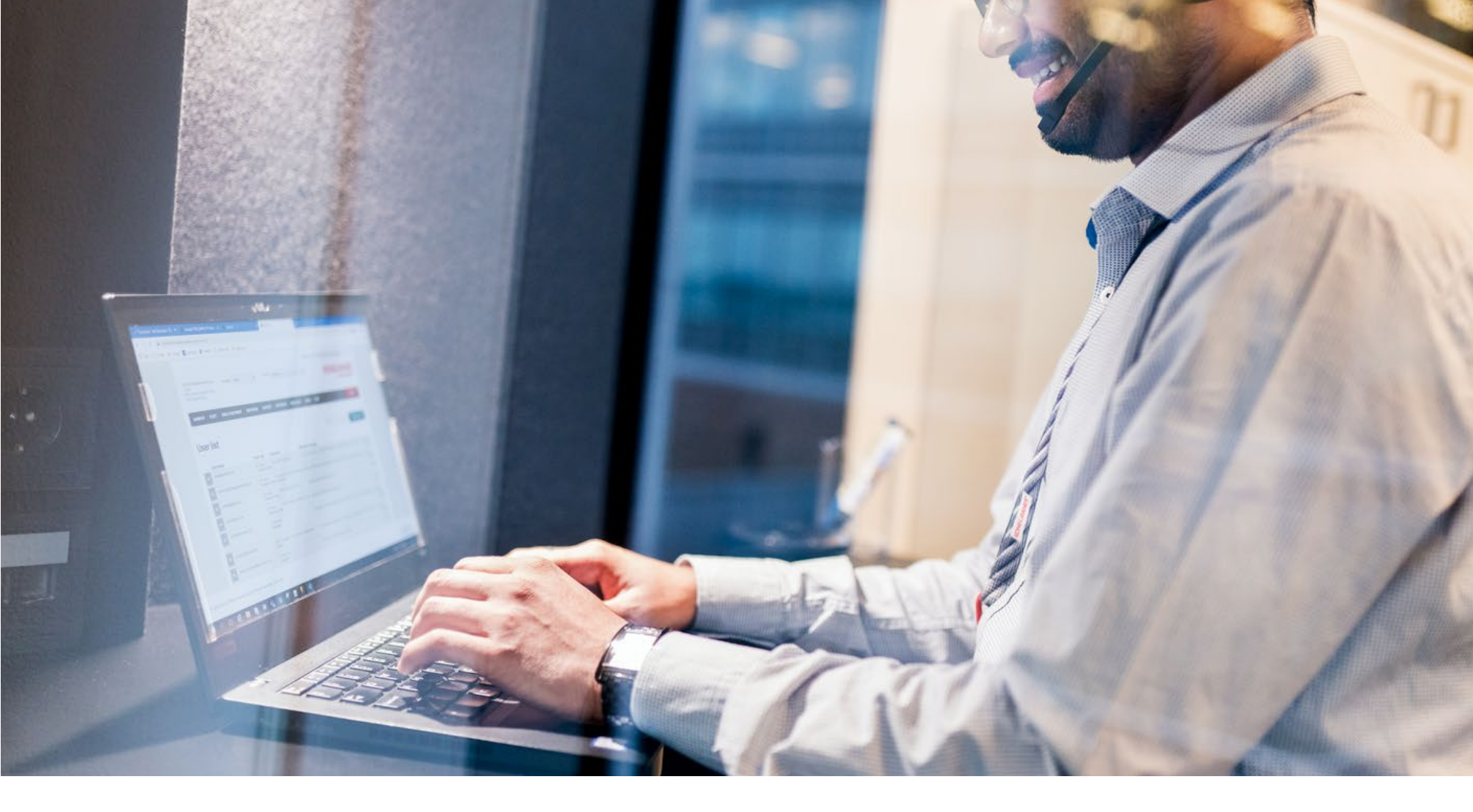


Your direct line to equipment experts.

Minimize downtime with instant access to specialized troubleshooting and problem-solving support.

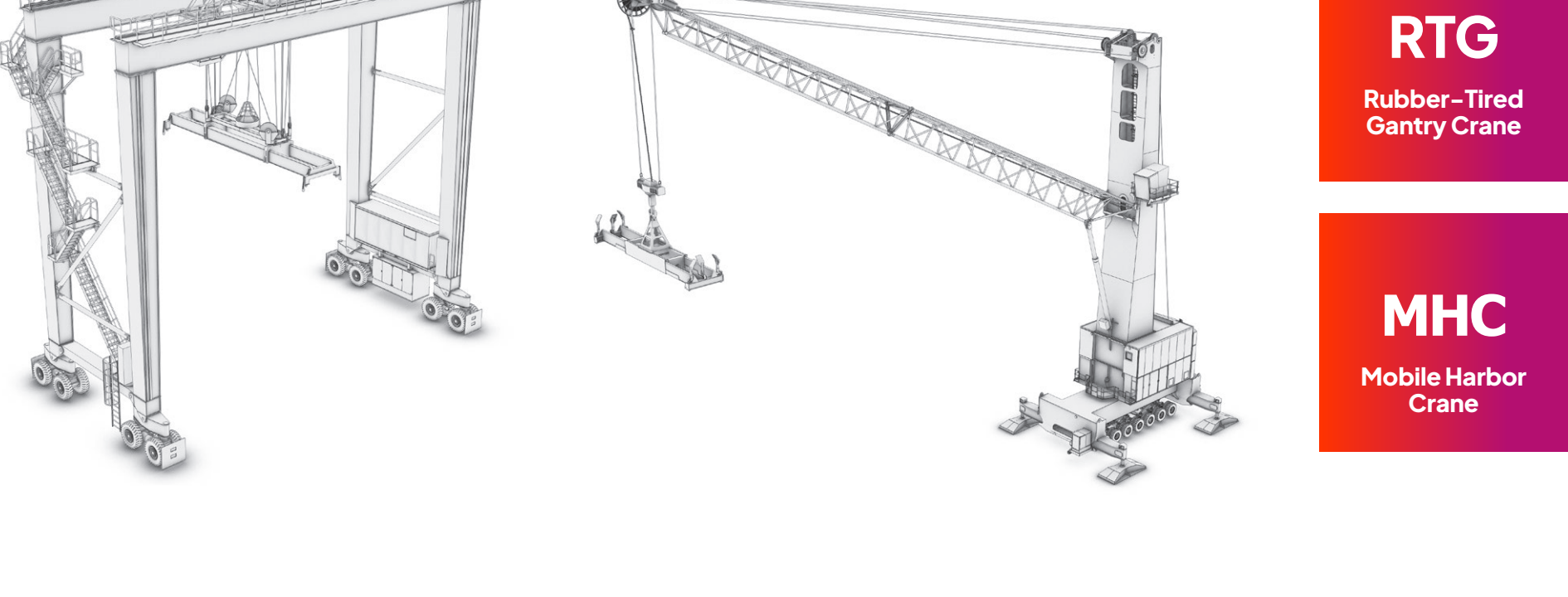


Immediate actionable support is sometimes the only viable option when facing critical breakdowns or managing operations in remote port locations where rapid response is essential to maintain productivity. However, advances in secure video streaming, augmented reality, and remote diagnostics now enable immediate, expert support without the delay and expense of an on-site visit.

Additionally, maintenance teams can access real-time troubleshooting and guidance from top-tier Konecranes technicians who each have thousands of hours of hands-on equipment experience.



Equipment applicability



Key benefits

- Instant expert support available up to 24/7 - no waiting or travel time
- Reduce unplanned downtime and associated costs
- Access specialized technical knowledge for complex issues
- Quick identification of needed spare parts and maintenance actions
- Support through multiple channels: phone, email, and video calls
- Strengthen your in-house maintenance capabilities
- Cost-effective solution for remote locations



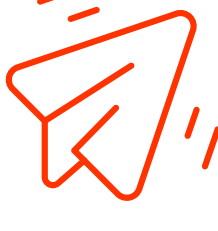
Contact our experts through:



Dedicated hotline



Support portal



Email



Video calls



We deliver results:

- Immediate troubleshooting begins from first contact
- Expert guidance for on-site diagnostics
- Root cause determination
- Clear action planning
- Comprehensive troubleshooting report



Immediate support & insight

- Available for all maintenance personnel
- Perfect for new terminals building expertise
- Ideal for locations with limited service availability
- Excellent support for complex technical issues
- Helps with calibration and parametrization
- Assists in spare part identification



Partner with Konecranes Remote Support to enhance your maintenance capabilities and power up your operational efficiency.

Your partner for higher performance.

EXPECT MORE.



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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