# yourKONECRANES.com customer portal

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*Lifting Businesses*™

# Quick and easy access to maintenance information

Our customer portal, yourKONECRANES.com, gives you quick and easy access to your crane maintenance information. Usage data from TRUCONNECT and maintenance data and asset details from MAINMAN are linked, giving you a transparent view of events and activities over any selected time interval.

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# Overview

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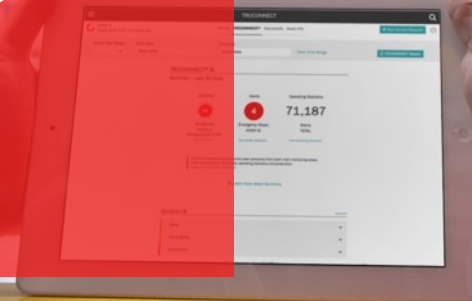
# Overview

The Overview page is a summary of open items, service activity and TRUCONNECT statistics.

- The number of open safety risks, production risks and TRUCONNECT statuses that require immediate attention are highlighted.

- Your recent service activity gives you a quick view of findings and actions.

- TRUCONNECT statistics shows safety and production alerts as well as a condition change for a component that needs attention.

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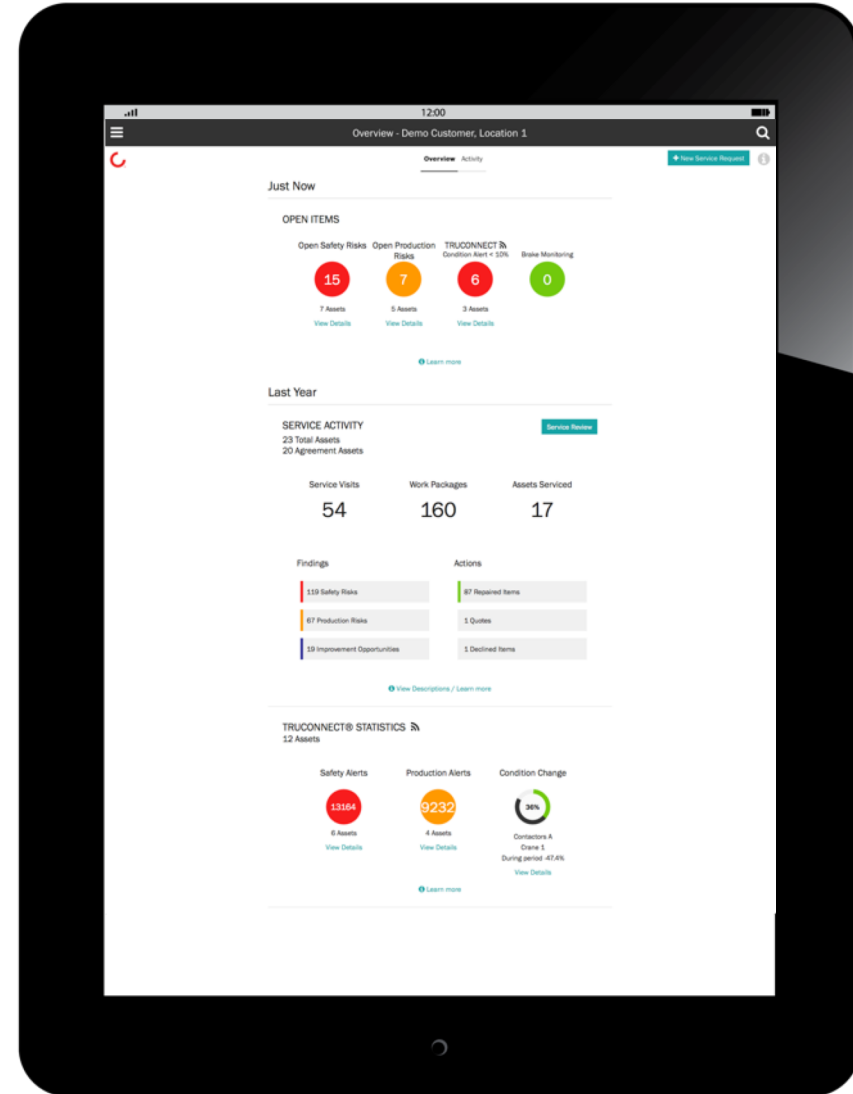
# Activity

The Activity page gives your an overview of completed service activities in a selected time frame.

Activities can be filtered according to findings, actions, TRUCONNECT alert type and service products, asset criticality and component.
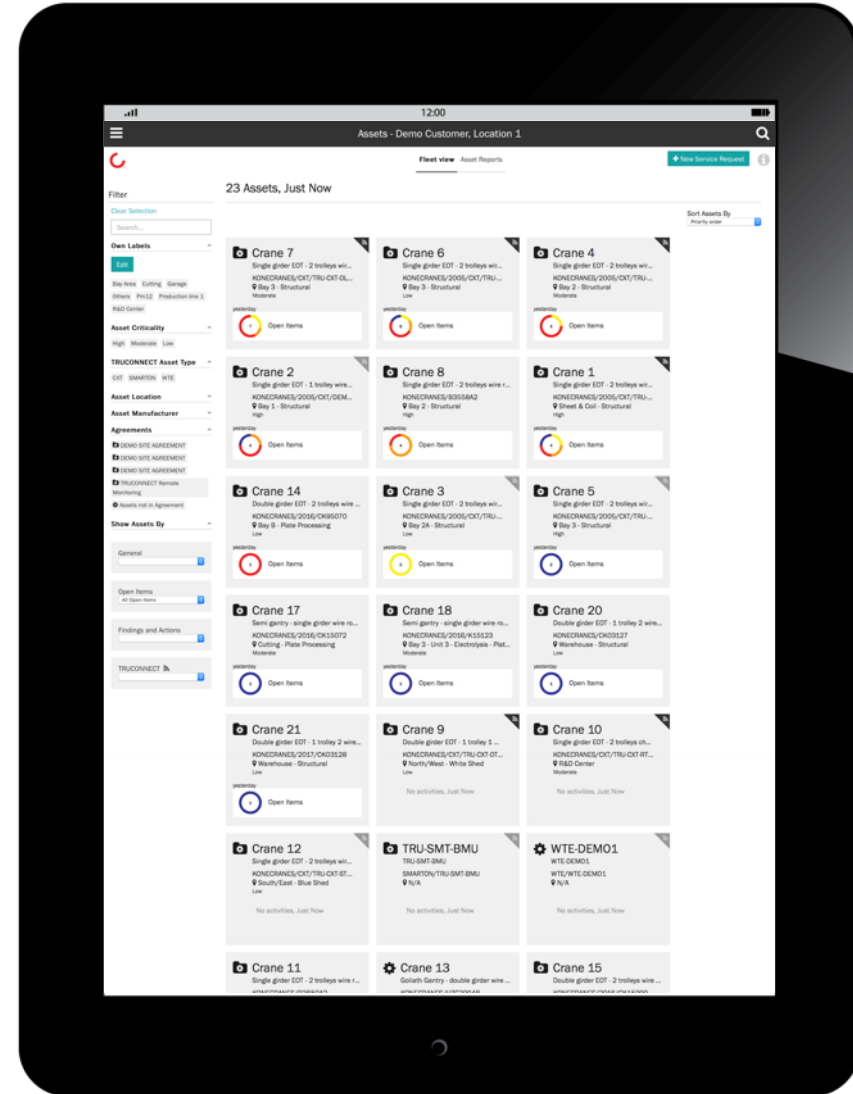
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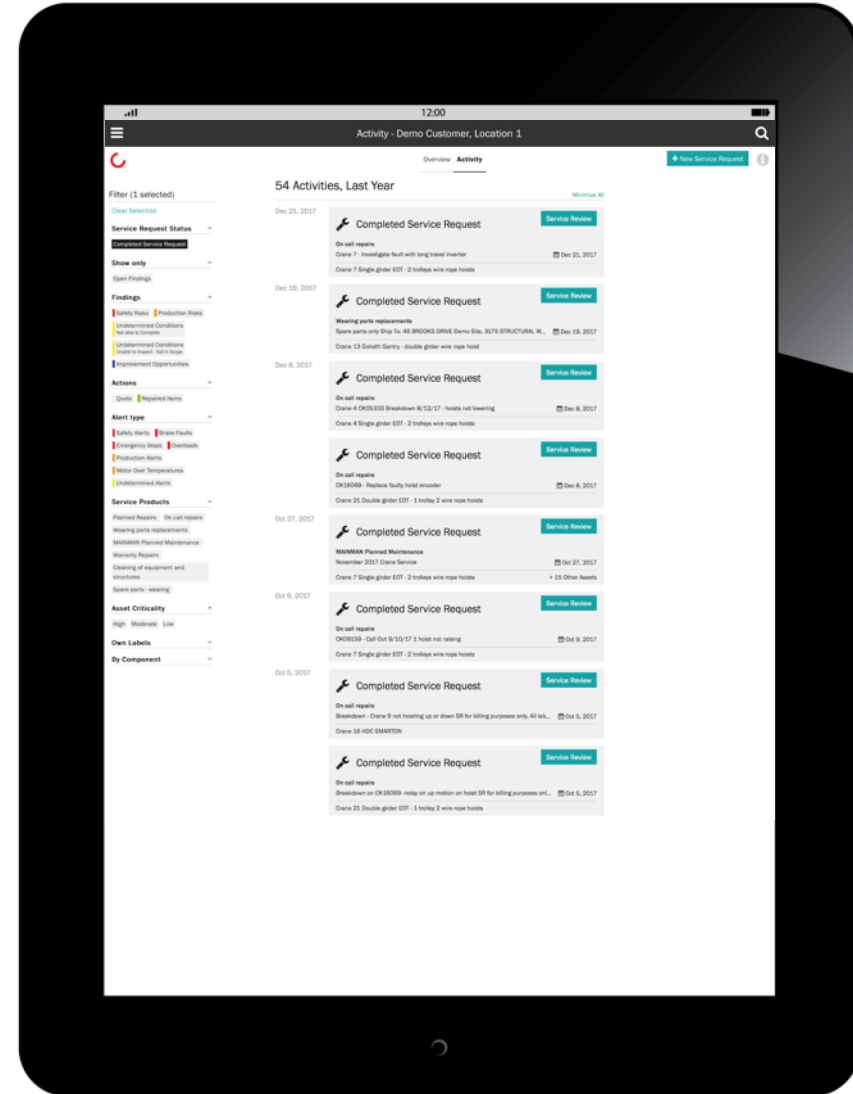
# Assets

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# Fleet view

The fleet view page shows all assets serviced by Konecranes. The list can be sorted by priority, asset criticality, date and alphabetically. Sorting by priority gives you a clear view of safety and production-critical issues.

You can also filter by open items, findings and actions and TRUCONNECT information. This allows you to quickly see assets that need attention and help plan maintenance actions.
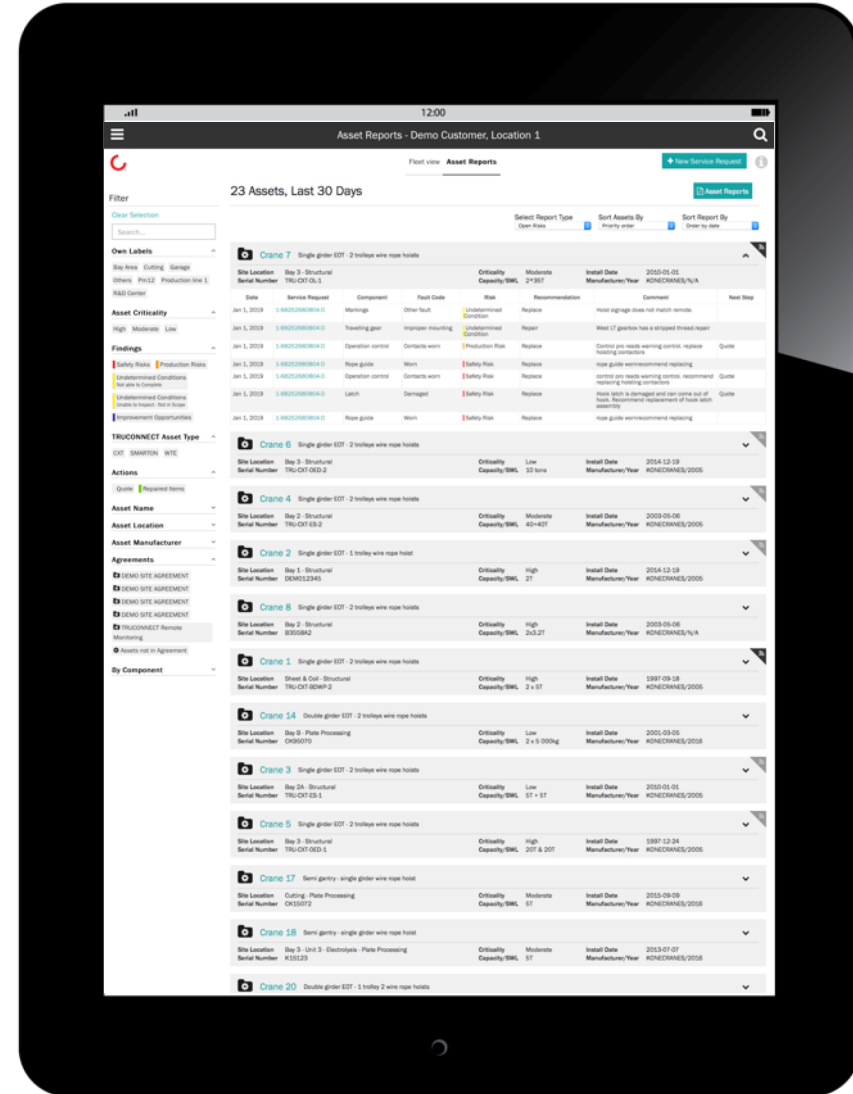
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# Asset reports

The asset reports page also shows all equipment serviced by Konecranes – but in this view you can see the history for a particular asset. This list can be downloaded and easily shared.

The reports include:

- Open risks

- Service history

- Material history

- Service spend

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# Service calendar

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# Calendar

The Calendar page shows you service activities in a monthly 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.
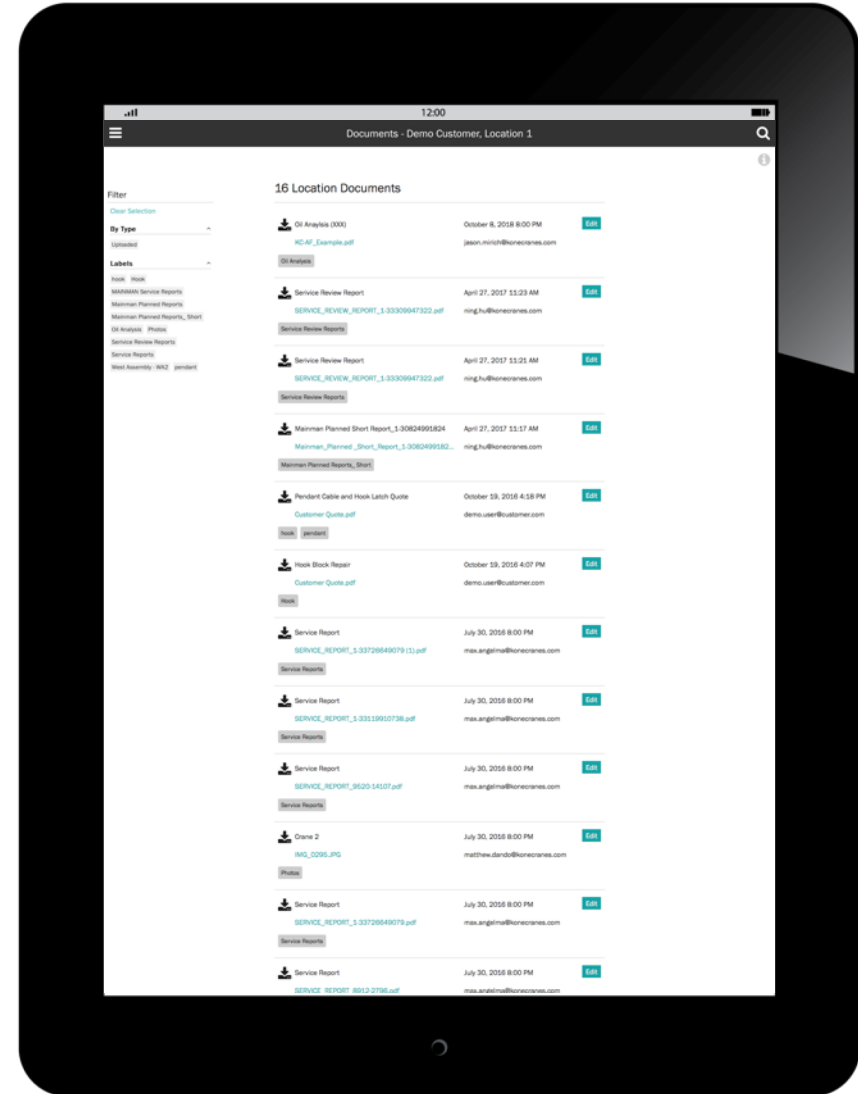
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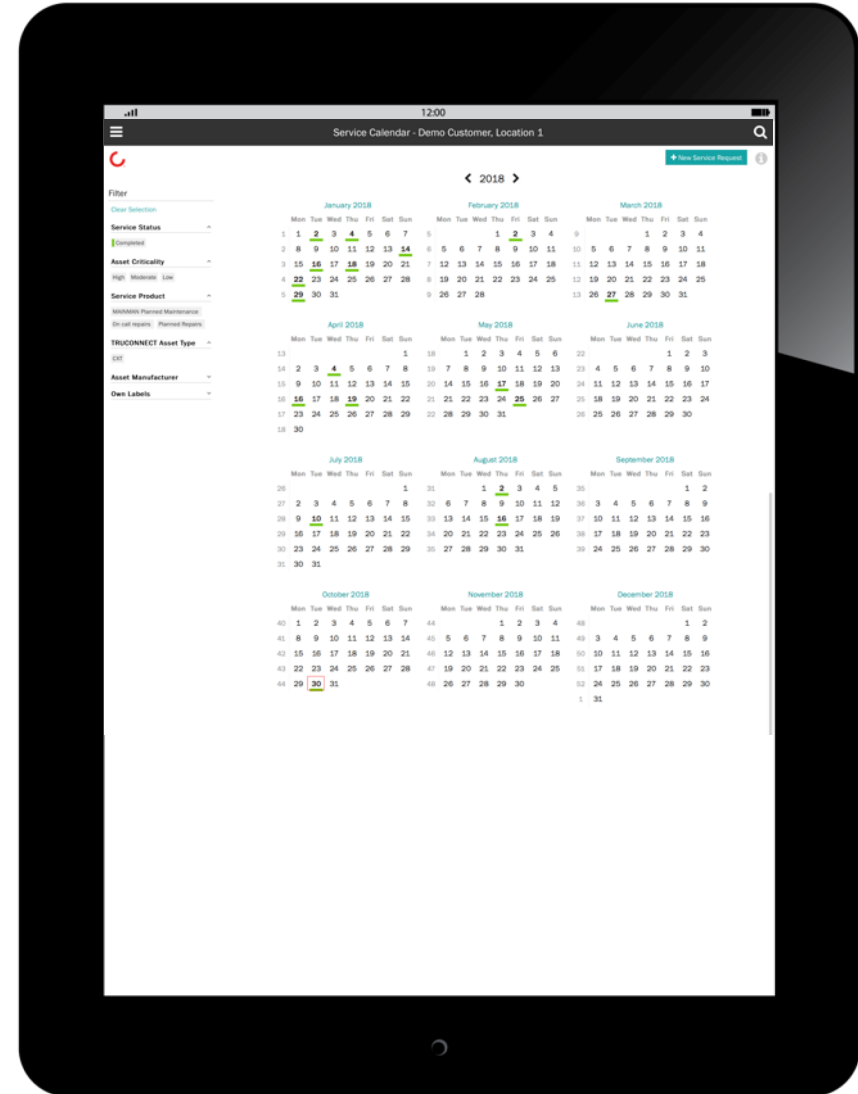
# Documents and reports

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# Documents

The Documents page shows documents that have been added during the selected timeframe. These include service and maintenance reports and inspection reports and photos taken during service. Files can be downloaded for sharing.
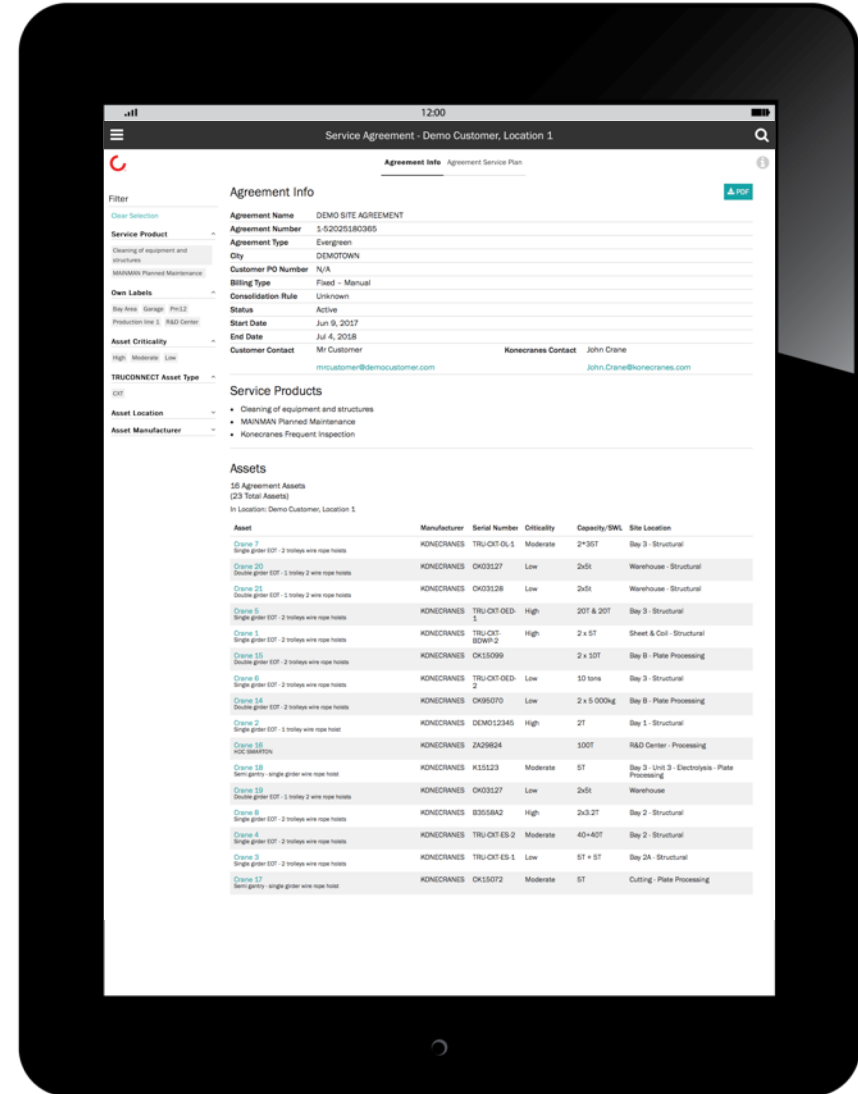
# Service agreements

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# Agreement Info

The Service Agreement page contains the details of your agreement with Konecranes. Contact information and service products are included here.

You can also see a list of all assets under agreement including manufacturer, serial number, criticality and capacity.

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# Agreement service plan

This page shows your assets under agreement and the service products applied to each asset and the month they are scheduled to be performed.

Filtering by service product will show the assets in the agreement covered by that particular product.

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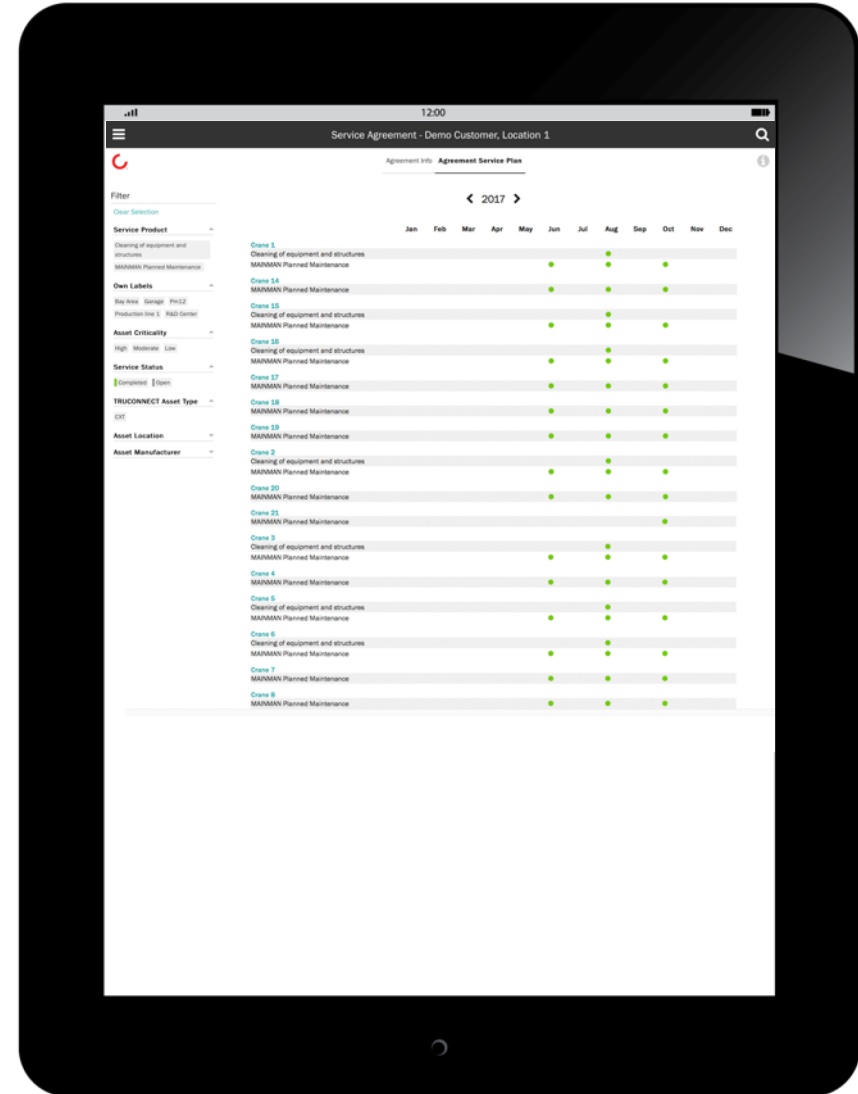
# TRUCONNECT

# Summary

The Summary section shows the main items that require attention in each category.

- The shortest current service life of a component is retrieved from the Condition Monitoring section.

- The cumulative number of alerts in the review period is retrieved from the Alert section.

- From the Operating Statistics section, the current most significant problem that could affect the safe operation or condition of the crane is added to the summary.

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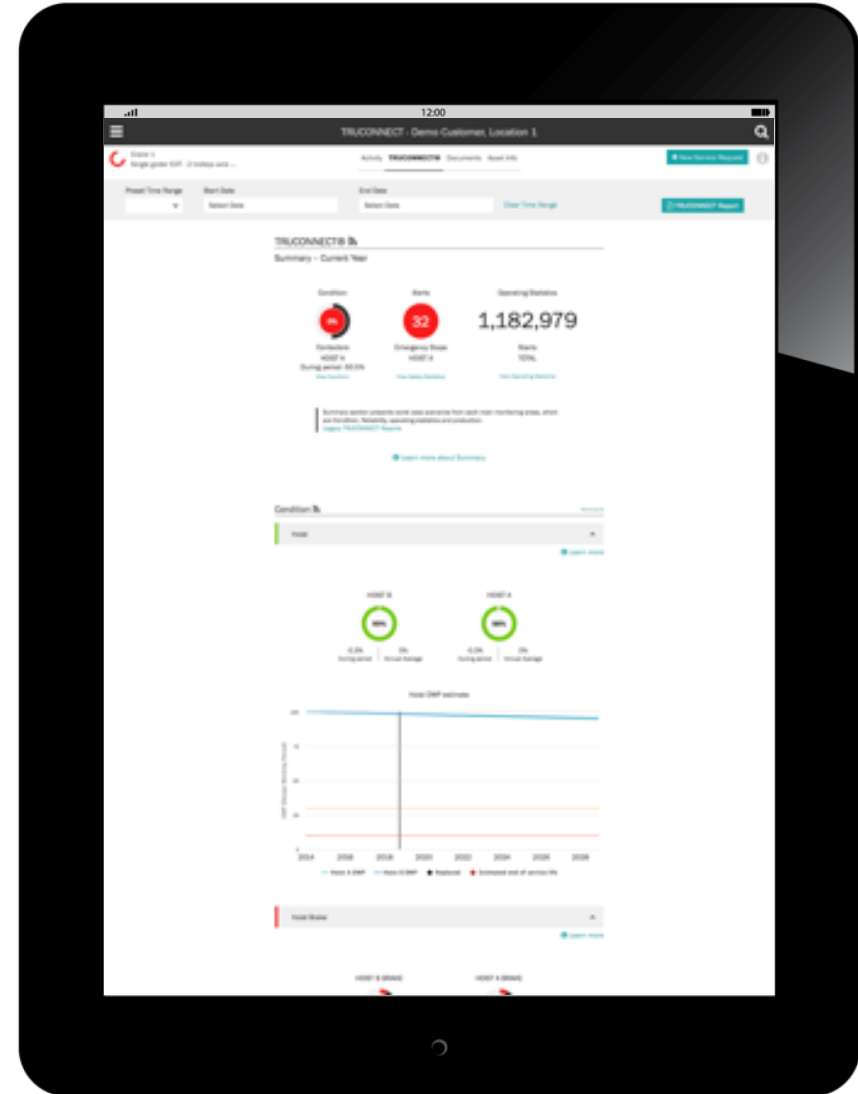
# Condition

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

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.

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# Alerts

The alerts section shows safety-critical alerts such as emergency stops, overloading and brake faults; and production-critical alerts such as motor overheating, inverter faults and control system faults.

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

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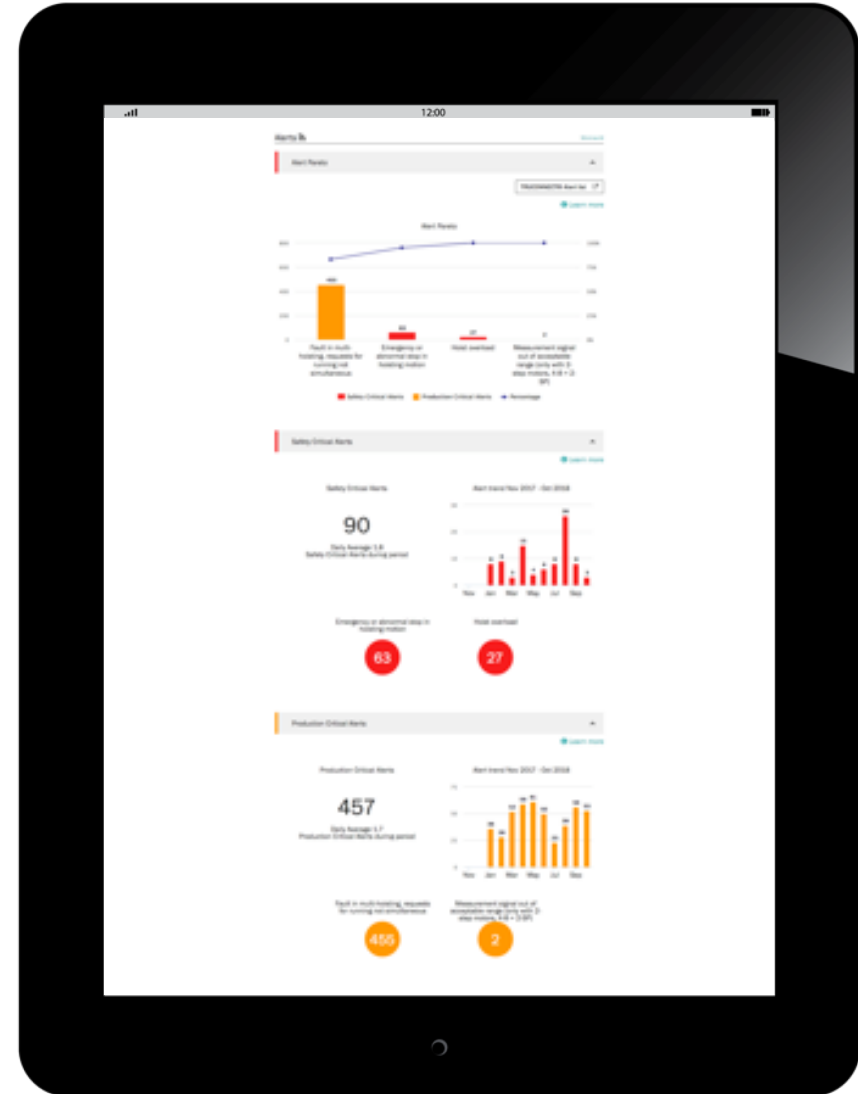
# Operating statistics

Operating Statistics show how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

Operating 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.
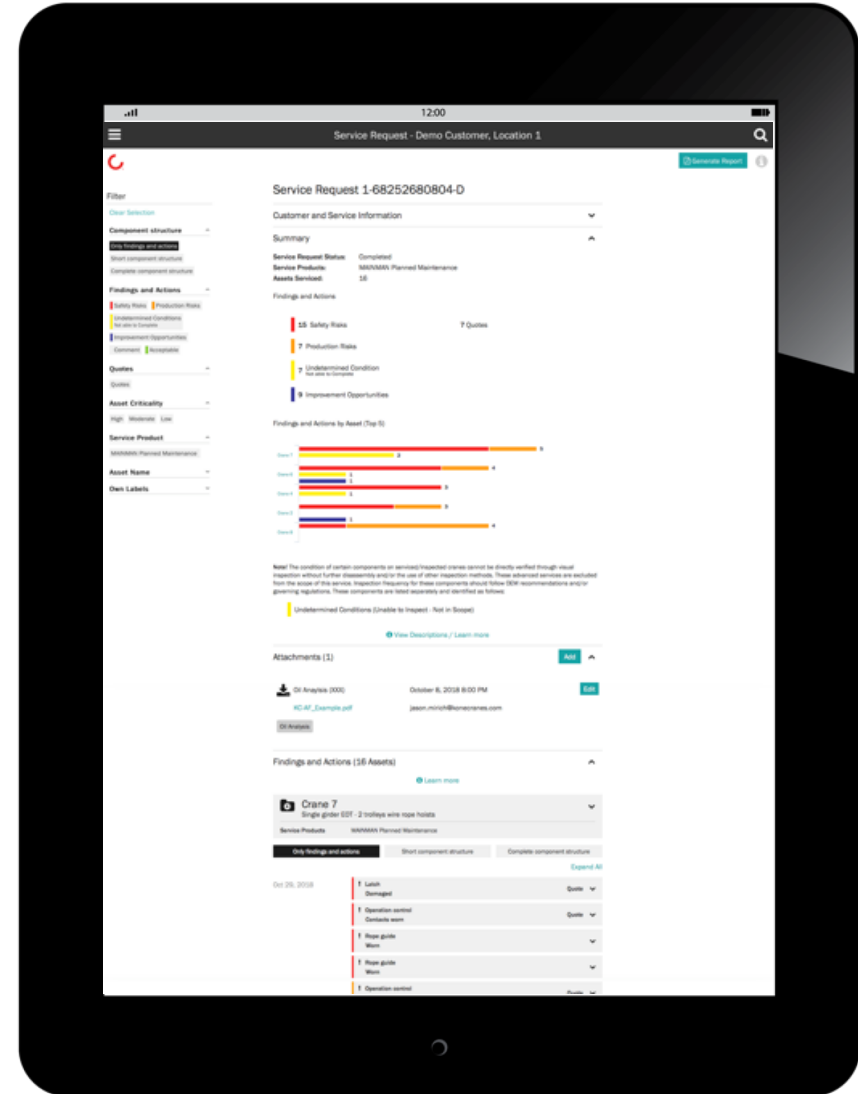
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# Service Review

After a service visit, we perform a Service Review to go through open recommendations and quotes, answer questions and plan next steps. The Service Review is performed with the information on yourKONECRANES and can be accessed at any time.

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# Summary

This sections highlights the 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.

A graph shows findings and actions by asset and the details of those findings are listed below. Quotes for needed work can be attached here and downloaded.

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# Findings and actions

Findings and actions reported by the Konecranes service technician are shown under each asset.

If needed, the full component structure including all the reported tasks can be viewed.

Optionally, short component structure can be selected if you only want to view the two highest levels of component structure.

The details of each finding include fault code, recommendation and comments from the field operative.

In addition to color codes defining the risk class or the component status, each inspected or maintained component is marked as "Acceptable (No issues detected)" or "Need attention."
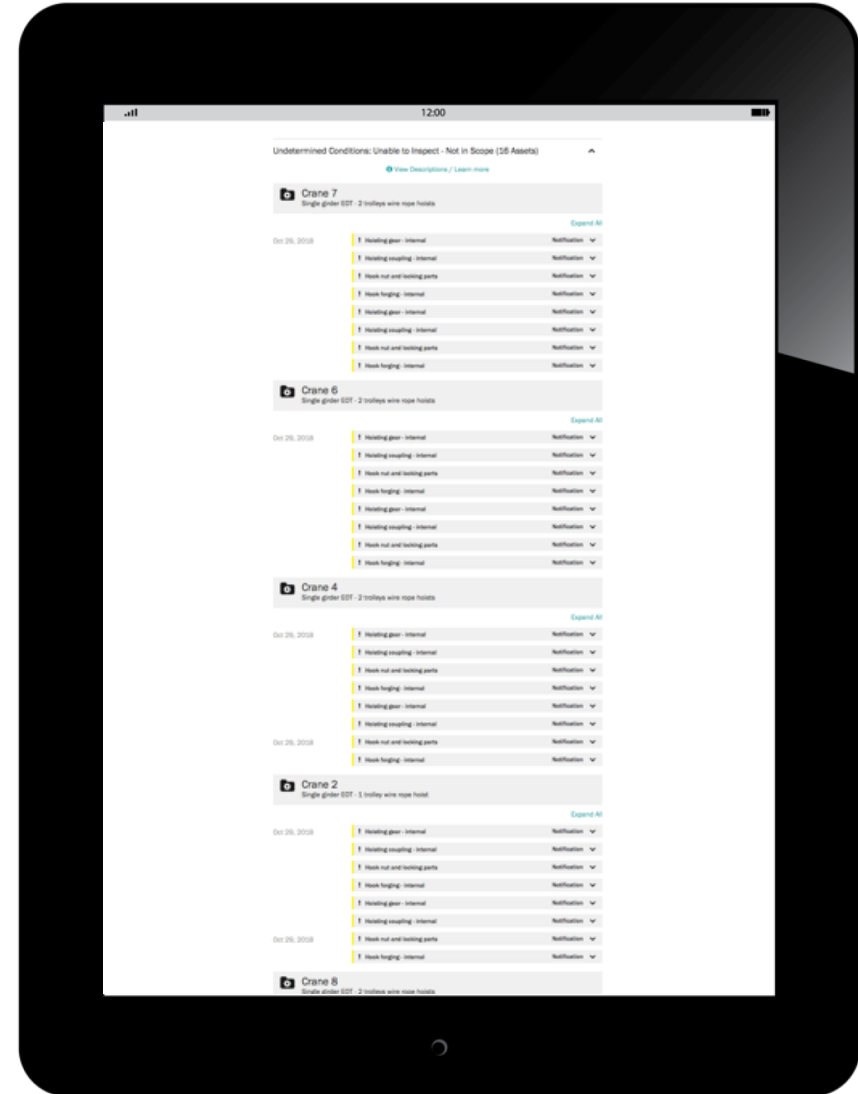
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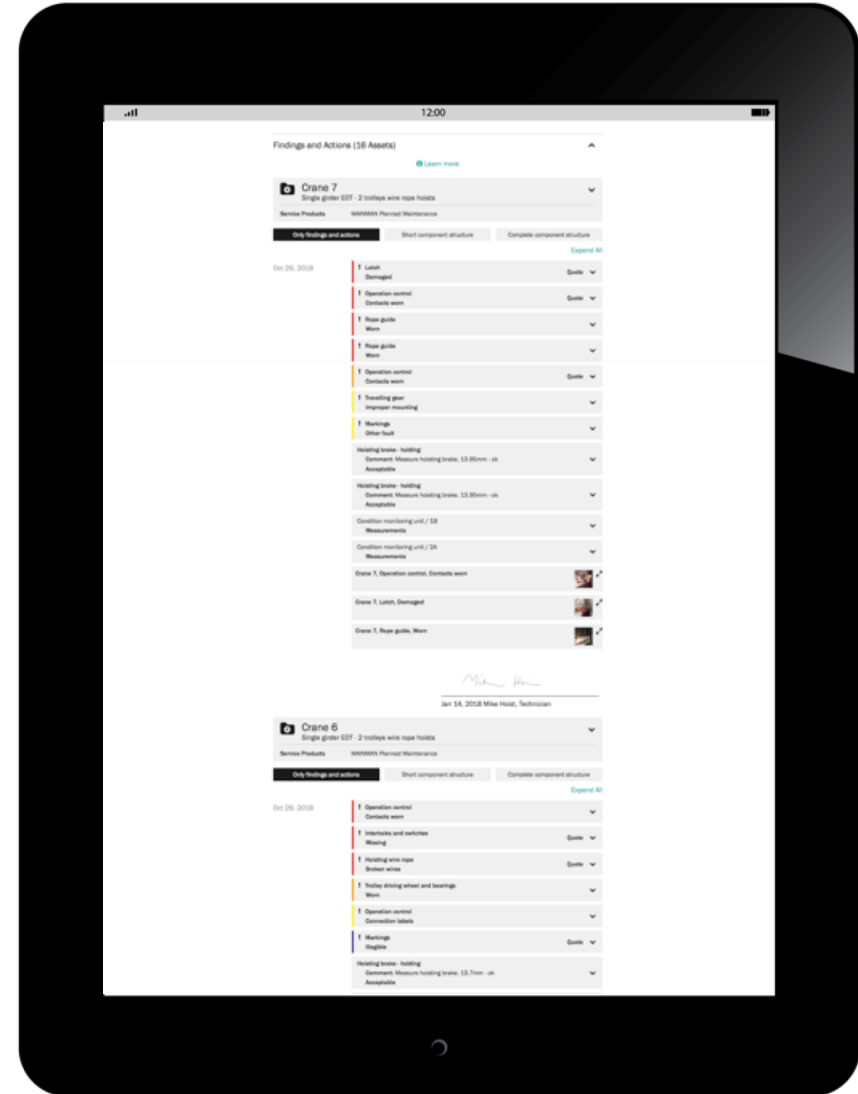
# Undetermined Conditions

Undetermined Conditions 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.

For each component that is unable to be inspected - the details are listed including the recommendation and comment.

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# Business Review

As part of our consultative approach, we conduct a Business Review with our customers to demonstrate a return on investment and drive continuous improvement.

The Business Review uses yourKONECRANES.com as both the information source and means of communication.

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# 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.

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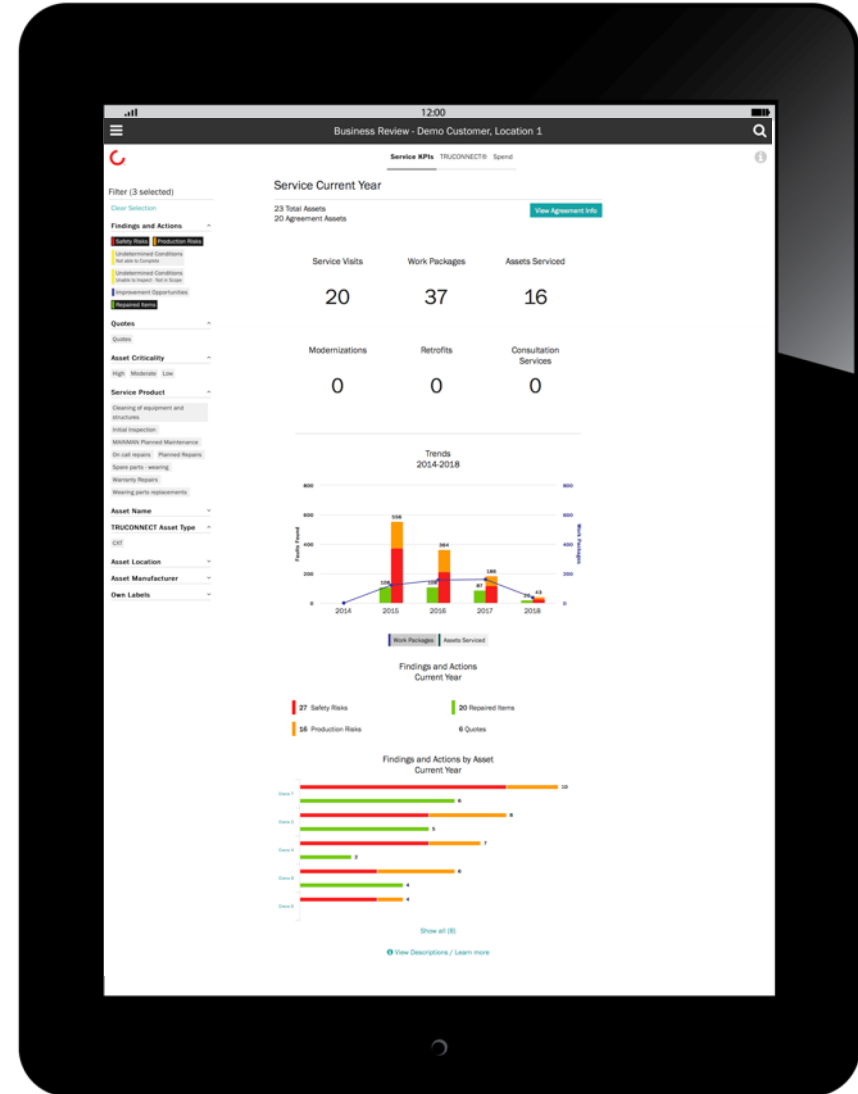
# TRUCONNECT

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.
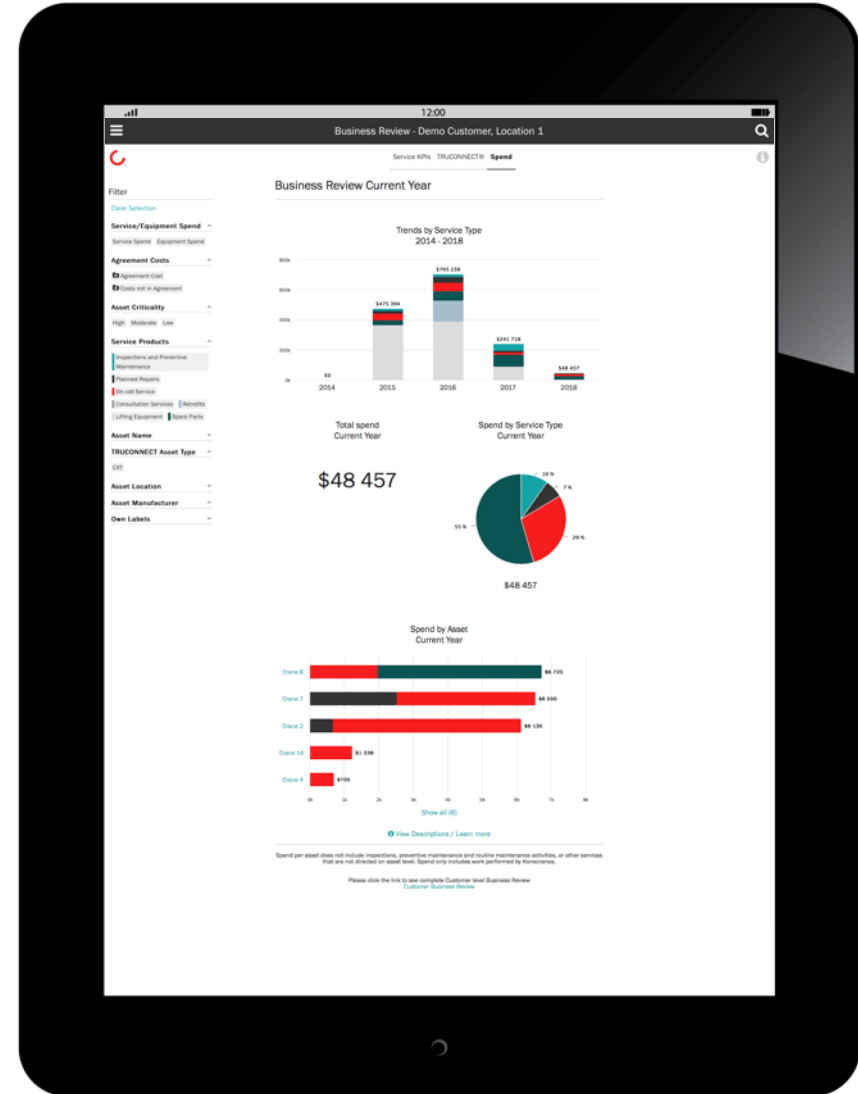
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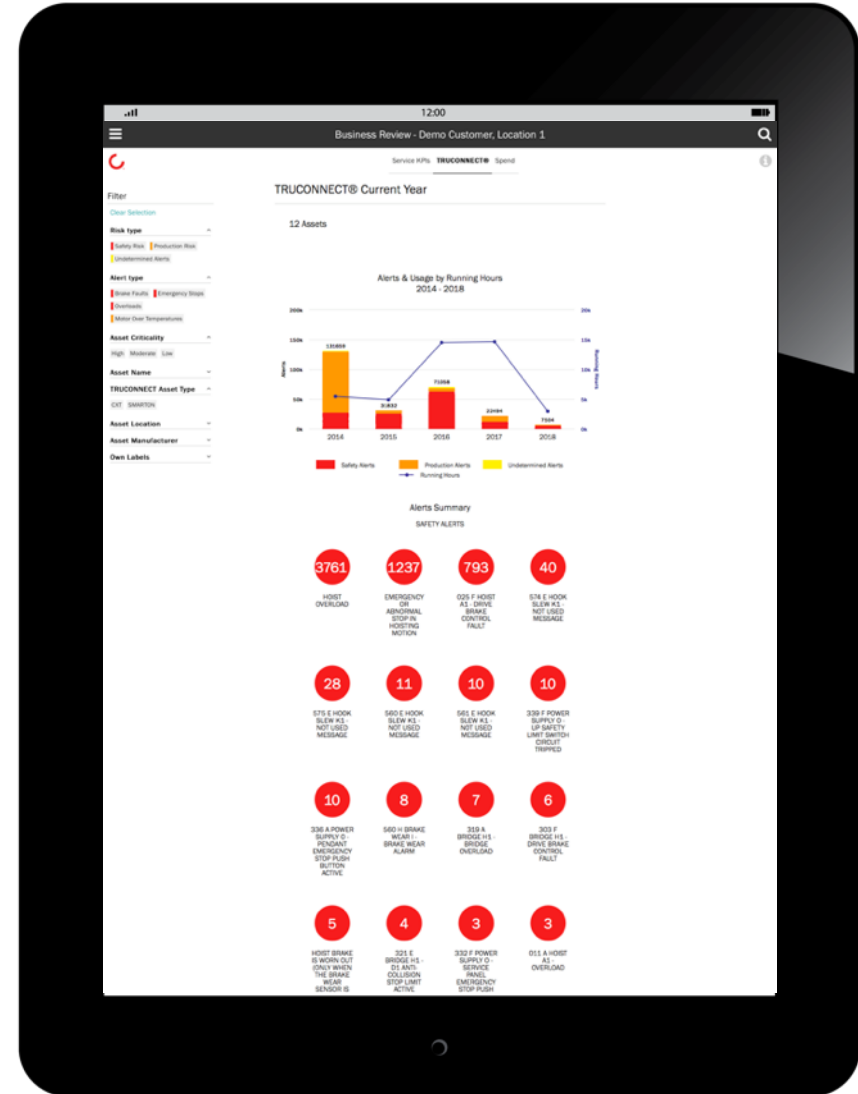
# Spend

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.

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