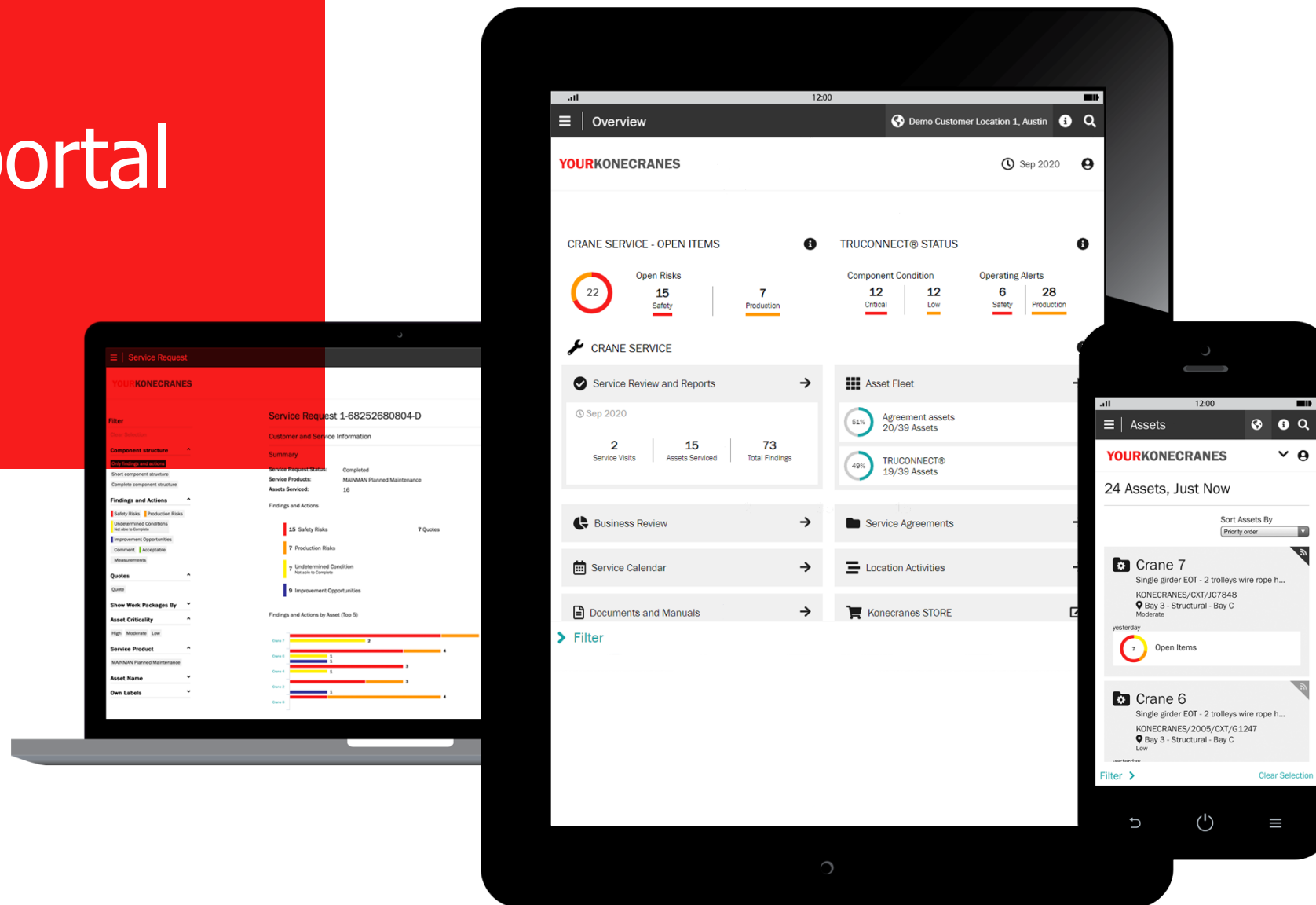


yourKONECRANES.com

Customer portal quick guide

09/2020



Introduction

Customers with a maintenance agreement and/or TRUCONNECT® Remote Monitoring have access to yourKONECRANES.com, our cloud-based customer portal.

Usage data, maintenance data and asset details are linked, giving a transparent view of events and activities over any selected time interval. Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet. Insights can be drawn by observing anomalies, patterns and trends, helping users make informed maintenance decisions.



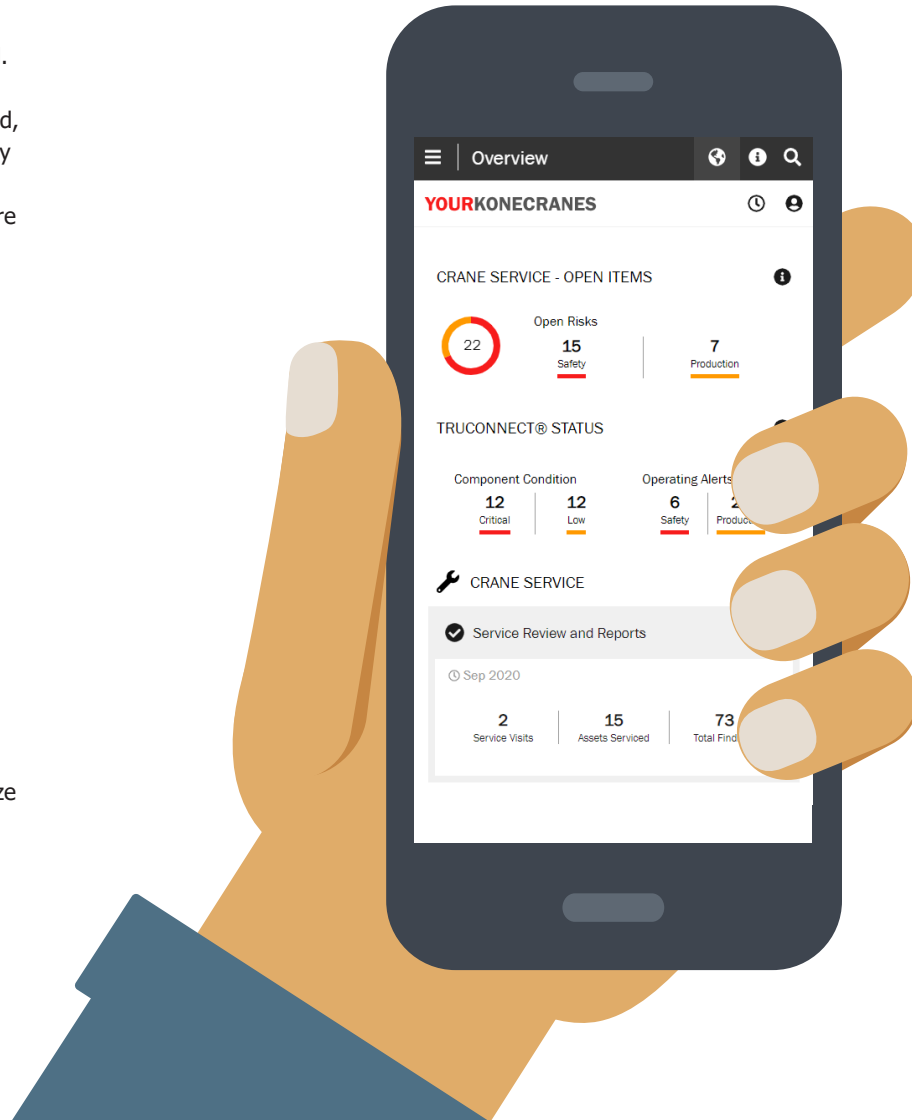
Anomalies can show up as faults, such as overloads. These events are considered abnormal and should be addressed promptly as they occur. Knowing when an overload occurs is the first step in identifying its cause.



Patterns help reveal relationships between variables. For example, recurring alerts such as overheats indicate where changes in equipment or process may be desirable.



The study of **trends** can help prioritize corrective action and investments. Analyzing data behavior over time makes predictive maintenance increasingly feasible.



Your service data – streamlined

yourKONECRANES streamlines data access by organizing large volumes of information—including inspection and maintenance findings, TRUCONNECT data and alerts, asset lists and service spend—into easy-to-read graphs and charts in a single location.

You can see fault history and prioritized assets according to chosen criteria for a quick view of pain points for a single asset or across their entire fleet.

The portal also offers data archiving and retrieval options, including document uploads and electronic reports suitable for printing. In addition, yourKONECRANES provides a possibility for you to receive automated e-mail notifications of available reports.

Quick tour

YOURKONECRANES

Overview
Asset Fleet
Crane Service
Location Activities
Service Calendar
Service Agreements
Service Review
Business Review
Documents and Manuals
Konecranes STORE

CRANE SERVICE - OPEN ITEMS

Open Risks: 22
Safety: 15
Production: 7

TRUCONNECT® STATUS

Component Condition: 12 Critical, 12 Low
Operating Alerts: 6 Safety, 28 Production

CRANE SERVICE

Service Review and Reports (Sep 2020): 2 Service Visits, 15 Assets Serviced, 73 Total Findings

Asset Fleet

Agreement assets: 20/39 Assets (51%)
TRUCONNECT®: 19/39 Assets (49%)

Service Agreements

Location Activities

Documents and Manuals

Konecranes STORE

KONECRANES®
© 2020 Konecranes Plc. All rights reserved.

Callout Boxes:

- Click the arrow to take you to that section.
- Access more information about the data you see on yourKONECRANES as well as frequently asked questions.
- You can search by assets or service requests here.
- You can access your profile here to change notification and language preferences.
- Change the timeframe.
- If you have several locations – you can click here to change which location you are viewing.
- Service Reviews will be conducted using the information found here.
- Business Reviews will be conducted using the information found here.
- Here you can access the Konecranes STORE.

Overview

The **Overview** page shows open items including open safety risks, production risks and TRUCONNECT statuses 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.

Open TRUCONNECT items show the number of components having a design working period (DWP) or remaining service lifetime under 10% as critical and those with a DWP under 30% as low.

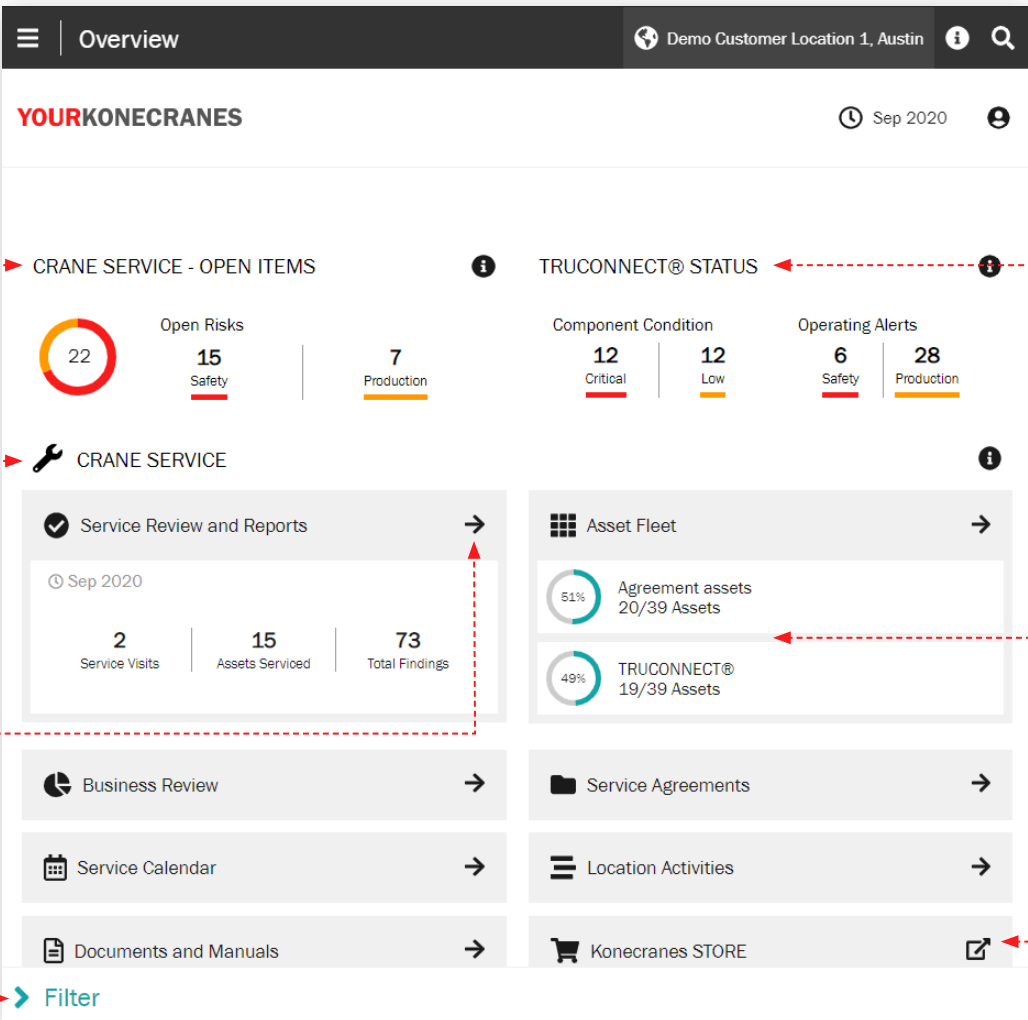
The Service Review and Reports section shows the number of service visits, assets serviced and total findings on those assets in the selected timeframe.

You can go to your Service Review information here - and view and download Service Reports.

Filter by any number of criteria.

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

The Crane Service section shows you the same categories as the menu.



Assets

The **Assets** page gives you a **fleet view** that can be sorted by priority, asset criticality, date and alphabetically. Sorting by priority gives you a clear view of safety and production-critical issues.

The **Asset Report** view offers multiple report options such as Open risks, Service history, Material History and Service spend. All reports split by assets and can be generated in PDF or Excel.

Select the parameters for how to view the assets. For example – number of safety risks, number of open quotes or TRUCONNECT data such as biggest drop in DWP-value.

Go to the Asset Reports view.

Sort assets by priority, asset criticality or alphabetically.

Filter by any number of criteria.

Change the report type here. You can for example select Open risks, Service history, Material History and Service spend.

Asset Reports

24 Assets, Just Now

Filter

Clear Selection

Search...

Own Labels

Edit

Cutting Garage Jason

KSL 4711 Others Pm12

Production line 1 R&D Center

Test Testvr Varlerie

Werkstatt 1 6666 Jason

Asset Criticality

High Moderate Low

TRUCONNECT Asset Type

CXT SMARTON Smarton4

WTE

Asset Location

Crane 7

Single girder EOT - 2 trolleys wire rope hoists

Site Location Bay 3 - Structural - Bay C

Serial Number JC7848

Criticality Moderate

Capacity/SWL 2*35T

Install Date 20100100-12-31

Manufacturer/Year KONECRANES/N/A

Crane 6

Single girder EOT - 2 trolleys wire rope hoists

Site Location Bay 3 - Structural - Bay C

Serial Number G1247

Criticality Low

Capacity/SWL 10 tons

Install Date 20141218-12-31

Manufacturer/Year KONECRANES/2005

Crane 4

Single girder EOT - 2 trolleys wire rope hoists

Site Location Bay 2 - Structural - Bay 2

Serial Number JC3968

Criticality Moderate

Capacity/SWL 40+40T

Install Date 20030505-12-31

Manufacturer/Year KONECRANES/2005

Crane 2

Single girder EOT - 1 trolley wire rope hoist

Site Location Bay 1 - Structural - Bay 1

Serial Number CK05331

Criticality High

Capacity/SWL 2T

Install Date 20141218-12-31

Manufacturer/Year KONECRANES/2005

Crane 8

Single girder EOT - 2 trolleys wire rope hoists

Site Location Bay 2 - Structural - Bay B

Serial Number B3558A2

Criticality High

Capacity/SWL 2x3.2T

Install Date 20030505-12-31

Manufacturer/Year KONECRANES/N/A

Findings

Safety Risks Production Risks

Undetermined Conditions Not able to Complete

Undetermined Conditions Unable to Inspect - Not in Scope

Improvement Opportunities

TRUCONNECT Asset Type

CXT SMARTON Smarton4

WTE

Actions

Assets

YOURKONECRANES

Fleet view Asset Reports

+ New Service Request

2020

24 Assets, Just Now

Filter

Clear Selection

Search...

Own Labels

Edit

Cutting Garage Jason

KSL 4711 Others Pm12

Production line 1 R&D Center

Test Testvr Varlerie

Werkstatt 1 6666 Jason

Asset Criticality

High Moderate Low

TRUCONNECT Asset Type

CXT SMARTON Smarton4

WTE

Asset Location

Crane 7

Single girder EOT - 2 trolleys wire...

KONECRANES/CXT/JC7848

Bay 3 - Structural - Bay C

Moderate

yesterday

7 Open Items

Crane 6

Single girder EOT - 2 trolleys wire...

KONECRANES/2005/CXT/G12...

Bay 3 - Structural - Bay C

Low

yesterday

4 Open Items

Crane 4

Single girder EOT - 2 trolleys wire...

KONECRANES/2005/CXT/JC3...

Bay 2 - Structural - Bay 2

Moderate

yesterday

4 Open Items

Crane 2

Single girder EOT - 1 trolley wire...

KONECRANES/2005/CXT/CK0...

Bay 1 - Structural - Bay 1

High

yesterday

4 Open Items

Crane 8

Single girder EOT - 2 trolleys wire r...

KONECRANES/B3558A2

Bay 2 - Structural - Bay B

High

yesterday

4 Open Items

Crane 1

Single girder EOT - 2 trolleys wire...

KONECRANES/2005/CXT/420...

Sheet & Coil - Structural - Ba...

High

yesterday

4 Open Items

Crane 14

Double girder EOT - 2 trolleys wire ...

KONECRANES/2016/CK95070

Bay B - Plate Processing - Bay B

Low

yesterday

1 Open Items

Crane 3

Single girder EOT - 2 trolleys wir...

KONECRANES/2005/CXT/F24...

Bay 2A - Structural - Bay 2

Low

yesterday

2 Open Items

Crane 5

Single girder EOT - 2 trolleys wire...

KONECRANES/2005/CXT/HJZ...

Bay 3 - Structural - Bay C

High

yesterday

2 Open Items

Crane 17

Semi gantry - single girder wire ro...

KONECRANES/2016/CK15072

Cutting - Plate Processing

Moderate

yesterday

1 Open Items

Crane 18

Semi gantry - single girder wire ro...

KONECRANES/2016/K15123

Unit 3 - Electrolysis - Plat...

Moderate

yesterday

1 Open Items

Crane 20

Double girder EOT - 1 trolley 2 wire...

KONECRANES/CK03127

Warehouse - Structural

Low

yesterday

1 Open Items

Sort Assets By

Priority order

Here you can generate the asset report into a PDF or Excel file.

This window will change based on the filter.

TRUCONNECT

Light gray icon = no data sent within the past 48 hours

Dark gray icon = data has been sent within the past 48 hours

Activity

The **Activity** page gives an overview of completed service activities in the selected timeframe as well as TRUCONNECT alerts. Activities can be filtered according to findings, actions, alert type and service products, asset criticality and component.

Filter by any number of criteria.

Colors indicate the type of finding.

Activity

YOURKONECRANES

Activity

+ New Service Request

2020

394 Activities, Last 30 Days

Expand All

today

Completed Service Request

Service Review

MAINMAN Planned Maintenance

MAINMAN Planned Maintenance - 8/2020

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

+ 15 Other Assets

yesterday

TRUCONNECT

2 Overloads - Hoist overload

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Latch

Damaged

Quote

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Operation control

Contacts worn

Quote

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Operation control

Contacts worn

Quote

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Trolley driving wheel and bearings

Worn

Crane 6 Single girder EOT - 2 trolleys wire rope hoists

Collector assembly

Worn shoe

Crane 2 Single girder EOT - 1 trolley wire rope hoist

Markings

Illegible

Crane 3 Single girder EOT - 2 trolleys wire rope hoists

Markings

Illegible

Crane 4 Single girder EOT - 2 trolleys wire rope hoists

Operation control

Connection labels

Crane 6 Single girder EOT - 2 trolleys wire rope hoists

Main girder

Deterioration

Crane 1 Single girder EOT - 2 trolleys wire rope hoists

Hoisting gear - Internal

Not in Scope

Notification

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Trolley traversing limit switches 1B

Missing

Crane 2 Single girder EOT - 1 trolley wire rope hoist

Make a service request.

Click for the Service Review information.

Expand the view for more information.

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.

Filter by any number of criteria.

Change the year.

Click on the month name to see a list of service activities and their details.

Click on the date to see details of that service visit.

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.

Service agreements

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

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

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

Go to the Agreement Service Plan view.

Filter by any number of criteria.

Download a pdf of this information.

You can change the year here.

Click the dots to see the Service Request details.

Click on the asset name for all related information including activity, TRUCONNECT and asset info.

Service Agreement

YOURKONECRANES

Agreement Info Agreement Service Plan

2020

Filter

Clear Selection

Service Product

Cleaning of equipment and structures

MAINMAN Planned Maintenance

Own Labels

Garage Jason KSL 4711

Pm12 Production line 1

R&D Center Test Testvr

Varierle Werkstatt 1 6666

Jason

Asset Criticality

High Moderate Low

Service Status

Completed Open

TRUCONNECT Asset Type

CXT

Asset Location

Asset Manufacturer

Agreement Service Plan

< 2020 >

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

Crane 1

MAINMAN Planned Maintenance

Crane 14

MAINMAN Planned Maintenance

Crane 15

MAINMAN Planned Maintenance

Crane 16

MAINMAN Planned Maintenance

Crane 17

MAINMAN Planned Maintenance

Crane 18

MAINMAN Planned Maintenance

Crane 19

MAINMAN Planned Maintenance

Crane 2

MAINMAN Planned Maintenance

Crane 20

MAINMAN Planned Maintenance

Service Agreement

YOURKONECRANES

Agreement Info Agreement Service Plan

2020

Filter

Clear Selection

Service Product

Cleaning of equipment and structures

MAINMAN Planned Maintenance

Own Labels

Garage Jason KSL 4711

Pm12 Production line 1

R&D Center Test Testvr

Varierle Werkstatt 1 6666

Jason

Asset Criticality

High Moderate Low

TRUCONNECT Asset Type

CXT

Asset Location

Asset Manufacturer

Agreement Info

PDF

Agreement Name

DEMO SITE AGREEMENT

Agreement Number

1-52025180365

Agreement Type

Evergreen

City

DEMOTOWN

Total Value

\$23 880,00

Customer PO Number

N/A

Billing Type

Fixed - Manual

Consolidation Rule

N/A

Status

Active

Start Date

Jun 9, 2017

End Date

N/A

Customer Contact

Mr Customer

Konecranes Contact

John Crane

John.Crane@konecranes.com

Service Products

Cleaning of equipment and structures

MAINMAN Planned Maintenance

Assets

16 Agreement Assets

(24 Total Assets)

In Location: Demo Customer, Location 1

Asset	Manufacturer	Serial Number	Criticality	Capacity/SWL	Site Location
Crane 7 Single girder EOT - 2 trolleys wire rope hoists	KONECRANES	JC7848	Moderate	2*35T	Bay 3 - Structural - Bay C
Crane 20 Double girder EOT - 1 trolley 2 wire rope hoists	KONECRANES	CK03127	Low	2x5t	Warehouse - Structural
Crane 21 Double girder EOT - 1 trolley 2 wire rope hoists	KONECRANES	CK03128	Low	2x5t	Warehouse - Structural - Bay C
Crane 5 Single girder EOT - 2 trolleys wire rope hoists	KONECRANES	HJZ13119	High	20T & 20T	Bay 3 - Structural - Bay C
Crane 1 Single girder EOT - 2 trolleys wire rope hoists	KONECRANES	4200058	High	2 x 5T	Sheet & Coil - Structural - Bay 1
Crane 15 Double girder EOT - 2 trolleys wire rope hoists	KONECRANES	CK15099		2 x 10T	Bay B - Plate Processing
Crane 6 Single girder EOT - 2 trolleys wire rope hoists	KONECRANES	G1247	Low	10 tons	Bay 3 - Structural - Bay C
Crane 14 Double girder EOT - 2 trolleys wire rope hoists	KONECRANES	CK95070	Low	2 x 5 000kg	Bay B - Plate Processing - Bay B

Documents and reports

The **Documents** page shows documents that have been added during the selected timeframe. 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.

Filter by document type.

Filter

Clear Selection

By Type

Uploaded

Labels

hook Hook

MAINMAN Service Reports

Mainman Planned Reports

Mainman Planned Reports_Short

Oil Analysis Oil Analysis test

Photos Service Review Reports

Service Reports Test pendant

19 Location Documents

Online reports and documents available for completed services

Oil Analysis (XXX)

KC-AF_Example.pdf

Oil Analysis test

August 18, 2020 8:00 PM

Service Review

Edit

michael.crane@konecranes.com

Test02042020

PMT604849 Suppi Pk2 Sk4 sisähissi 05K0005HI...

Test

April 1, 2020 8:00 PM

Edit

michael.crane@konecranes.com

Test File with txt file format

Test_H.txt

Test

October 9, 2019 8:00 PM

Edit

michael.crane@konecranes.com

Oil Analysis (XXX)

KC-AF_Example.pdf

Oil Analysis

October 8, 2018 8:00 PM

Edit

michael.crane@konecranes.com

Service Review Report

SERVICE_REVIEW_REPORT_1-33309947322.pdf

Service Review Reports

April 27, 2017 11:23 AM

Edit

michael.crane@konecranes.com

Service Review Report

SERVICE_REVIEW_REPORT_1-33309947322.pdf

Service Review Reports

April 27, 2017 11:23 AM

Edit

michael.crane@konecranes.com

You can find your Service Reports in the corresponding Service Request found in the Service Review section.

Click to download the document.

TRUCONNECT

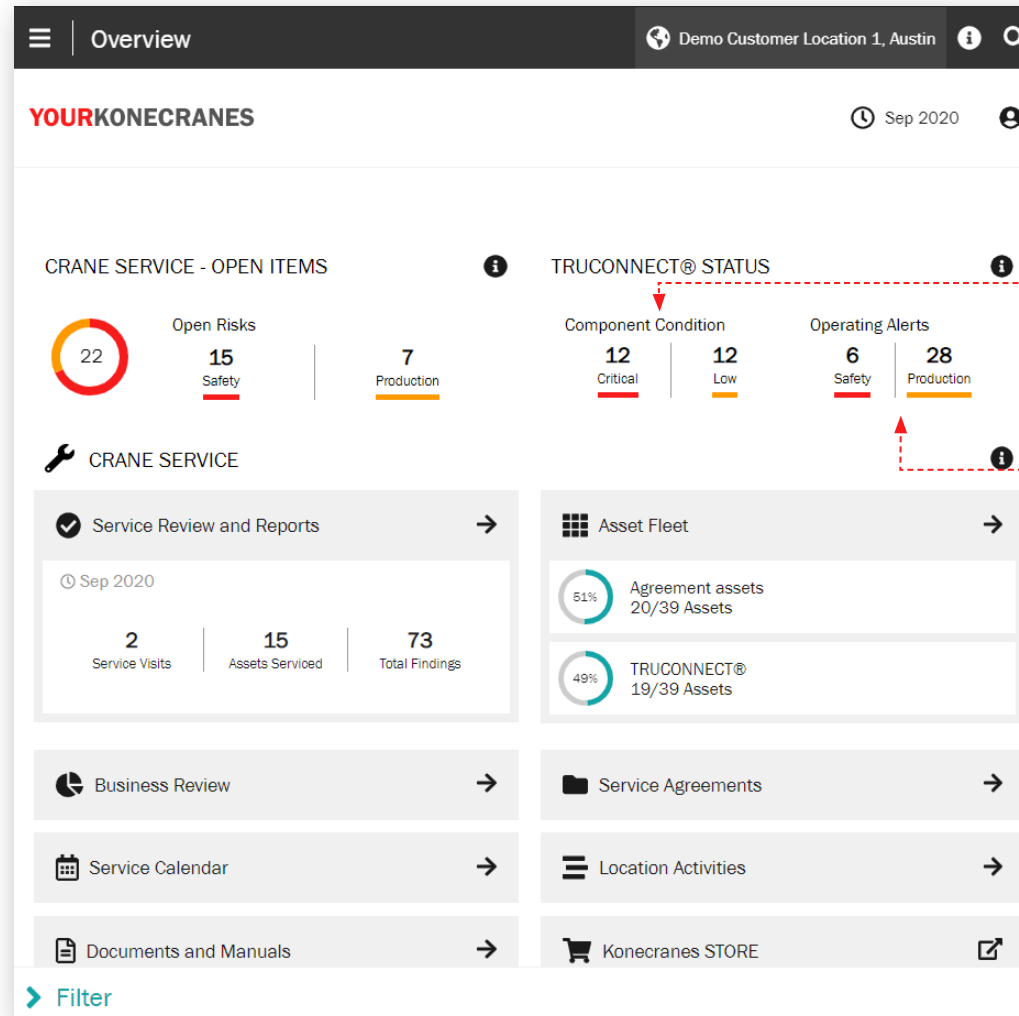
TRUCONNECT Remote Monitoring collects condition, usage and operating data from control systems and sensors on an asset and provides alerts of certain anomalies.

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.

Overview

The Overview section offers a quick glance at open TRUCONNECT items as well as alerts and condition change.



Open TRUCONNECT items show the number of components having a design working period (DWP) or remaining service lifetime under 10% left.

This section shows total safety and production alerts on TRUCONNECT assets.

TRUCONNECT

TRUCONNECT page for an asset

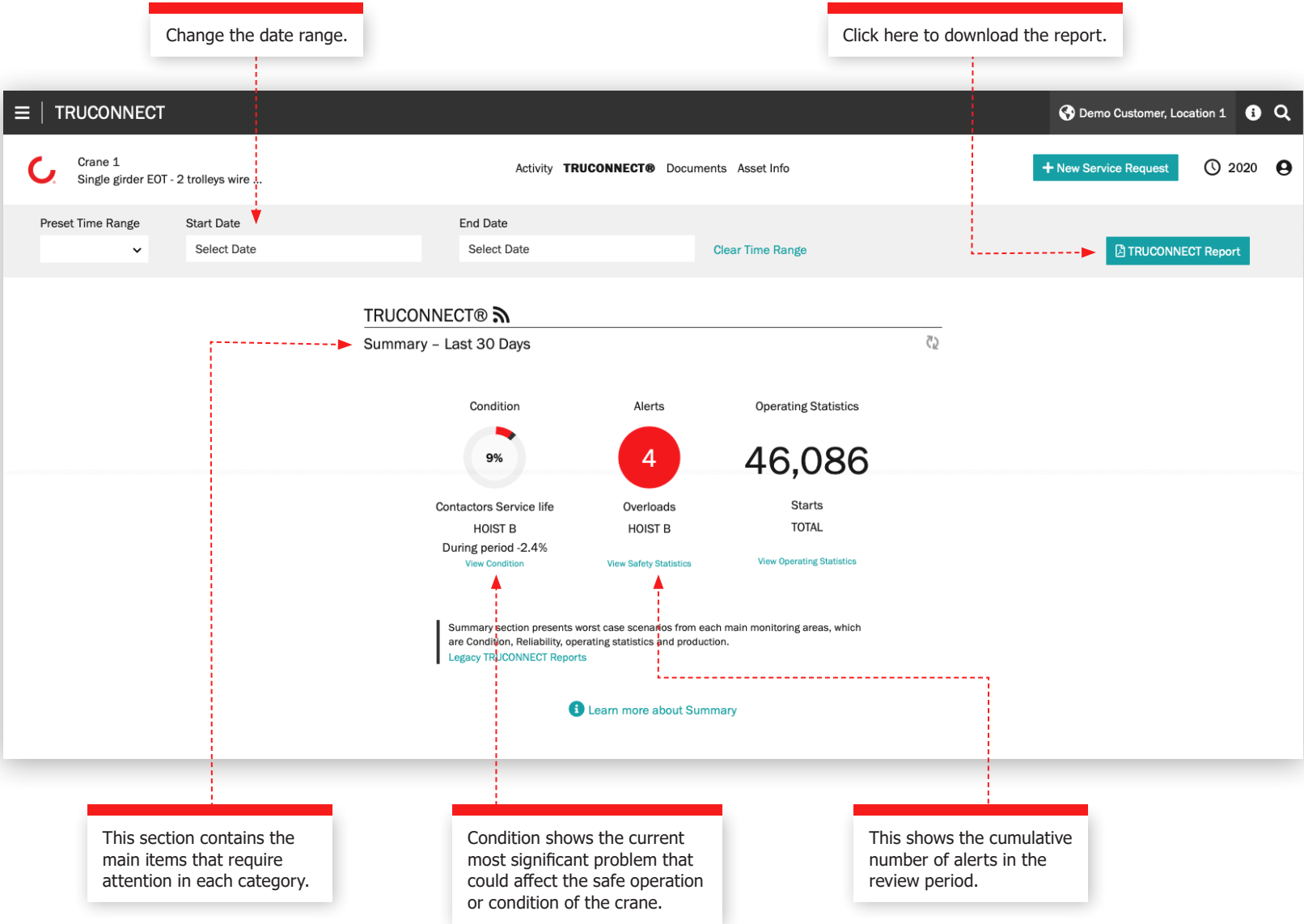
Summary

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

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 Operating Statistics section.

The cumulative number of alerts in the review period is retrieved from the Alert section. Details are provided in the Pareto analysis of the alerts.

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.

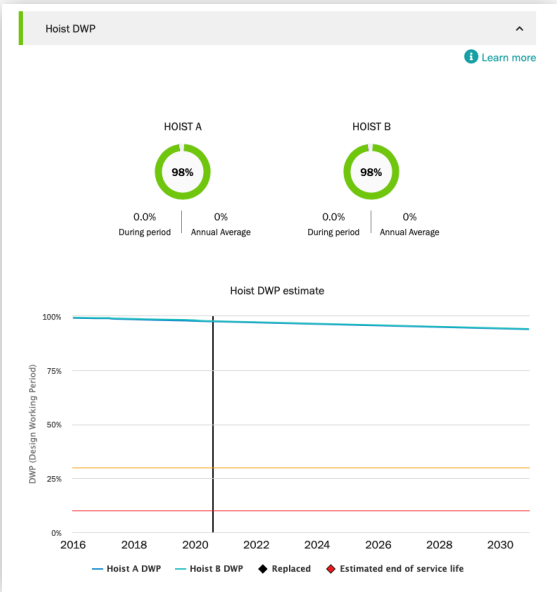


TRUCONNECT

Condition section

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.

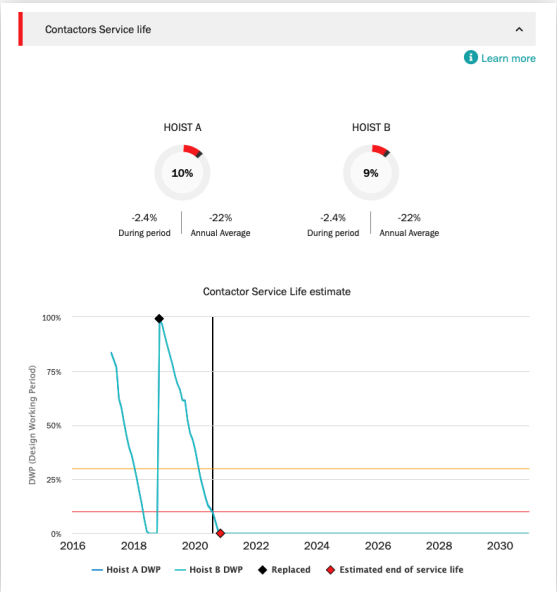
This information can be used to plan and schedule preventive maintenance in order to improve safety and reduce unplanned downtime.



Hoist DWP is the calculation of the remaining service life of the hoist and an indication of the remaining fatigue life of the machinery components. When the DWP value approaches zero, the hoist should be overhauled or replaced.



Portion shows the calculated remaining service lifetime of the brake. When the value approaches zero, the entire electromagnetic disc brake should be changed and the shoe brake or thrustor type disc brake inspected.



Portion shows the calculated remaining service lifetime of hoist contactors – up/down direction, fast speed and brake contactors. When the value approaches zero, contactors should be changed. The service lifetime is directly influenced by the usage rate of the hoist and, most significantly, by the use of jogging/inching

TRUCONNECT

Alerts section

Overload

A hoist overload occurs when a lift over the rated capacity is made or attempted. The periodic graph shows the number of overloads. The cumulative graph is the running total to date.

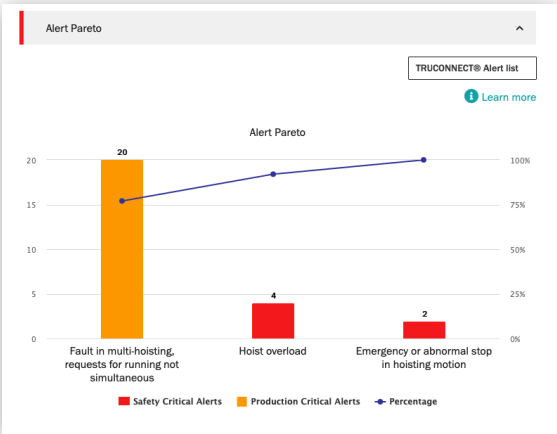
Emergency Stop

When using a pendant, an emergency stop will register if the operator engages the e-stop button while the hoist is in motion. An e-stop also registers when the hoist is in motion in the up or down direction and the power supply or control is interrupted, when the hoist is operated to the limit switch, or when the pendant battery is low.

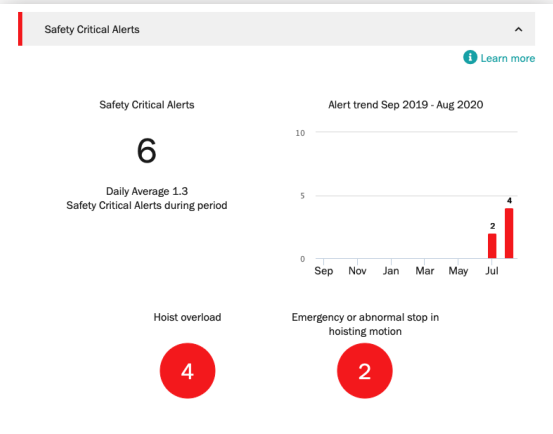
The periodic graph in single asset view shows brake service lifetime in terms of the number of e-stops. The hoist brake wears down 50 times faster with emergency stops than with normal stops.

Motor Over Temperature

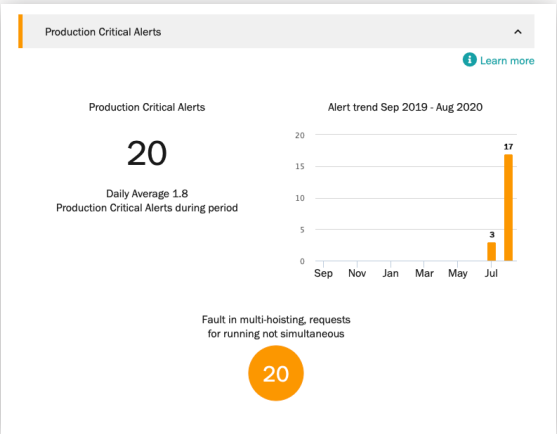
A hoist motor over temperature is recorded each time the hoist motor stops operating due to an over temperature condition. The periodic graph shows the number of over temperatures. The cumulative graph is the running total to date.



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



These indicate a safety risk to the crane or its operation. Safety-critical risks can include emergency stops, overloading and brake faults.



These indicate production risks that result in crane stoppage or production downtime. Production-critical risks can include motor overheating, inverter faults and control system faults.

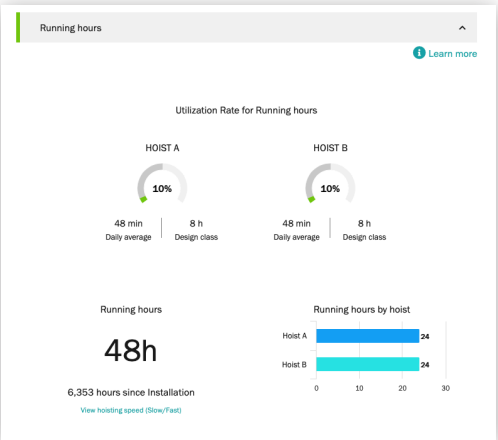
TRUCONNECT

Operating Statistics

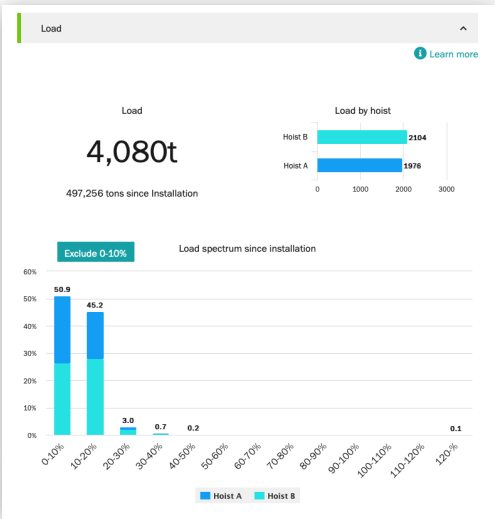
Operating Statistics show how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

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.

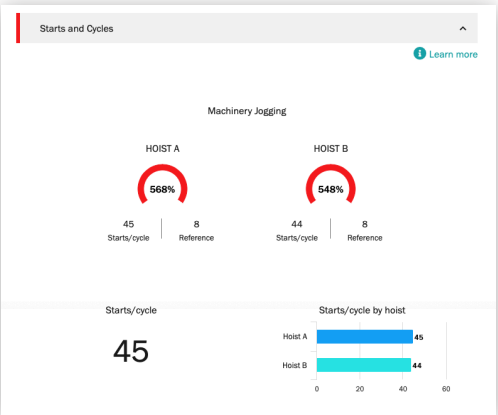
This section is designed to promote appropriate operation in order to achieve optimal results in terms of the safety, service life and maintenance costs of the crane investment.



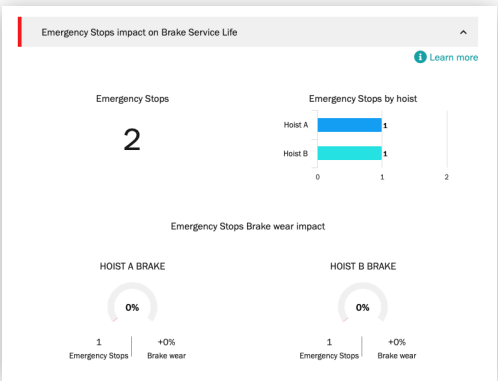
This section shows the number of running hours in the review period with a load.



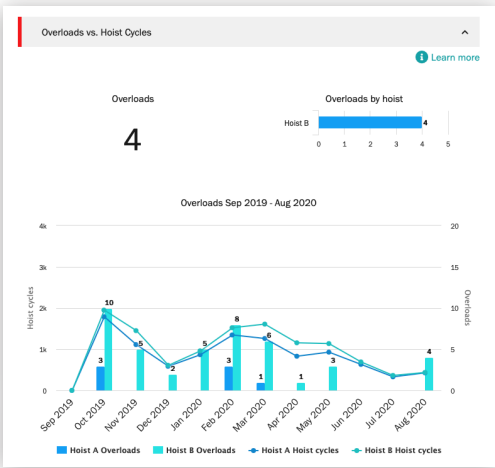
This section shows the production volume of the crane or individual hoist.



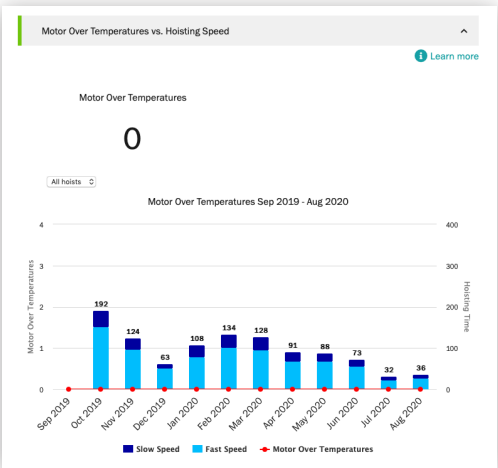
Indicates the number of starts with both inverter-controlled and 2-speed motors, and speed changes with 2-speed motors.



The graph shows the cumulative number of emergency stops per period and the service life trend of the brake.



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



The chart shows the ratio of low and high-speed operation of a 2-speed motor and the number of over temperature episodes in the same period.

Service Review

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 yourKONECRANES – there is a link to Service Review from the main menu, your can find a link on the Overview page and the activity page.

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.

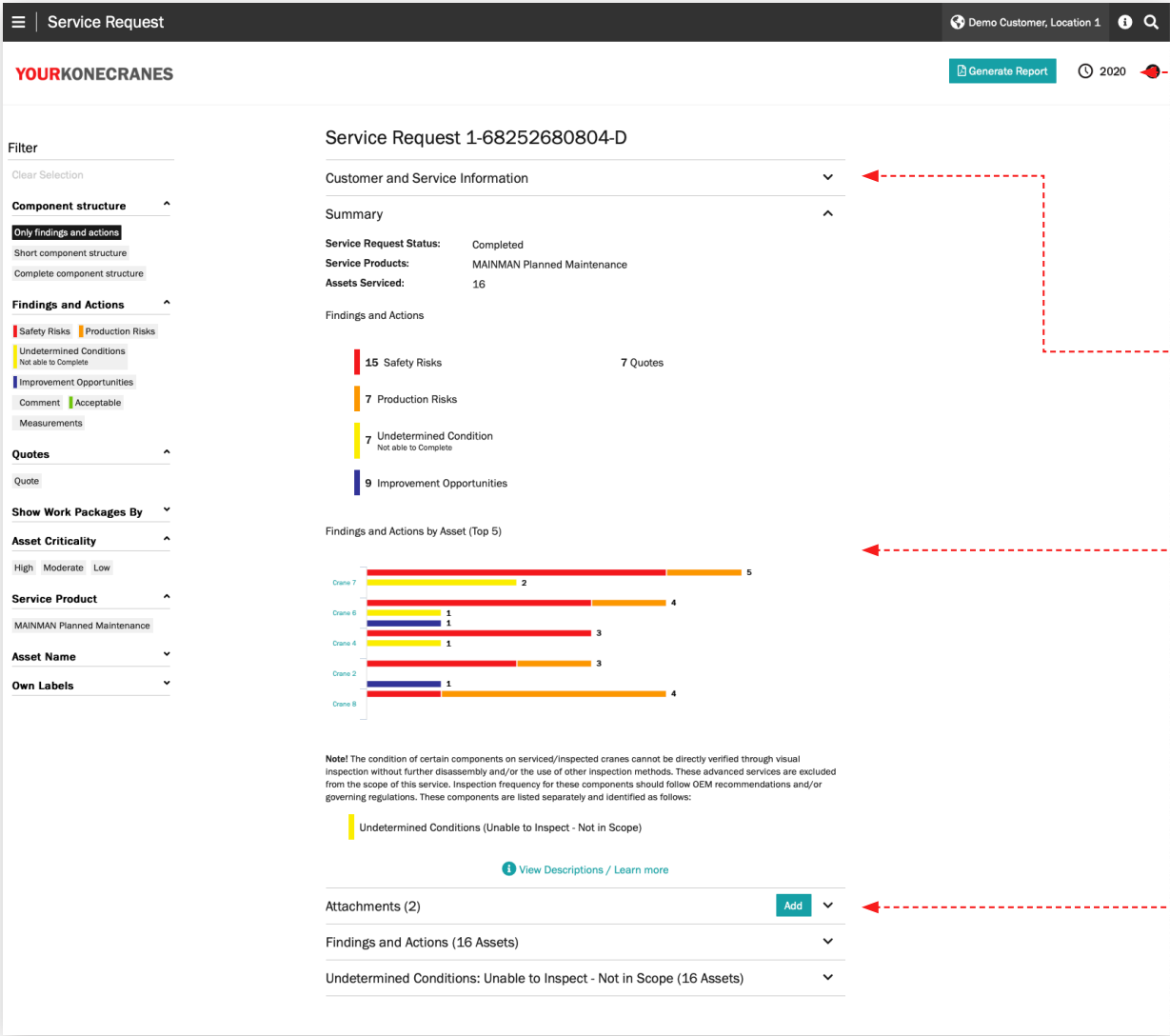
Customer and service information

The details of the service visit including service products, technician name, contact information and dates are listed in this section.

Summary

This section 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.

Filter by any number of criteria.



Service Review

Asset details

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 also filter by findings and actions as well as asset criticality, service product and task type.

Service Request

YOURKONECRANES

Filter

Clear Selection

Component structure

Only findings and actions

Short component structure

Complete component structure

Findings and Actions

Safety Risks

Production Risks

Undetermined Conditions

Not able to Complete

Improvement Opportunities

Comment

Acceptable

Measurements

Quotes

Quote

Show Work Packages By

Asset Criticality

High

Moderate

Low

Service Product

MAINMAN Planned Maintenance

Asset Name

Own Labels

Findings and Actions (16 Assets)

Learn more

Crane 7

Single girder EOT - 2 trolleys wire rope hoists

Service Products

MAINMAN Planned Maintenance

Only findings and actions

Short component structure

Complete component structure

Expand All

Aug 23, 2020

! Rope guide

Worn

! Latch

Damaged

! Rope guide

Worn

! Operation control

Contacts worn

! Operation control

Contacts worn

! Markings

Other fault

! Travelling gear

Improper mounting

Hoisting brake - holding

Comment: Measure hoisting brake. 13.95mm - ok

Acceptable

Hoisting brake - holding

Comment: Measure hoisting brake. 13.95mm - ok

Acceptable

Condition monitoring unit / 1B

Measurements

Condition monitoring unit / 2A

Measurements

Jan 14, 2018

Mike Hoist

Jan 14, 2018 Mike Hoist, Technician / NT0000

Clicking on the asset name will show you all activities for that asset in the selected timeframe.

You can also see short component structure or complete component structure by clicking here.

Click the arrow to see more information related to the finding.

! Rope guide

Worn

Tasks:

Visual assessment, Lubricate, Operational assessment

Date Reported:

Aug 24, 2020

Technician:

Mike Hoist

Component Path:

Trolley 1B / Hoisting machinery 1B East / Rope guide

Task Type:

Visual assessment

Fault Code:

Worn

Risk:

Safety Risk

Recommendation:

Replace

Comment:

rope guide wornrecommend replacing

Service Review

Undetermined Conditions

The Service Request page in yourKONECRANES 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.

Service Request

YOURKONECRANES

Filter

Clear Selection

Component structure

Only findings and actions

Short component structure

Complete component structure

Findings and Actions

Safety Risks

Production Risks

Undetermined Conditions

Not able to Complete

Improvement Opportunities

Comment

Acceptable

Measurements

Quotes

Quote

Show Work Packages By

Asset Criticality

High Moderate Low

Service Product

MAINMAN Planned Maintenance

Asset Name

Own Labels

Undetermined Conditions: Unable to Inspect - Not in Scope (16 Assets)

View Descriptions / Learn more

Crane 7

Single girder EOT - 2 trolleys wire rope hoists

Expand All

Aug 24, 2020

! Hook nut and locking parts

Notification

! Hook nut and locking parts

Notification

! Hoisting gear - internal

Notification

! Hoisting gear - internal

Notification

! Hoisting coupling - internal

Notification

! Hoisting coupling - internal

Notification

! Hook forging - internal

Notification

! Hook forging - internal

Notification

Crane 6

Single girder EOT - 2 trolleys wire rope hoists

Expand All

Aug 24, 2020

! Hook nut and locking parts

Notification

! Hook nut and locking parts

Notification

! Hoisting coupling - internal

Notification

! Hoisting gear - internal

Notification

! Hook forging - internal

Notification

! Hoisting gear - internal

Notification

! Hoisting coupling - internal

Notification

! Hook forging - internal

Notification

Crane 4

Single girder EOT - 2 trolleys wire rope hoists

Generate Report

2020

Click the arrow to see more information related to the finding.

! Hoisting coupling - internal

Notification

Fault Code:

Not in Scope

Risk:

Undetermined Condition

Recommendation:

Disassemble

Comment:

Disassembly is required to inspect this component. Inspection frequency is as required by the OEM and/or governing regulations

yourKONECRANES.com guide 17

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.

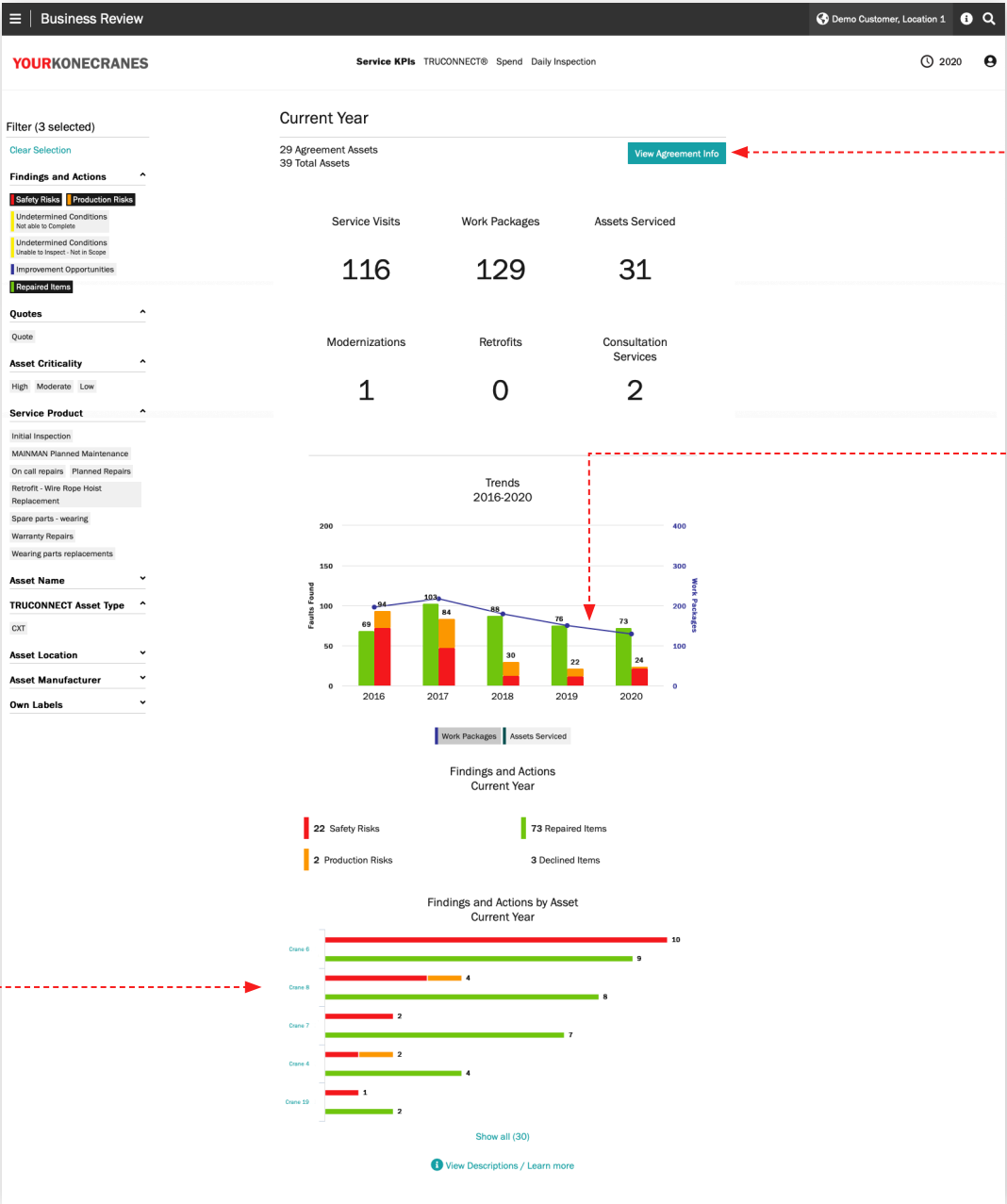
The Trends graph reveals faults found for work packages and assets serviced. You can view any combination of findings and actions in this graph. Findings and Actions shows the number of safety risks, production risks, undetermined conditions, improvement opportunities and repaired items for the selected time period. Findings and actions are also shown for each asset in the agreement.

Click on asset name to view service activities, TRUCONNECT data and asset info.

Filter by any number of criteria.

View your agreement information.

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



Business Review

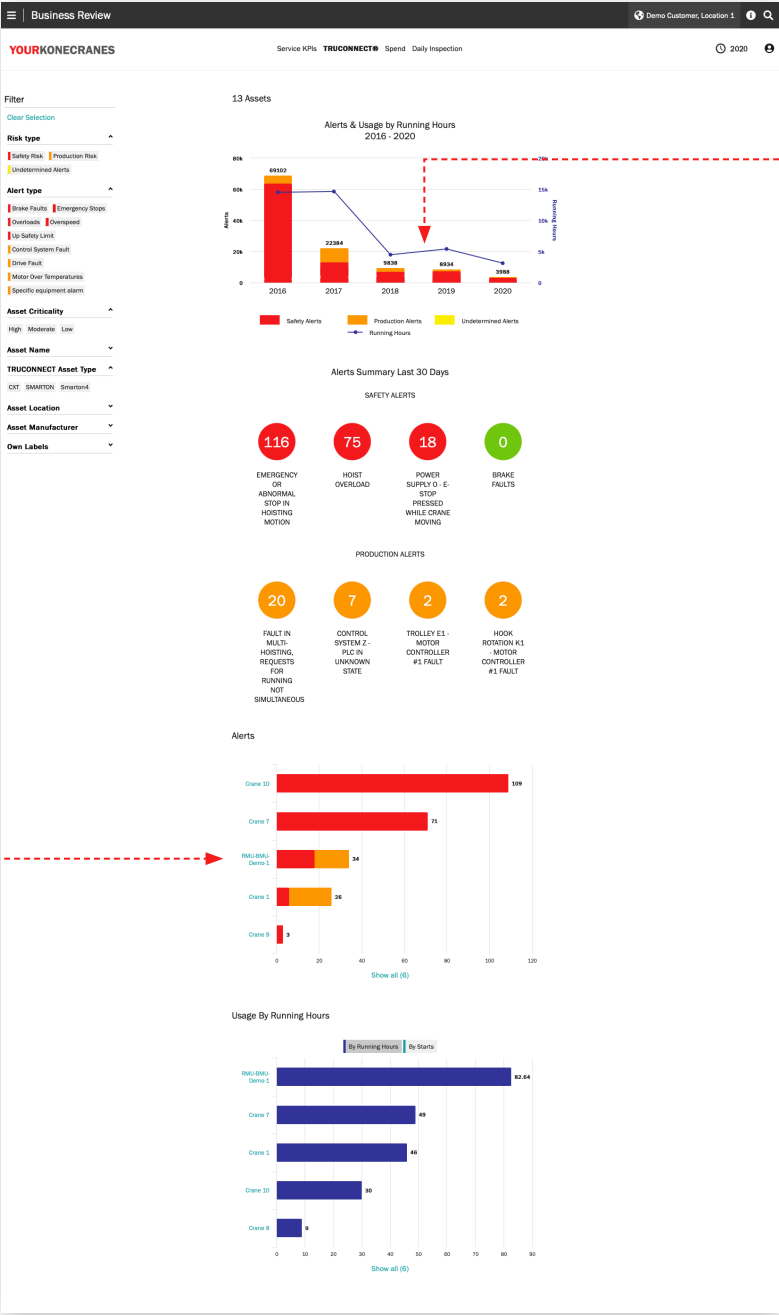
TRUCONNECT section

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.

Filter by any number of criteria.

Click on asset name to view TRUCONNECT data.



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

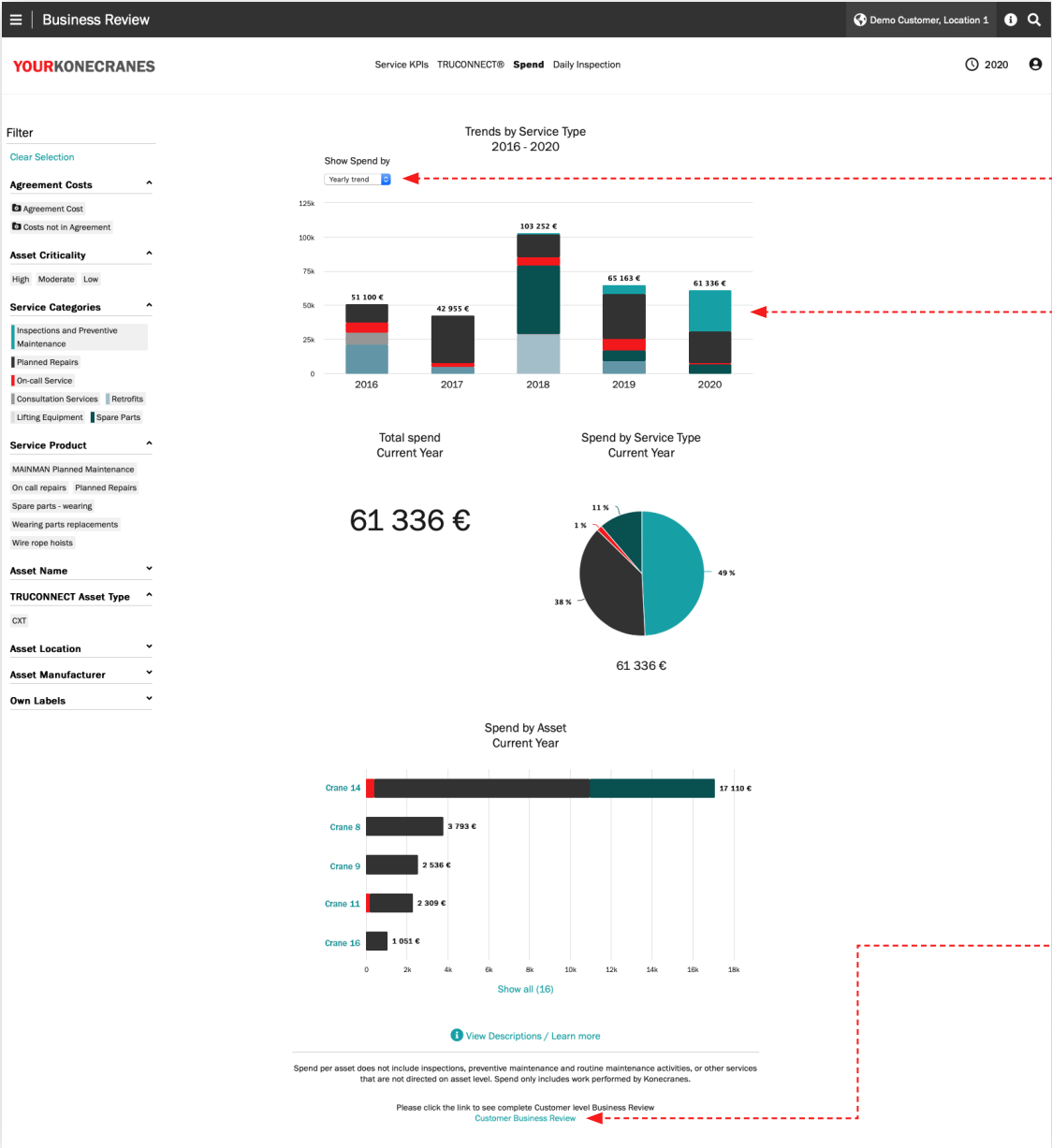
Business Review

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.

Filter by any number of criteria.



Change to monthly spend view.

Colors indicate the service type.

If you have multiple locations click here to view the customer level spend.

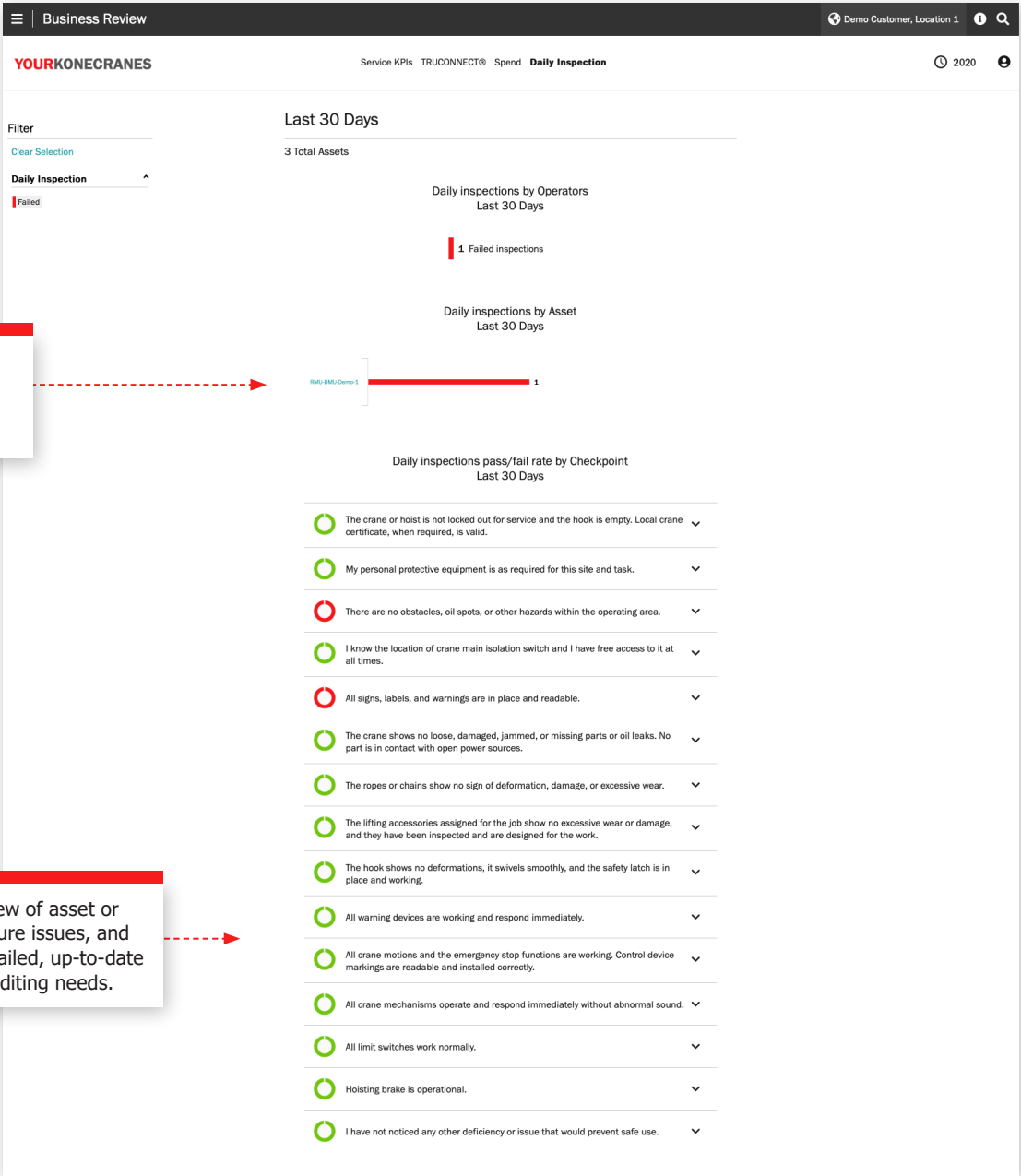
Business Review

Daily Inspection

Konecranes CheckApp for Daily Inspections has been designed to help crane users quickly and easily record their findings when performing pre-shift and/or pre-lift inspections. It gives users a digitalized and cost-effective way for recording and retrieving daily inspection data that can be used for internal auditing and compliance. Daily inspections are statutory requirement in several countries.

Daily inspection records are accessible on yourKONECRANES.com, where combined with maintenance history and condition data collected from selected components with TRUCONNECT Remote Monitoring, provides a comprehensive view of the condition of an asset in one easily accessible place.

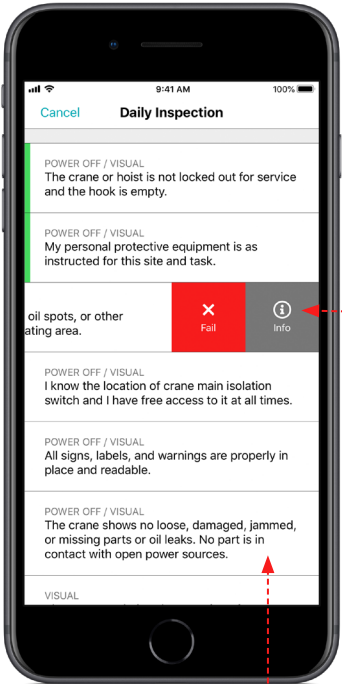
This data assists in planning maintenance actions and provides an audit trail of performed Daily Inspections. Konecranes CheckApp is an intuitive mobile application which can easily be set up for any or all of your assets under our Service Agreement. The app can be downloaded for free on the Apple App Store or from Google Play for Android devices.



Easy to identify assets and/or practices that need attention.

Get a good view of asset or safety procedure issues, and complete, detailed, up-to-date records for auditing needs.

Easy to access, clear instructions on what and how to check.



15 mandatory checkpoints, compliant with local regulations.



konecranes.com