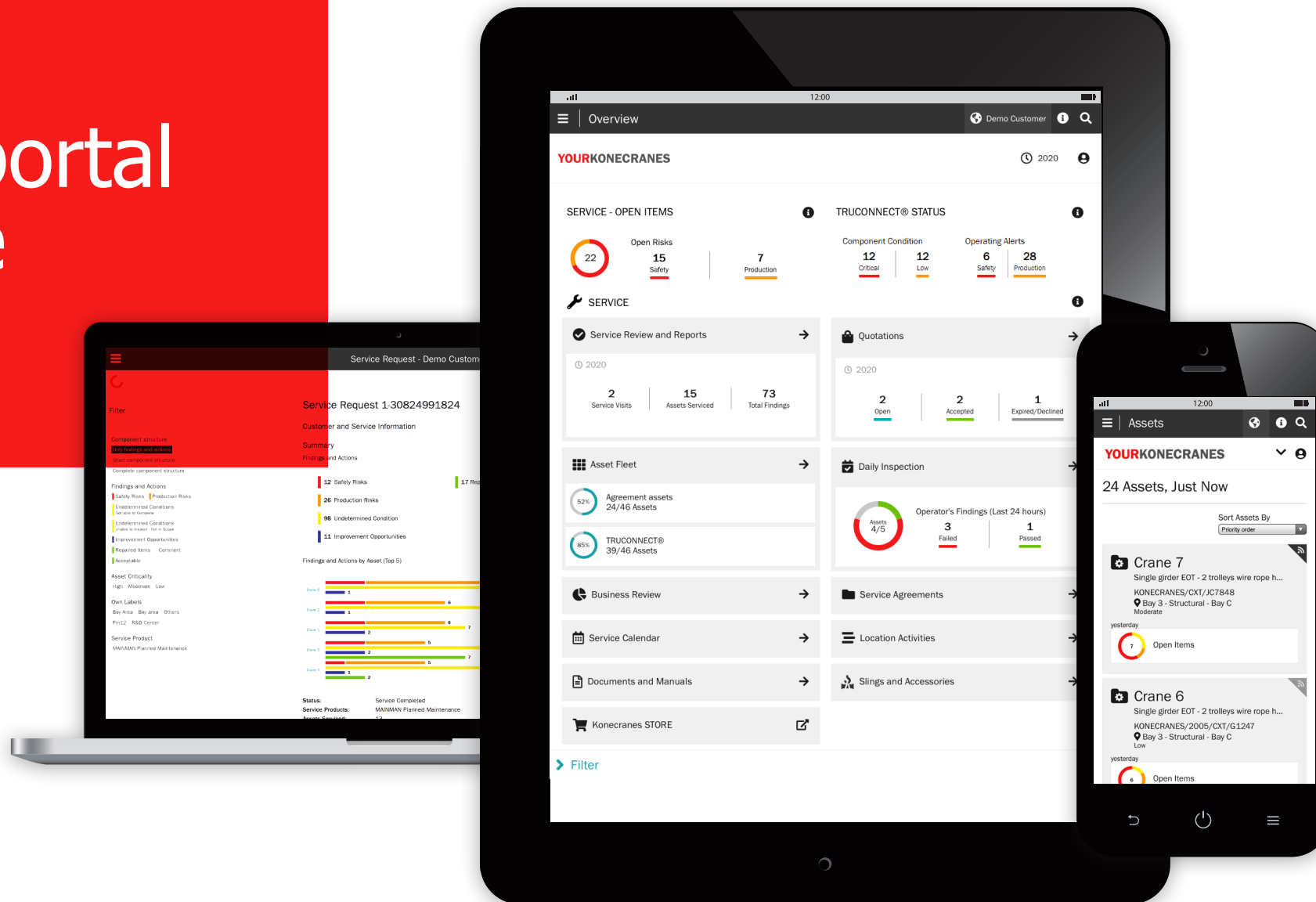


yourKONECRANES.com

# Customer portal quick guide

06/2021



# 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.



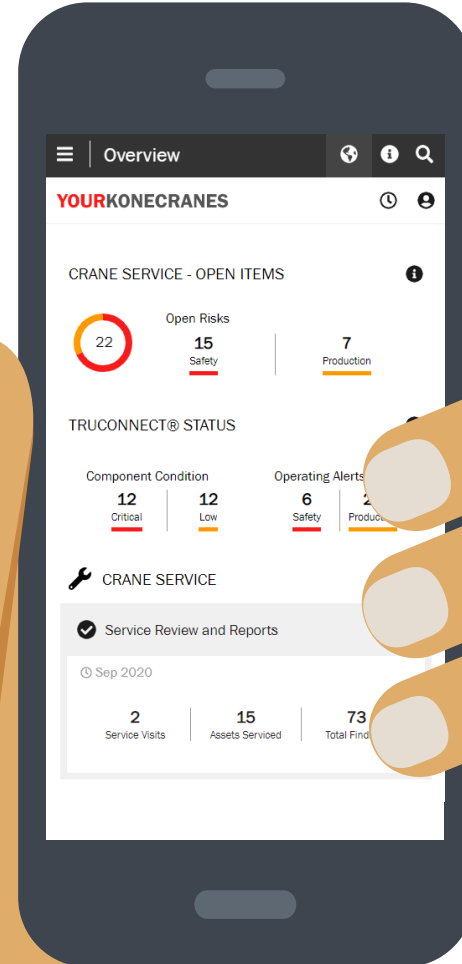
**Anomalies** can show up as faults, such as overloads. These events are considered abnormal and should be addressed promptly as they occur. Knowing when an overload occurs is the first step in identifying its cause.



**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.



## Data security

Konecranes digital services have been awarded ISO/IEC 27001:2013 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 yourKONECRANES.com customer portal, CheckApp for Daily Inspections and the Slings and Accessories Inspection app and the TRUCONNECT suite of remote service products.

## 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**

Service Reviews will be conducted using the information found here.

Business Reviews will be conducted using the information found here.

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.

If you have several locations – you can click here to change which location you are viewing.

You can access your profile here to change notification and language preferences.

Change the time frame.

Here you can access the Konecranes STORE.

**YOURKONECRANES**

Overview

Asset Fleet

Service

Location Activities

Service Calendar

Service Agreements

Service Review

Business Review

Quotations

Documents and Manuals

Daily Inspection

User Management

Slings and Accessories

Konecranes STORE

**KONECRANES**

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**SERVICE - OPEN ITEMS**

Open Risks: 22

Safety: 15

Production: 7

**TRUCONNECT® STATUS**

Component Condition: 12 Critical, 12 Low

Operating Alerts: 6 Safety, 28 Production

**SERVICE**

Service Review and Reports

Nov 2020

2 Service Visits, 15 Assets Serviced, 73 Total Findings

**Quotations**

Nov 2020

2 Open, 2 Accepted, 1 Expired/Declined

**Asset Fleet**

52% Agreement assets 24/46 Assets

85% TRUCONNECT® 39/46 Assets

**Daily Inspection**

Operator's Findings (Last 24 hours)

Assets 4/5, 3 Failed, 1 Passed

**Business Review**

**Service Calendar**

**Documents and Manuals**

**Konecranes STORE**

**Service Agreements**

**Location Activities**

**Slings and Accessories**

**Feedback**

# 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 time frame.

The Overview also includes a quick view of quotations including those that need approval or that have expired.

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

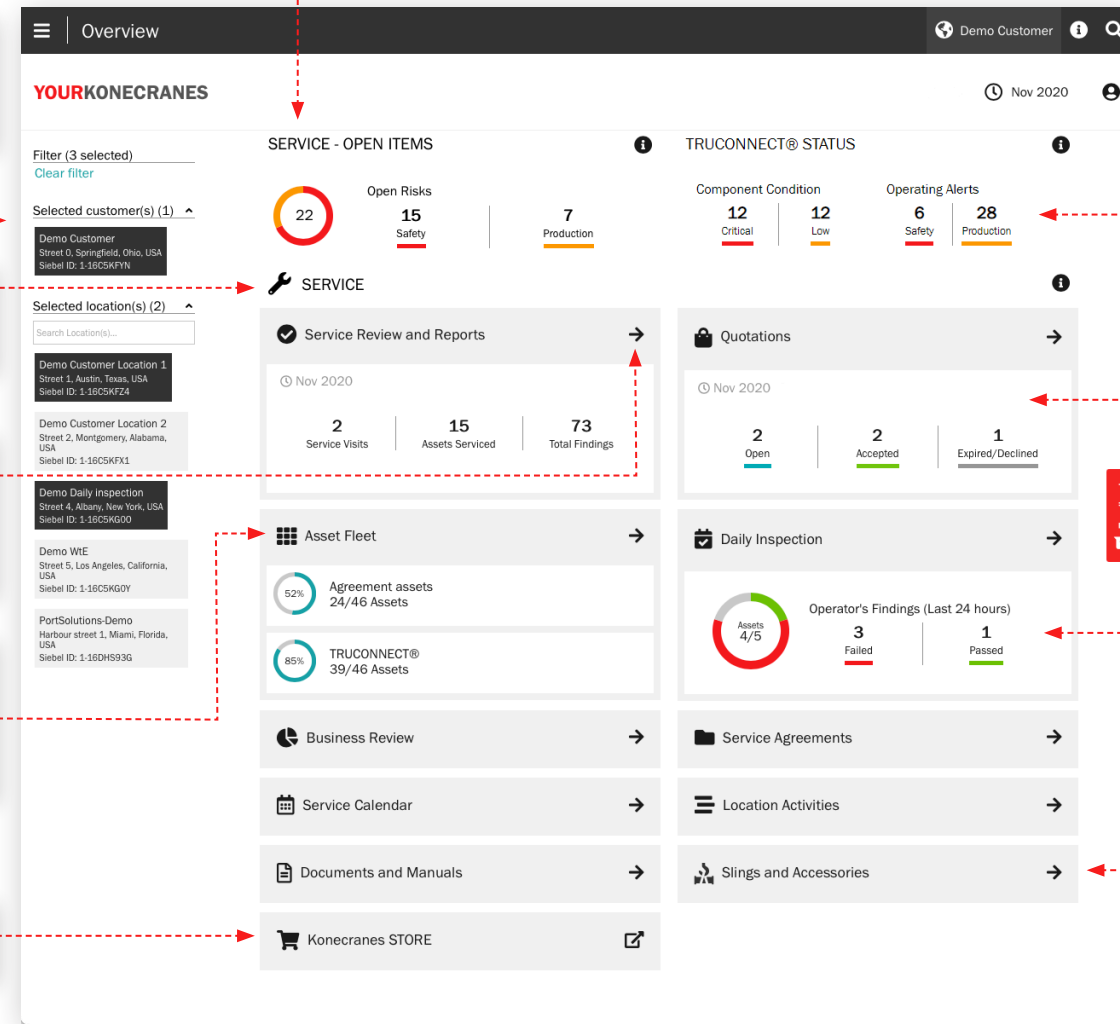
The Service section shows you the same categories as the menu.

Click here for Service Review information - the Completed Service Requests show all findings from a service visit.

The Asset Fleet overview quickly shows how many of the total assets are under agreement and have TRUCONNECT.

Quick link to Konecranes STORE.

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



This section shows components with critical and low condition as well as total safety and production alerts on TRUCONNECT connected assets.

Quotations are those resulting from agreed Next Step Actions after a service visit. Quotations are based on the technician's findings.

Daily Inspection shows items that have passed/failed in the past 24 hours via CheckApp for Daily Inspections.

This link takes you to the Slings and Accessories Inspection fleet view.



# 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.

The screenshot shows the 'Asset Reports' view in the 'YOURKONECRANES' interface. It features a sidebar with filters for 'Own Labels', 'Asset Criticality', and 'TRUCONNECT Asset Type'. The main area displays a table of 24 assets, each with a 'Crane' icon, name, and details. The table columns include Site Location, Serial Number, Criticality, Capacity/SWL, Install Date, and Manufacturer/Year. The 'Crane' column shows icons for each asset, with a light gray icon indicating no data sent within the past 48 hours and a dark gray icon indicating data has been sent within the past 48 hours.

Crane	Site Location	Serial Number	Criticality	Capacity/SWL	Install Date	Manufacturer/Year
Crane 7	Bay 3 - Structural - Bay C	JC7848	Moderate	2+35T	20100100-12-31	KONECRANES/N/A
Crane 6	Bay 3 - Structural - Bay C	G1247	Low	10 tons	20141218-12-31	KONECRANES/2005
Crane 4	Bay 2 - Structural - Bay 2	JC3968	Moderate	40+40T	20030505-12-31	KONECRANES/2005
Crane 2	Bay 1 - Structural - Bay 1	CK05331	High	2T	20141218-12-31	KONECRANES/2005
Crane 8	Bay 2 - Structural - Bay B	B3558A2	High	2x3.2T	20030505-12-31	KONECRANES/N/A

The screenshot shows the 'Fleet view' in the 'YOURKONECRANES' interface. It displays a grid of 24 assets, each with a 'Crane' icon, name, and details. The grid is sorted by priority, and the assets are grouped by location. The 'Crane' column shows icons for each asset, with a light gray icon indicating no data sent within the past 48 hours and a dark gray icon indicating data has been sent within the past 48 hours.

Crane	Site Location	Serial Number	Criticality	Capacity/SWL	Install Date	Manufacturer/Year
Crane 7	Bay 3 - Structural - Bay C	JC7848	Moderate	2+35T	20100100-12-31	KONECRANES/N/A
Crane 6	Bay 3 - Structural - Bay C	G1247	Low	10 tons	20141218-12-31	KONECRANES/2005
Crane 4	Bay 2 - Structural - Bay 2	JC3968	Moderate	40+40T	20030505-12-31	KONECRANES/2005
Crane 2	Bay 1 - Structural - Bay 1	CK05331	High	2T	20141218-12-31	KONECRANES/2005
Crane 8	Bay 2 - Structural - Bay B	B3558A2	High	2x3.2T	20030505-12-31	KONECRANES/N/A

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 time frame 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

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

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Operation control

Contacts worn

Crane 7 Single girder EOT - 2 trolleys wire rope hoists

Operation control

Contacts worn

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

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.

YOURKONECRANES

Filter

Clear Selection

Service Status

Completed Open

Asset Criticality

High Moderate Low

Service Product

Konecranes Frequent Inspection

MAINMAN Planned Maintenance

Oil analysis

TRUCONNECT Asset Type

CXT

Asset Location

Asset Manufacturer

Own Labels

< 2020 >

January 2020

February 2020

March 2020

April 2020

May 2020

June 2020

July 2020

August 2020

September 2020

October 2020

November 2020

December 2020

24

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

# Quotations

The quotations shown in yourKONECRANES are those resulting from agreed Next Step Actions after a service visit. The quotations are based on the technician's findings and are uploaded by Konecranes representatives for your consideration.

YOURKONECRANES

2021

Filter

Clear filter

Selected customer(s)

Demo Customer  
Street 0, Springfield, Ohio, USA  
Siebel ID: 1-16C5KFYN

Selected location(s)

Quotation status

Open Quotation

Accepted Quotation

Declined Quotation

Expired Quotation

5 Activities

Apr 20, 2021

Open Quotation

Planned Repairs

Demo Customer

Valid until May 20, 2021

Apr 16, 2021

Accepted Quotation

Planned Repairs

Demo Customer

Valid until May 16, 2021

Apr 14, 2021

Accepted Quotation

Planned Repairs

Demo Customer

Valid until May 14, 2021

Apr 7, 2021

Open Quotation

Spare Parts

Demo Customer

Valid until May 7, 2021

Apr 1, 2021

Expired Quotation

Spare Parts

Demo Customer

Valid until May 1, 2021

Quotation 1-123A4567

Details

Customer

Demo Customer

Location

Demo Customer

Quotation ID

1-123A4567

Service Product

Planned Repairs

Description

Quotation updated

Apr 20, 2021

Valid until

May 20, 2021

Quotation status

Open Quotation

Customer Contact

Konecranes Contact

John Crane

+987654321

john.crane@konecranes.com

Karl Customer

+987654321

karl.customer@democustomer.com

Attachments(1)

Quote\_Letter\_1-123A4567

Apr 20, 2021 4:15 AM

Quotation waiting for your approval.

Quotation you have accepted.

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

Quotation details including contact info.

A pdf of the quote can be downloaded.

Filter by location as well as status.

Filter by time frame.

Click on the quotation to see the details.

# Documents and manuals

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.

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

Service Review

Oil Analysis (XXX)  
KC-AF\_Example.pdf  
Oil Analysis test

August 18, 2020 8:00 PM  
michael.crane@konecranes.com  
Edit

Test02042020  
PMT604849 Suppi Pk2 Sk4 sisähissi 05K0005HI....  
Test

April 1, 2020 8:00 PM  
michael.crane@konecranes.com  
Edit

Test File with txt file format  
Test\_H.txt  
Test

October 9, 2019 8:00 PM  
michael.crane@konecranes.com  
Edit

Oil Analysis (XXX)  
KC-AF\_Example.pdf  
Oil Analysis

October 8, 2018 8:00 PM  
michael.crane@konecranes.com  
Edit

Service Review Report  
SERVICE\_REVIEW\_REPORT\_1-33309947322.pdf  
Service Review Reports

April 27, 2017 11:23 AM  
michael.crane@konecranes.com  
Edit

Service Review Report  
SERVICE\_REVIEW\_REPORT\_1-33309947322.pdf  
Service Review Reports

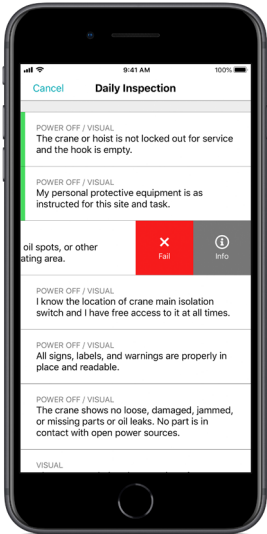
April 27, 2017 11:23 AM  
michael.crane@konecranes.com  
Edit

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

Click to download the document.

# Daily inspection

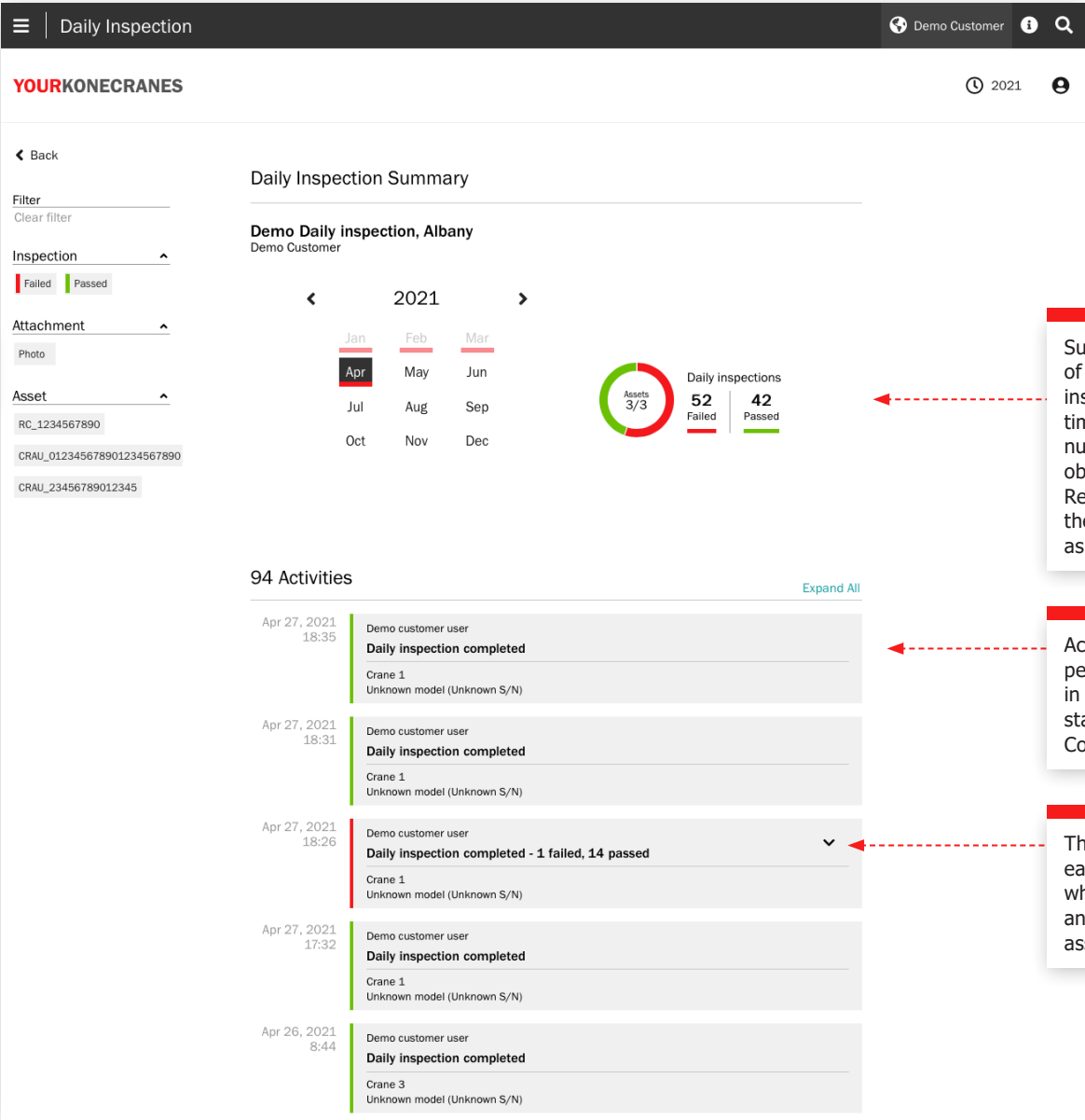
This page shows information from CheckApp for Daily Inspections. Prior to each new work shift or each new lift (depending on applicable regulation), a daily inspection should be performed. Konecranes CheckApp for Daily Inspections provides an electronic logbook for performing and recording daily inspections.



Filter by inspection status or asset.

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 crane operator or other equally competent customer personnel. Performing daily inspections does not reduce or replace 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. See page 25 for more information.



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

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

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 yourKONECRANES delegate accounts for operators who perform Daily Inspections.

Each CheckApp user must identify themselves using their yourKONECRANES credentials.

Click here to add a user.

All fields are required.

Click on a user to see their profile information.

Delete user.

Edit user details.



# 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 record load lifting attachment inspection data and a smartphone app to help quickly and reliably identify attachments. The information on yourKONECRANES 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.

Filter by any number of criteria.

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.

Switch between Device Details and Inspection Details.

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

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

Slings and Accessories Inspection

YOURKONECRANES

Selected location(s)  
Search Location(s)...

Customer Location 1, Austin, Texas, USA

Customer Location 2, Montgomery, Alabama, USA

Customer Location 3, Detroit, Michigan, USA

Customer Location 4, Albany, New York, USA

Customer Location 5, Los Angeles, California, USA

Customer Location 6, Harbour street 1, Miami, Florida, USA

Status  
Passed (Not Repaired)

Passed (Repaired)

Not checked

Failed (Not Repairable)

Failed (Repairable)

Out of Service

Device Type

Manufacturer

Functional Location  
Building A, Bay 1

Building A, Bay 3

Building A, Bay 7

Building B, Bay 2

Building B, Bay 3

Service Requests

Slings and Accessories Inspection

Customer  
39 Devices

Device Details

Device Type	Specification	Inventory No.	Serial No.	WLL	Length	Manufacturer
Textile Eyesling	With suspension	-	-	300lb	3.00ft	-
Wire rope Sling	With hook	N123	123456	1000lb	30.00ft	-
Load Securing Lashing Chain		001zurr	00119012021	1250lb	1.00ft	Pewag
Textile Round sling		-	-	-	-	-
PSE / Fall Protection Safety Harness		-	12345s	50lb	2.00ft	-
Textile Web sling	Protective hose	23	667664	4lb	2.00ft	Pewag
Textile Round sling suspension gear	EB-7/8	-	6510	2lb	1.20ft	YOKE
Textile Round sling suspension gear	With eye hook (latch)	-	5510	2lb	1.20ft	YOKE
Textile Round sling		-	-	2000lb	1.00ft	Demag
Chain Sling	With connecting link, With grab hook, With master link, With safety hook	Kcd0001	051120202015	2900lb		Customer
Textile Round sling suspension gear	With connecting link	-	-	65lb		
Chain Basket Sling	With connecting link	2345	123456789	2500lb	1.00ft	Pewag
Textile Round sling	Protective hose Doppelmantel	-	-	3lb	2.00ft	-
Textile Eyesling	With connecting link	-	-	300lb	30.00ft	-
Textile Round sling	Single layer	6655	44556	6lb	55.00ft	Artex
Chain Sling		-	-	-	2.00ft	-

Generate Report

Device details and tag information.

Click device name to open info view for that device.

Slings and Accessories Inspection

YOURKONECRANES

Device info

Print PDF

Sling - Chain Alloy  
Sling, With hook  
Building A - Hall 2

Properties

Device Type  
Sling - Chain Alloy

Type Specification 1  
Sling

Type Specification 2  
With hook

Length  
1.00ft

Work load limit  
2000lb

No. of Legs  
2

Serial No.  
1234567

Inventory No.  
12345

Manufacturer  
ABC Co.

Year of Construction  
1995

Functional location  
Building A - Hall 2

Tag information

Tag type  
Physical ID Tag

Tag UID  
456787

Inspection History

Status	Inspection Type	Interval	Inspected by	Date
Passed	Visual and functional	12 months	Michael Crane	Jan 12, 2021
Date of Next Inspection: Jan 11, 2022				
Passed	Visual and functional	12 months	Michael Crane	Jan 12, 2021
Passed	Visual and functional	12 months	Michael Crane	Nov 30, 2020

# TRUCONNECT

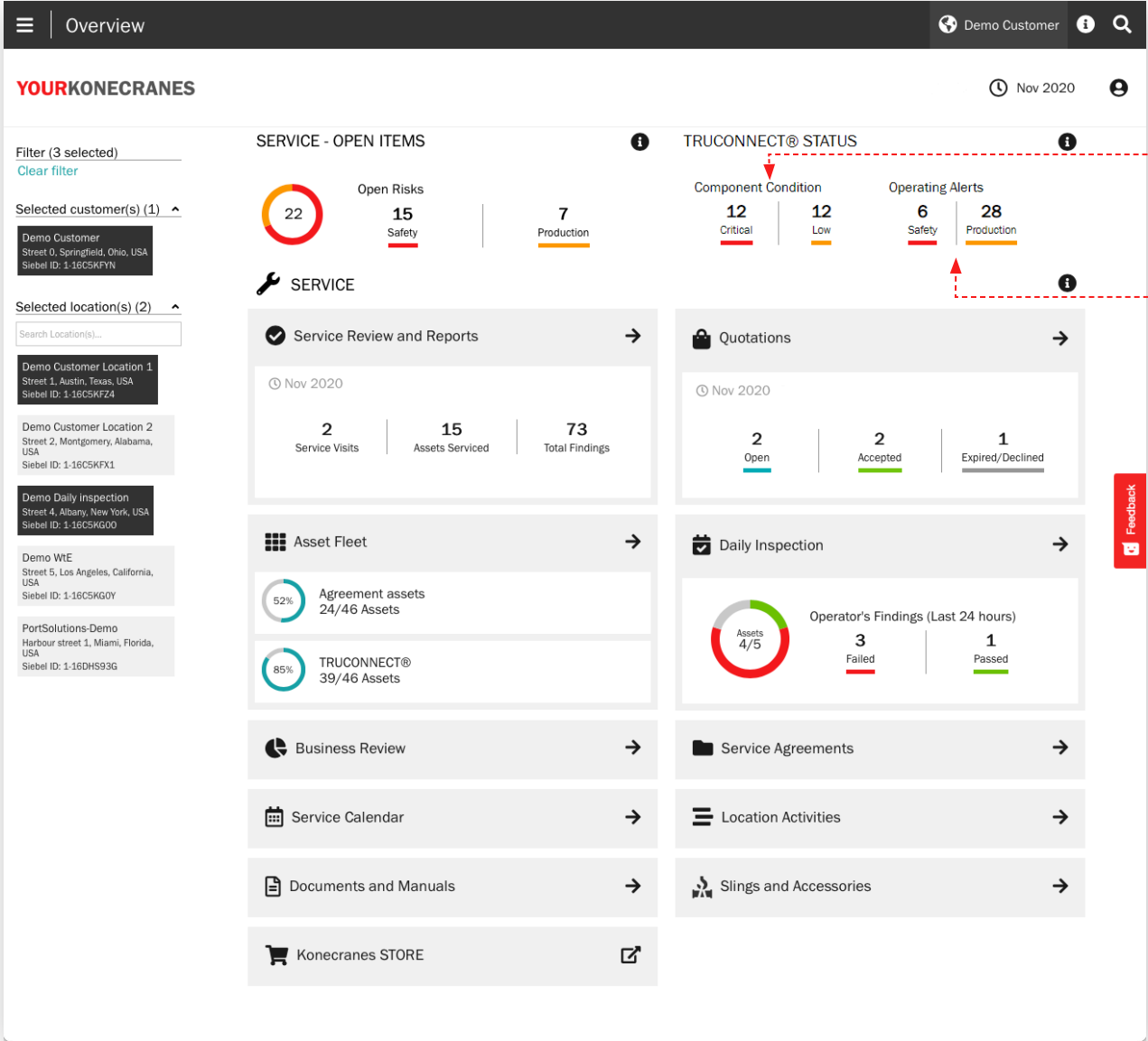
TRUCONNECT Remote Monitoring collects condition, usage and operating data from control systems and sensors on an asset and provides alerts of certain anomalies.

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

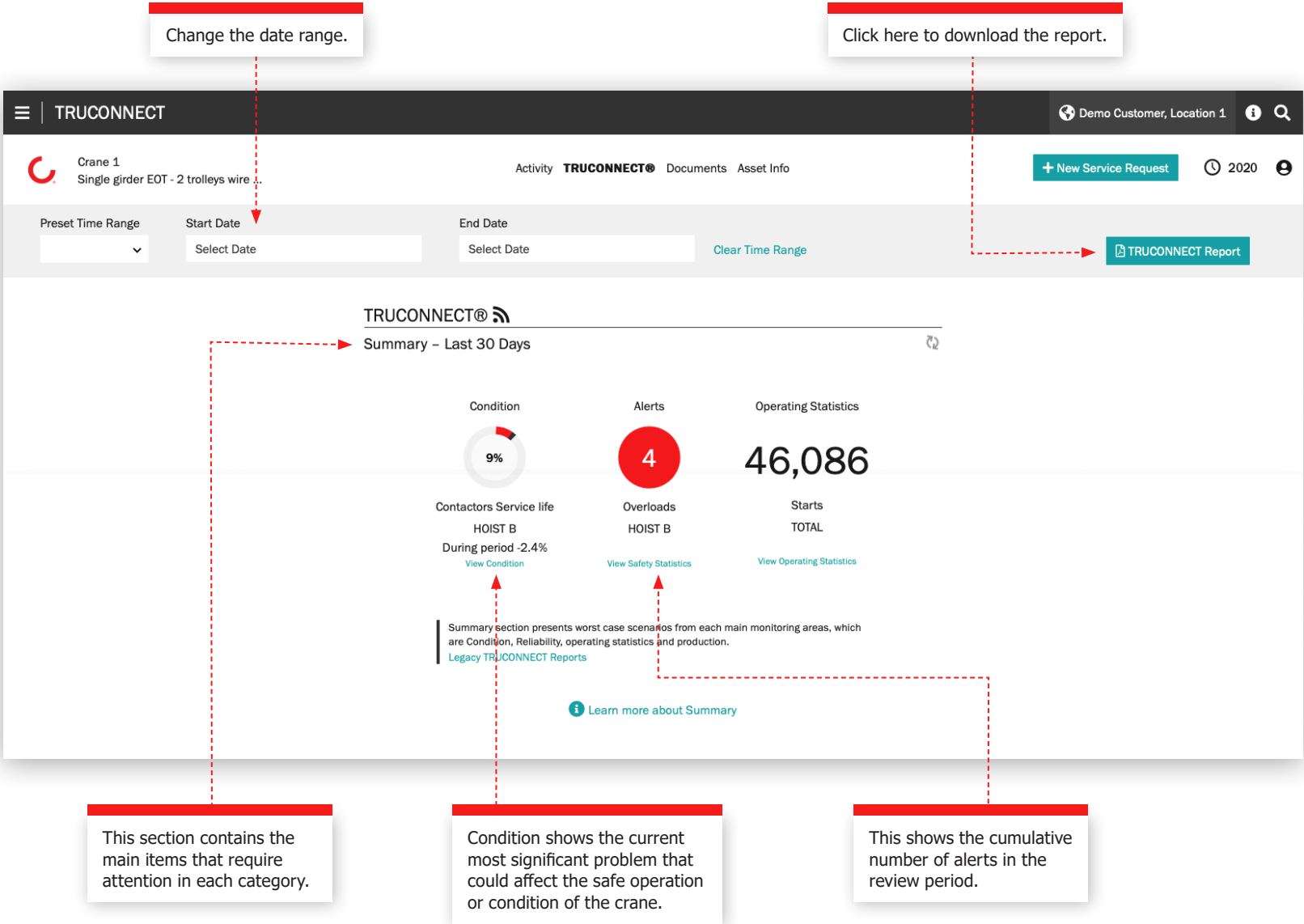
### Summary

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.

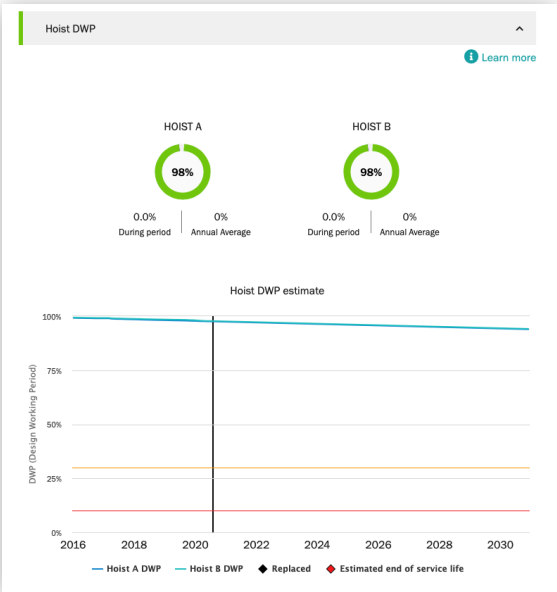


# TRUCONNECT

## 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.

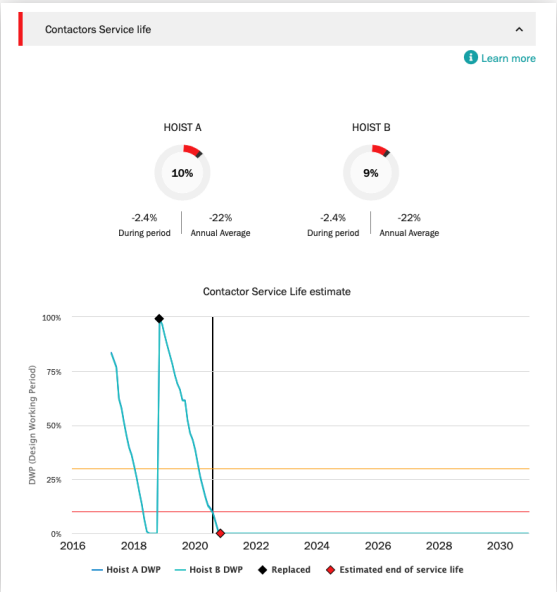
This information can be used to plan and schedule preventive maintenance in order to improve safety and reduce unplanned downtime.



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.

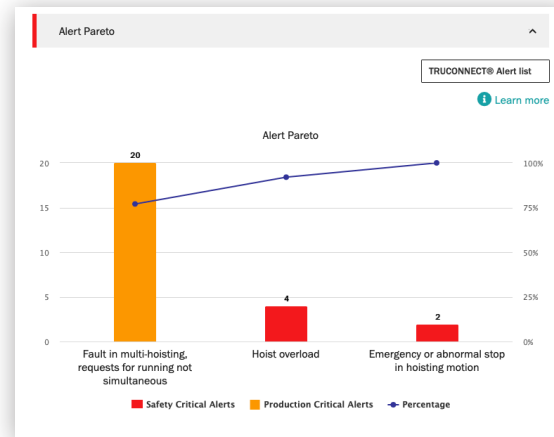
### Emergency stop

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.

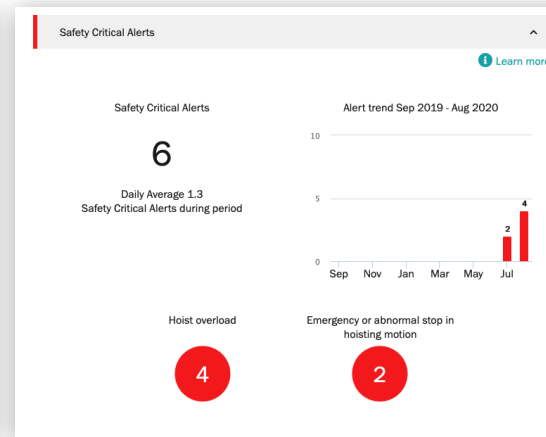
The periodic graph in single asset view shows brake service lifetime in terms of the number of e-stops. The hoist brake wears down 50 times faster with emergency stops than with normal stops.

### Motor over temperature

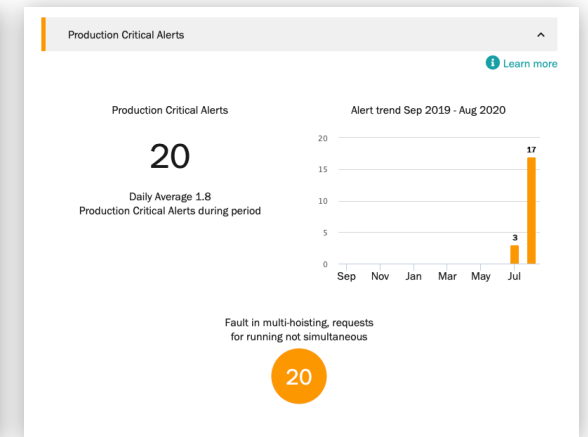
A hoist motor over temperature is recorded each time the hoist motor stops operating due to an over temperature condition. The periodic graph shows the number of over temperatures. The cumulative graph is the running total to date.



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.

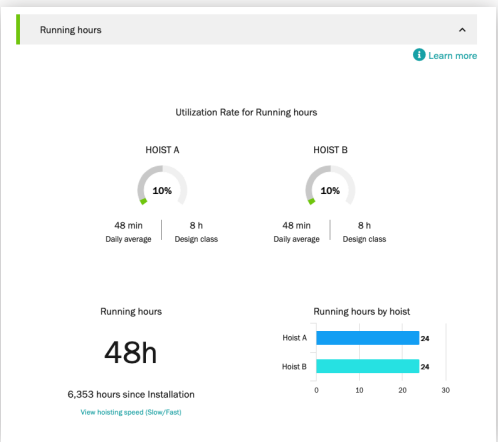
# TRUCONNECT

## Operating statistics

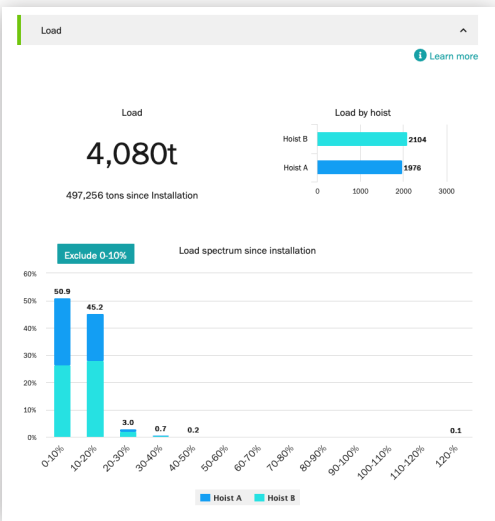
Operating statistics show how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

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.

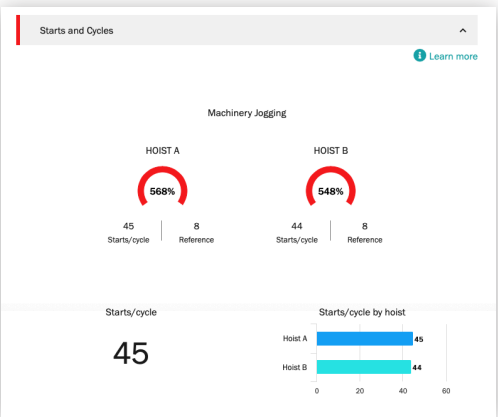
This section is designed to promote appropriate operation in order to achieve optimal results in terms of the safety, service life and maintenance costs of the crane investment.



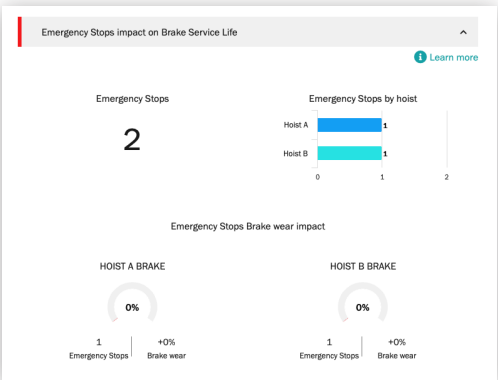
This section shows the number of running hours in the review period with a load.



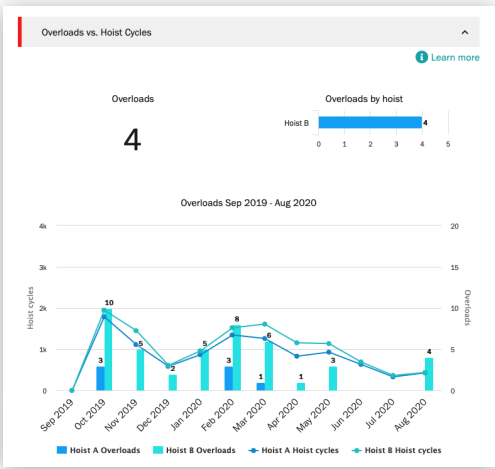
This section shows the production volume of the crane or individual hoist.



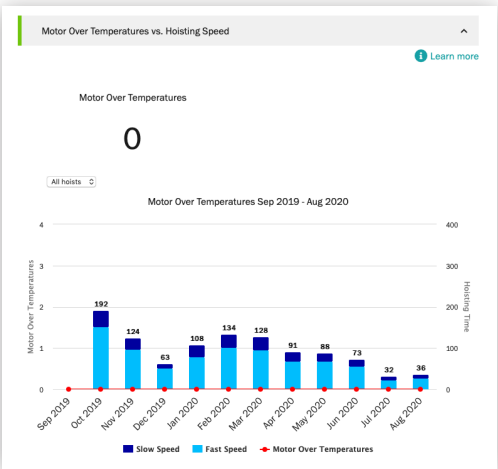
Indicates the number of starts with both inverter-controlled and 2-speed motors, and speed changes with 2-speed motors.



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 the Service Review from the main menu, and you can also 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.

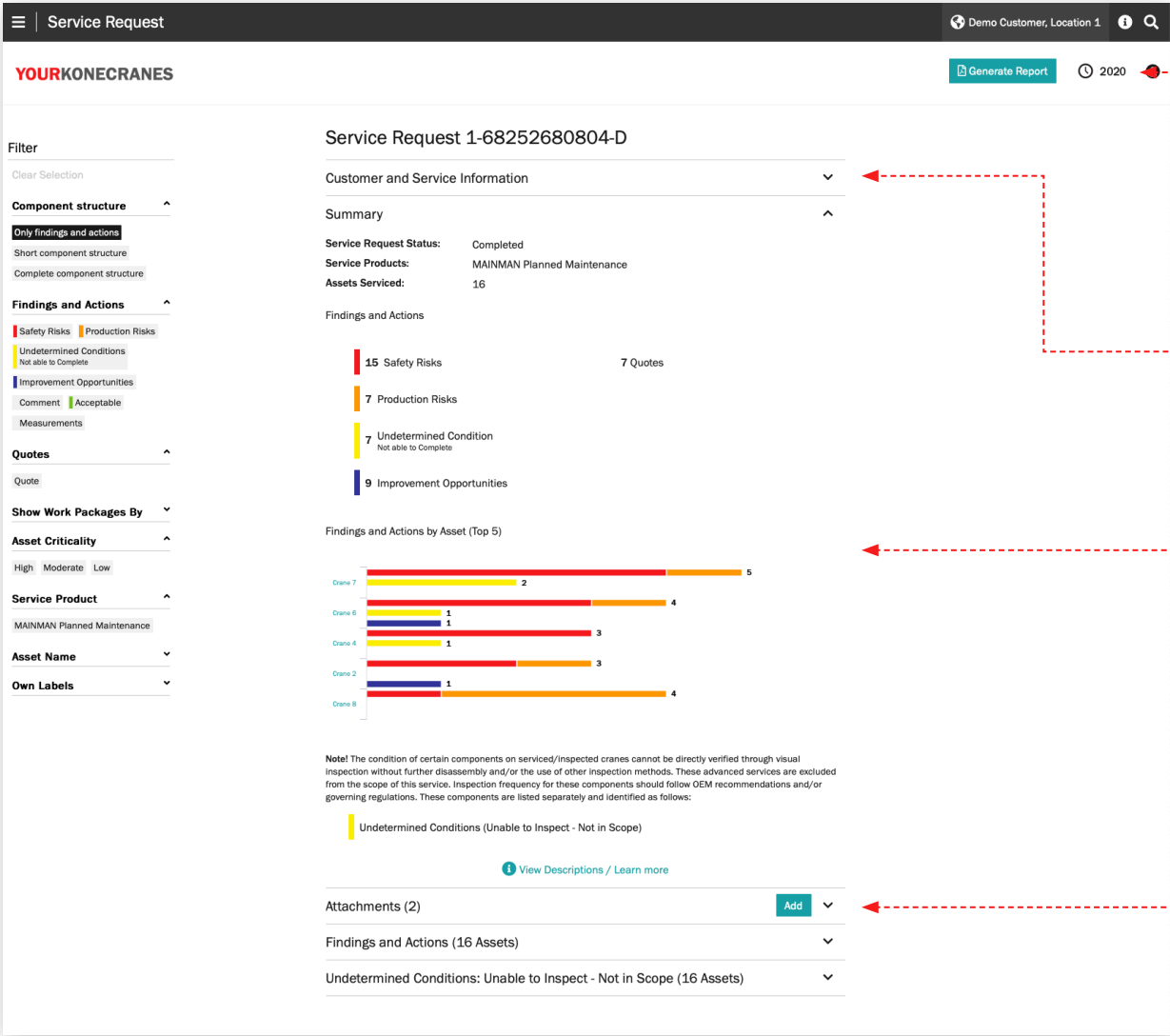
## Customer and service information

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.



Download or share the Service Report by email.

View service information including agreement type and Konecranes contact.

Summary of findings and actions for the completed service request in easy-to-read color-coded format.

Add/view attachments.

# 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

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

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

# 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.

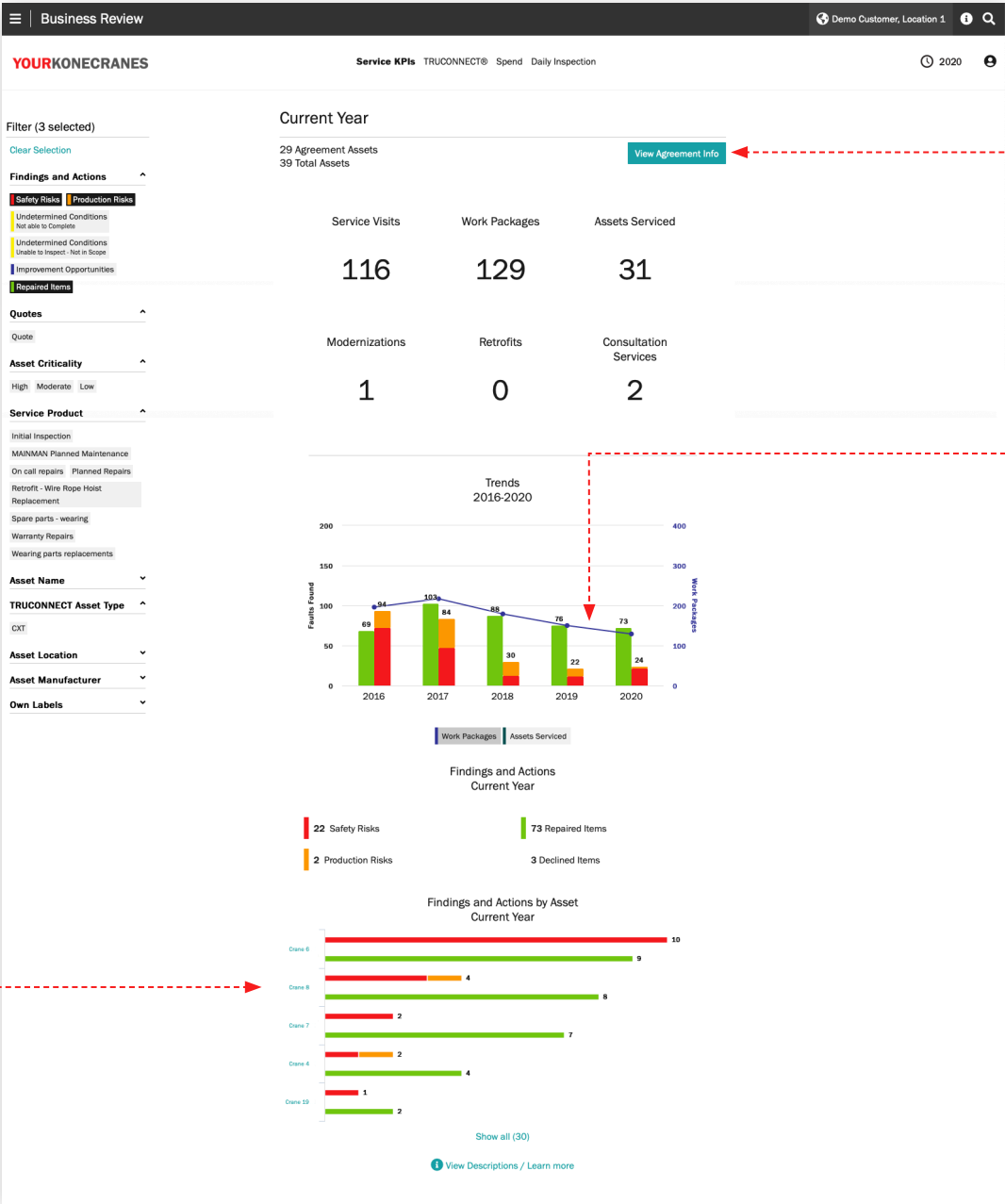
Click on asset name to view service activities, TRUCONNECT data and asset info.

Filter by any number of criteria.

View Agreement Info

View your agreement information.

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



# Business Review

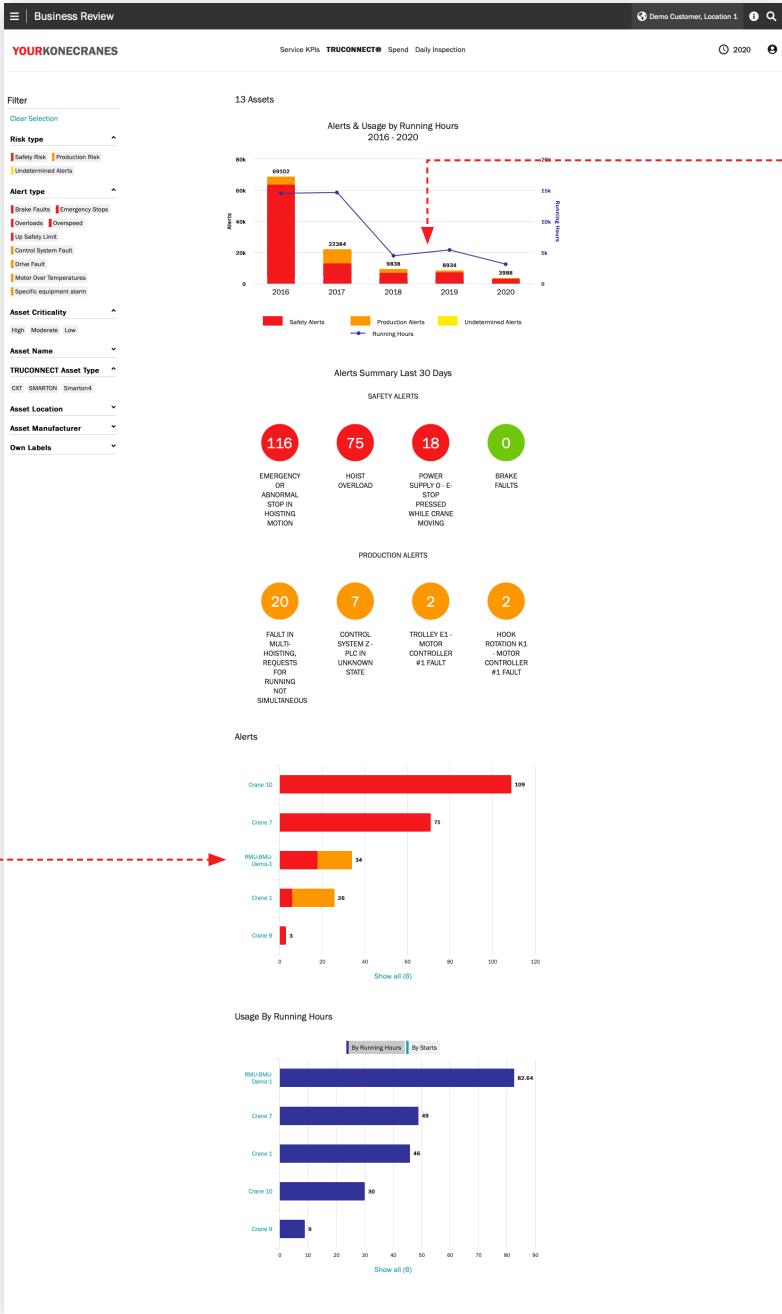
## TRUCONNECT section

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

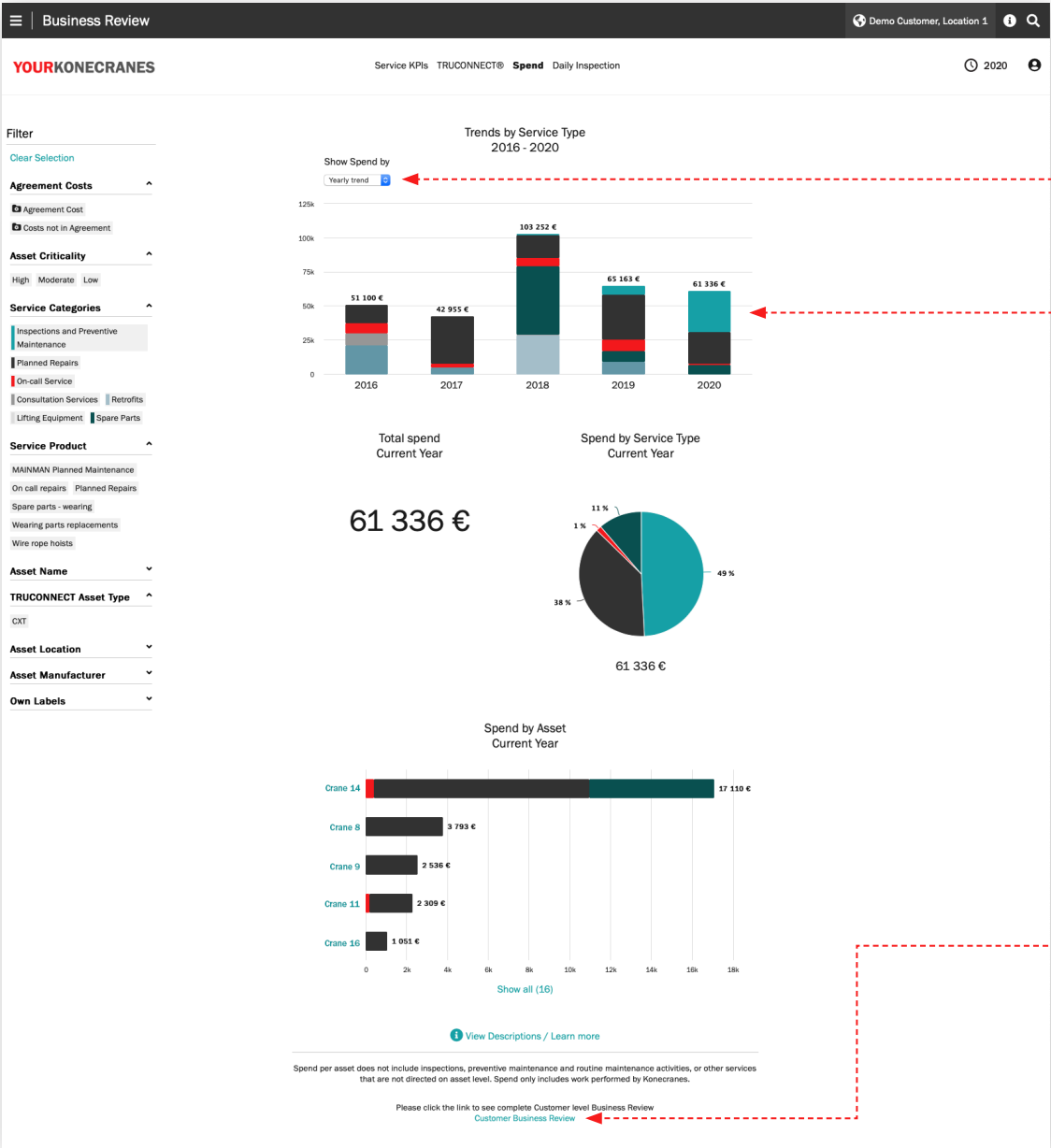
## Spend section

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.

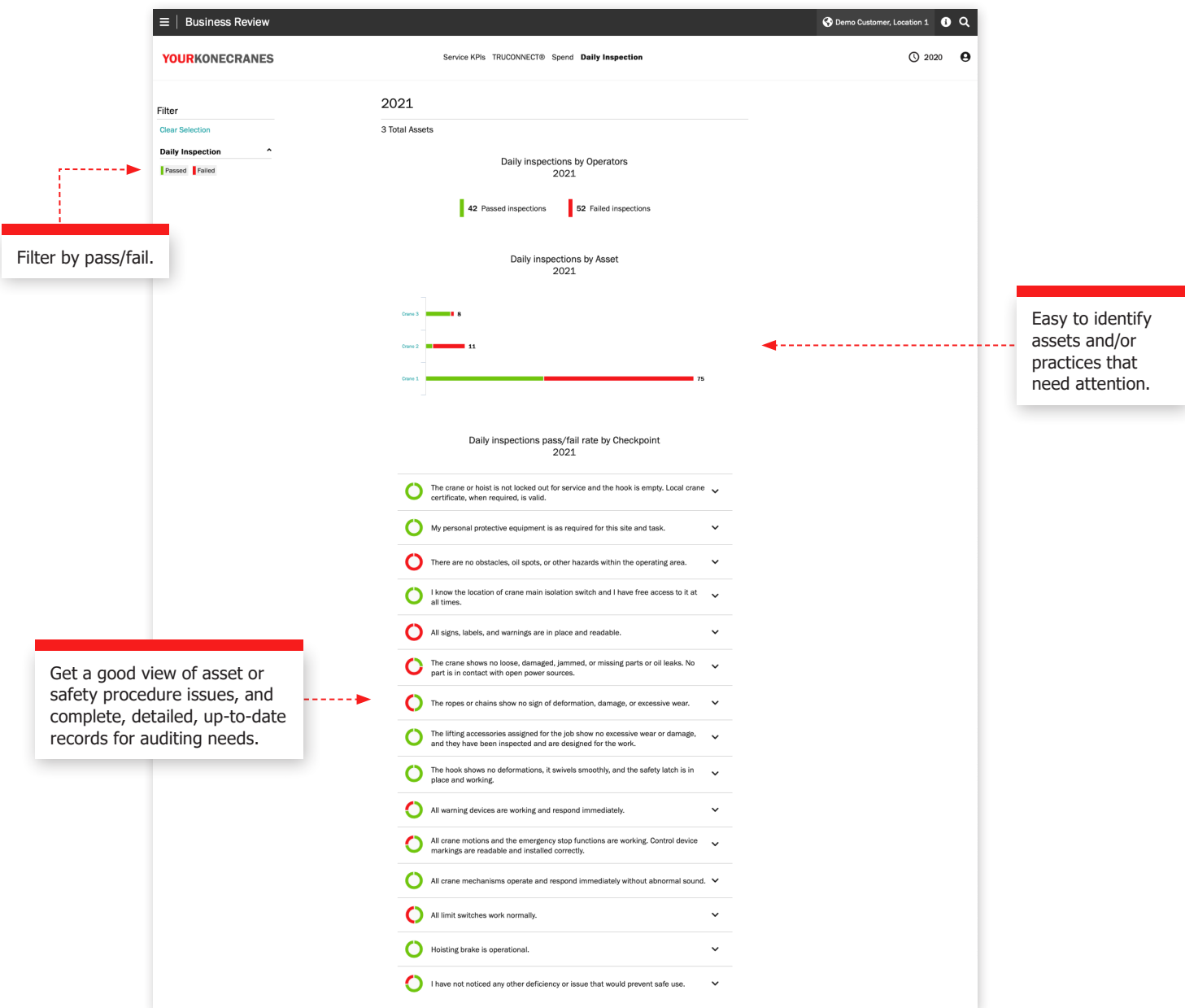
If you have multiple locations click here to view the customer level spend.

# Business Review

## Daily inspection section

This view shows a summary of all daily inspections performed within the selected time frame. A list of inspected assets is shown with the number of passed and failed inspections per asset. This helps you identify assets that need attention and to focus on corrective actions.

Each checkpoint shows how that many times that checkpoint has passed or failed per asset. This helps you identify assets that have frequent issues with a particular checkpoint such as limit switches or hook latches.





[konecranes.com](https://konecranes.com)