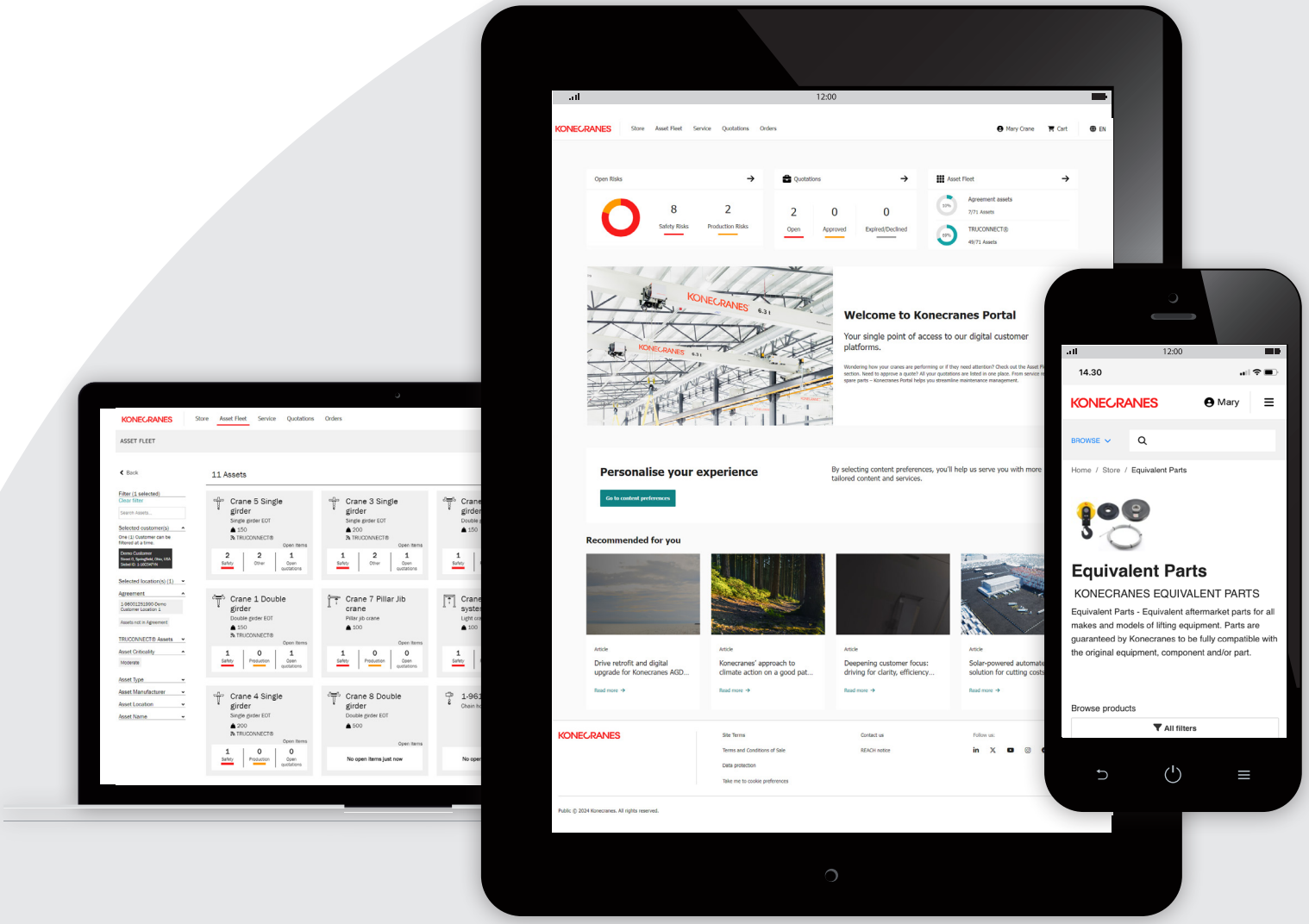
KONECRANES

Konecranes Portal user guide



06/2024

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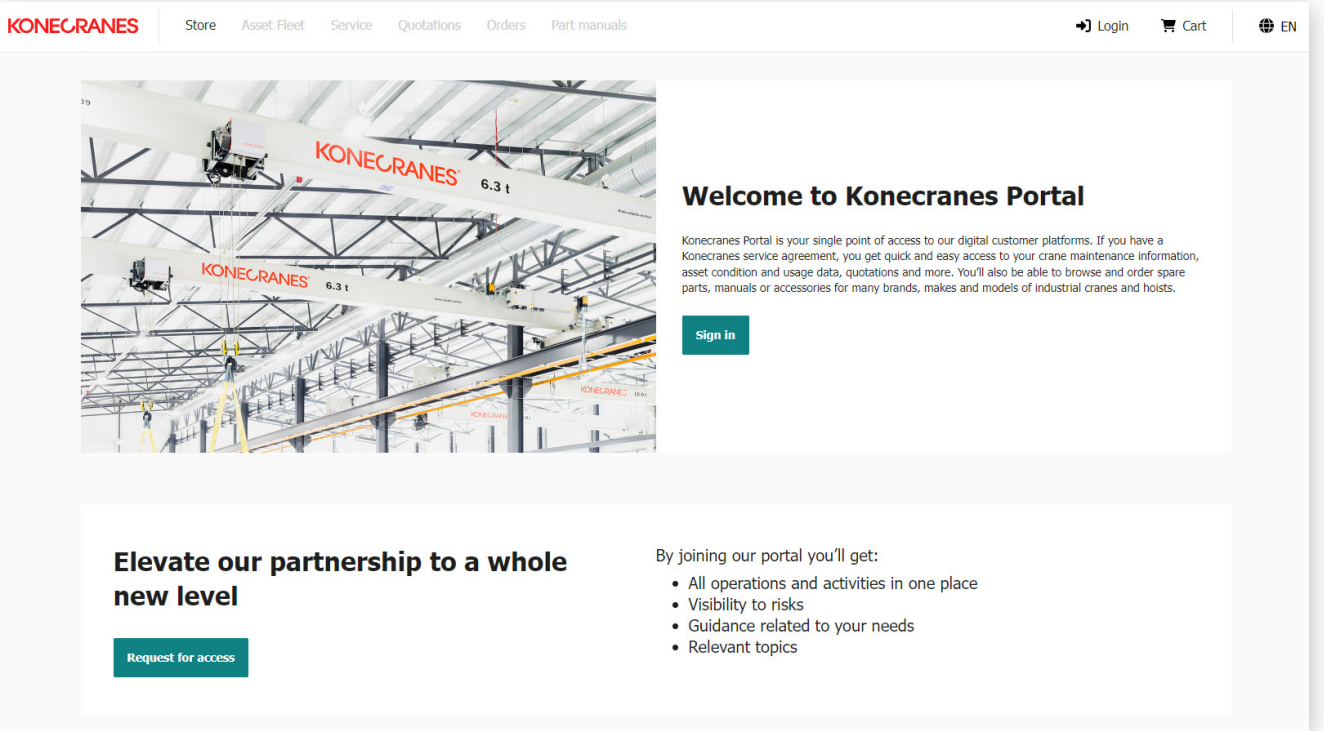
Introduction

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

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

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

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



Data security

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

Quick tour

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

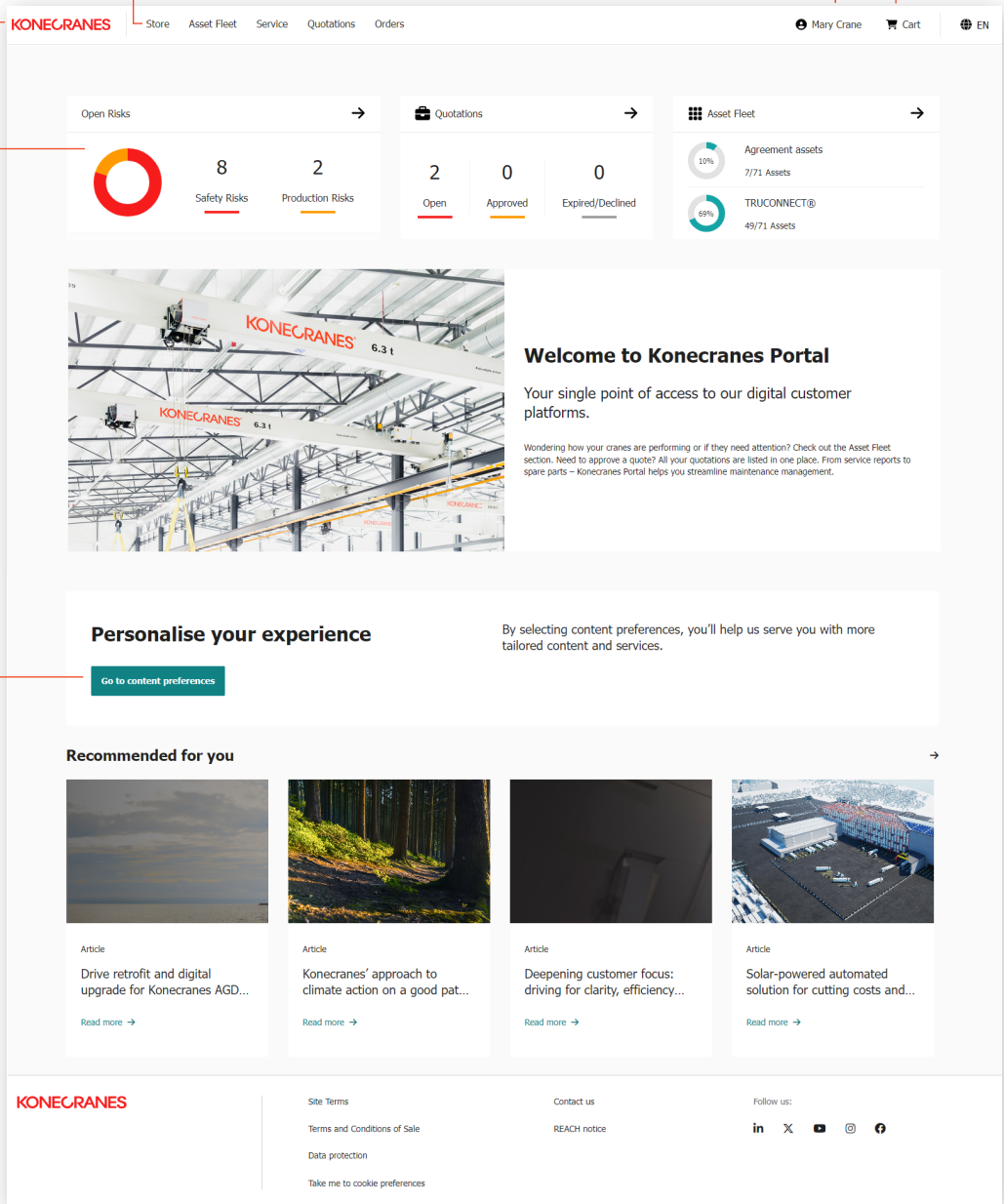
03 MY ACCOUNT
Click your name to access My Account including sign out.

04 CART
Click cart to view your shopping cart.

01 HOME PAGE
Click the Konecranes logo to return to the home page.

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

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



My account

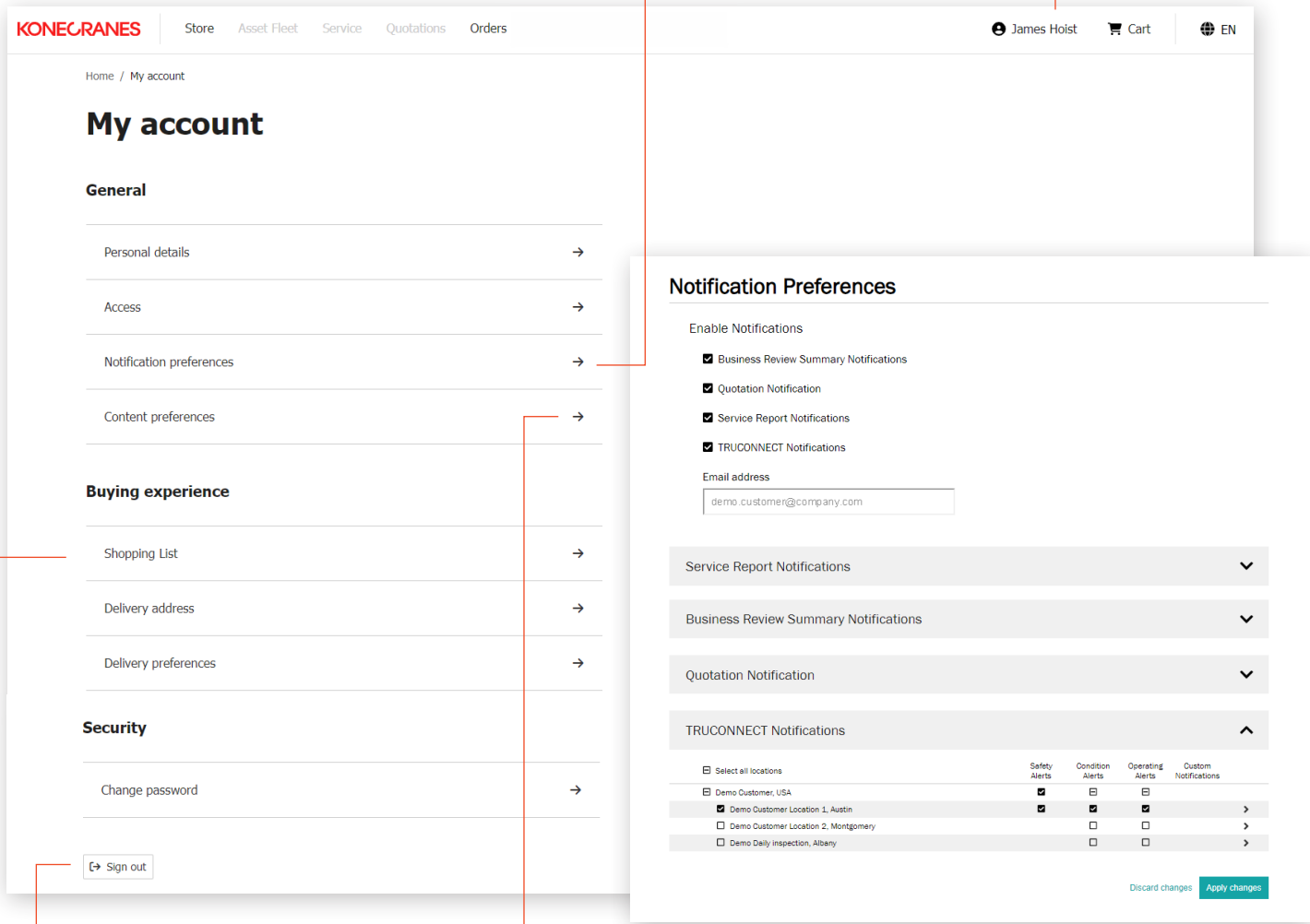
01 NOTIFICATION PREFERENCES
Click to enable email notifications for Business Review summaries, quotations, Service reports and TRUCONNECT. You can set up the notifications per locations.

02 MY ACCOUNT
Click your name to access My account.

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

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

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



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

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

03 CONTENT PREFERENCES
Click to choose your favorite topics to see content and offers that are relevant to you.

Store

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

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

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

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

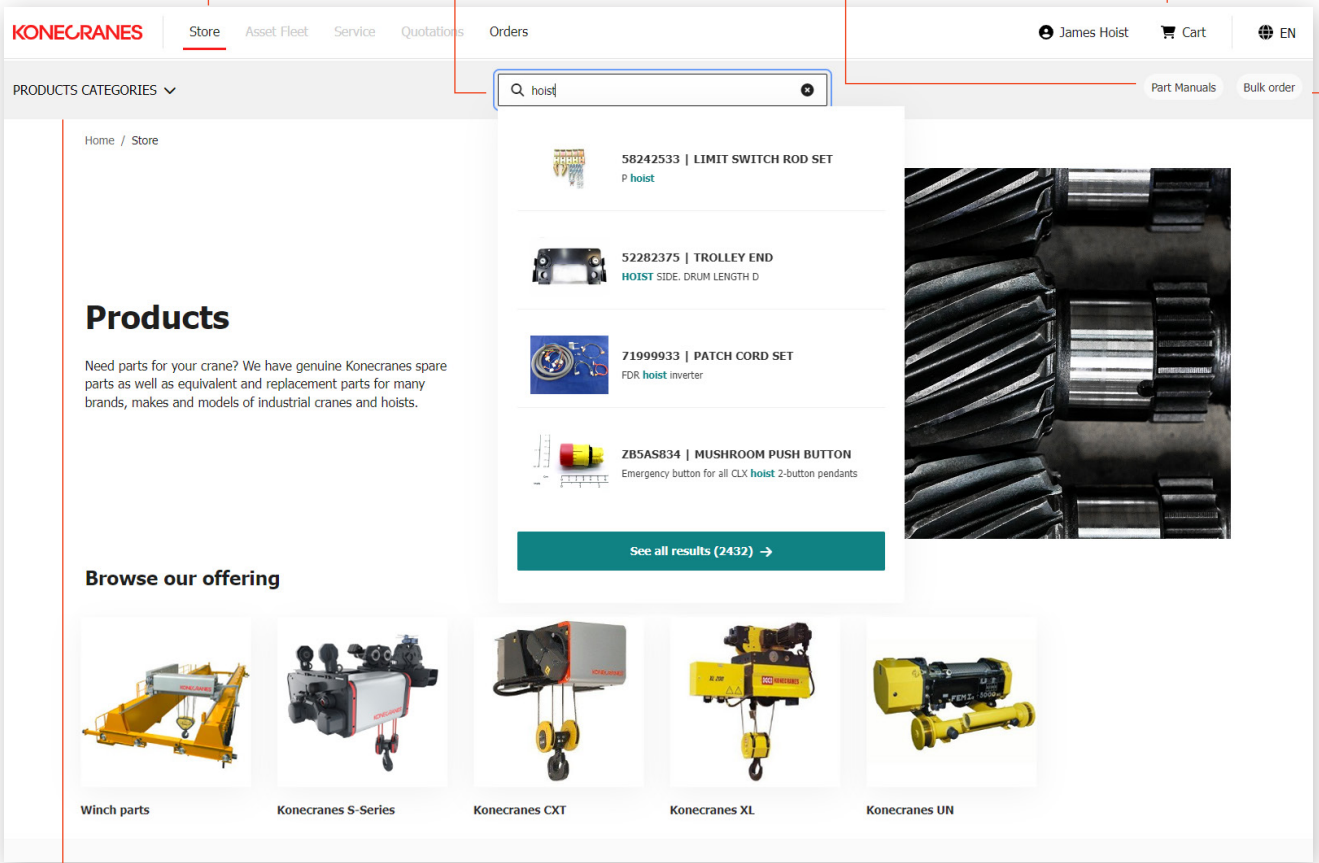
01 STORE
Click here to view the eCommerce home page.

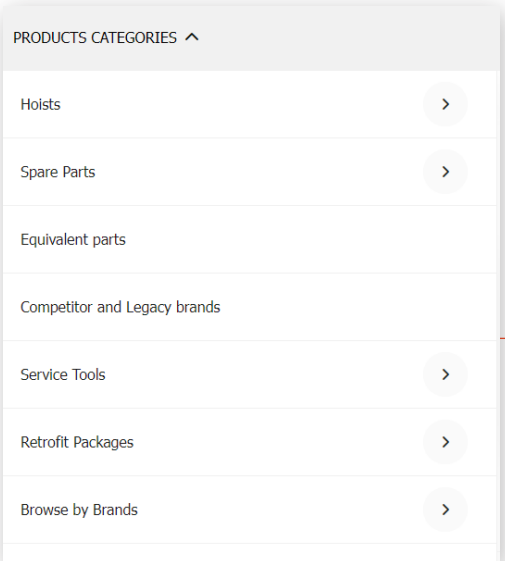
02 SEARCH
The suggestive search is easy to use. You can use free text, product name or ID.

03 PART MANUALS
Click here to find standard documentation.

04 CART
Click here to view your shopping cart.

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



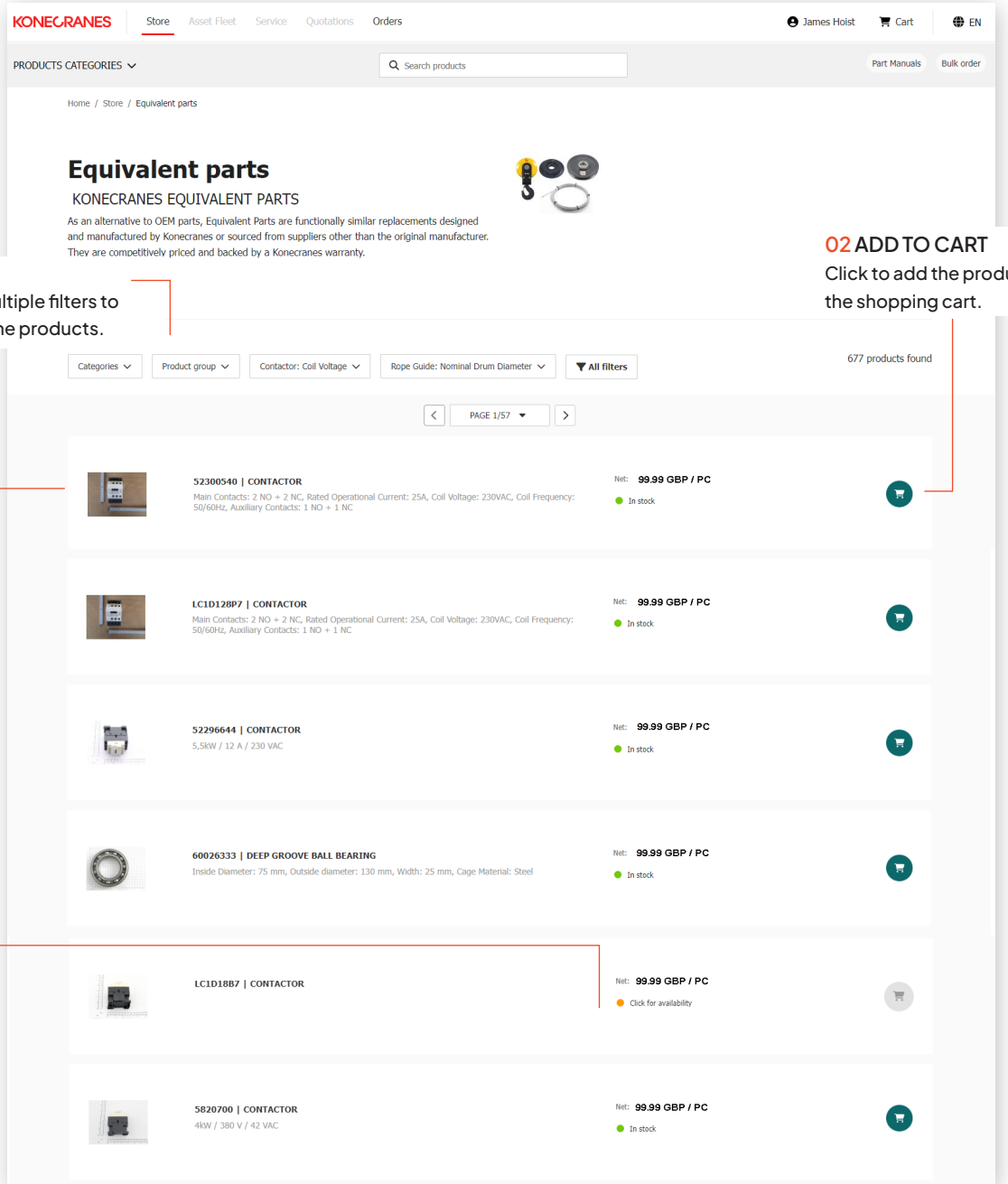


06 PRODUCT CATEGORIES
Browse the content according to the product categories and navigate to the product list page.

Product list

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

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



01 FILTERS
You can use multiple filters to narrow down the products.

02 ADD TO CART
Click to add the product to the shopping cart.

03 PRODUCT DETAILS
Click to see the product details.

04 PRODUCT AVAILABILITY
Availability is indicated in colors: green in stock, yellow click for availability, gray product only sold in a set and red product is out of stock.

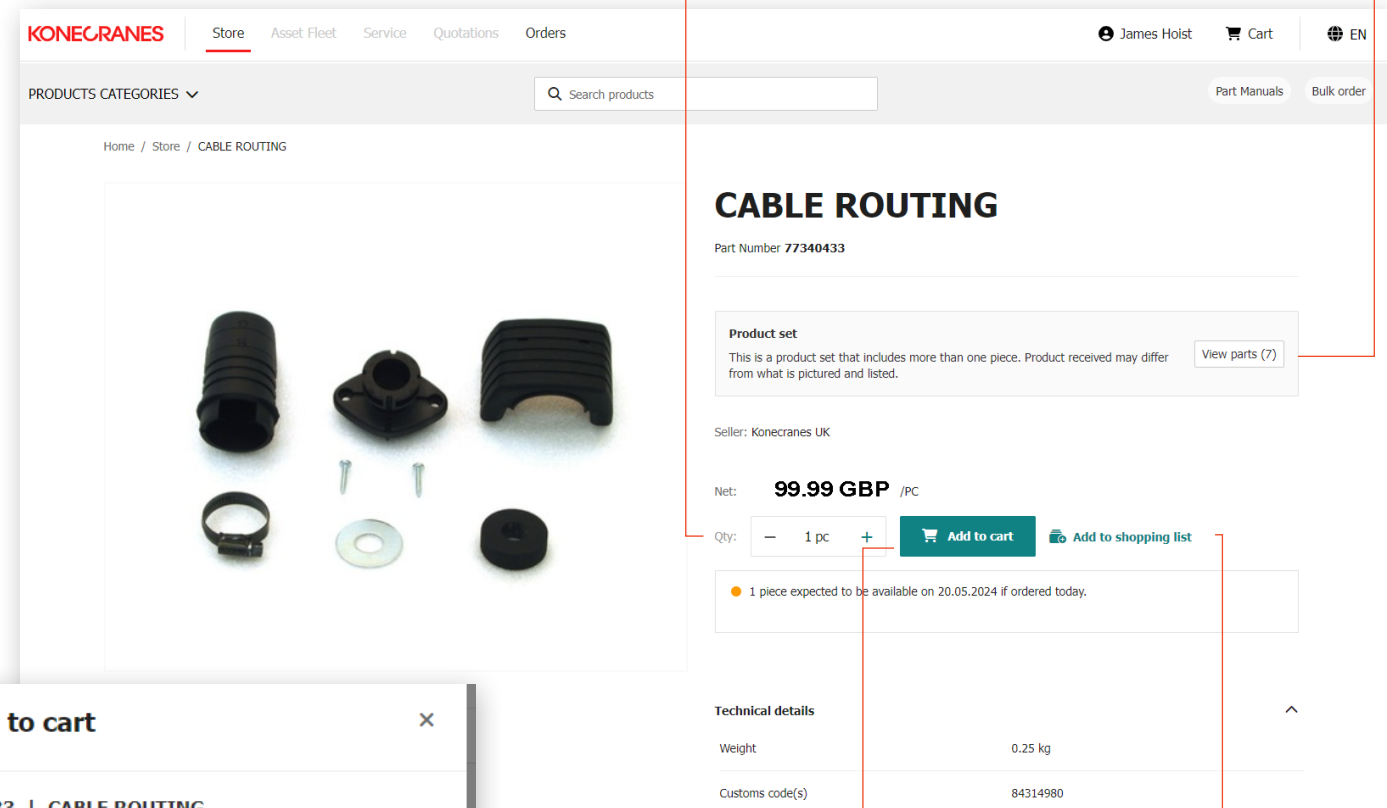
Product detail

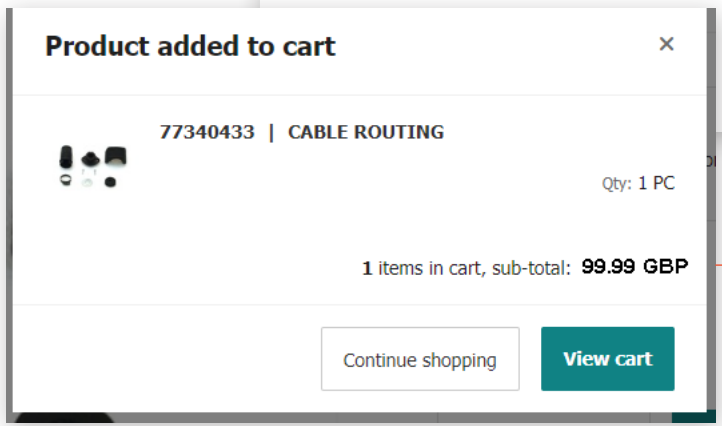
The **Product detail** page shows the product description more in detail. In this view, you can change the order quantity and add the product to the cart or shopping list.

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

01 QUANTITY
Here you can change the order quantity.

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





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

03 ADD TO SHOPPING LIST
Click to add the product to the shopping list. You can either create a new shopping list or add the product to the existing shopping list.

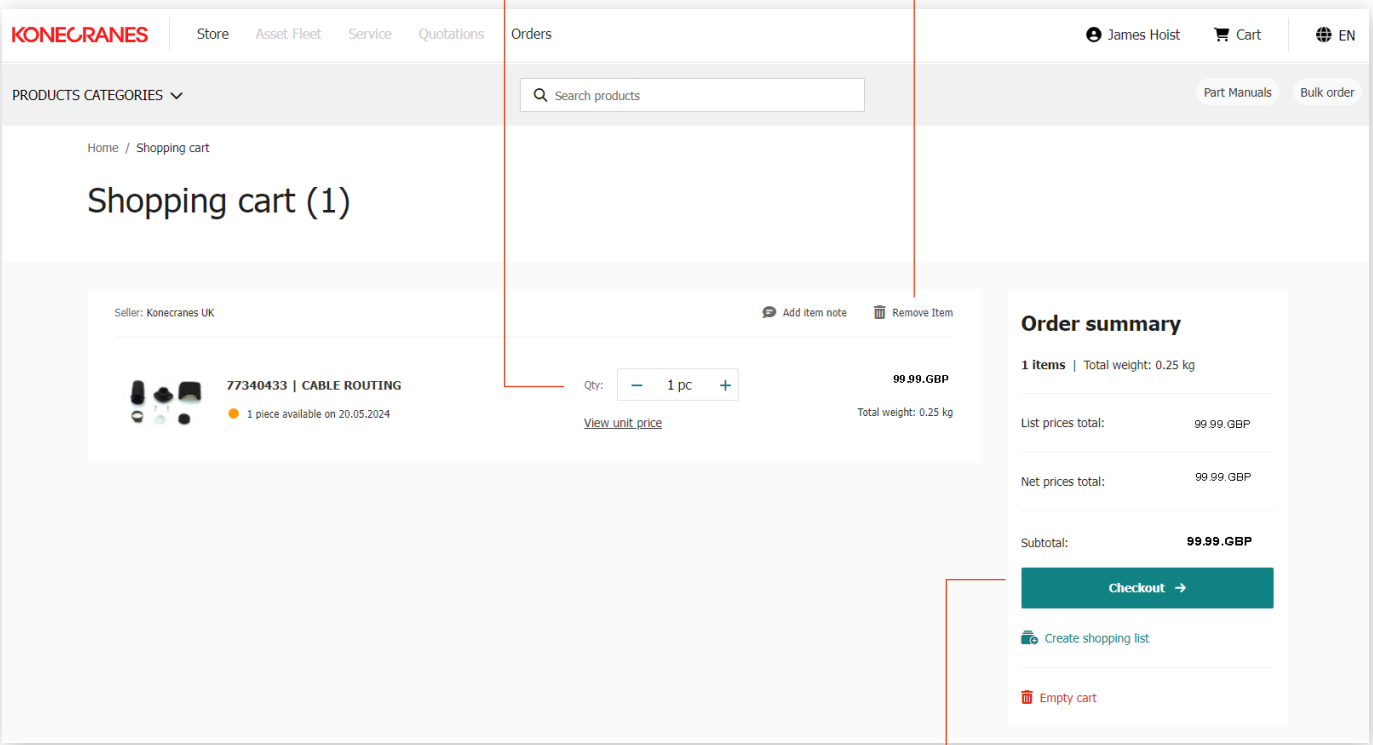
Shopping cart

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

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

01 QUANTITY
Click to change the order quantity.

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



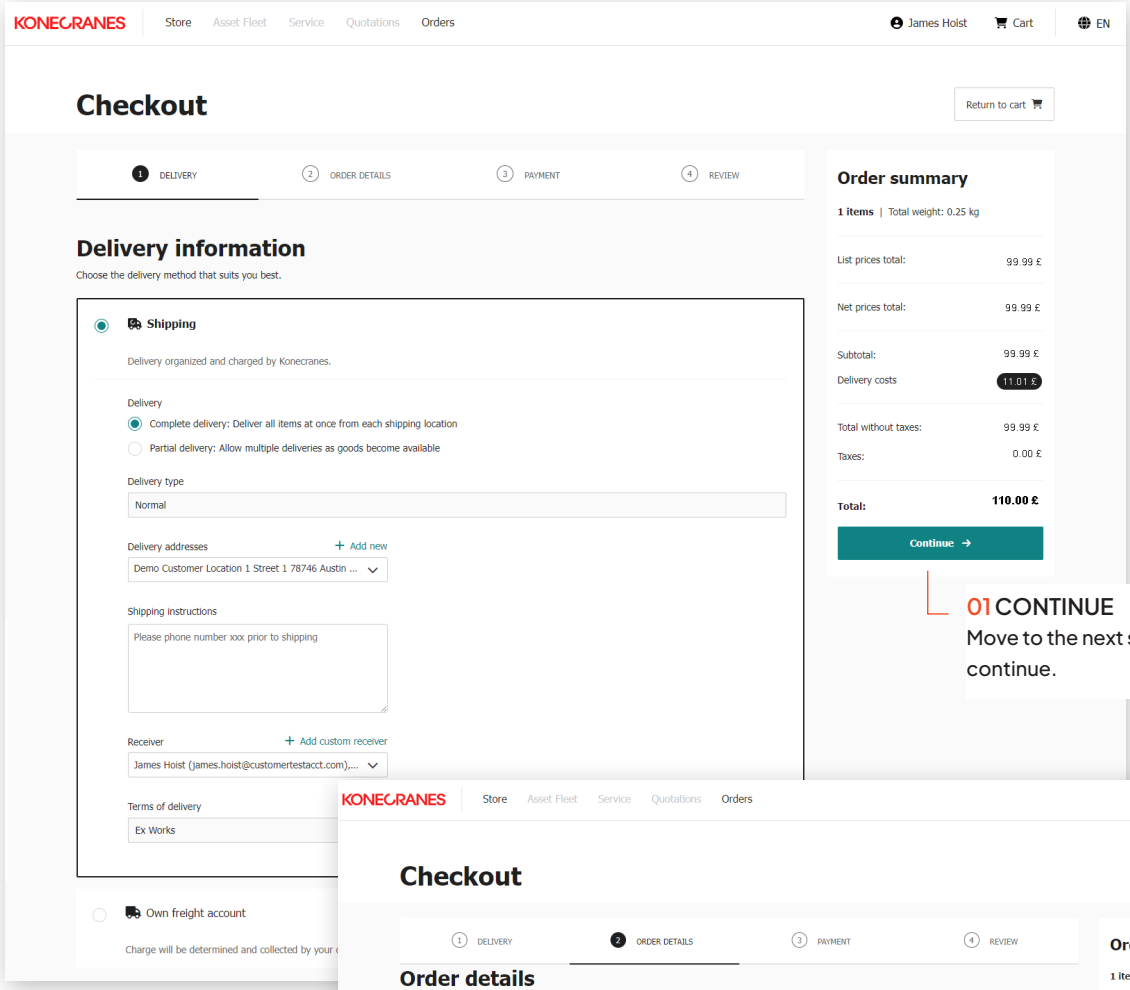
03 CHECKOUT
Click here to proceed to checkout.

Checkout

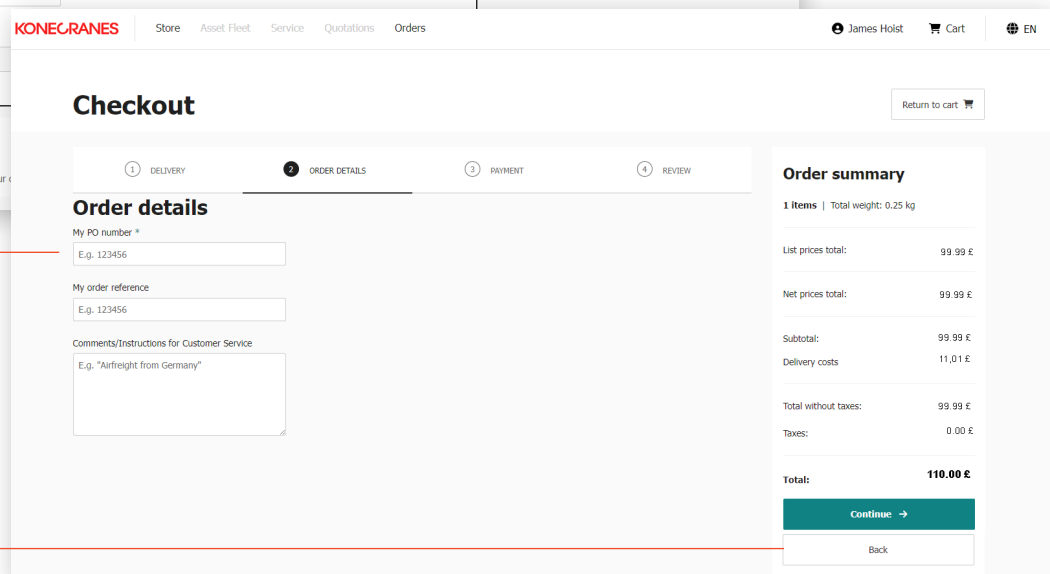
Delivery information
In this section you can choose the delivery method that suits you best and fill in the needed details.

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

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



01 CONTINUE
Move to the next section by clicking continue.



02 MY PO NUMBER
This is a mandatory field.

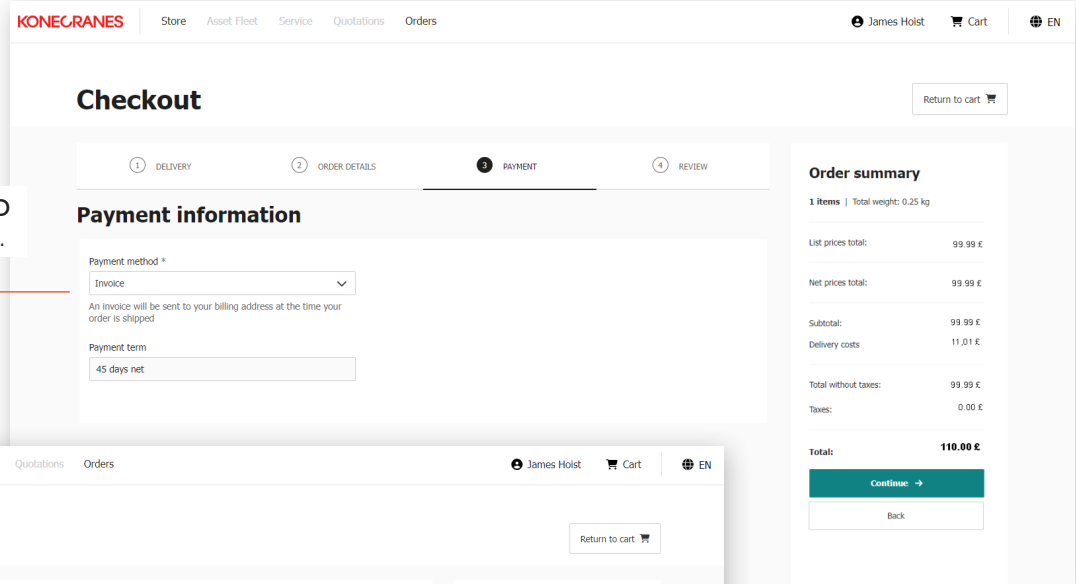
03 BACK
You can always return to the previous section by clicking "Back".

Checkout

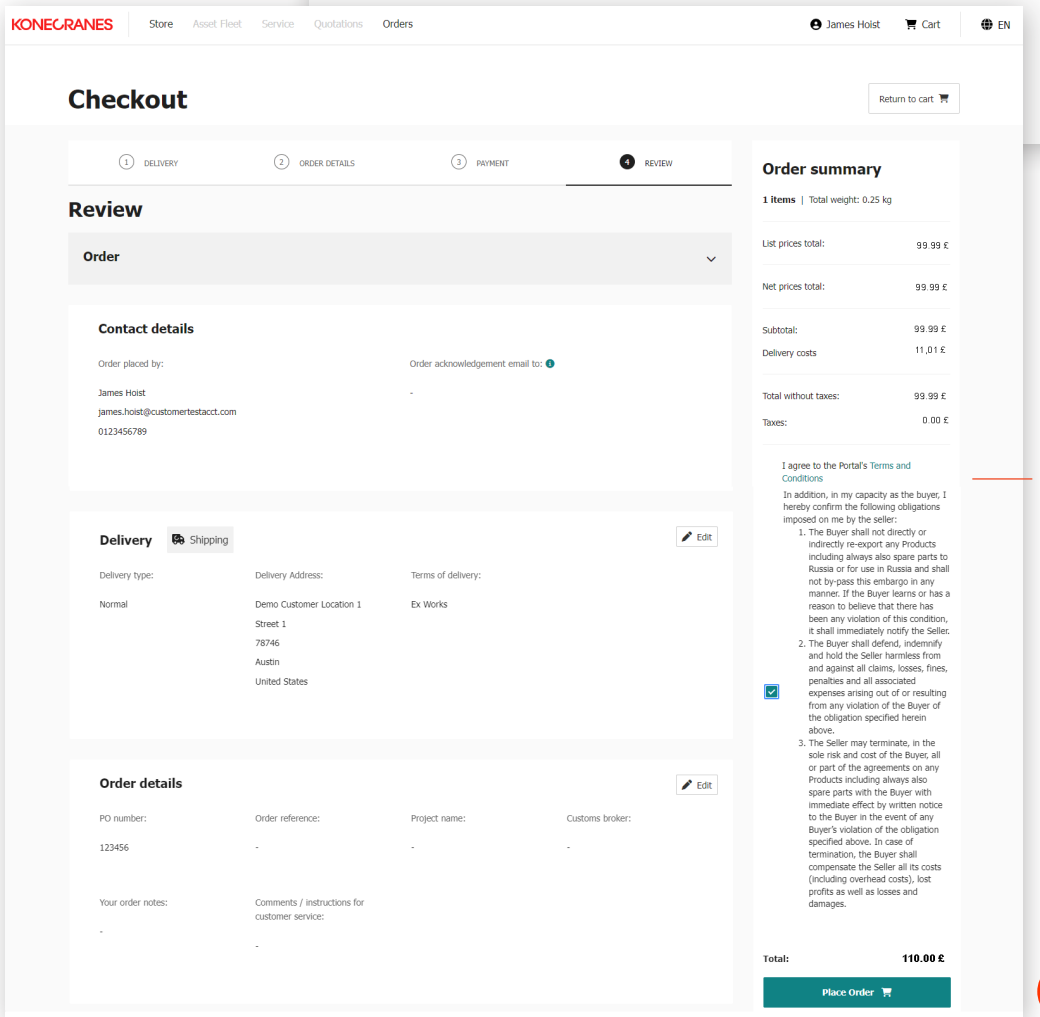
Payment
In this section you fulfill payment method. If you choose invoice, the invoice will be sent to your billing address at the time your order is shipped.

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

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



01 PAYMENT METHOD
This is a mandatory field.



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

Asset Fleet

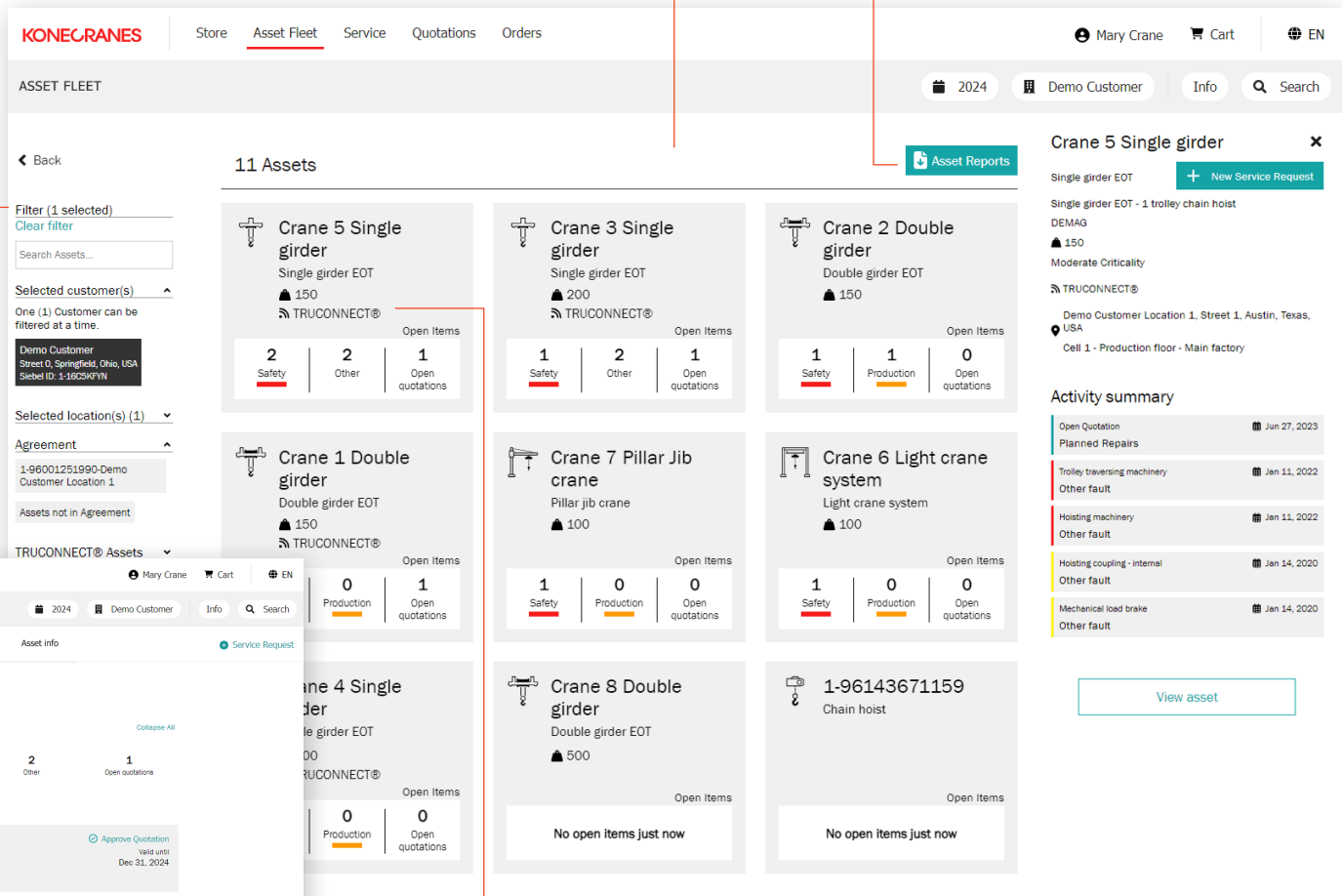
The **Asset Fleet** page gives you a **fleet view** that can be filtered -for example - by location, asset criticality and asset type. From the Asset Reports button multiple different report options can be generated into an Excel file - such as Open risks, Service history, Material History and Service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

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

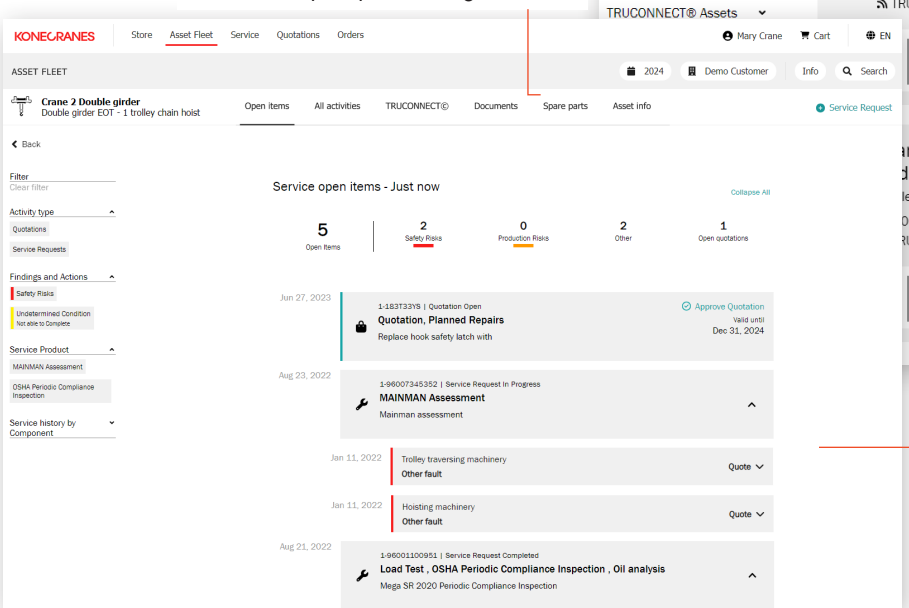
01 FILTER
Filter by any number of criteria.

02 ASSETS
This window will change based on the filter.

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



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



04 TRUCONNECT
The asset has TRUCONNECT.

Service

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.

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

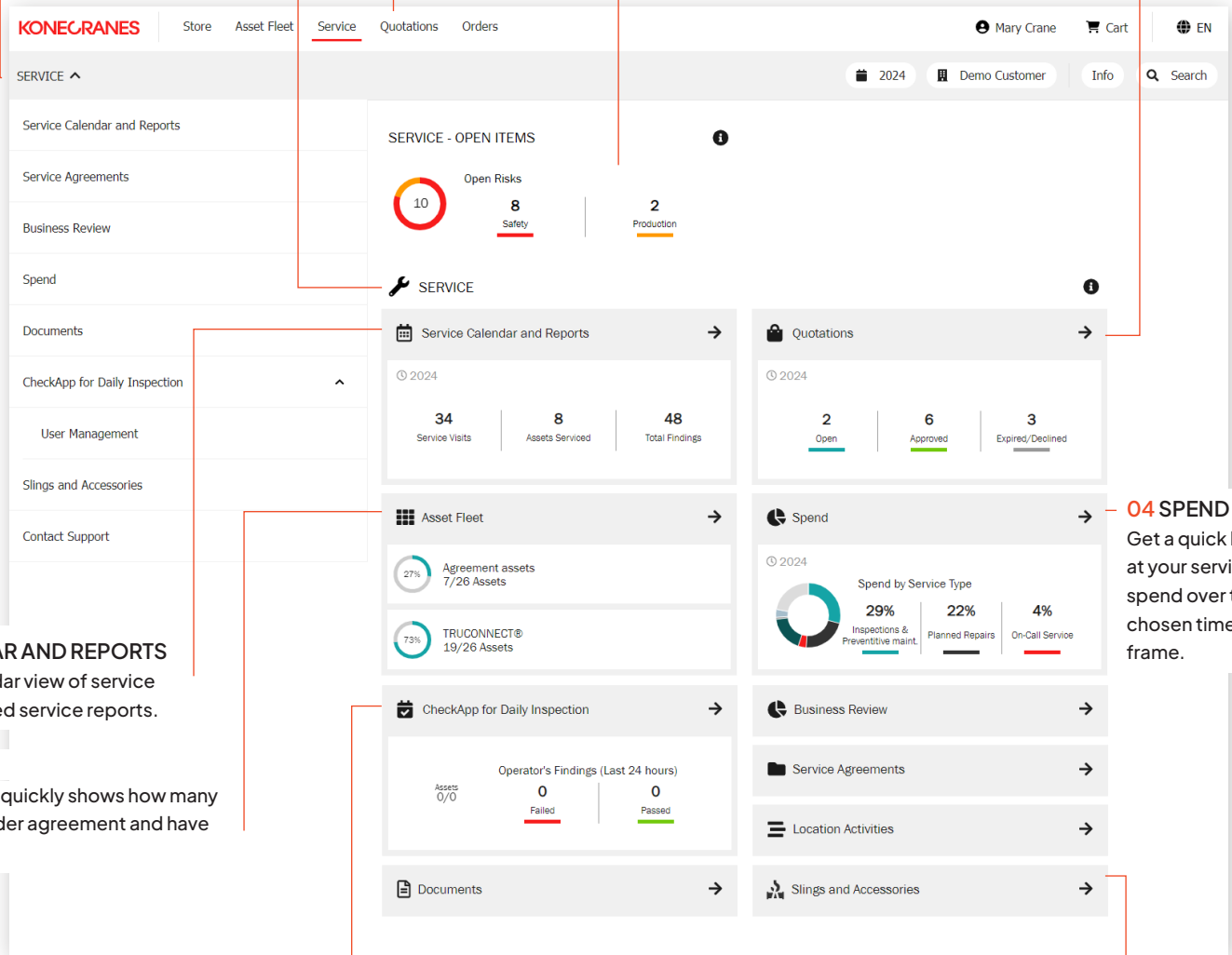
The Overview also includes a quick view of quotations including those that need approval or that have expired.

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

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

02 SERVICE – OPEN ITEMS
This section shows the number of open safety risks and production risks.

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



04 SPEND
Get a quick look at your service spend over the chosen time frame.

08 SERVICE CALENDAR AND REPORTS
Click here to see a calendar view of service requests and your detailed service reports.

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

06 CHECKAPP FOR DAILY INSPECTIONS
Daily Inspection shows items that have passed/failed in the past 24 hours via CheckApp for Daily Inspections.

05 SLINGS AND ACCESSORIES
This link takes you to the Slings and Accessories Inspection fleet view.

Service Calendar and Reports

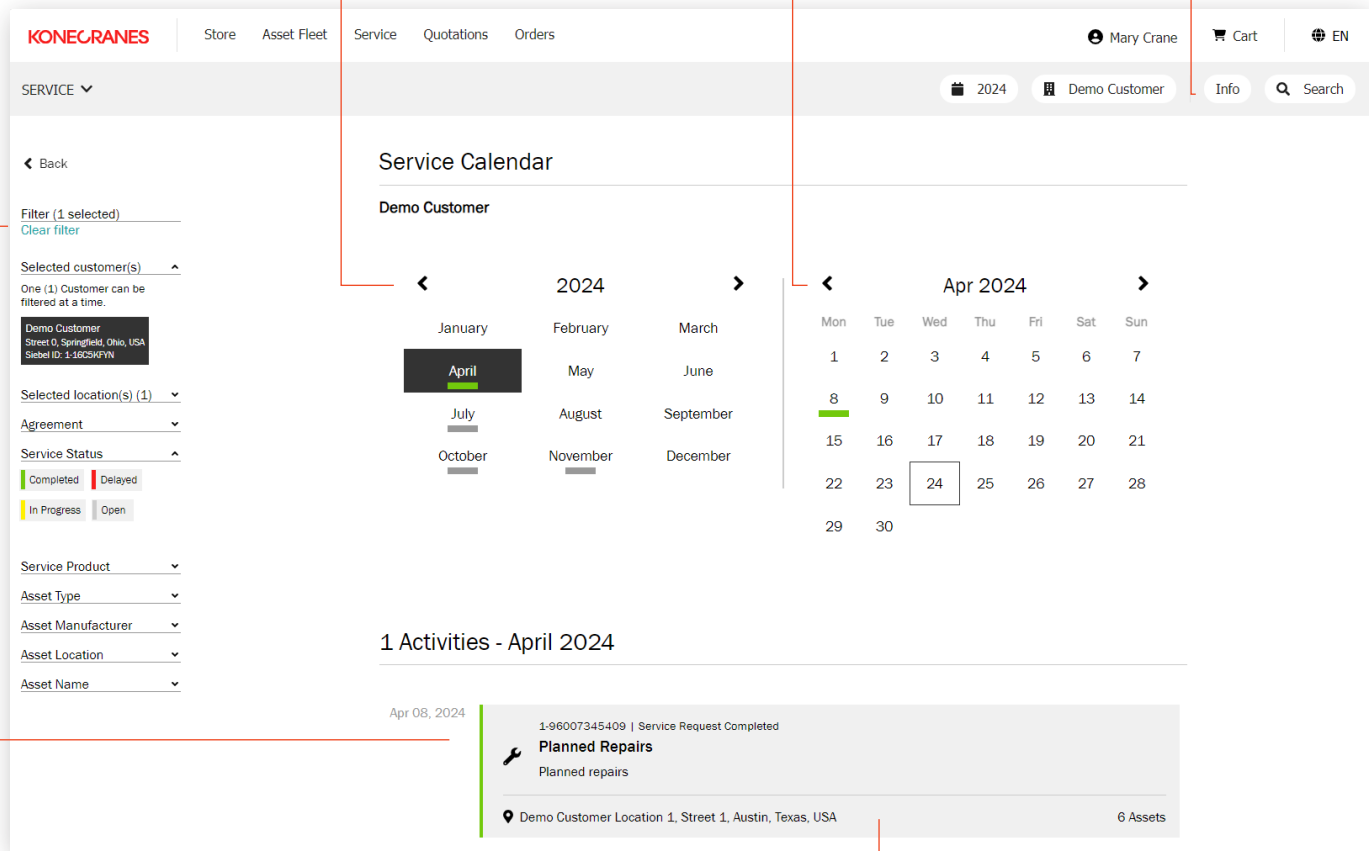
The **Service Calendar and Reports** page shows you service activities in a calendar view. A color-code logic shows the status of the service and filtering allows you to see activities by asset criticality, service product and task type. Clicking on a month will allow you to see a detailed list of service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

01 FILTER
Filter by any number of criteria.

02 YEAR
Change the year.

03 MONTH
Change the month.

04 INFO
Click to see more information of the page.



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

05 SERVICE REQUEST
Click to see the details of the Service Request.

Service Agreements

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

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

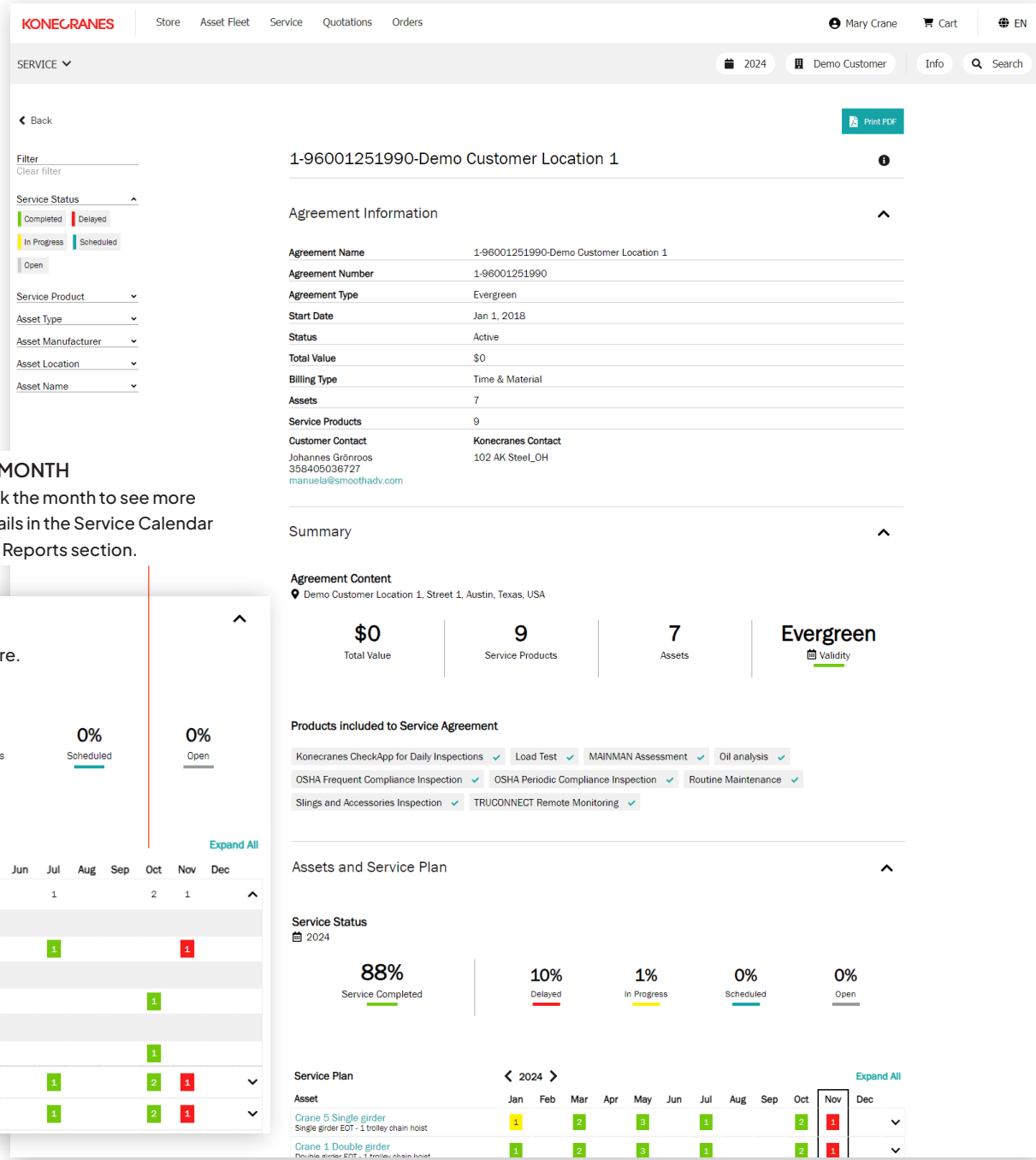
In the **Assets and Service Plan** you can easily check the past and upcoming services for each asset per year.

01 FILTER
Filter by any number of criteria.

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

03 YEAR
You can change the year here.

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



Service Request

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

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

Customer and service information

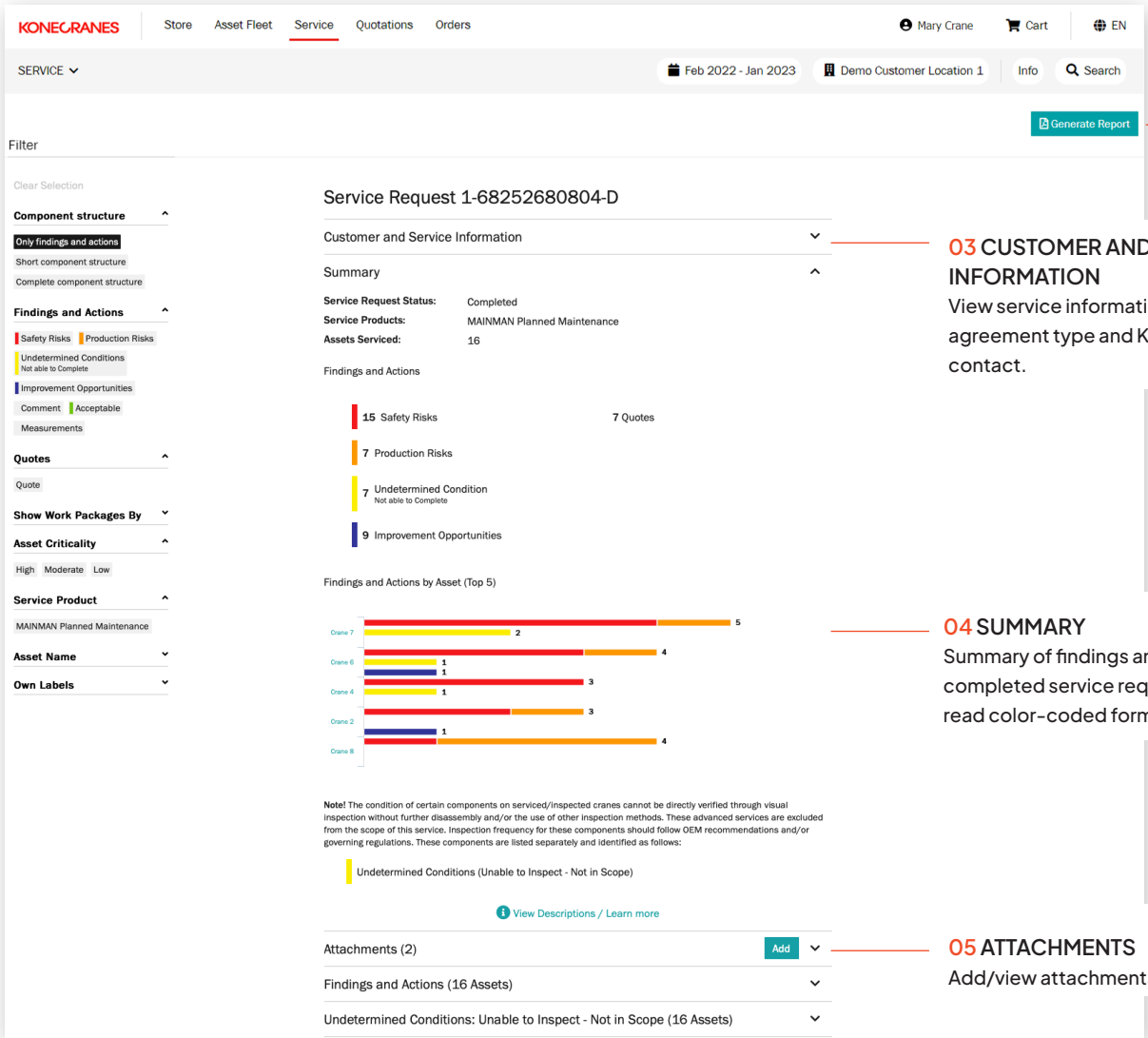
The details of the service visit including service products, technician name, contact information and dates are listed in this section.

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.

01 FILTER
Filter by any number of criteria.

02 GENERATE REPORT
Download or share the Service Report by email.



03 CUSTOMER AND SERVICE INFORMATION
View service information including agreement type and Konecranes contact.

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

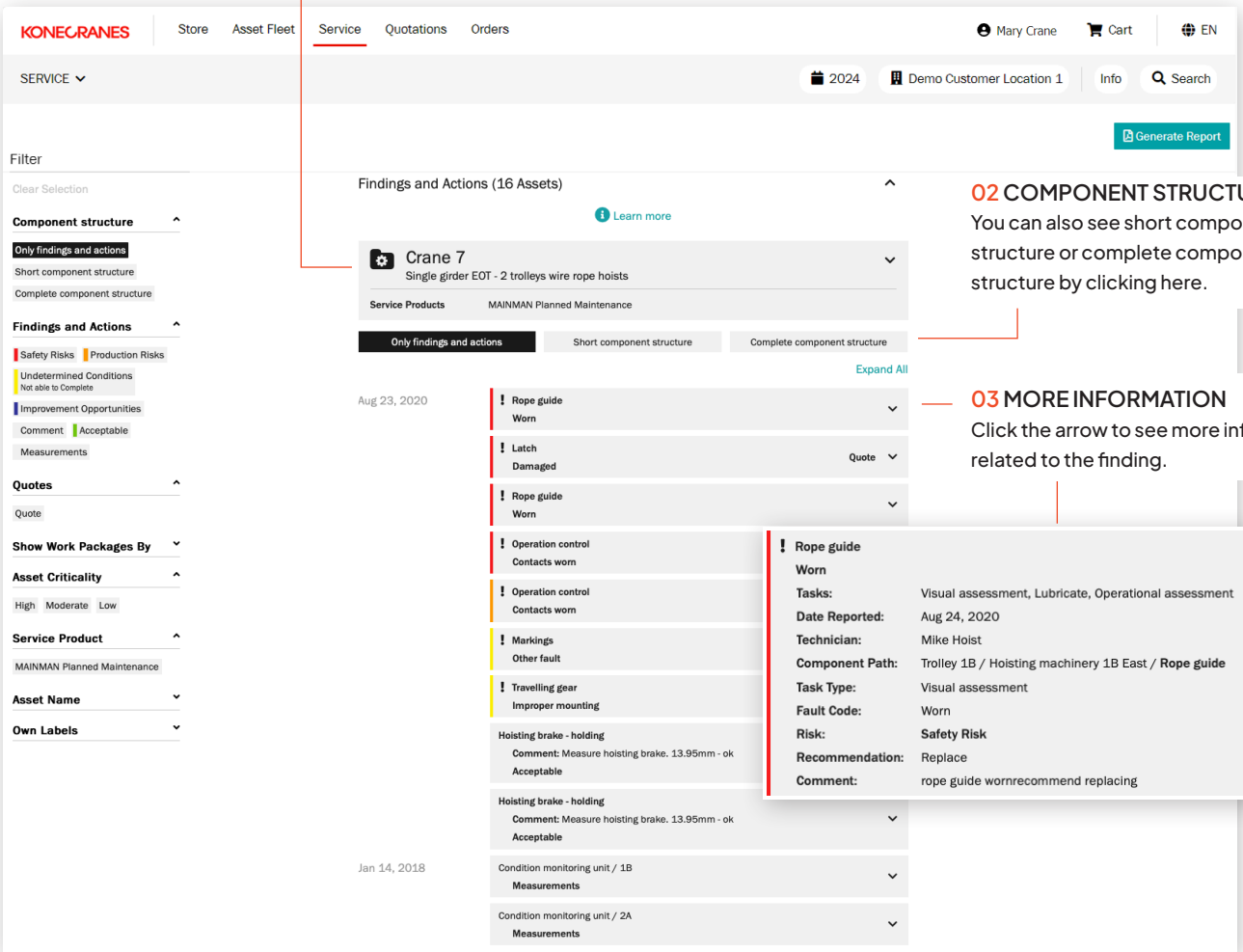
05 ATTACHMENTS
Add/view attachments.

Service Request

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.

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



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

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

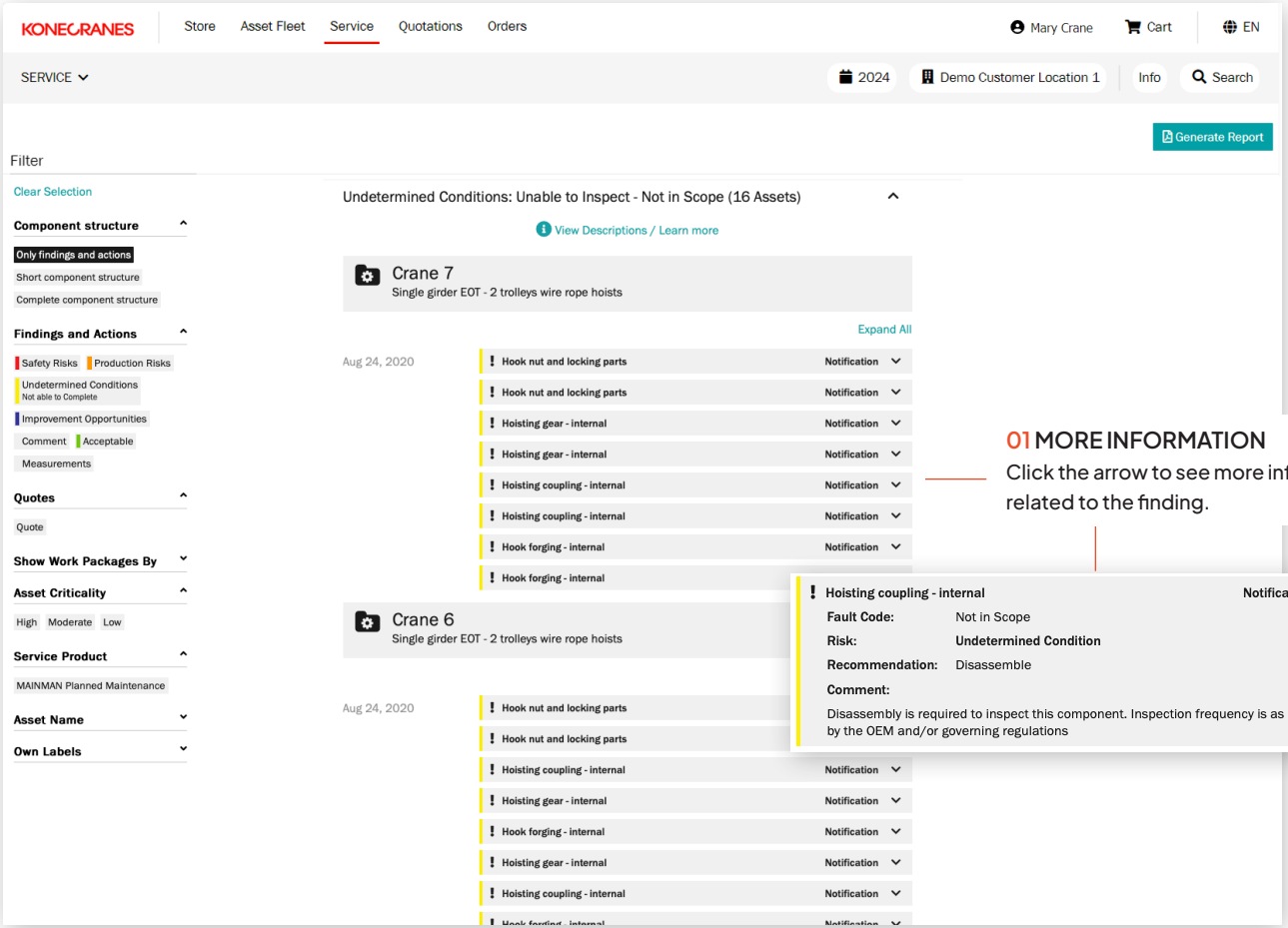
Service Request

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

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

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

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



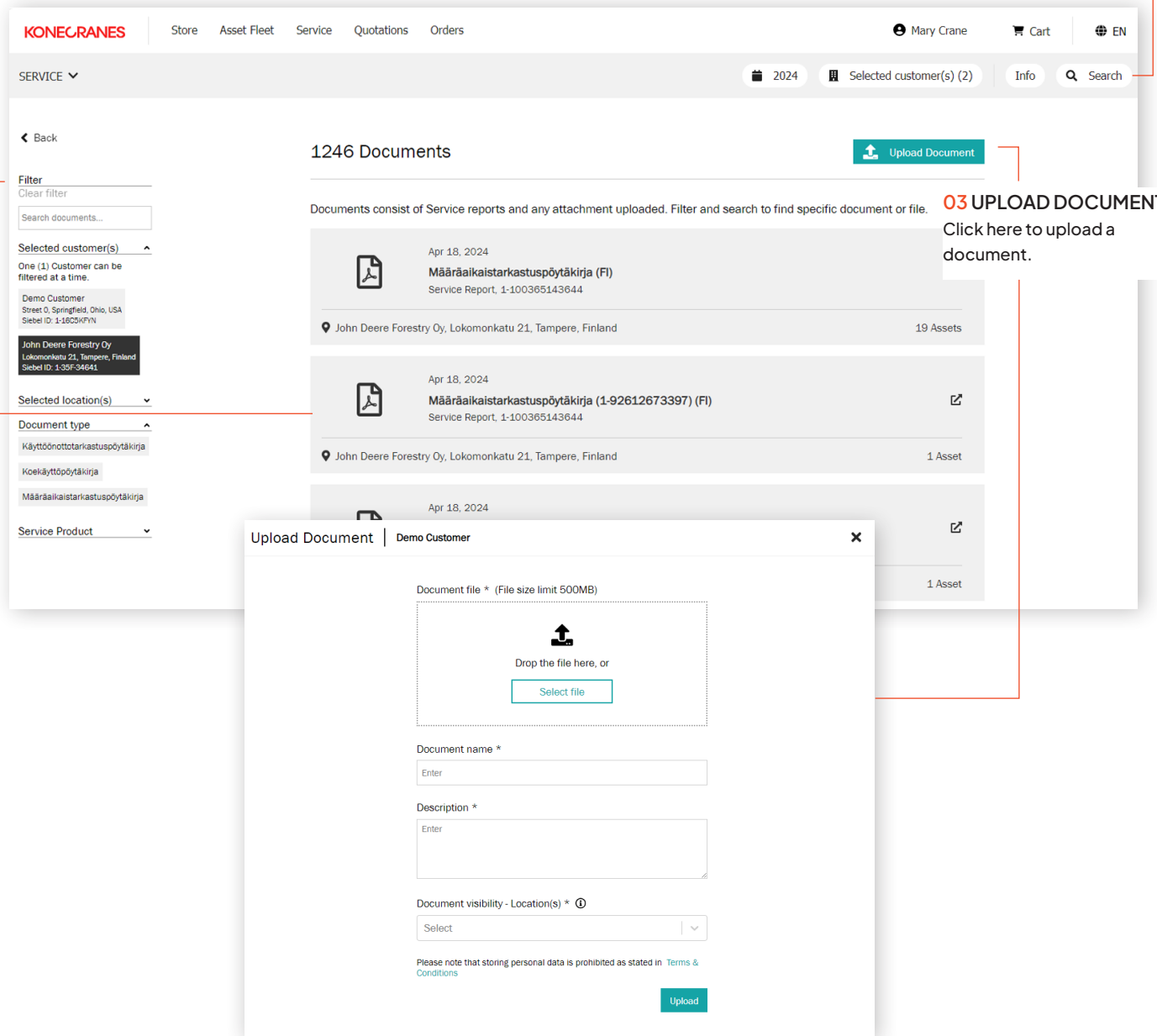
01 MORE INFORMATION
Click the arrow to see more information related to the finding.

Documents and reports

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

01 FILTER
Filter to find a specific document or file.

02 SEARCH
Search to find a specific document or file.



03 UPLOAD DOCUMENT
Click here to upload a document.

04 DOWNLOAD
Click to download the document.

CheckApp for Daily Inspections

This page shows information from **CheckApp for Daily Inspections**.

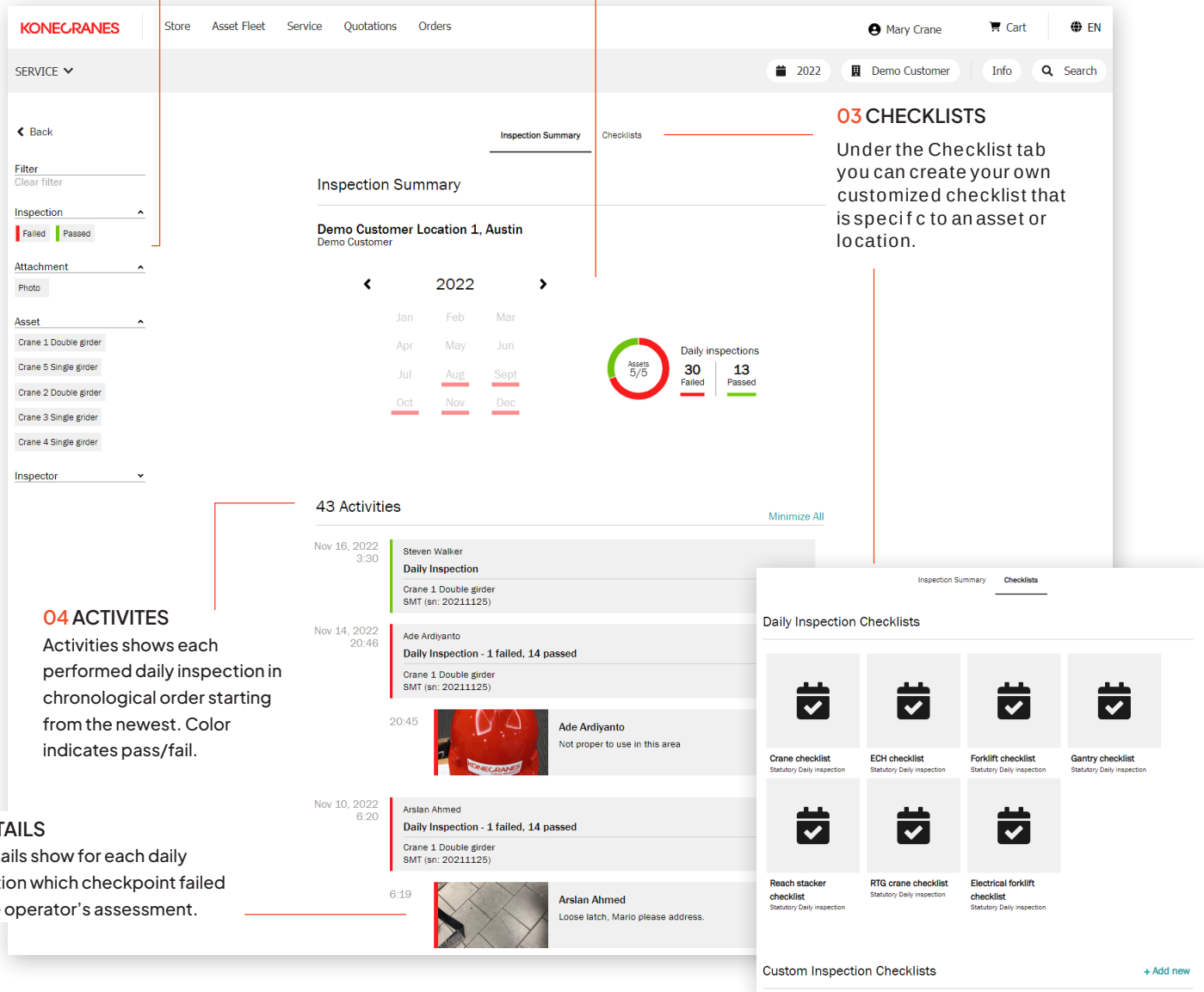
Prior to each new work shift or each new lift (depending on applicable regulation), a daily inspection should be performed. Konecranes CheckApp for Daily Inspections provides an electronic logbook for performing and recording daily inspections.

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

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

01 FILTER
Filter by inspection status, asset or inspector.

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



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

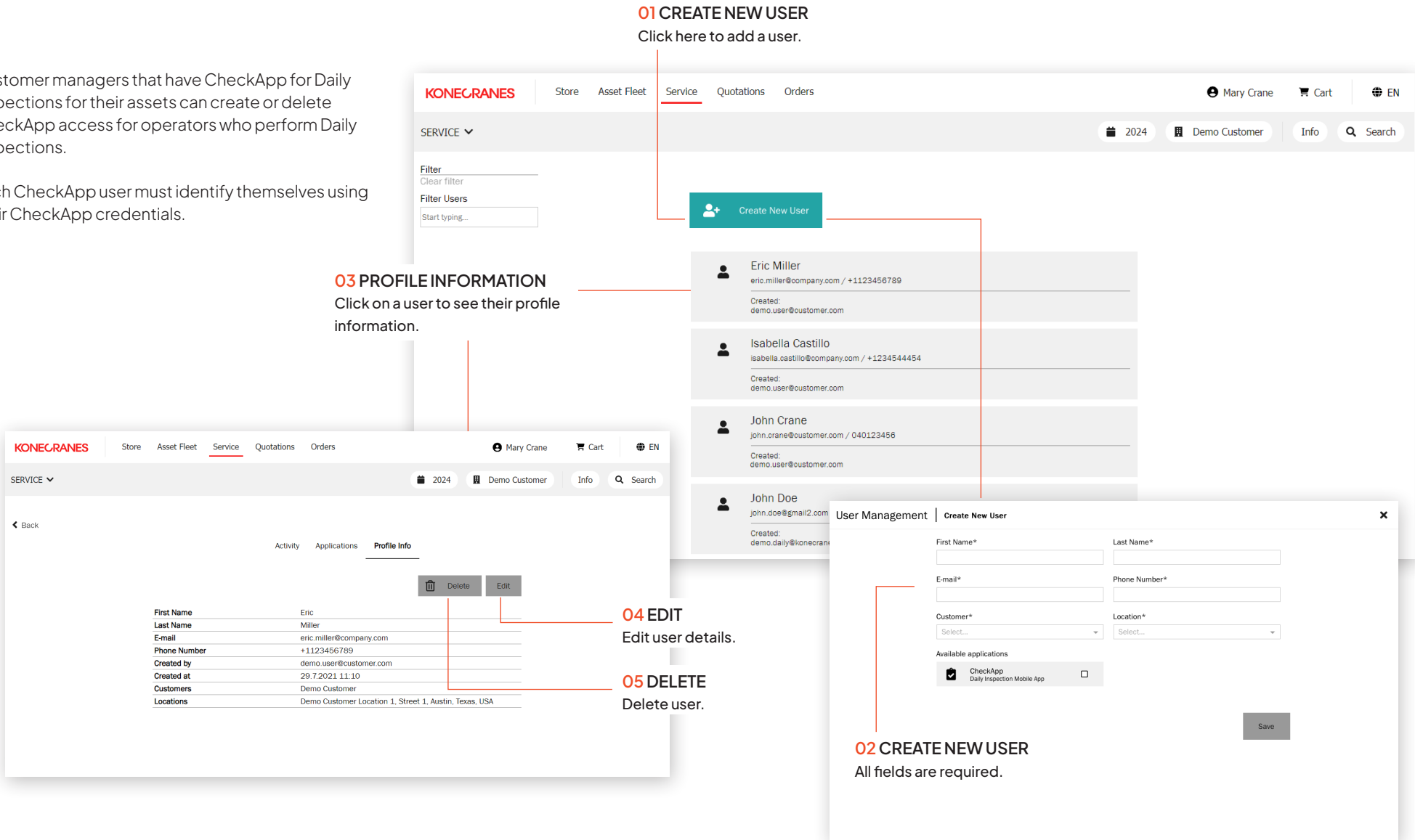
04 ACTIVITES
Activities shows each performed daily inspection in chronological order starting from the newest. Color indicates pass/fail.

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

User management

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

Each CheckApp user must identify themselves using their CheckApp credentials.



Slings and Accessories

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

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

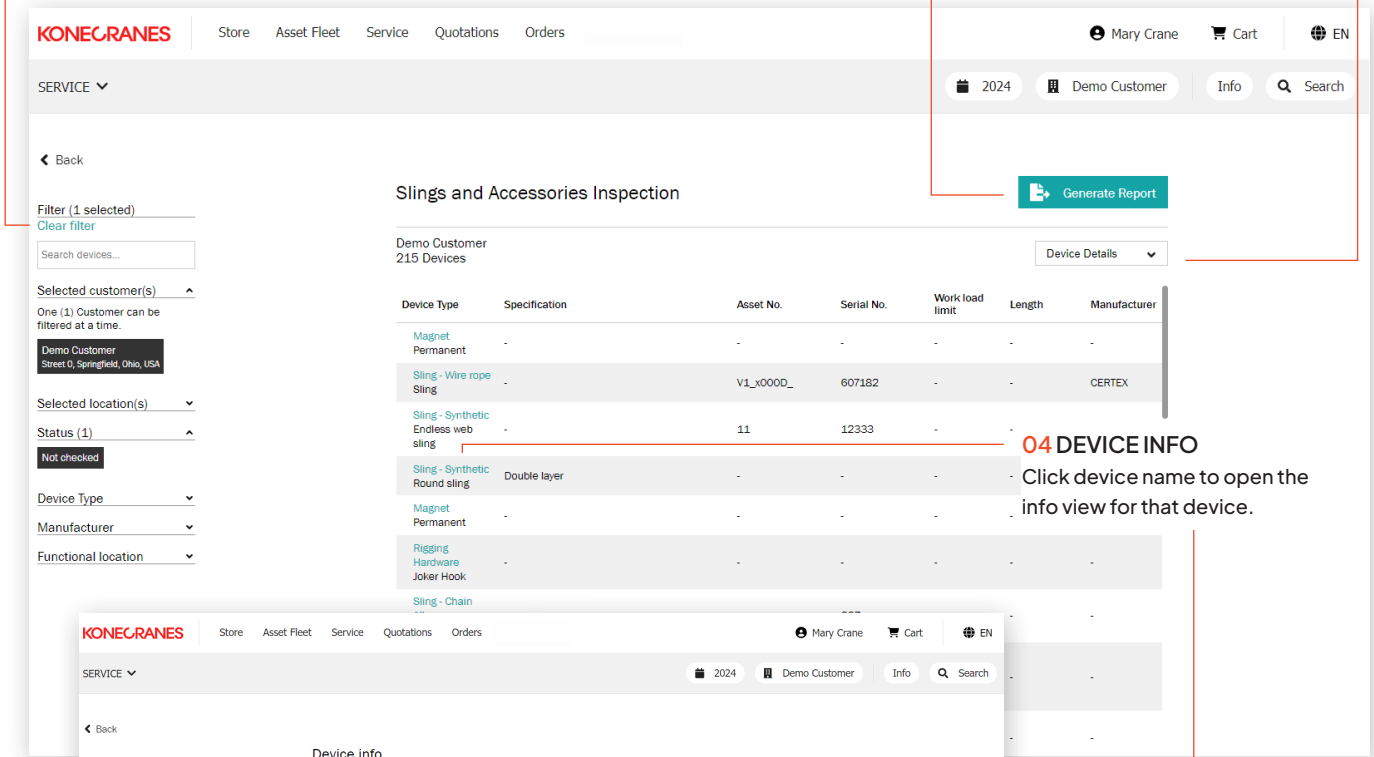
The fleet view shows all recorded loose lifting devices for the selected location. By default, the devices in this list are sorted after the next due inspection.

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

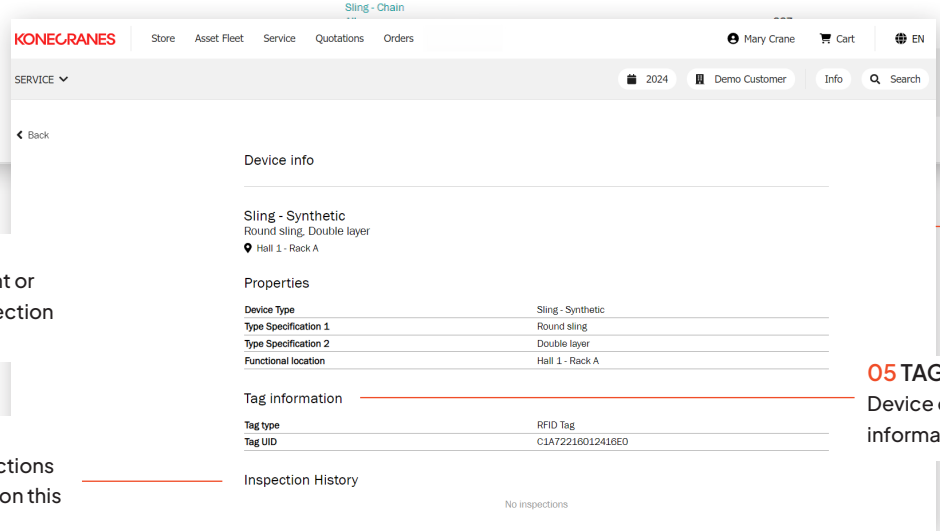
01 FILTER
Filter by any number of criteria.

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

03 DETAILS
Switch between Device Details and Inspection Details.



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



05 TAG INFORMATION
Device details and tag information.

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

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

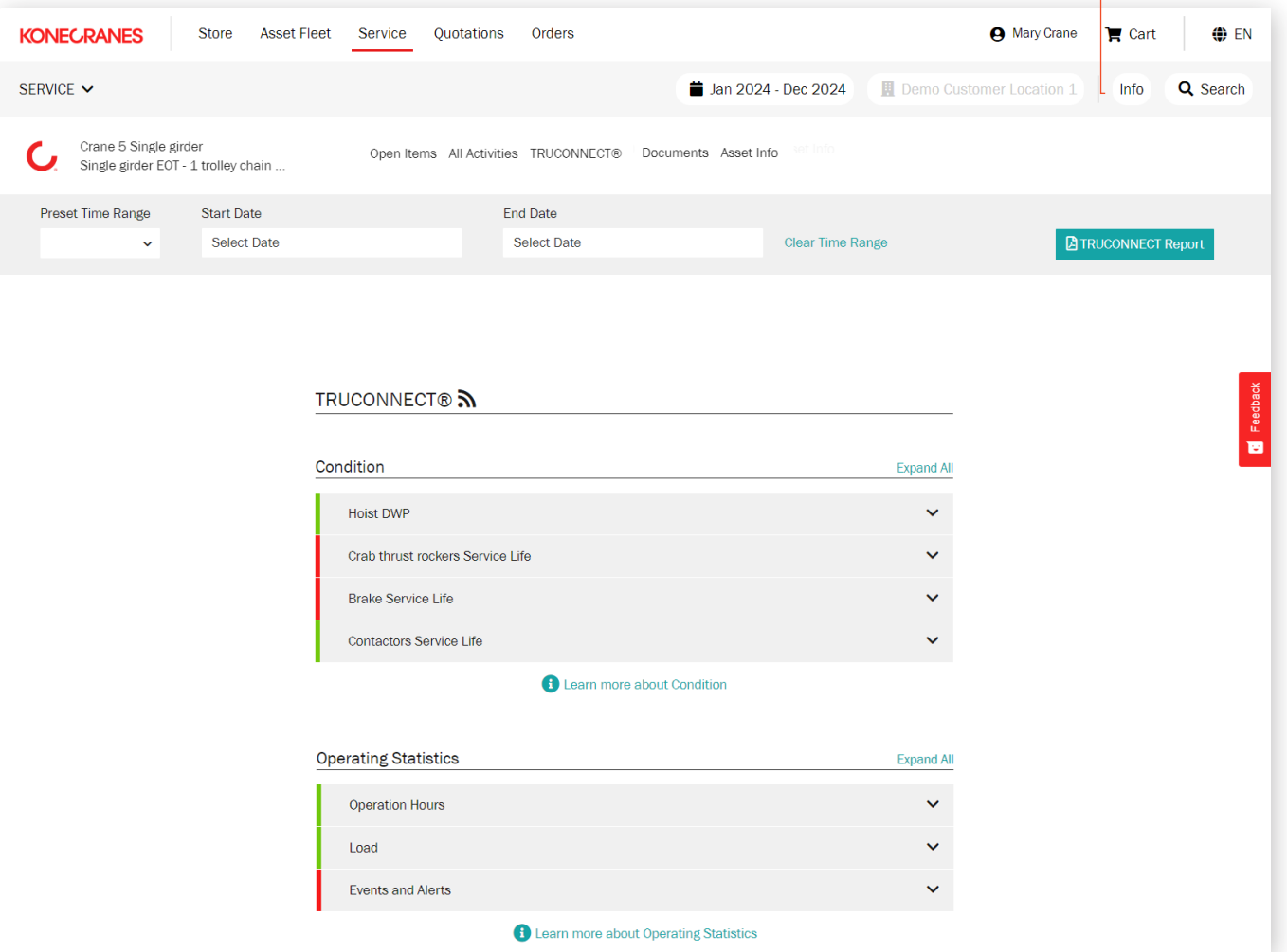
TRUCONNECT

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

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

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

01 INFO
Click to see more information of the page.



TRUCONNECT

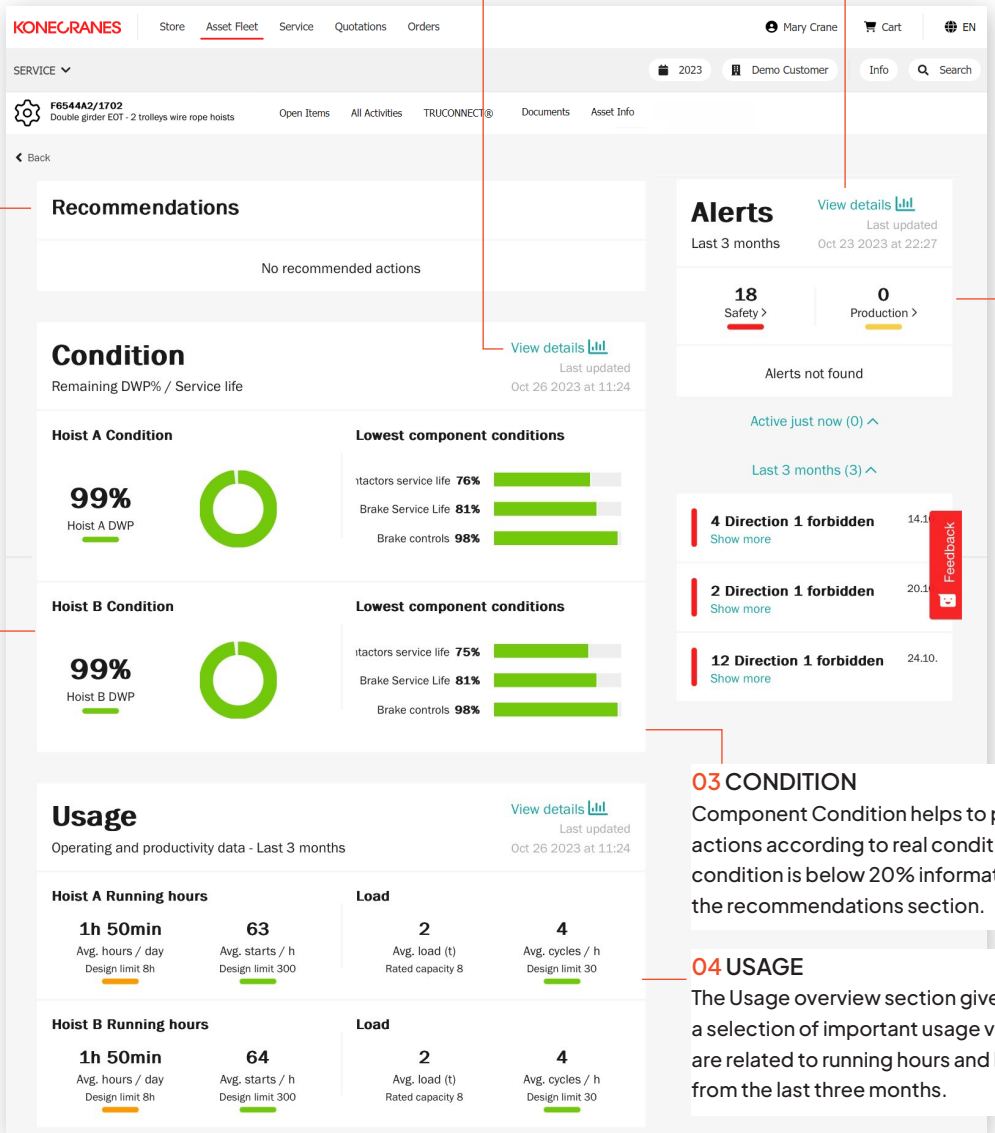
TRUCONNECT page for an asset
The shortest current service life of a component is retrieved from the Condition Monitoring section. Those values will change over time due to differences in the wear rate of components and different crane operating patterns, as these can significantly accelerate the wear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

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

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

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

01 DETAILS
Click here to view the details.



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

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

03 CONDITION
Component Condition helps to plan maintenance actions according to real condition data. If condition is below 20% information will appear on the recommendations section.

04 USAGE
The Usage overview section gives an outlook to a selection of important usage values. The values are related to running hours and loads. The data is from the last three months.

TRUCONNECT

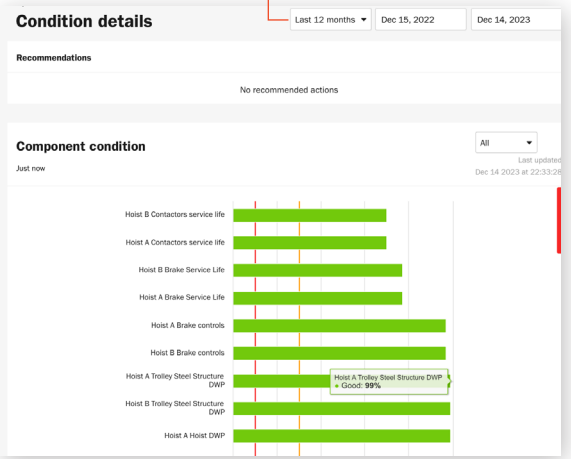
Condition
Condition monitoring shows the current condition of the hoist and its components, any risks related to safety and production, and the estimated remaining service life based on the usage history.

The estimated remaining service life data is shown with status colors:
Green: more than 30% of stimated service life is left.
Yellow: When estimated service life is between 30% - 10%, plan your maintenance action according to remaining service life time.
Red: When the value is less than 10% the component should be inspected or changed.

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

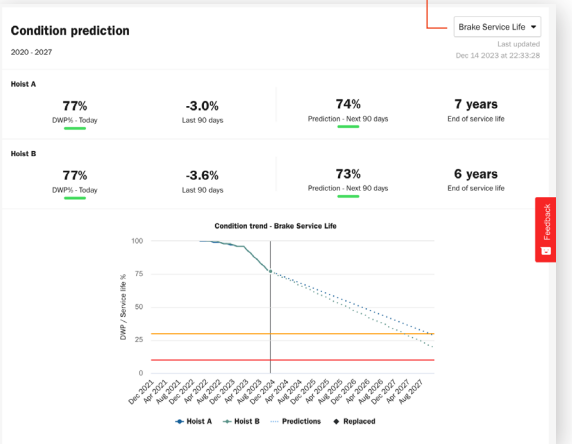
This information can be used to plan and schedule preventive maintenance in order to improve safety and reduce unplanned downtime.

05 TIME FRAME
Click here to change the date range.

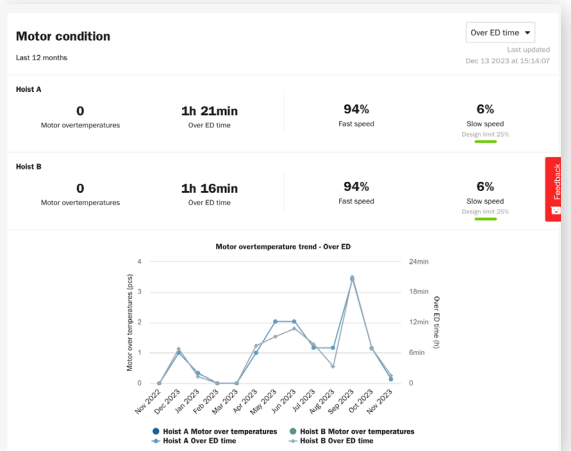


01 COMPONENT CONDITION
This portion shows details of the current condition of components (hoisting brake service life, trolley steel structure DWP, contactors etc). The components can be filtered from the drop- down menu list, allowing you to spot any differences in the condition between the hoist and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

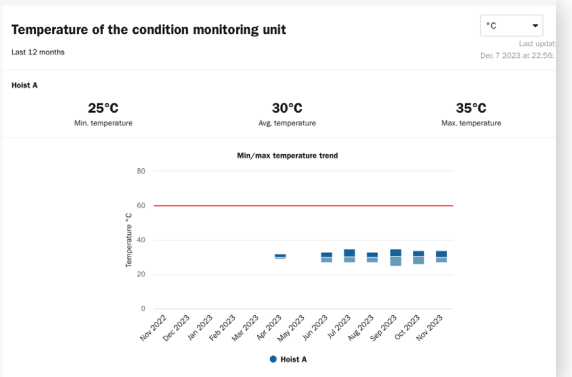
06 SELECT COMPONENT
Click here to select a component from the filter list.



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



03 MOTOR CONDITION
This portion shows the over ED operation time and motor overtemperature ocurrences. The ocurrence is registered each time the hoisting motor stops because of overheating.



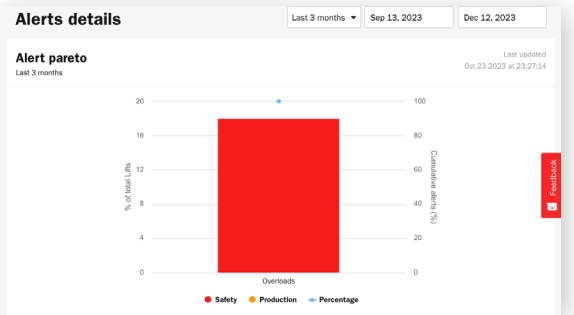
04 TEMPERATURE
This section shows data about the internal temperature of the condition monitoring unit and provides an overall indication of the ambient temperature inside the electrical cubicle of the hoist.

TRUCONNECT

Alerts

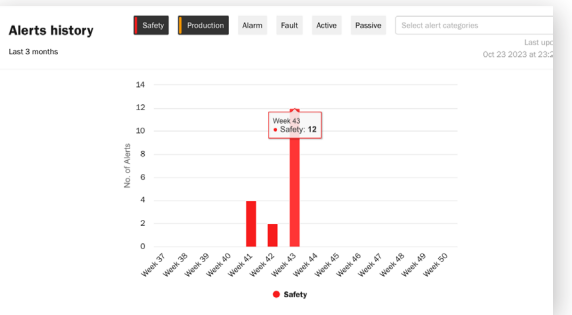
The Alerts section shows an overview of any critical faults or warnings that have ocurred within the past three months and are critical to safety and production. It not only helps in the proactive identification of any potential issues that might hinder the smooth functioning of the crane but also contributes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

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



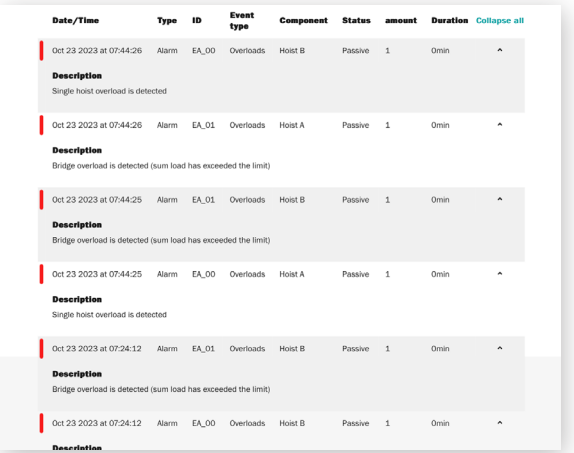
01 ALERT PARETO

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



02 ALERTS HISTORY

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



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

03 ALERT VIEW

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

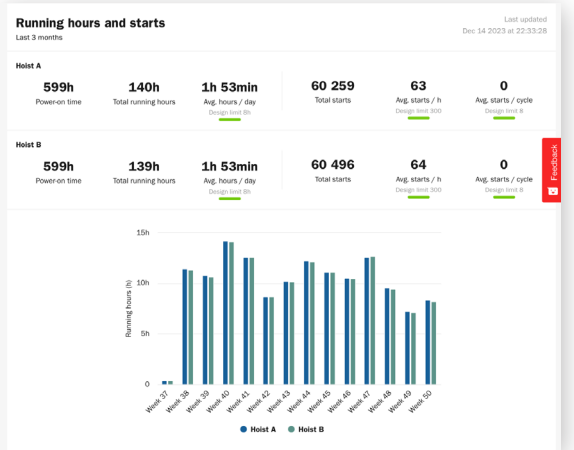
TRUCONNECT

Usage

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

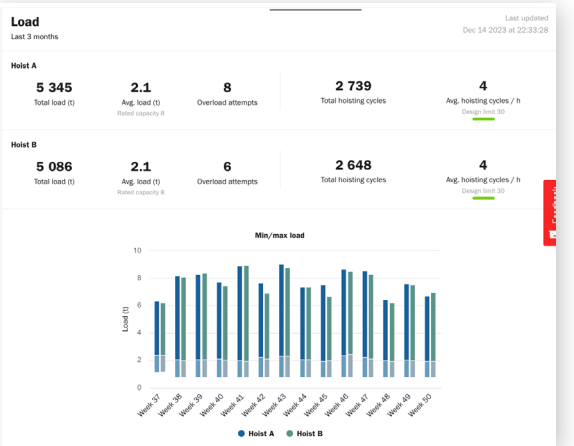
Usage patterns can significantly influence the service life and safety of individual components. This section also shows usage rate differences between different hoists and the subsequent differences in their remaining service life.

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



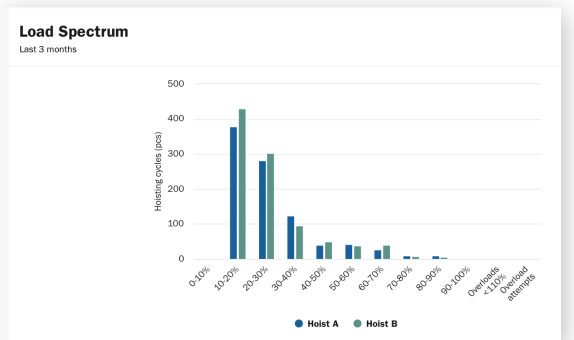
01 RUNNING HOURS AND STARTS

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



02 LOAD

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



03 LOAD SPECTRUM

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

Business Review

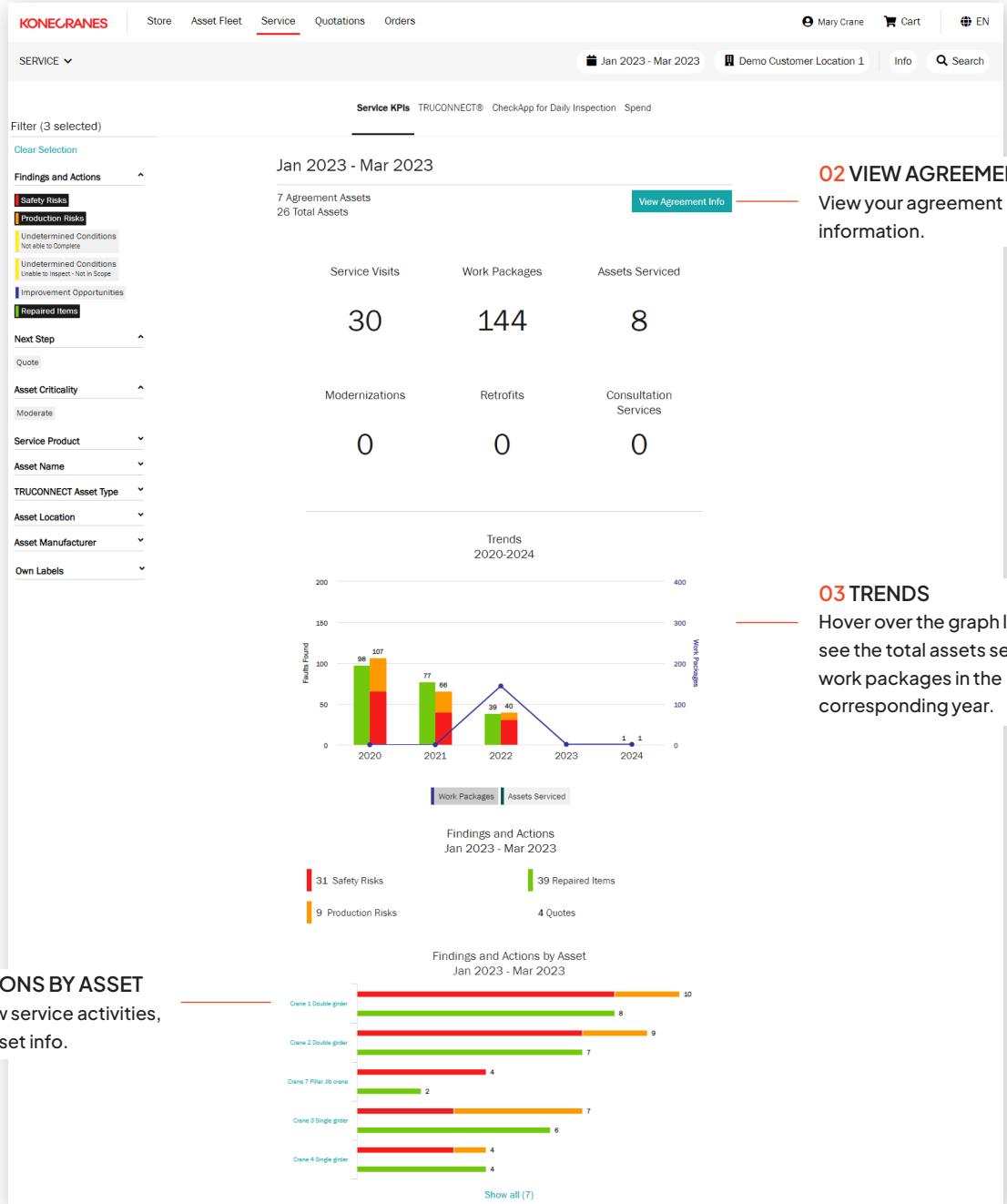
Once a year, or as needed, we like to meet with you at a management level for an in-depth assessment of our service relationship – looking at progress, feedback and documented value. We'll discuss recommendations and plan jointly.

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

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

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

01 FILTER
Filter by any number of criteria.



02 VIEW AGREEMENTS
View your agreement information.

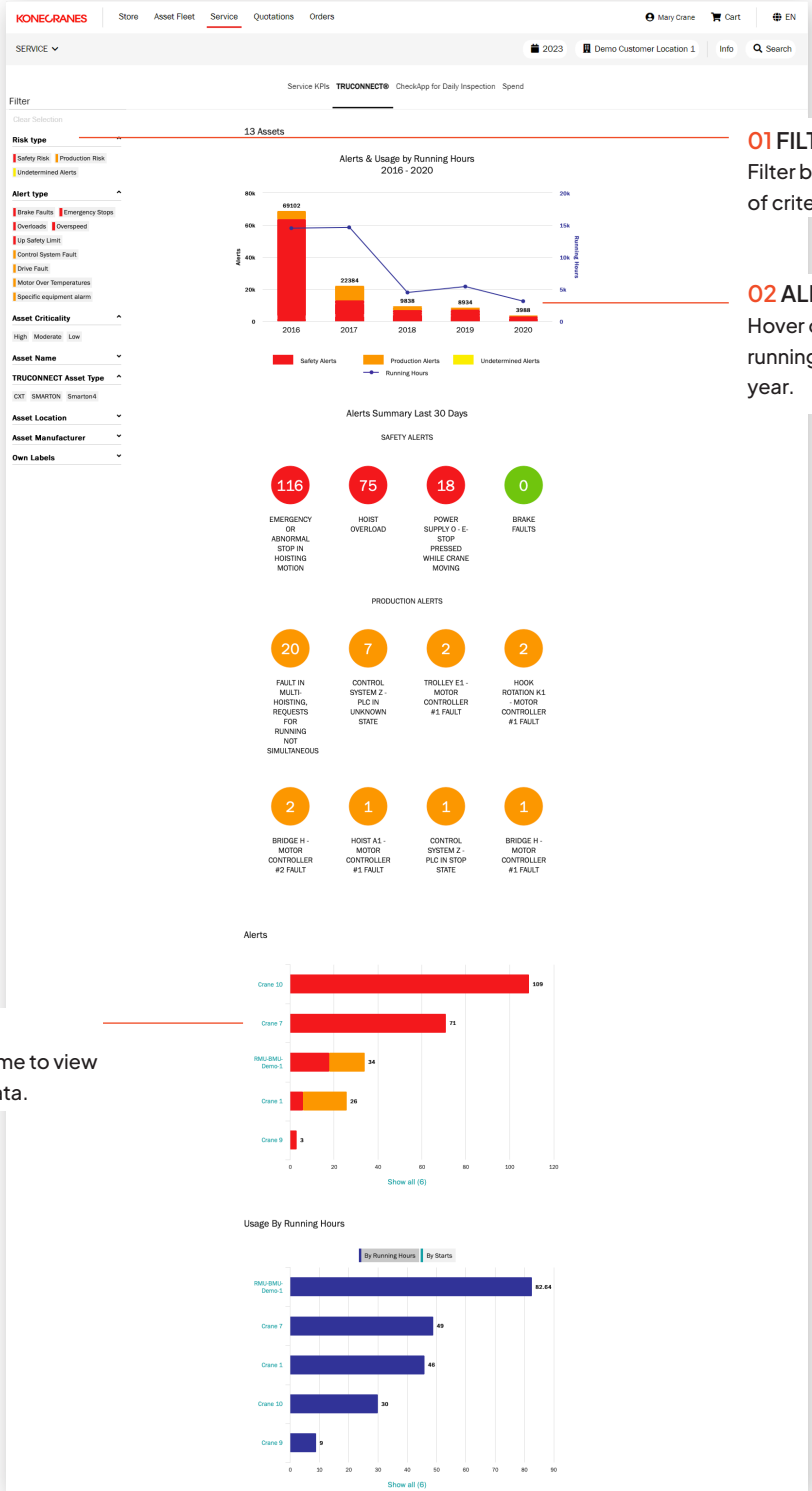
03 TRENDS
Hover over the graph line to see the total assets serviced/ work packages in the corresponding year.

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

Business Review

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

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



01 FILTER
Filter by any number of criteria.

02 ALERTS AND USAGE
Hover over the line to see alerts/ running hours in the corresponding year.

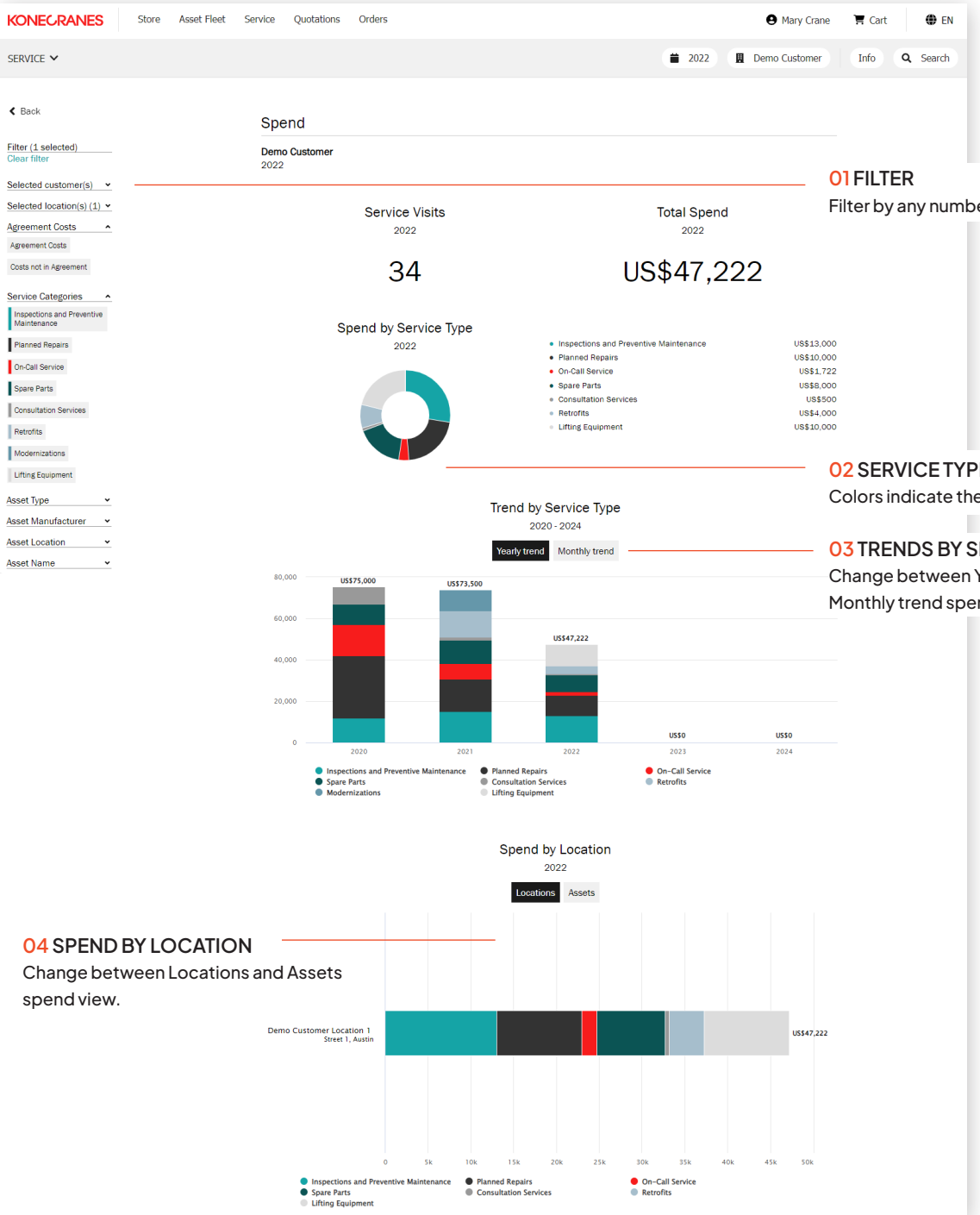
03 ALERTS
Click on asset name to view TRUCONNECT data.

Business Review

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

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

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



01 FILTER
Filter by any number or criteria.

02 SERVICE TYPE
Colors indicate the service type.

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

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

Quotations

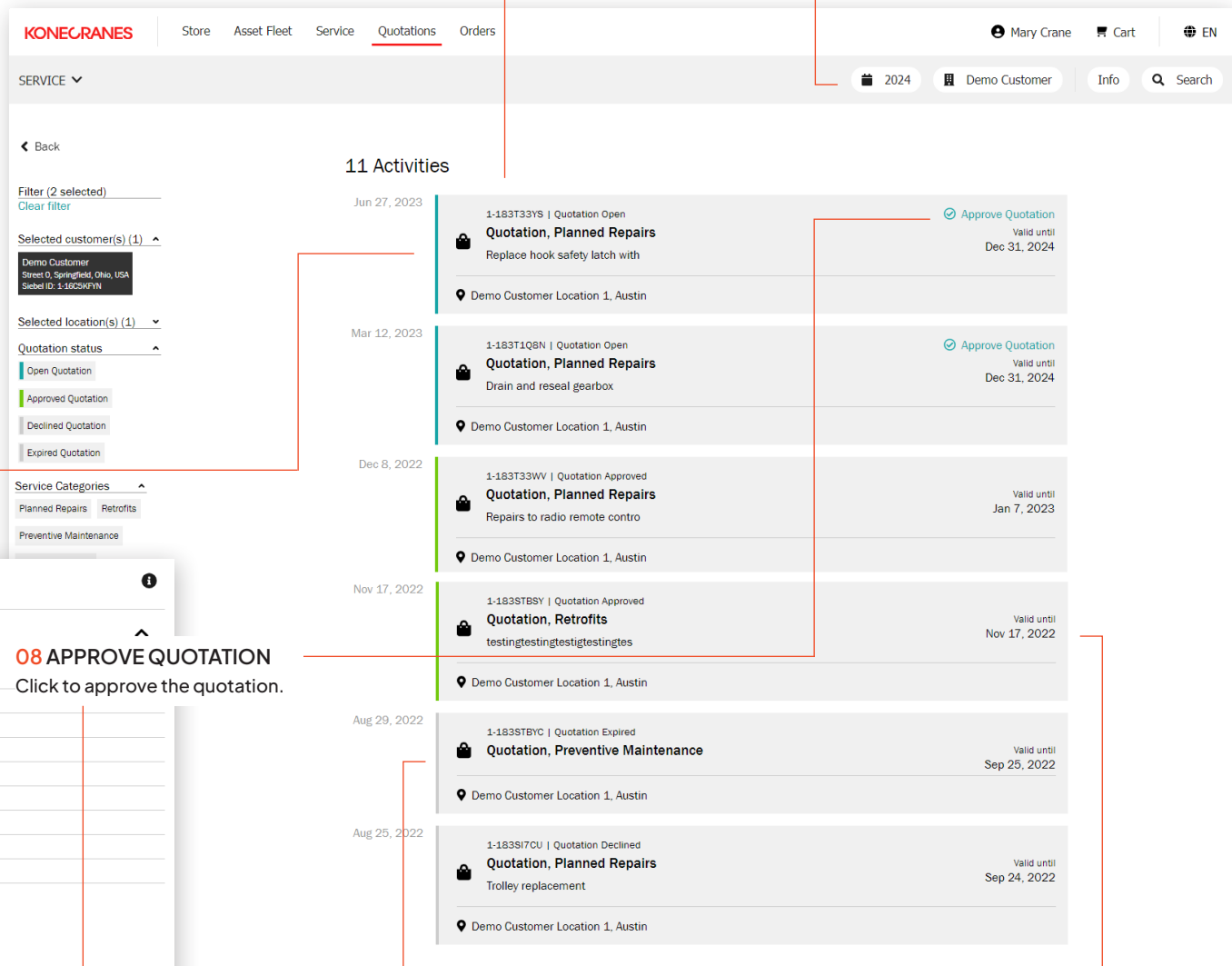
This page shows open, accepted, declined and expired quotations, which are uploaded to the portal by Konecranes representatives for your consideration.

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

01 FILTER
Filter by location as well as by status.

02 OPEN QUOTATION
Quotation waiting for your approval.

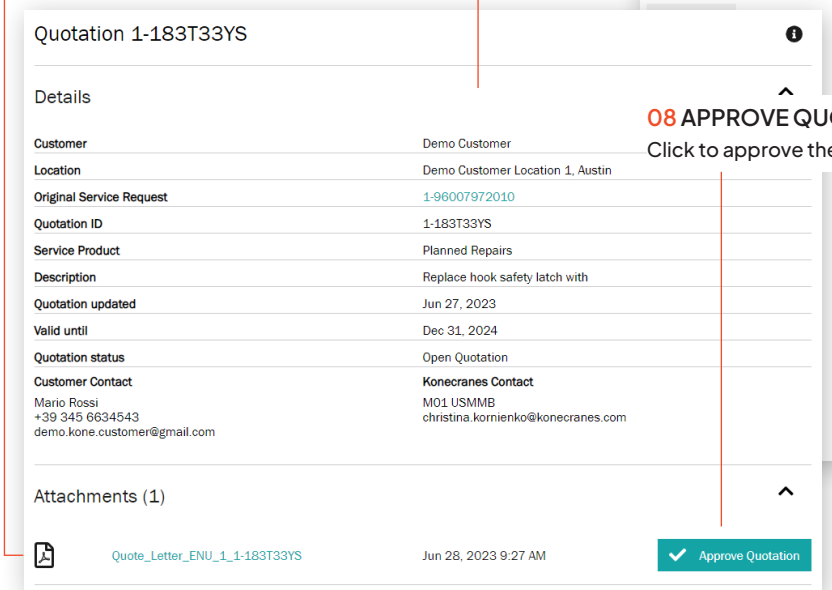
03 FILTER
Filter by time frame.



07 DOWNLOAD PDF
A pdf of the quote can be downloaded.

06 QUOTATION DETAILS
Click to open quotation details including contact info.

08 APPROVE QUOTATION
Click to approve the quotation.

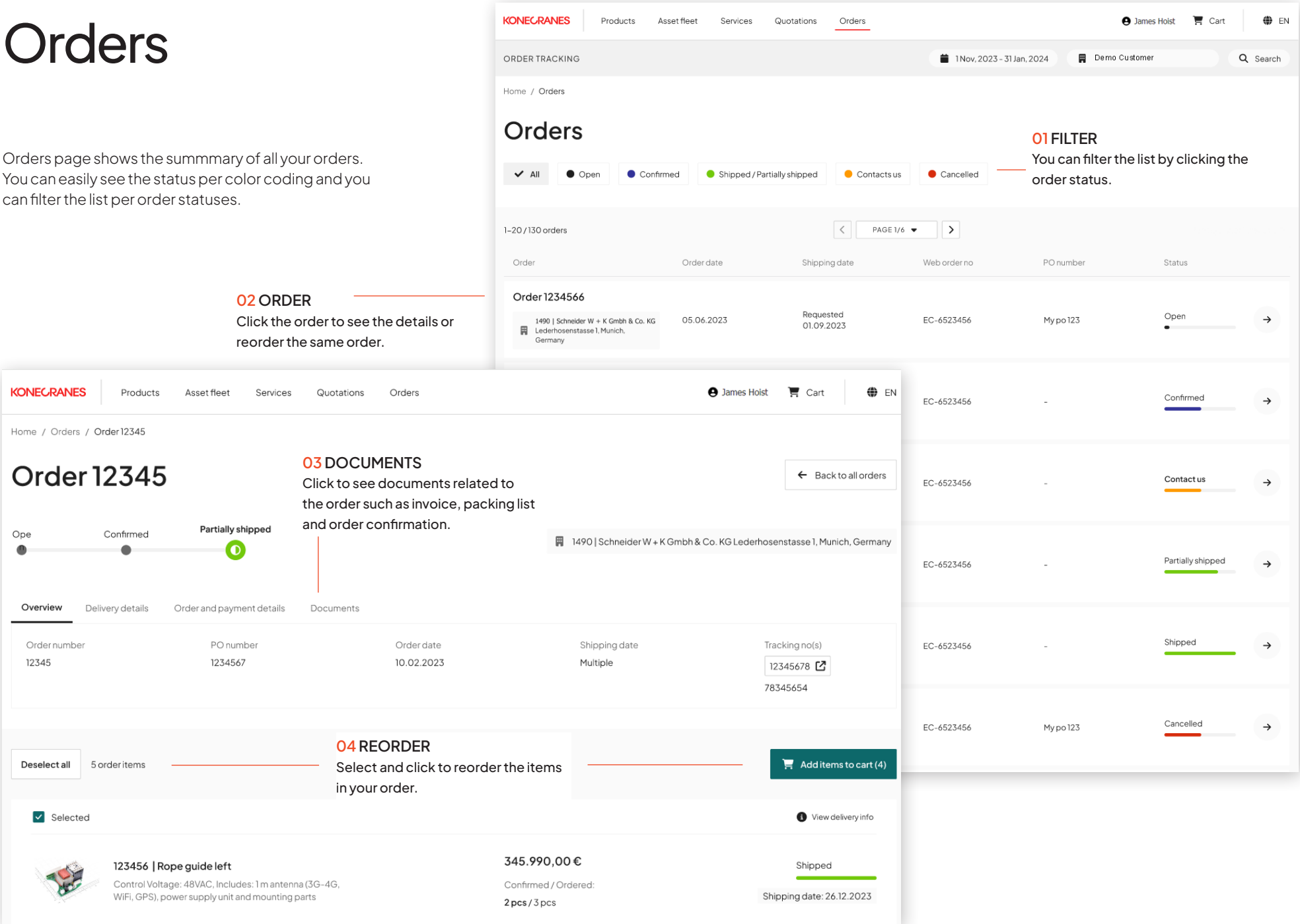


05 EXPIRED QUOTATION
Quotation has reached its expiration date. A quotation you have declined would also show with a gray bar and say Declined Quotation.

04 ACCEPTED QUOTATION
Quotation you have accepted.

Orders

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



Konecranes is a global leader in material handling solutions, serving a broad range of customers across multiple industries. We consistently set the industry benchmark, from everyday improvements to the breakthroughs at moments that matter most, because we know we can always find a safer, more productive and sustainable way. That's why, with around 16,600 professionals in over 50 countries, Konecranes is trusted every day to lift, handle and move what the world needs. In 2023, Group sales totaled EUR 4.0 billion. Konecranes shares are listed on Nasdaq Helsinki (symbol: KCR).

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KONECRANES Moves what matters.