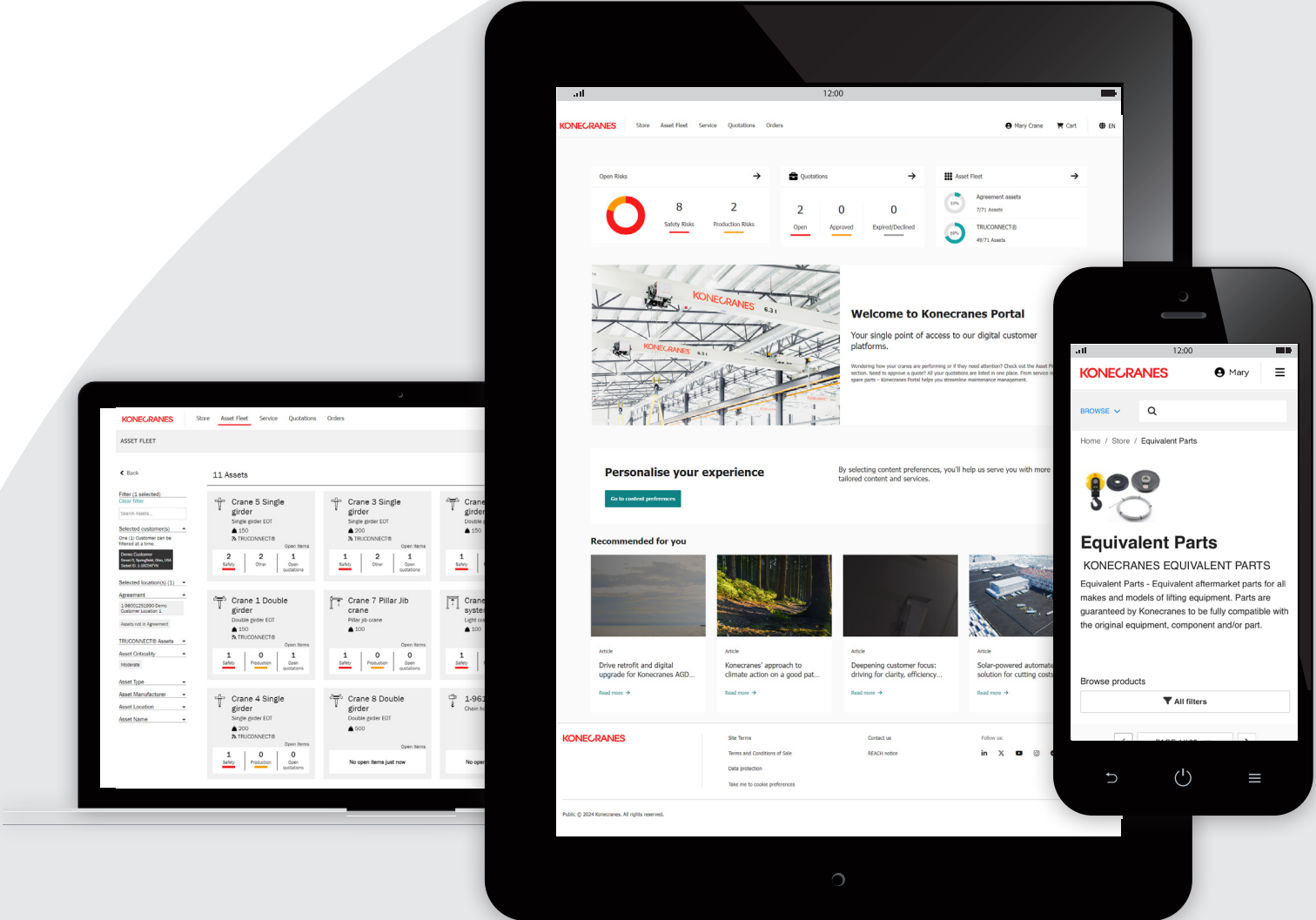


# Konecranes Portal user guide



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Click the topic to go to the page

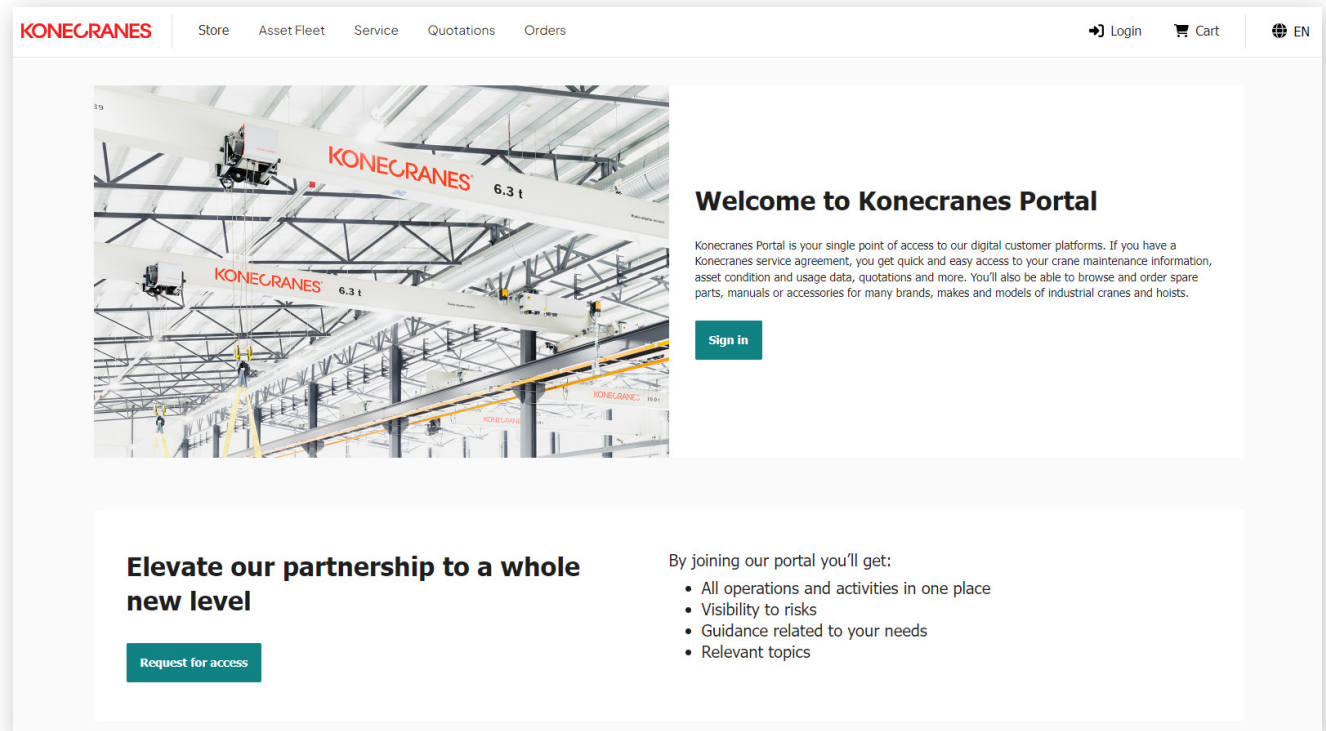
# Introduction

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

## 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.

## 02 TOP MENU

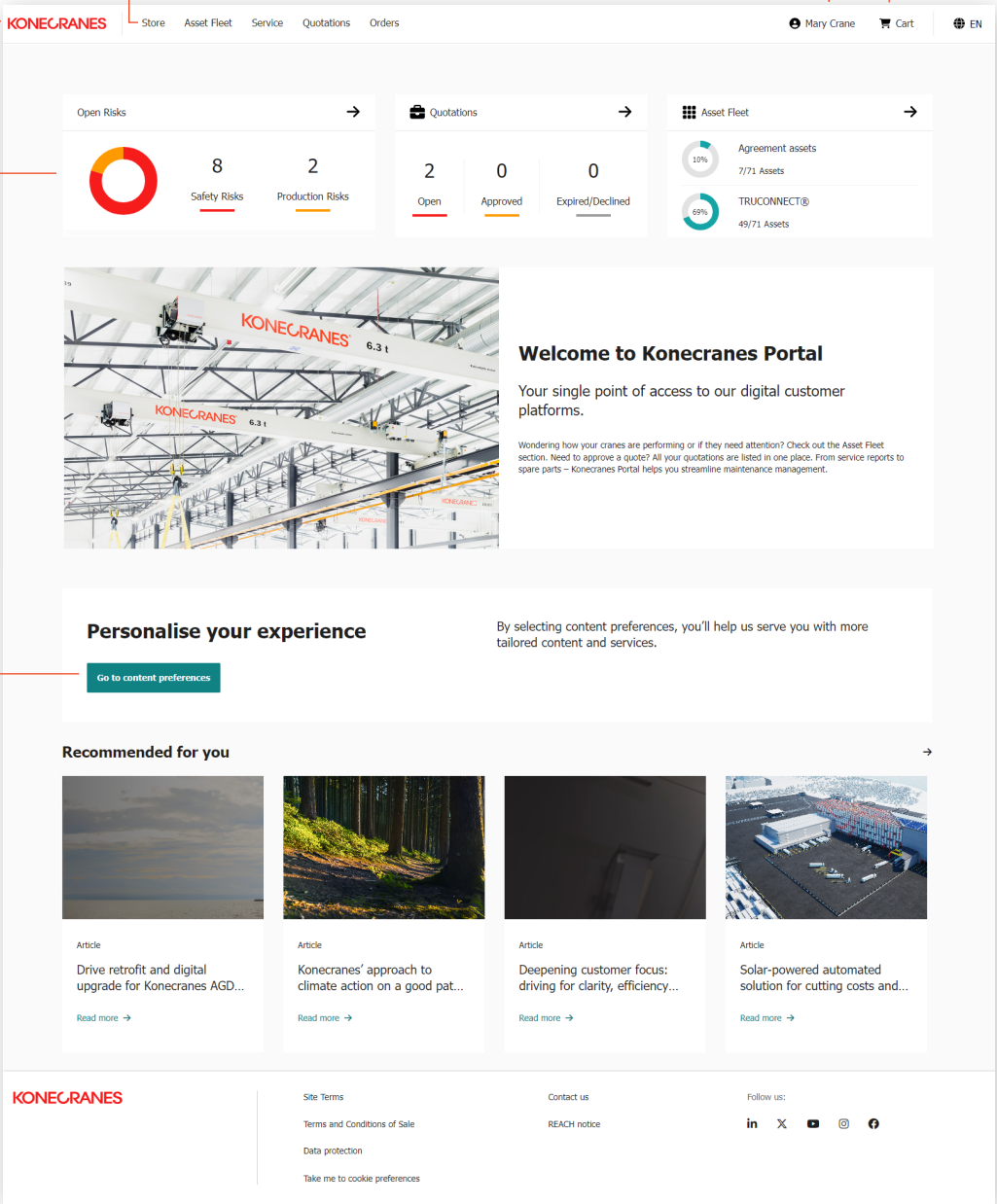
Click the menu items to access the content such as Store, quotations and orders.

## 03 MY ACCOUNT

Click your name to access My Account including sign out.

## 04 CART

Click cart to view your shopping cart.





# 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.

## 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.

Home / My account

My account

General

Personal details

Access

Notification preferences

Content preferences

Buying experience

Shopping List

Delivery address

Delivery preferences

Security

Change password

Sign out

James Holst

Cart

EN

Notification Preferences

Enable Notifications

☒ Business Review Summary Notifications

☒ Quotation Notification

☒ Service Report Notifications

☒ TRUCONNECT Notifications

Email address

demo.customer@company.com

Service Report Notifications

Business Review Summary Notifications

Quotation Notification

TRUCONNECT Notifications

Select all locations	Safety Alerts	Condition Alerts	Operating Alerts	Custom Notifications
<input checked="" type="checkbox"/> Demo Customer, USA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/> Demo Customer Location 1, Austin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<div></div>
<input type="checkbox"/> Demo Customer Location 2, Montgomery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div></div>
<input type="checkbox"/> Demo Daily Inspection, Albany	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div></div>

Discard changes

Apply changes

# 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.

PRODUCTS CATEGORIES ^

Holsts

Spare Parts

Equivalent parts

Competitor and Legacy brands

Service Tools

Retrofit Packages

Browse by Brands

- 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.

KONECRANES

Store

Asset Fleet

Service

Quotations

Orders

James Holst

Cart

EN

Part Manuals

Bulk order

PRODUCTS CATEGORIES ^

Q holst

Home / Store

Products

Need parts for your crane? We have genuine Konecranes spare parts as well as equivalent and replacement parts for many brands, makes and models of industrial cranes and hoists.

58242533 | LIMIT SWITCH ROD SET

P holst

52282375 | TROLLEY END

HOIST SIDE, DRUM LENGTH D

71999933 | PATCH CORD SET

FDR holst inverter

ZB5AS834 | MUSHROOM PUSH BUTTON

Emergency button for all CLX holst 2-button pendants

See all results (2432) →

Browse our offering

Winch parts

Konecranes S-Series

Konecranes CXT

Konecranes XL

Konecranes UN

- 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 product, price and stock availability.

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

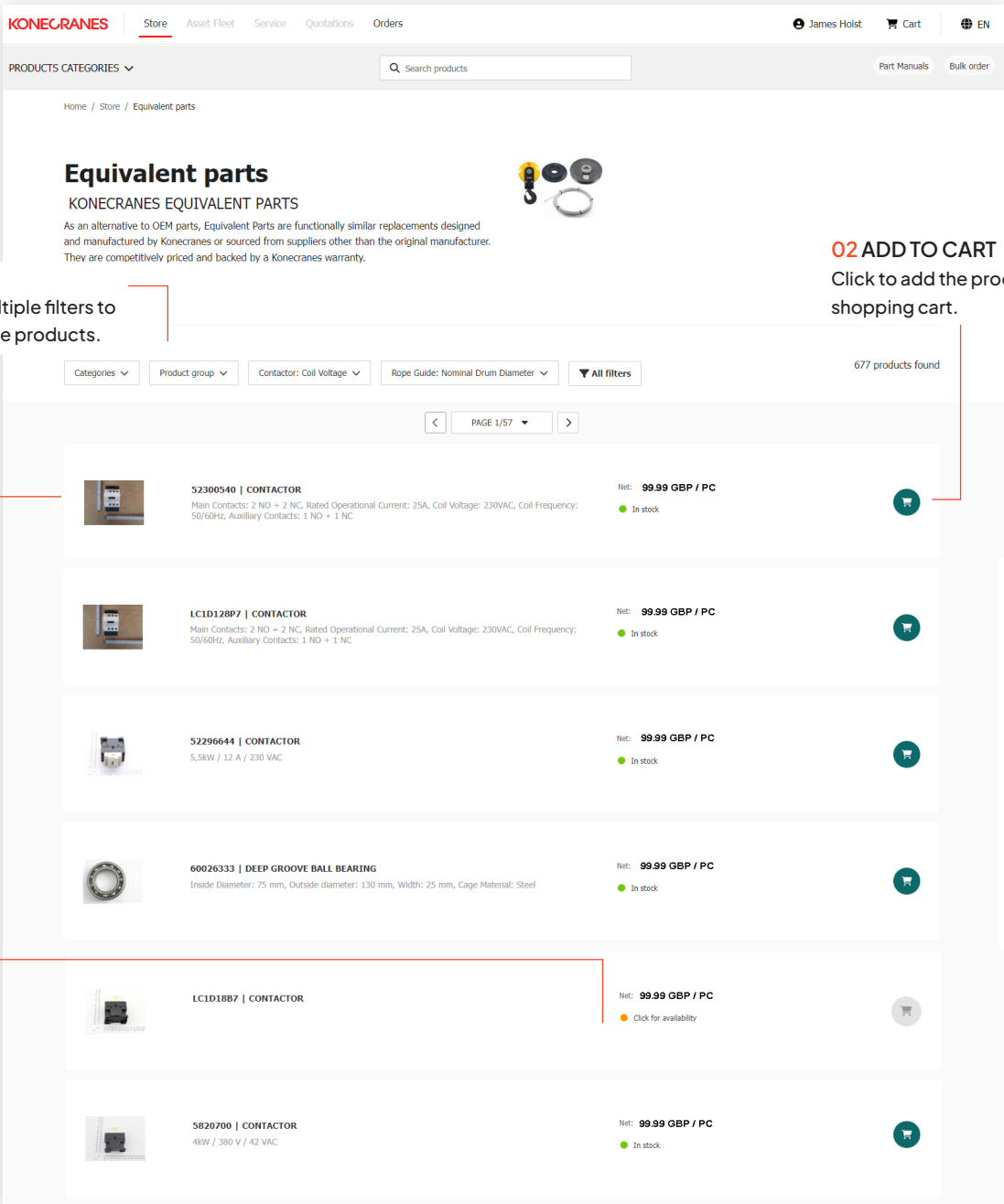
**03 PRODUCT DETAILS**  
Click to see the product details.

**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.

**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.



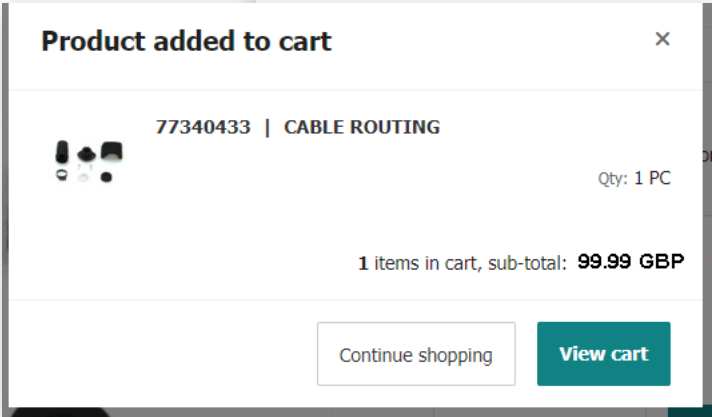
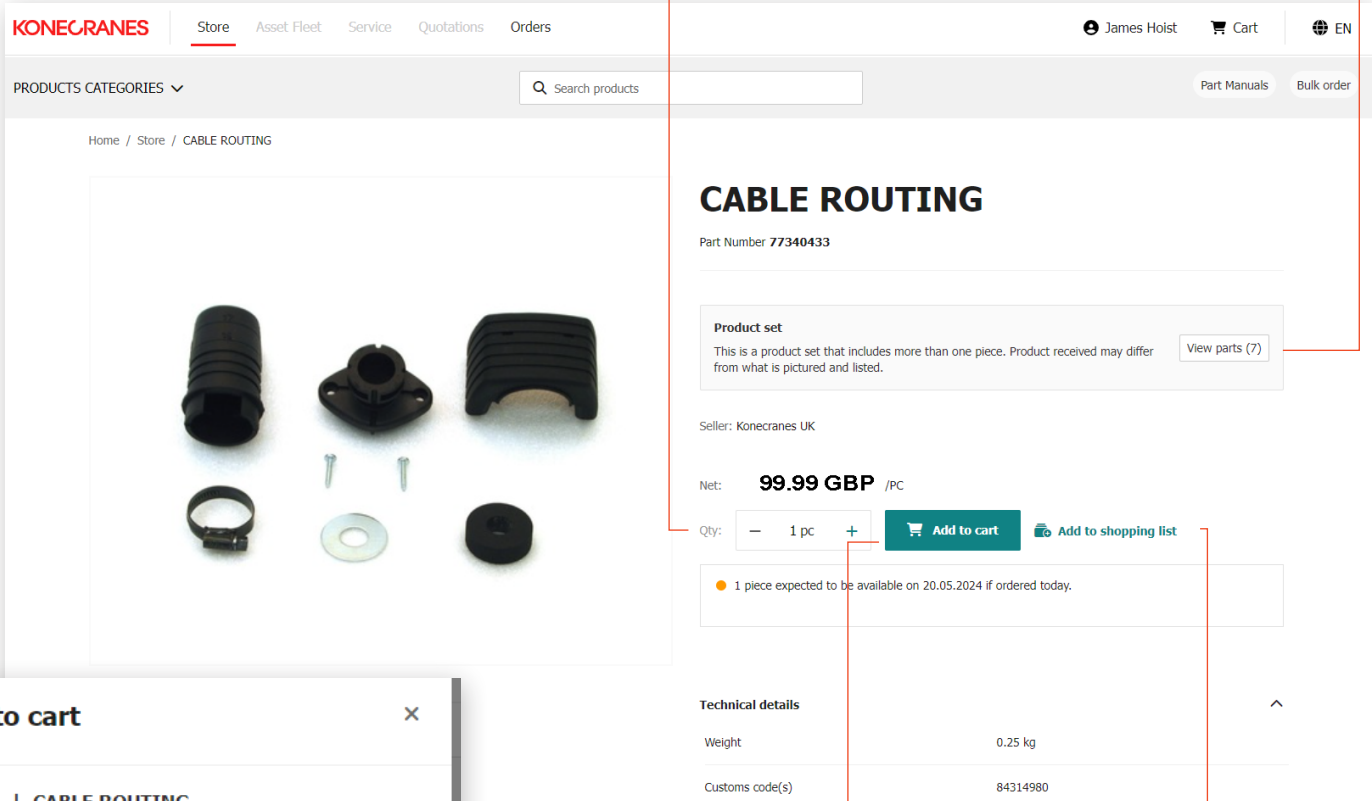
# Product detail

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.

The screenshot displays the KONECRANES Shopping cart interface. The top navigation bar includes the KONECRANES logo and links for Store, Asset Fleet, Service, Quotations, and Orders. A user profile for James Holst and a Cart icon are on the right. Below the navigation bar is a search bar and links for Part Manuals and Bulk order. The main heading is 'Shopping cart (1)'. The cart contains one item: '77340433 | CABLE ROUTING' by Seller: Konecranes UK. The item details show a quantity of 1 pc, a price of 99.99.GBP, and a total weight of 0.25 kg. There are buttons for 'Add item note' and 'Remove Item'. The 'Remove Item' button is highlighted with a red line and labeled '02 REMOVE ITEM'. The quantity '1 pc' is highlighted with a red line and labeled '01 QUANTITY'. The 'Checkout' button in the order summary is highlighted with a red line and labeled '03 CHECKOUT'. The order summary on the right shows 1 item, total weight of 0.25 kg, and a subtotal of 99.99.GBP. It also includes links for 'Create shopping list' and 'Empty cart'.

# 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.

KONECRANES

StoreAsset FleetServiceQuotationsOrders

James HoistCartEN

Checkout

Return to cart

1 DELIVERY2 ORDER DETAILS3 PAYMENT4 REVIEW

Delivery information

Choose the delivery method that suits you best.

Shipping

Delivery organized and charged by Konecranes.

Delivery

Complete delivery: Deliver all items at once from each shipping location

Partial delivery: Allow multiple deliveries as goods become available

Delivery type

Normal

Delivery addresses

+ Add new

Demo Customer Location 1 Street 1 78746 Austin ...

Shipping instructions

Please phone number xxx prior to shipping

Receiver

+ Add custom receiver

James Hoist (james.hoist@customertestacct.com)...

Terms of delivery

Ex Works

Own freight account

Charge will be determined and collected by your...

Order summary

1 Items | Total weight: 0.25 kg

List prices total:

99.99 €

Net prices total:

99.99 €

Subtotal:

99.99 €

Delivery costs

10.01 €

Total without taxes:

99.99 €

Taxes:

0.00 €

Total:

110.00 €

Continue

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".

KONECRANES

StoreAsset FleetServiceQuotationsOrders

James HoistCartEN

Checkout

Return to cart

1 DELIVERY2 ORDER DETAILS3 PAYMENT4 REVIEW

Order details

My PO number \*

E.g. 123456

My order reference

E.g. 123456

Comments/Instructions for Customer Service

E.g. "Airfreight from Germany"

Order summary

1 Items | Total weight: 0.25 kg

List prices total:

99.99 €

Net prices total:

99.99 €

Subtotal:

99.99 €

Delivery costs

10.01 €

Total without taxes:

99.99 €

Taxes:

0.00 €

Total:

110.00 €

Continue

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.

1 DELIVERY

2 ORDER DETAILS

3 PAYMENT

4 REVIEW

Payment information

Payment method \*

Invoice

An invoice will be sent to your billing address at the time your order is shipped

Payment term

45 days net

Order summary

1 items | Total weight: 0.25 kg

List prices total: 99.99 €

Net prices total: 99.99 €

Subtotal: 99.99 €

Delivery costs: 10.01 €

Total without taxes: 99.99 €

Taxes: 0.00 €

Total: 110.00 €

Continue →

1 DELIVERY

2 ORDER DETAILS

3 PAYMENT

4 REVIEW

Review

Order

Contact details

Order placed by: James Holst  
james.holst@customerestacct.com  
0123456789

Order acknowledgement email to: -

Delivery Shipping

Delivery type: Normal

Delivery Address: Demo Customer Location 1  
Street 1  
78746  
Austin  
United States

Terms of delivery: Ex Works

Order details

PO number: 123456

Order reference: -

Project name: -

Customs broker: -

Your order notes: -

Comments / instructions for customer service: -

Order summary

1 items | Total weight: 0.25 kg

List prices total: 99.99 €

Net prices total: 99.99 €

Subtotal: 99.99 €

Delivery costs: 10.01 €

Total without taxes: 99.99 €

Taxes: 0.00 €

Total: 110.00 €

Place Order

I agree to the Portal's Terms and Conditions

In addition, in my capacity as the buyer, I hereby confirm the following obligations imposed on me by the seller:

1. The Buyer shall not directly or indirectly re-export any Products including always also spare parts to Russia or for use in Russia and shall not by-pass this embargo in any manner. If the Buyer learns or has a reason to believe that there has been any violation of this condition, it shall immediately notify the Seller.

2. The Buyer shall defend, indemnify and hold the Seller harmless from and against all claims, losses, fines, penalties and all associated expenses arising out of or resulting from any violation of the Buyer of the obligation specified herein above.

3. The Seller may terminate, in the sole risk and cost of the Buyer, all or part of the agreements on any Products including always also spare parts with the Buyer with immediate effect by written notice to the Buyer in the event of any Buyer's violation of the obligation specified above. In case of termination, the Buyer shall compensate the Seller all its costs (including overhead costs), lost profits as well as losses and damages.

## 02 TERMS AND CONDITIONS

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

Table of contents

11

# 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.

## 05 SPARE PARTS

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

## 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.

The screenshot displays the KONECRANES Asset Fleet interface. The top navigation bar includes 'Store', 'Asset Fleet' (selected), 'Service', 'Quotations', and 'Orders'. The user is logged in as 'Mary Crane' with a 'Cart' icon and 'EN' language setting. The main section is titled 'ASSET FLEET' and shows a grid of 11 assets. Each asset card displays the asset name, type, and a summary of open items (Safety, Other, Open quotations). A sidebar on the left provides filters for 'Filter (1 selected)', 'Selected customer(s)', 'Selected location(s)', 'Agreement', and 'Assets not in Agreement'. A right sidebar shows details for 'Crane 5 Single girder', including its location and activity summary. A bottom section shows 'Service open items - Just now' with a list of recent activities and their status.

**04 TRUCONNECT**  
The asset has TRUCONNECT.

# Service

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

## 08 SERVICE CALENDAR AND REPORTS

Click here to see a calendar view of service requests and your detailed service reports.

## 07 ASSET FLEET

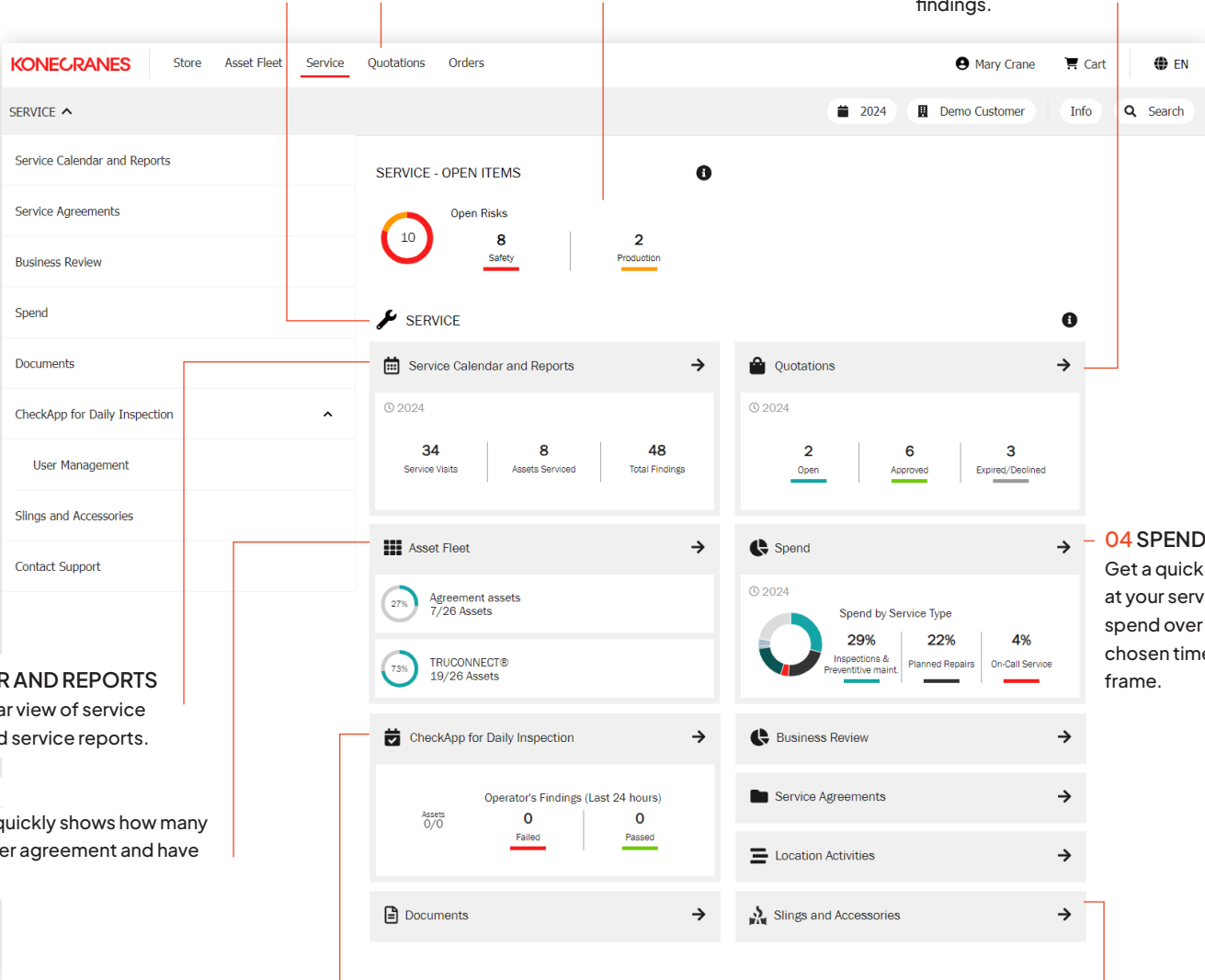
The Asset Fleet overview quickly shows how many of the total assets are under agreement and have TRUCONNECT.

## 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.

**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.

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.

05 SERVICE REQUEST

Click to see the details of the Service Request.

KONECRANES

Store

Asset Fleet

Service

Quotations

Orders

SERVICE

2024

Demo Customer

Info

Search

Back

Filter (1 selected)

Clear filter

Selected customer(s)

One (1) Customer can be filtered at a time.

Demo Customer

Street 0, Springfield, Ohio, USA

Site ID: 1-16C5KFN

Selected location(s) (1)

Agreement

Service Status

Completed

Delayed

In Progress

Open

Service Product

Asset Type

Asset Manufacturer

Asset Location

Asset Name

Service Calendar

Demo Customer

<

2024

>

January

February

March

April

May

June

July

August

September

October

November

December

<

Apr 2024

>

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

1 Activities - April 2024

Apr 08, 2024

1-96007345409 | Service Request Completed

Planned Repairs

Planned repairs

Demo Customer Location 1, Street 1, Austin, Texas, USA

6 Assets

KONECRANES PORTAL USER GUIDE

Table of contents

14

# 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.

KONECRANES

StoreAsset FleetServiceQuotationsOrders

SERVICE ▾

2024Demo CustomerInfoSearch

Back

Filter

Clear filter

Service Status

CompletedDelayed

In ProgressScheduled

Open

Service Product

Asset Type

Asset Manufacturer

Asset Location

Asset Name

1-96001251990-Demo Customer Location 1

Print PDF

Agreement Information

Agreement Name1-96001251990-Demo Customer Location 1

Agreement Number1-96001251990

Agreement TypeEvergreen

Start DateJan 1, 2018

StatusActive

Total Value\$0

Billing TypeTime & Material

Assets7

Service Products9

Customer ContactKonecranes Contact

Johannes Grönroos358405036727manuela@smoothadv.com

102 AK Steel\_OH

Summary

Agreement Content

Demo Customer Location 1, Street 1, Austin, Texas, USA

\$0Total Value

9Service Products

7Assets

EvergreenValidity

Products included to Service Agreement

Konecranes CheckApp for Daily InspectionsLoad TestMAINMAN AssessmentOil analysis

OSHA Frequent Compliance InspectionOSHA Periodic Compliance InspectionRoutine Maintenance

Slings and Accessories InspectionTRUCONNECT Remote Monitoring

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

Assets and Service Plan

03 YEAR

You can change the year here.

Service Status

2024

88%Service Completed

10%Delayed

1%In Progress

0%Scheduled

0%Open

Service Plan

2024

Expand All

Asset	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Crane 5 Single girder	1	2	3	1	2	1						
Single girder EOT - 1 trolley chain hoist												
Load Test					1							
MAINMAN Assessment	1						1				1	
Oil analysis					1							
OSHA Frequent Compliance Inspection			1							1		
OSHA Periodic Compliance Inspection					1							
Routine Maintenance			1							1		
Crane 1 Double girder	1	2	3	1	2	1						
Double girder EOT - 1 trolley chain hoist												
Crane 2 Double girder	1	2	3	1	2	1						
Double girder EOT - 1 trolley chain hoist												

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

Assets and Service Plan

Service Status

2024

88%Service Completed

10%Delayed

1%In Progress

0%Scheduled

0%Open

Service Plan

2024

Expand All

Asset	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Crane 5 Single girder	1	2	3	1	2	1						
Single girder EOT - 1 trolley chain hoist												
Crane 1 Double girder	1	2	3	1	2	1						
Double girder EOT - 1 trolley chain hoist												

# Service Request

## 01 FILTER

Filter by any number of criteria.

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

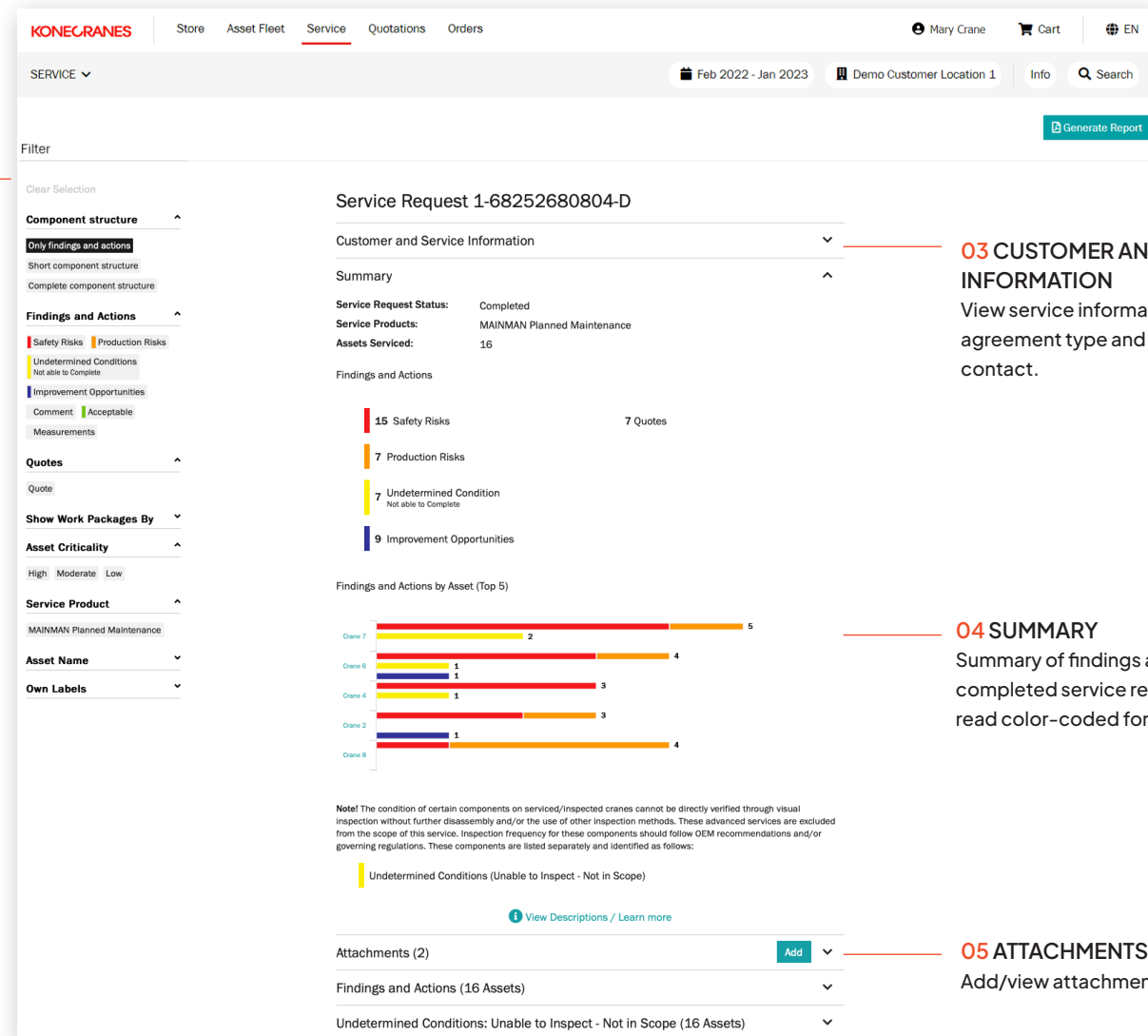
The details of the service visit including service products, technician name, contact information and dates are listed in this section.

## 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.

## 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.

KONE&CRANES

StoreAsset FleetServiceQuotationsOrders

Mary CraneCartEN

SERVICE

2024

Demo Customer Location 1

Info

Search

Generate Report

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

HighModerateLow

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 ProductsMAINMAN Planned Maintenance

Only findings and actions

Short component structure

Complete component structure

Expand All

Aug 23, 2020

! Rope guide

Worn

! Latch

Damaged

Quote

! 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

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.

! 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 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.

KONECRANES

Store

Asset Fleet

Service

Quotations

Orders

Mary Crane

Cart

EN

SERVICE

2024

Demo Customer Location 1

Info

Search

Generate Report

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

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

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

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

KONECRANES PORTAL USER GUIDE

Table of contents

18

# Documents and reports

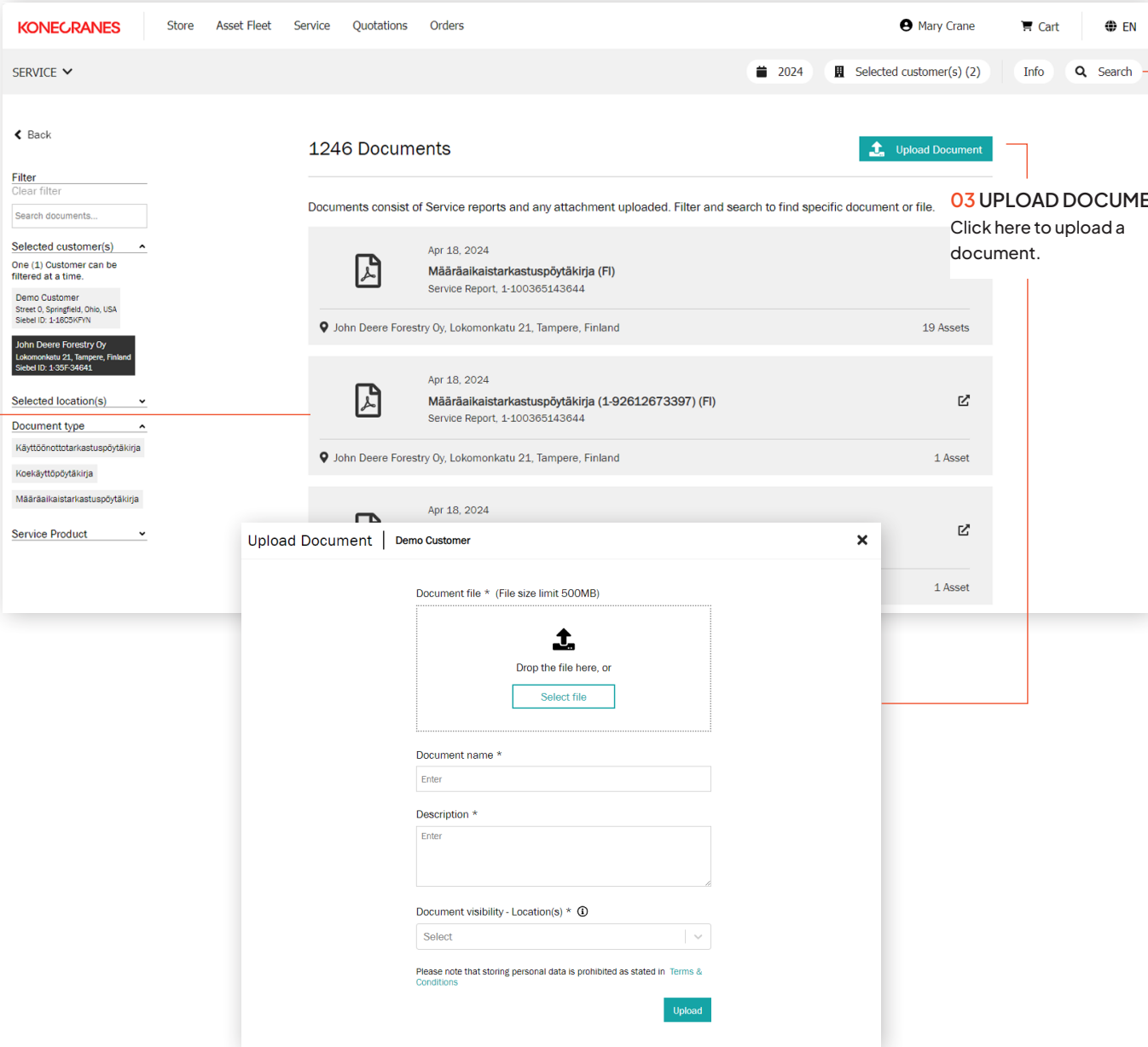
The **Documents** page shows documents that have been added during the selected time frame. These include inspection reports and manually uploaded files. Files can be downloaded, and you can also add your own documents. Only legally required documents are automatically available. All online reports are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

**04 DOWNLOAD**  
Click to download the document.

**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.



# 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 specific to an asset or location.

## 04 ACTIVITIES

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.

**KONECRANES** Store Asset Fleet Service Quotations Orders Mary Crane Cart EN

SERVICE ▾

2022 Demo Customer Info Search

Back Inspection Summary Checklists

Filter Clear filter

Inspection Failed Passed

Attachment Photo

Asset Crane 1 Double girder Crane 5 Single girder Crane 2 Double girder Crane 3 Single girder Crane 4 Single girder Inspector ▾

### Inspection Summary

Demo Customer Location 1, Austin  
Demo Customer

2022

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

Assets 5/5 Daily inspections 30 Failed 13 Passed

### 43 Activities

Minimize All

Nov 16, 2022 3:30 Steven Walker Daily Inspection Crane 1 Double girder SMT (sn: 20211125)

Nov 14, 2022 20:46 Ade Ardiyanto Daily Inspection - 1 failed, 14 passed Crane 1 Double girder SMT (sn: 20211125)

20:45 Ade Ardiyanto Not proper to use in this area

Nov 10, 2022 6:20 Arslan Ahmed Daily Inspection - 1 failed, 14 passed Crane 1 Double girder SMT (sn: 20211125)

6:19 Arslan Ahmed Loose latch, Mario please address.

### Daily Inspection Checklists

Crane checklist Statutory Daily inspection ECH checklist Statutory Daily inspection Forklift checklist Statutory Daily inspection Gantry checklist Statutory Daily inspection

Reach stacker checklist Statutory Daily inspection RTG crane checklist Statutory Daily inspection Electrical forklift checklist Statutory Daily inspection

Custom Inspection Checklists + Add new

# 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.

**01 CREATE NEW USER**  
Click here to add a user.

**03 PROFILE INFORMATION**  
Click on a user to see their profile information.

**04 EDIT**  
Edit user details.

**05 DELETE**  
Delete user.

**KONECRANES** Store Asset Fleet Service Quotations Orders Mary Crane Cart EN

SERVICE ▾ 2024 Demo Customer Info Search

Filter  
Clear filter  
Filter Users  
Start typing...

Create New User

Eric Miller  
eric.miller@company.com / +1123456789  
Created: demo.user@customer.com

Isabella Castillo  
isabella.castillo@company.com / +1234544454  
Created: demo.user@customer.com

John Crane  
john.crane@customer.com / 040123456  
Created: demo.user@customer.com

John Doe  
john.doe@gmail2.com  
Created: demo.daily@konecranes.com

User Management | Create New User

First Name\* Last Name\*  
E-mail\* Phone Number\*  
Customer\* Location\*  
Available applications  
CheckApp Daily Inspection Mobile App

Save

02 CREATE NEW USER  
All fields are required.

Profile Info

First Name Eric  
Last Name Miller  
E-mail eric.miller@company.com  
Phone Number +1123456789  
Created by demo.user@customer.com  
Created at 29.7.2021 11:10  
Customers Demo Customer  
Locations Demo Customer Location 1, Street 1, Austin, Texas, USA

Delete Edit

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 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.

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.

Filter by any number of criteria.



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.

- Device details and tag information.



# 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.

KONECRANES

StoreAsset FleetServiceQuotationsOrders

Mary CraneCartEN

SERVICEJan 2024 - Dec 2024Demo Customer Location 1InfoSearch

Crane 5 Single girder  
Single girder EOT - 1 trolley chain ...

Open ItemsAll ActivitiesTRUCONNECT®DocumentsAsset Info

Preset Time Range

Start Date

End Date

Clear Time Range

TRUCONNECT Report

TRUCONNECT®

Condition

Expand All

Hoist DWP

Crab thrust rockers Service Life

Brake Service Life

Contactors Service Life

Learn more about Condition

Operating Statistics

Expand All

Operation Hours

Load

Events and Alerts

Learn more about Operating Statistics

# 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.

## 06 RECOMMENDATIONS

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

## 05 CONDITION

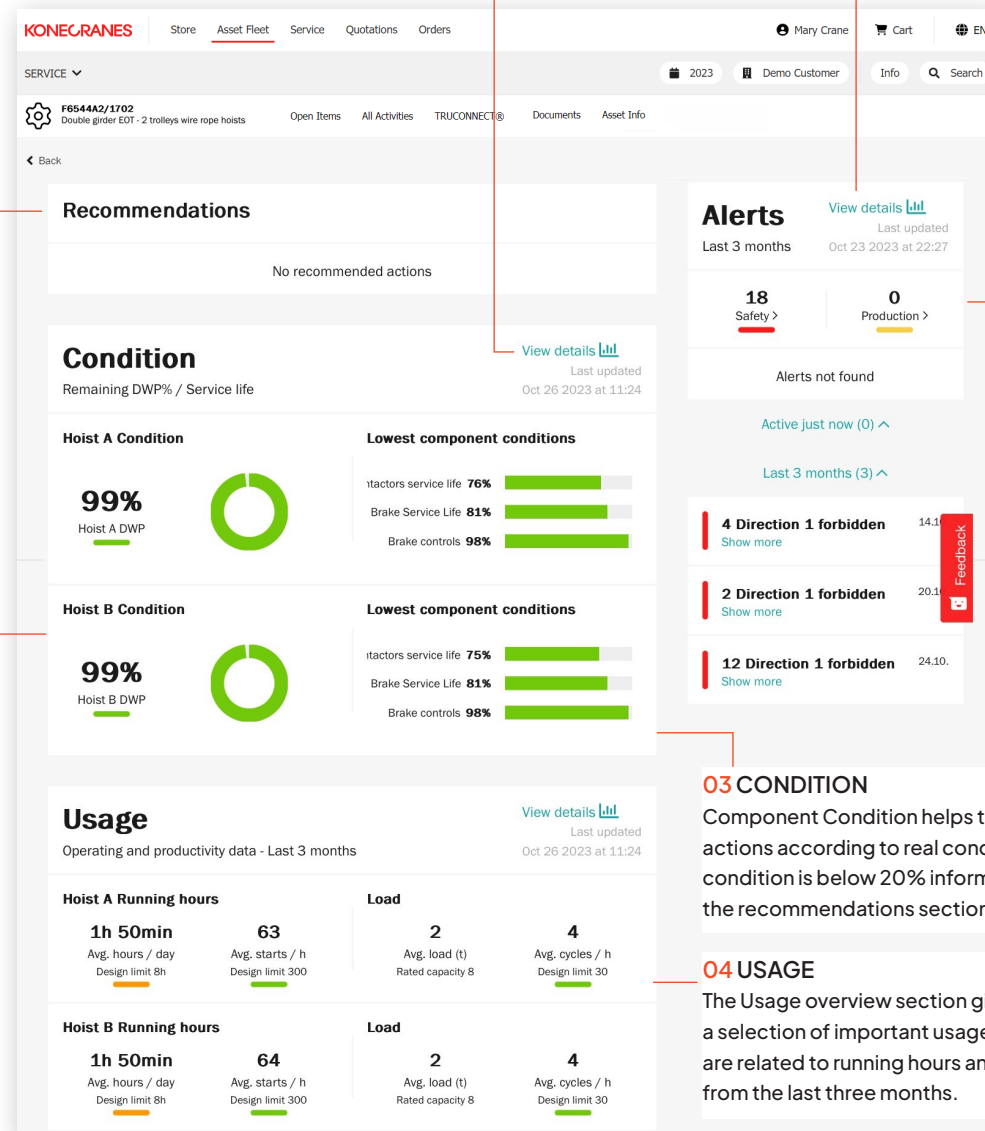
This section gives an outlook to the current condition of the hoist and its components and provides an assessment on their safety and reliability risks.

## 01 DETAILS

Click here to view the details.

## 02 ALERTS

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



# 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 estimated service life is left.

**Yellow:** When estimated service life is between 30% - 10%, plan your maintenance action according to remaining service life time.

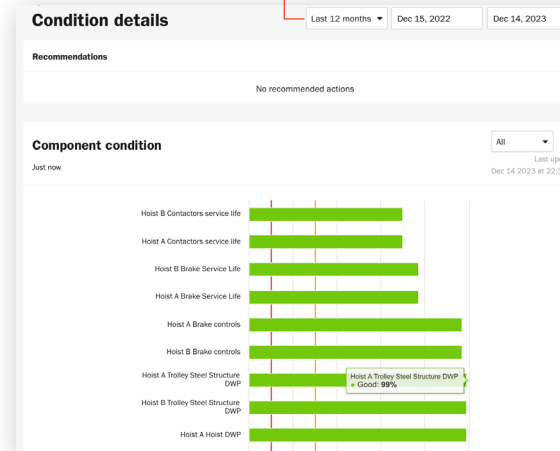
**Red:** When the value is less than 10% the component should be inspected or changed.

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.

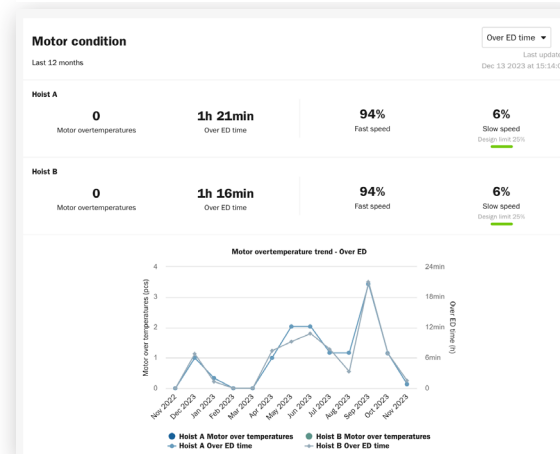
## 05 TIME FRAME

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.

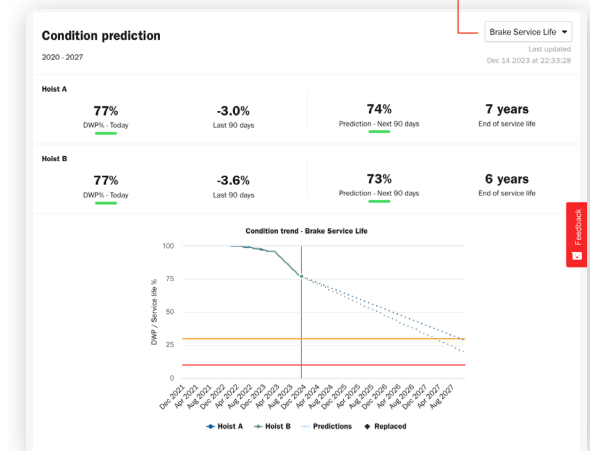


## 03 MOTOR CONDITION

This portion shows the over ED operation time and motor overtemperature occurrences. The occurrence is registered each time the hoisting motor stops because of overheating.

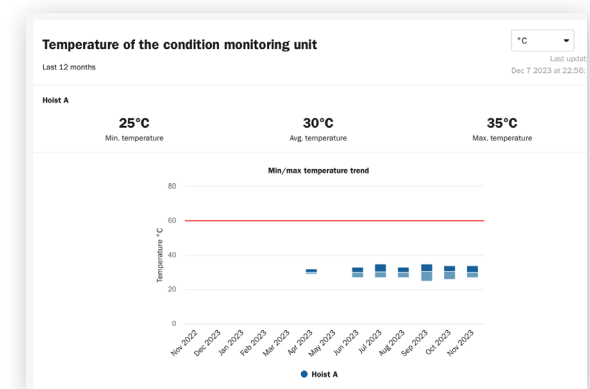
## 06 SELECT COMPONENT

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.



## 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 occurred 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.



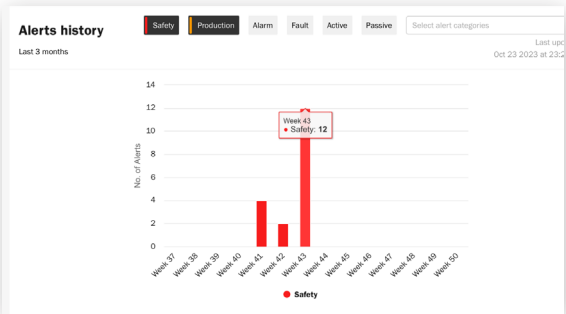
### 01 ALERT PARETO

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

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	^
<b>Description</b> Single hoist overload is detected								
Oct 23 2023 at 07:44:26	Alarm	EA_01	Overloads	Hoist A	Passive	1	0min	^
<b>Description</b> 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	^
<b>Description</b> 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	^
<b>Description</b> Single hoist overload is detected								
Oct 23 2023 at 07:24:12	Alarm	EA_01	Overloads	Hoist B	Passive	1	0min	^
<b>Description</b> 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	^

### 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.



### 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.

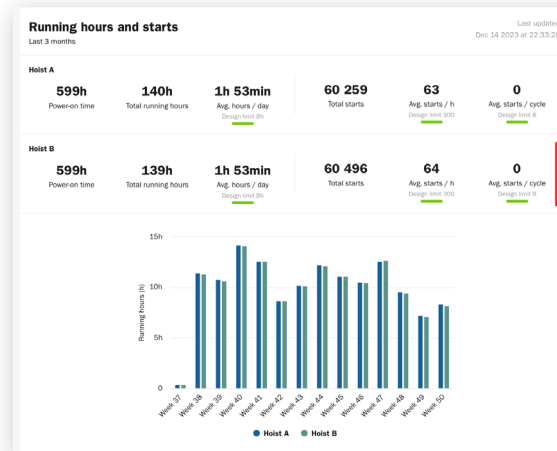
# TRUCONNECT

## Usage

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

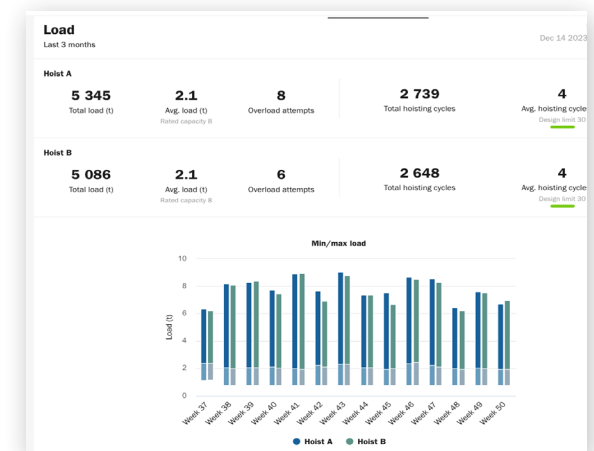
Usage patterns can significantly influence the service life and safety of individual components. This section also shows usage rate differences between different hoists and the subsequent differences in their remaining service life.

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.



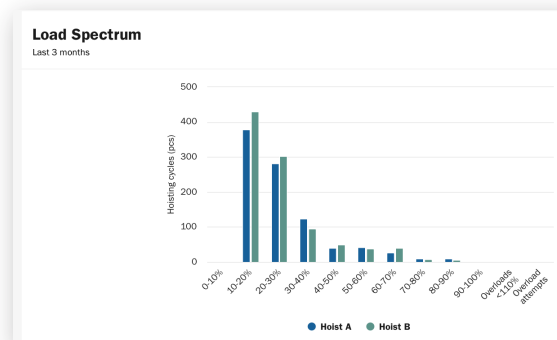
### 01 RUNNING HOURS AND STARTS

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

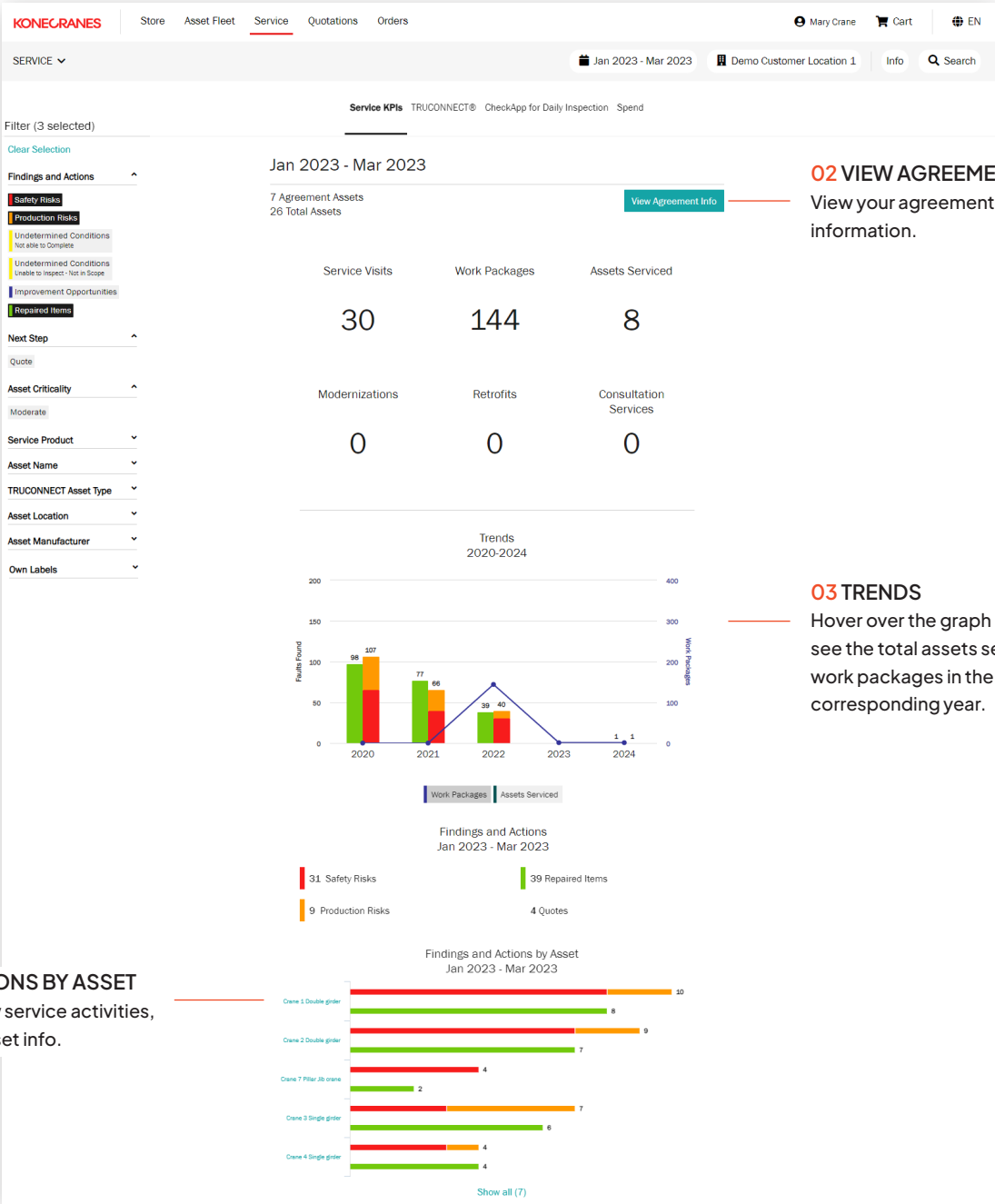
This section shows the number of service visits, work packages, assets serviced, modernizations, retrofits and consultation services performed during the selected time period.

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.



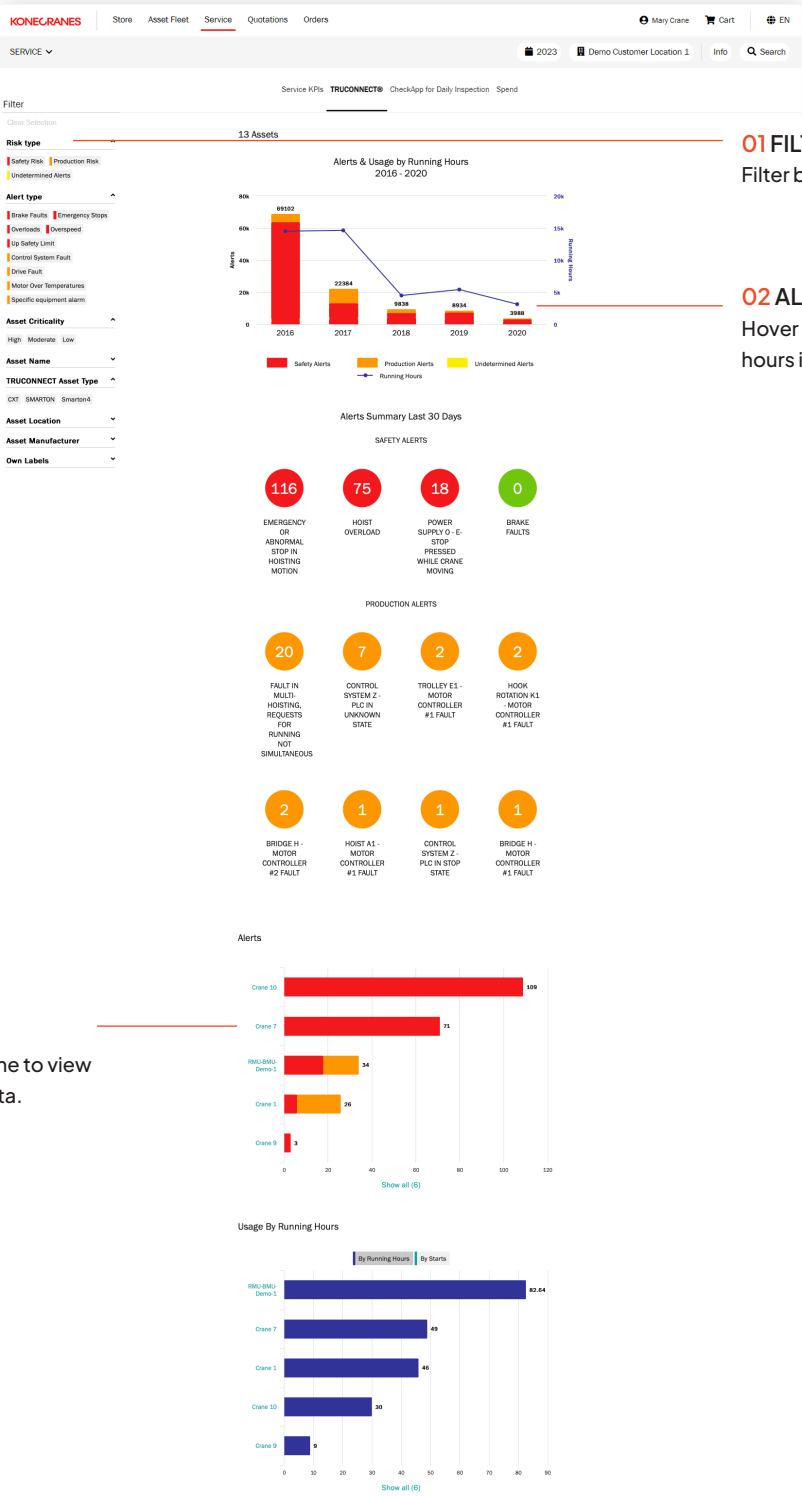
# Business Review

## 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.

**03 ALERTS**  
Click on asset name to view TRUCONNECT data.



- 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.

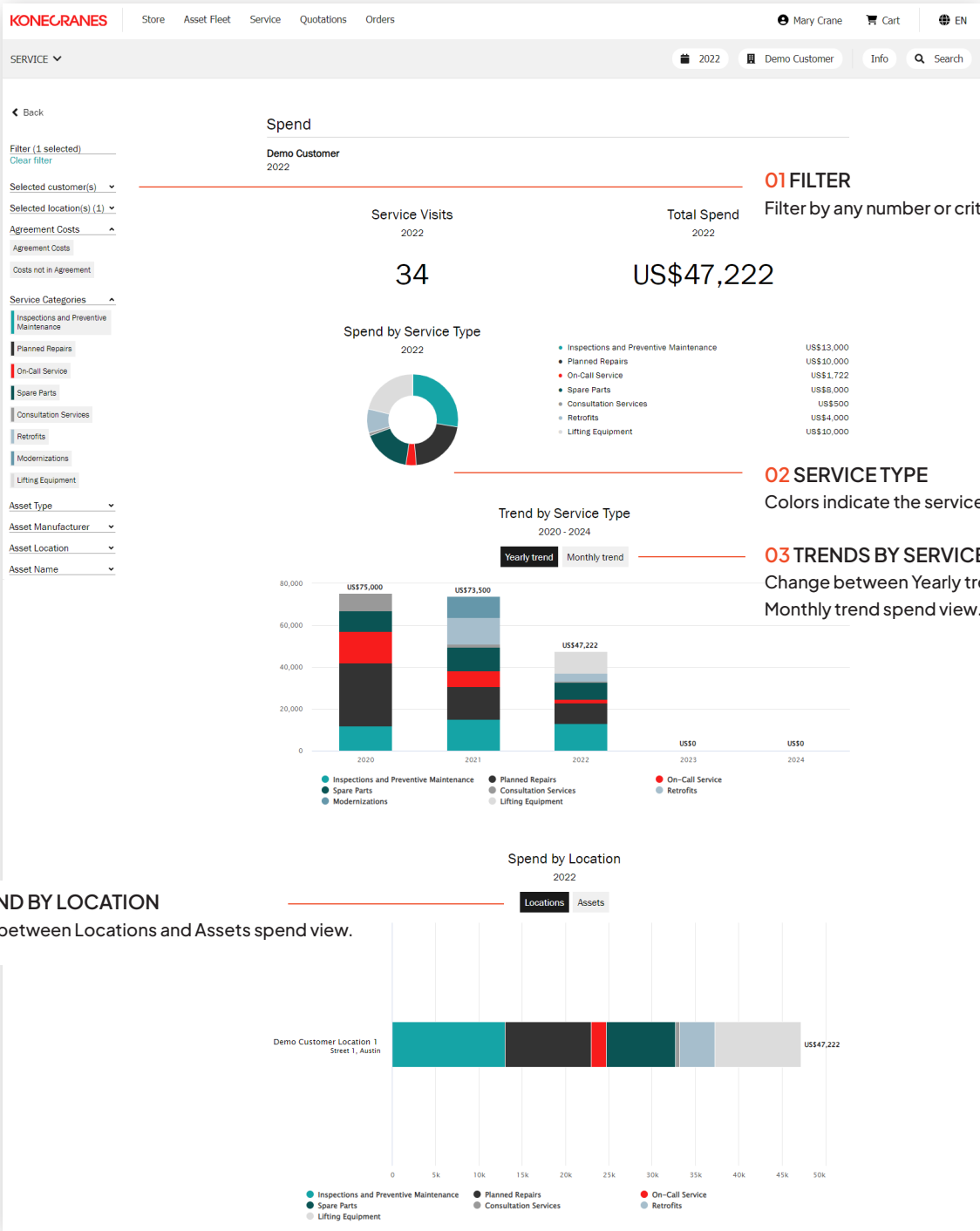
# Business Review

## 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.



# 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.

## 07 DOWNLOAD PDF

A pdf of the quote can be downloaded.

## 06 QUOTATION DETAILS

Click to open quotation details including contact info.

Quotation 1-183T33YS

Details

Customer	Demo Customer
Location	Demo Customer Location 1, Austin
Original Service Request	1-96007972010
Quotation ID	1-183T33YS
Service Product	Planned Repairs
Description	Replace hook safety latch with
Quotation updated	Jun 27, 2023
Valid until	Dec 31, 2024
Quotation status	Open Quotation
Customer Contact	Konecranes Contact
Mario Rossi	M01 USMMB
+39 345 6634543	christina.kornienko@konecranes.com
demo.kone.customer@gmail.com	

Attachments (1)

Quote\_Letter\_ENU\_1-183T33YS

Jun 28, 2023 9:27 AM

✓ Approve Quotation

## 08 APPROVE QUOTATION

Click to approve the quotation.

## 01 FILTER

Filter by location as well as by status.

## 02 OPEN QUOTATION

Quotation waiting for your approval.

## 03 FILTER

Filter by time frame.

KONECRANES

Store Asset Fleet Service **Quotations** Orders

Mary Crane Cart EN

SERVICE

2024 Demo Customer Info Search

Back

Filter (2 selected) Clear filter

Selected customer(s) (1) Demo Customer Street 0, Springfield, Ohio, USA Siebel ID: 1-1805KPYN

Selected location(s) (1)

Quotation status Open Quotation Approved Quotation Declined Quotation Expired Quotation

Service Categories Planned Repairs Retrofits Preventive Maintenance

11 Activities

Jun 27, 2023

1-183T33YS | Quotation Open  
**Quotation, Planned Repairs**  
Replace hook safety latch with  
Demo Customer Location 1, Austin  

Approve Quotation Valid until Dec 31, 2024

Mar 12, 2023

1-183T1QB8N | Quotation Open  
**Quotation, Planned Repairs**  
Drain and reseal gearbox  
Demo Customer Location 1, Austin  

Approve Quotation Valid until Dec 31, 2024

Dec 8, 2022

1-183T33WV | Quotation Approved  
**Quotation, Planned Repairs**  
Repairs to radio remote contro  
Demo Customer Location 1, Austin  

Valid until Jan 7, 2023

Nov 17, 2022

1-183STBSY | Quotation Approved  
**Quotation, Retrofits**  
testingtestingtestingtesting  
Demo Customer Location 1, Austin  

Valid until Nov 17, 2022

Aug 29, 2022

1-183STBYC | Quotation Expired  
**Quotation, Preventive Maintenance**  
Demo Customer Location 1, Austin  

Valid until Sep 25, 2022

Aug 25, 2022

1-183SI7CU | Quotation Declined  
**Quotation, Planned Repairs**  
Trolley replacement  
Demo Customer Location 1, Austin  

Valid until Sep 24, 2022

## 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 APPROVED QUOTATION

Quotation you have approved.

# Orders

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

**02 ORDER**  
Click the order to see the details or reorder the same order.

KONECRANESProductsAsset fleetServicesQuotations**Orders**

James HolstCartEN

ORDER TRACKING

1 Nov, 2023 - 31 Jan, 2024Demo CustomerSearch

Home / Orders

# Orders

✓ All

● Open

● Confirmed

● Shipped / Partially shipped

● Contacts us

● Cancelled

01 FILTER  
You can filter the list by clicking the order status.

1-20 / 130 orders

<PAGE 1/6>

Order	Order date	Shipping date	Web order no	PO number	Status
<b>Order 1234566</b> <div>1490   Schneider W + K GmbH &amp; Co. KG Lederhosenstasse 1, Munich, Germany</div>	05.06.2023	Requested 01.09.2023	EC-6523456	My po 123	Open <div></div>

KONECRANESProductsAsset fleetServicesQuotations**Orders**

James HolstCartEN

Home / Orders / Order 12345

# Order 12345

OpenConfirmedPartially shipped

03 DOCUMENTS  
Click to see documents related to the order such as invoice, packing list and order confirmation.

← Back to all orders

1490 | Schneider W + K GmbH & Co. KG Lederhosenstasse 1, Munich, Germany

OverviewDelivery detailsOrder and payment detailsDocuments

Order number	PO number	Order date	Shipping date	Tracking no(s)
12345	1234567	10.02.2023	Multiple	12345678

Deselect all5 order items

04 REORDER  
Select and click to reorder the items in your order.

Add items to cart (4)

Selected

123456 | Rope guide left

Control Voltage: 48VAC, Includes: 1 m antenna (3G-4G, WiFi, GPS), power supply unit and mounting parts

345.990,00 €

Confirmed / Ordered:  
2 pcs / 3 pcs


Shipped

Shipping date: 26.12.2023

View delivery info



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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