

# How to access your service report

Go to [portal.konecranes.com](https://portal.konecranes.com) and log in. If you do not have a log in yet, you can request one from the log in screen on the portal. If you are having trouble logging in, click “contact support” on the log in screen on the portal.

**1** Click on “Service” in the top navigation.

**2** Select your location.

**3** Click on “Service Calendar and Reports.”

Click on the month or day to see a list of activities. Green indicates the service has been completed.

You can also use filters to see, for example, all completed service activities, or a particular service or service by asset.

Click the activity to open the service report.

The screenshots show the KONECRANES portal interface. The top navigation bar includes 'Store', 'Asset Fleet', 'Service', 'Quotations', and 'Orders'. The 'Service' section is highlighted. The 'Service Calendar and Reports' section is also highlighted. The 'Service Calendar' shows a calendar for 2024 with a list of activities for April 2024. The activities are listed with dates, times, and descriptions. The first activity is '1:10174762084 Service Request Completed Modernization - Change of Application Crane operator training for new employees' on April 18, 2024. The second activity is '1:1017455647991 Service Request Completed MABMAN Assessment' on April 10, 2024.

# What's in the service report

Filter by risk type, asset criticality or asset name.

Color-coded summary of findings and actions for the completed service request.

See service details for each asset including recommendations and comments.

The screenshot shows the Konecranes Service Request interface for Service Request 1-101145864055. The interface includes a filter sidebar on the left with options for Component structure, Findings and Actions, Next Step, Show Work Packages By, Asset Criticality, Service Product, Asset Name, and Own Labels. The main content area displays a summary of the service request, including Service Request Status (Completed), Service Products (MAINMAN Assessment), and Assets Served (5). It also shows a color-coded summary of findings and actions, with 5 Safety Risks and 3 Improvement Opportunities. A table lists findings and actions by asset, with columns for Asset Name, Service Product, and Findings and Actions. The table shows findings for Crane 5 Single girder, Crane 1 Double girder, and Crane 2 Double girder. A note at the bottom states: 'Undetermined Conditions (Unable to inspect - Not in Scope)'. A 'Generate Report' button is located in the top right corner.

Click to download or email the report.

The screenshot shows the 'Generate Report' dialog box. It includes sections for Select Report Type (MAINMAN Assessment Report, Service Report), Select Report Version (Short component structure, Complete component structure, Complete component structure with tasks), Select Assets (All Assets, Crane 5 Single girder Single girder EOT - 1 trolley chain hoist, Crane 1 Double girder Double girder EOT - 1 trolley chain hoist, Crane 2 Double girder Double girder EOT - 1 trolley chain hoist), and Selected Filters. The dialog also includes a 'Send report by email' button and a 'Generate Report' button.

## Types of findings and actions

**Safety Risk:** Indicates an unsafe condition. Failure to remedy such condition before continued operation of the identified asset may result in personal injury, including death, or property damage.

**Production Risk:** Indicates an inefficient condition. Failure to remedy such condition before continued operation of the identified asset may result in inefficient asset performance or an interruption in production.

**Undetermined Condition Unable to Inspect - Not in Scope:** 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.

**Undetermined Condition Not able to Complete:** 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.

**Improvement Opportunity:** Indicates a potential opportunity to improve the safety, productivity, application or useful life of the asset.

**Acceptable/Repaired Item:** Component condition is verified by Konecranes service technician. No actions required. If a component or other object has been repaired within the service visit, green color code is shown as well.