

yourKONECRANES.com customer portal

Your crane data
– any time,
any place





View, analyze and share crane data

yourKONECRANES.com gives you quick and easy access to your crane maintenance information. Usage data, maintenance data and asset details are linked, giving a transparent view of events and activities over any selected time interval. Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet.

Draw insights from your data

Anomalies are abnormal events that can show up as faults and should be addressed promptly as they occur. A good example is an overload. Knowing precisely when an overload has occurred is the first step in identifying its cause and taking steps to prevent it from happening again.

Patterns are recurring events that might show up on a daily, weekly or monthly basis, or follow some other correlation. Excessive starts during certain work shifts may indicate the need for operator training.

The study of **trends** can help uncover targets for safety and productivity improvement. Data charts and graphs provide visual cues of things that are increasing or decreasing. Analyzing data behavior over time supports predictive maintenance as well as investment decisions.

Prioritize your maintenance

The customer portal provides the information you need to help make informed maintenance decisions. During a service visit, our mobile-enabled technicians can quickly and efficiently input information so you have quick access to your service data including findings and recommendations. You get a quick view of pain points in your fleet with an overview of open safety and production risks plus TRUCONNECT safety, production and condition alerts.

The portal gives you a complete view of your assets and relationship with Konecranes on any web-enabled device.

Your service information in one easy-to-use site



Maintenance information

- Inspection and maintenance findings
- Overview of open safety and production risks, plus TRUCONNECT safety, production and condition alerts
- Asset lists that can be filtered with a variety of criteria
- Electronic reports suitable for sharing or printing
- Calendar of completed and upcoming service activities



Service Agreement

- List of assets in your agreement
- Total number of assets serviced - including those not under agreement
- Intervals and frequency of service
- Service products included in your agreement
- Timing of service products for each asset in a monthly calendar view



TRUCONNECT data

REMOTE MONITORING

- Safety-related occurrences, such as brake service life, over-temperatures, attempted overloads and emergency stops
- Pareto analysis of critical alerts and faults
- Operating statistics, such as load spectrum, monitoring of hoist jogging, overloads, emergency stops, work cycles and running hours
- Estimates of remaining Design Working Period (DWP) of selected components, such as the hoist, hoist brake, contactors and trolley

BRAKE MONITORING

- Brake air gap measurement, which is an indirect measurement of friction material wear
- Alerts of electrical faults and mechanical faults



Service Review

- Summary of findings and actions for the completed service request
- List of undetermined conditions - items that we are unable to inspect
- Each of the findings and actions can be drilled into for more detail including comments and photos
- Service report can be downloaded or easily shared by email



Business Review

- Service KPIs showing trends in work packages and assets serviced
- Number of findings and actions over the selected time period
- Trends in TRUCONNECT safety and production alerts
- Total spend, spend by asset and spend for individual service products



Konecranes is a world-leading group of Lifting Businesses™, serving a broad range of customers, including manufacturing and process industries, shipyards, ports and terminals. Konecranes provides productivity enhancing lifting solutions as well as services for lifting equipment of all makes. In 2017, Group sales totaled EUR 3,136 million. The Group has over 16,000 employees at 600 locations in 50 countries. Konecranes shares are listed on the Nasdaq Helsinki (symbol: KCR).

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