

### **KONECRANES SERVICE PROGRAMS**

# Guide to service agreements



# Comprehensive and systematic asset management

At Konecranes we take a comprehensive and systematic approach to managing customer assets throughout our Lifecycle Services. Our crane experts apply a systematic Risk and Recommendation Method and a consultative planning and review process to drive continuous improvement in safety and productivity.

Our lifecycle services are designed to maximize the productivity of uptime and minimize the cost of downtime, thereby achieving the highest lifecycle value for your equipment.



Lifecycle Services and Sustainable Lifting Solutions

Modernization

Inspections Preventive Preventive Naintenance

Equipment

Spare Parts

New

Predictive Maintenance & Remote Monitoring

> Corrective Naintenance & Retrofits

2831/195102

## Your service agreement

Each Konecranes service program has a predefined framework of services as well as other services that may be recommended based on your equipment, its usage, operating environment, duty class, service history, manufacturer's recommendations and statutory requirements.

This guide will take you through the consultation process and how we share our findings, provide recommendations and discuss how these actions impact your operations and the entire health of your business.

### The CONDITION Inspection/ Routine Maintenance program

covers compliance inspections as well as routine maintenance. This program addresses safety and compliance requirements and is streamlined with a digital and automated process.

### The **CARE Preventive/Predictive Maintenance Program** has been designed to improve equipment safety, productivity and sustainability through the systematic application of preventive maintenance inspections, compliance inspections where applicable, routine maintenance, and TRUCONNECT Remote Monitoring.



### The **COMMITMENT Comprehensive Maintenance Program** provides required and recommended inspections and preventive/predictive maintenance and we also assume more of the

equipment maintenance responsibility

including in-scope repairs.

## The COMPLETE Comprehensive Maintenance & Operations

**Program** accommodates customers who want to completely outsource their equipment maintenance and operation.

## yourKONECRANES customer portal

### Your maintenance information – online, any time

When you have a service agreement with Konecranes you get access to our customer portal—yourKONECRANES.com. The 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.

After a service request is completed, you can see your service report on yourKONECRANES. The report can be downloaded or shared via email.

| =     | Overview   |    | 😵 Demo   | Oustomer 🚺      | ۹          |
|-------|--|----|--|-----------------|------------|
| YOU   | RKONECRANES  |    | 🔇 Jan 202  | 2 - Dec 2022    | 0          |
|       | SERVICE - OPEN ITEMS   | 0  | TRUCONNECT® STATUS Component Condition  Component Condition  Condi | 0<br>roduction  |            |
|       | SERVICE  Service Calendar and Reports  | >  | Quotations   | 0<br>→          |            |
|       | © Jan 2022 - Oec 2022<br>19 8 48<br>Service Vats Assets Serviced Ibasifindin |    | © Jan 2022 - Dec 2022           2         6           Open         Accepted  |                 | E Feethers |
|       | Asset Fleet  | ÷  | & Spend  | ÷               |            |
|       | Agreenent assets<br>7/8 Acets<br>TRUCONNECT®<br>4/8 Acets                    |    |  | 4%<br>4 Service |            |
|       | CheckApp for Daily Inspection  | ÷  | C Business Review  | <b>→</b>        |            |
|       | Autor Dependents Findings (Last 24 hours)                                    |    | Service Agreements   | ÷               |            |
|       | Passas   |    | E Location Activities  | +               |            |
|       | Documents and Manuals  | +  | Slings and Accessories   | ÷               |            |
|       | Konecranes STORE   | ß, |  |                 |            |
| > Fil | ter  |    |  |                 |            |
|       |  |    |  |                 |            |

## How do I get access to yourKONECRANES?

When your agreement is activated, Konecranes personnel will create your account to give you access to yourKONECRANES.

### What if we need to add additional users?

Contact your Konecranes representative to add additional users to yourKONECRANES.

### Do you need a log-in to see Service reports?

If you share a service report from yourKONECRANES via email, the recipient will get an email with a pdf of the report attached. They do not need a log-in to view the pdf.

### What if I have trouble logging on?

The log-in page of yourKONECRANES.com has a link for support. Click the button to put a ticket in for support.

| YOURKONEC  | RANES                                      | Contact Support of English v  |
|------------|--|-------------------------------|
|            | Welcome to yourKONECRANES                  |                               |
| KONEGRANES | 02023 Konecrares, Inc. Al rights reserved. | Sile Terns<br>Data Protection |
|            | 0  |                               |

## Where do I find my agreement details on yourKONECRANES?

Service Agreements FIND IT: From the overview page or in the main menu

### AGREEMENT INFO

This quick view shows agreement value, products, assets and validity. Above this section you can find your Konecranes contact and email, agreement type and start date.

### SERVICE PRODUCTS

All the products included in your agreement are listed here.

#### ASSETS AND SERVICE PLAN

This section lists all the assets included in your agreement. You can filter by service product to see which assets are covered by which products. You can also filter by service status - completed, delayed, in progress or open.

|   | ergree<br><sup>in Validity</sup> |         |
|---|----------------------------------|---------|
|   |                                  |         |
| Total Value Service Products Assets   |                                  |         |
| Total Value Service Products Assets   |                                  |         |
| Products included to Service Agreement  |                                  |         |
| Konecranes CheckApp for Daily Inspections v Load Test v MAINMAN Assessment v Oil analysis v<br>OSHA Frequent Compliance Inspection v OSHA Periodic Compliance Inspection v Routine Maintenance<br>Slings and Accessories Inspection v TRUCONNECT Remote Monitoring v  |                                  |         |
| Assets and Service Plan   |                                  | ~       |
| Carvina Statue  |                                  |         |
| Service Status  |                                  |         |
| iii 2023  |                                  |         |
|   |                                  |         |
| <sup>1</sup> 2023 <sup>1</sup> 2023 <sup>1</sup> 100% <sup>0</sup> % <sup>0</sup> %   |                                  |         |
| <sup>1</sup> 2023 <sup>1</sup> 2023 <sup>1</sup> 100% <sup>0</sup> % <sup>0</sup> %   |                                  |         |
| <sup>1</sup> 2023 <sup>1</sup> 2023 <sup>1</sup> 100% <sup>0</sup> % <sup>0</sup> %   |                                  |         |
| 2023     O%     Service Completed     Copen     In Progress     Delayed     Service Plan     < 2023 >   | Sep Oct                          |         |
| 2023     O%     Service Completed     Open     In Progress     Delayed     Service Plan     < 2023 >  | Sep Oct                          |         |
| 2023     0%     Service Completed     00en     In Progress     Detaued      Service Plan     < 2023 >     Asset     Jan Feb Mar Apr May Jun Jul Aug S     Care 7 Plar Jib crone   | Sep Oct                          | Oct Nov |
| 2023     0%     Service Completed     100%     Open     In Progress     Diayed      Service Plan     2023 >     Asset     Jan Feb Mar Apr May Jun Jul Aug S     Crare 1 Double grief     Double grief Of 1 truly yhan holt     Double grief of 200  | Sep Oct                          | Oct Nov |
| 2023     0%     Service Completed     100%     Open     In Progress     Diayed      Service Plan     < 2023 >     Asset     Jan Feb Mar Apr May Jun Jul Aug S     Conte 7 Philas Jb Crane     Rear to crane theorem     Conte 7 Philas Jb Crane     Conte | Sep Oct                          | let Nov |
| 2023     0%     Service Completed     100%     0%     0pen     in Progress     Duaved      Service Plan     2023 >     Asset     Jan Feb Mar Apr May Jun Jul Aug S     Cane 2 Plane Host     Duaved   | Sep Oct                          | let Nov |

# How will the services in my agreement be scheduled?

When your agreement is activated, a Konecranes planner will reach out to you to schedule the services in your agreement. You will be able to view open, in progress, delayed and completed service requests in the calendar view on yourKONECRANES.

Service Calendar FIND IT: From the overview page or in the main menu under Service Calendar and Reports

| Image: Service Calendar         Image: Service Request         Image: Service Request         Image: Service Request         Image: Service Request   |                |           | ≡   Service Calenda   | ar and Reports |                 |                           |                 |     |     |     |          |          | nor ()   | _ |
|---|----------------|-----------|---|----------------|-----------------|---------------------------|-----------------|-----|-----|-----|----------|----------|----------|---|
| FILTER         Filter by service status, service product or even services not in the agreement.         SERVICE REPORT         Completed service requests are shown in green. Clicking the Service Request will take  |                |           | YOURKONECRANES  |                |                 |                           |                 |     |     | C   | ) Jan 21 | 022 - De | 2022     |   |
| Filter by service status, services not in the agreement.       Activities         SERVICE REPORT       Activities         Service Requests are shown in green. Clicking the Service Request will take       Activities  |                |           | C Elack   |                | ndar            |                           |                 |     |     |     |          |          |          | _ |
| Interest linearies <ul> <li></li></ul>  |                |           | Filter (1 selected)<br>Clear filter   | Demo Customer  |                 |                           |                 |     |     |     |          |          |          |   |
| ILTER         Filter by service tratus, services not in he agreement.         SERVICE REPORT         Service Requests are shown in green. Clicking the Service Requests are shown in green. Clicking the Service Request will take  |                |           | and an a second s |                |                 |                           |                 |     |     |     |          |          |          |   |
| ILTER         Bit Ref 2 with a second of the second of th |                |           | fillered at a time.   | <              | 2022            | ,                         |                 |     |     |     |          |          | >        |   |
| ILTER         New With Advanced         New With Advanced <td< td=""><td></td><td></td><td>Denno Customer<br/>Steers 0, SpringBell, Diss, USA<br/>Sensel ID 1, 10(5)/87(5)</td><td>January</td><td>February</td><td>March</td><td>Mon</td><td>lue</td><td>Wed</td><td>Thu</td><td></td><td></td><td></td><td></td></td<>  |                |           | Denno Customer<br>Steers 0, SpringBell, Diss, USA<br>Sensel ID 1, 10(5)/87(5)   | January        | February        | March                     | Mon             | lue | Wed | Thu |          |          |          |   |
| ILTER         Numerican   |                |           | Selected location(s) (3) +  | April          | May             | June                      |                 |     |     | 2   |          |          |          |   |
| ILTER       Numerican       Numerican       Numerican         Iter by service radues, service roduct or even ervices not in ne agreement.       2 Activities       2 Activities         SERVICE REPORT       Marked Regard       Marked Regard       Marked Regard         Marked Service requests are shown in green. Clicking the Service Request will take       Marked Service Request will take  |                |           |   | July           | August          | September                 |                 | -   |     |     |          |          |          |   |
| ILTER         iller by service tatus, service roduct or even ervices not in he agreement.         SERVICE REPORT         SERVICE Report         Completed service requests are shown in green. Clicking the Service Request will take   |                |           |   | October        | November        | December                  |                 |     |     |     |          |          |          |   |
| ILTER         ilter by service         tatus, service         roduct or even         ervices not in         ne agreement.         SERVICE REPORT         Completed service requests         are shown in green. Clicking         the Service Request will take  |                |           |   |                |                 |                           | 18              | 19  | 20  | 21  | 22       |          | 24       |   |
| Iter by service tatus, service trouber to even ervices not in he agreement.       2 Activities         SERVICE REPORT       Service Requests are shown in green. Clicking the Service Request will take   |                |           | Service Product +   |                |                 |                           | 25              | 26  | 27  | 28  | 29       | 30       | 31       |   |
| illter by service<br>tatus, service<br>product or even<br>ervices not in<br>the agreement.  | ILTER          |           | Asset Type 👻  |                |                 |                           |                 |     |     |     |          |          |          |   |
| illter by service       24 Activities         interview       24 Activiti   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| tatus, service<br>product or even<br>ervices not in<br>he agreement.<br>SERVICE REPORT<br>Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   |                |           |   | 2 Activities   |                 |                           |                 |     |     |     |          |          |          |   |
| Barace Regular         Barace   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| ervices not in<br>he agreement.   |                |           |   | Jul 25, 2022   | ₽ Service Re    | equest                    |                 |     |     |     |          |          |          |   |
| he agreement.<br>SERVICE REPORT<br>Completed service requests<br>are shown in green. Clicking<br>the Service Request will take  | roduct or ever |           |   |                |                 |                           |                 |     |     |     |          | 8.4      | 25, 2022 | ļ |
| SERVICE REPORT           Completed service requests<br>are shown in green. Clicking<br>the Service Request will take  | ervices not in |           |   |                |                 | ccation 1. Street 1. Aust | tin, Texas, USA |     |     |     |          |          | 7 Assets |   |
| SERVICE REPORT           Completed service requests<br>are shown in green. Clicking<br>the Service Request will take  | he agreement.  |           |   | Jul 20, 2022   | & Consiso De    | auant                     |                 |     |     |     |          |          |          |   |
| Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| SERVICE REPORT<br>Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   |                |           |   | ►              |                 |                           |                 |     |     |     |          | 目と       |          |   |
| Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   |                |           |   |                | Demo Customer L | coation 1. Street 1. Aust | on, Texas, USA  |     |     |     |          |          | 7 Asset  | 1 |
| Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   | _              |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| Completed service requests<br>are shown in green. Clicking<br>the Service Request will take   |                | 0 E D. 17 |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| are shown in green. Clicking<br>the Service Request will take   |                | SERVIC    | LE REPORT   |                |                 |                           |                 |     |     |     |          |          |          |   |
| are shown in green. Clicking<br>the Service Request will take   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
| are shown in green. Clicking<br>the Service Request will take   |                | Complet   | ed service requests   | 5              |                 |                           |                 |     |     |     |          |          |          |   |
| the Service Request will take   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
|   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |
|   |                |           |   | NC             |                 |                           |                 |     |     |     |          |          |          |   |
|   |                | you to t  | ne Service Report.  |                |                 |                           |                 |     |     |     |          |          |          |   |
|   |                |           |   | _              |                 |                           |                 |     |     |     |          |          |          |   |
|   |                |           |   |                |                 |                           |                 |     |     |     |          |          |          |   |

# How will you review your findings with me?

After a service visit, we don't just drop off a report on the way out. We take time to meet with you one-on-one and share our findings, provide recommendations based on our industry-leading expertise and discuss how each action impacts your operations and the entire health of your business.

Inspection and maintenance services include several key consultations including the **Safety Review**, **Visit Review**, **Service Review** and **Business Review**.



## What happens during the different reviews?



### **SAFETY REVIEW**

Whenever a safety-related risk is detected, the inspector or technician will carry out this review with you before leaving the site or returning the equipment to operation.

### **VISIT REVIEW**

At the completion of each service request, the inspector or technician will perform this review with you on site to share the insights of their inspection or maintenance findings, review the identified risks and improvement opportunities, and obtain decisions on recommended actions.

### **WITHIN 2 BUSINESS DAYS**

### **SERVICE REVIEW**

We will follow up with you to go through open risk/ recommendations and quotations, answer your questions or concerns, and document next steps.





### **BUSINESS REVIEW**

This review is an in-depth look of our service relationship and provides an opportunity for analysis and planning.

# Where do I find my service report on yourKONECRANES?

We will use your service report on yourKONECRANES during the Service Review to look at the findings from your service request. You'll be able to access the service report at any time and can download or share it via email.

### Service Report

**FIND IT:** on the overview page or in the main menu under Service Calendar and Reports

### UNDETERMINED CONDITIONS

List of undetermined conditions items that we are unable to inspect. See page 14 for more information on what this means.

#### **FINDINGS DETAILS**

Each of the findings and actions can be drilled into for more detail including comments and photos.

|  |                      | 🚱 Derno Customer, Loca         |
|--|----------------------|--------------------------------|
|  |                      | Cenorate Report                |
| Service Request 1-68252680804-D  |                      | i                              |
| Customer and Service Information   | ~                    | SERVICE REPO                   |
| Summary  | ^                    |                                |
| Service Request Status: Completed  |                      | The service report             |
| Service Products: MAINMAN Planned Maintenance  |                      | can be downloade               |
| Assets Serviced: 16  |                      |                                |
| Findings and Actions   |                      | or shared by emai              |
|  |                      |                                |
| 15 Safety Risks 7 Quotes   |                      |                                |
| 7 Production Risks   |                      |                                |
| r measure 1 Plana  |                      |                                |
| 7 Undetermined Condition   |                      | - FINDINGS AND ACTIONS         |
| un ana a multipleta  |                      |                                |
| 9 Improvement Opportunities  |                      |                                |
|  |                      | Summary of findings and        |
| Findings and Actions by Asset (Top 5)  |                      |                                |
|  |                      | actions for the completed      |
| Costs 1 2  | 5                    | service request in an easy-to- |
|  |                      |                                |
| Cose 6 1   |                      | read color-coded format.       |
| Cross 4  |                      |                                |
| Crase 2  |                      |                                |
| · · · ·  |                      |                                |
|  |                      |                                |
|  |                      |                                |
| Netel The condition of certain components on serviced/inspected cranes cannot be directly verifi<br>inspection without further disassembly and/or the use of other inspection methods. These advar |                      |                                |
| free the scope of this sorvice. Inspection frequency for these components should fellow CEM re-<br>governing regulations. These components are listed soparately and identified as follows:        | commendations and/or |                                |
|  |                      |                                |
| Undetermined Conditions (Unable to Inspect - Not in Scope)   |                      |                                |
| View Descriptions / Learn more   |                      |                                |
| Attachments (2)  | Add 🛩                |                                |
| Findings and Actions (16 Assets)   | ~                    |                                |
| Undetermined Conditions: Unable to Inspect - Not in Scope (16 Asse   | ets) 🗸               |                                |
|  |                      |                                |
|  |                      |                                |
|  |                      |                                |

# Where do I see my Business Review information on yourKONECRANES?

During your Business Review we will go through the information in the Business Review section on yourKONECRANES. If you have a CONDITION program, an automated Business Review email will be sent to you with your agreement renewal notification.

### **Business Review**

**FIND IT:** On the overview page or in the main menu



TRUCONNECT safety and

production alerts over time.

A contraction of the object of the obje

See an overview of daily inspections and how many passed or failed.



19

This page shows the number of service visits and assets serviced in the selected time frame. It also shows trends in work packages and assets serviced and the number of findings and actions.

144 Serd



### SPEND

This page shows total spend as well as a breakdown of spend by service type.

11

# How can I prioritize maintenance activities?

The Risk and Recommendation Method is a systematic approach to documenting component exceptions, assessing and prioritizing risks, and providing recommendations to improve safety and productivity.

During the Risk and Recommendation Method, each component is inspected in order to ascertain its condition. Failures, deficiencies and violations are documented and noted as either a safety risk, production risk or undetermined condition. In addition, a variety of improvement opportunities to improve the safety, productivity, application or useful life of the asset can be identified. Recommended actions are determined and discussed with you.

No matter what service is being performed, the Konecranes Risk and Recommendation Method drives our inspection and consultative approach and provides you with documented safety and production action items.



### How does the Risk & Recommendation Method work?

During the Risk and Recommendation Method, each

component is **inspected** in order to **ascertain its** 

condition.



Failures, deficiencies and violations are **documented** 

and **noted** as either a safety risk, production risk or

undetermined condition.

In addition, a variety of **improvement opportunities** to improve the safety, productivity, application or useful life of the asset can be identified. **Recommended actions** are determined and discussed with you.

### 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**

Indicates that the condition could not be verified through visual inspection as a result of asset configuration and/or obstruction. See page 14 for more information.

#### **IMPROVEMENT OPPORTUNITY**

Indicates a potential opportunity to improve the safety, productivity, application or useful life of the asset. These suggestions are not necessarily tied to a particular fault.

## Where can I see risks and recommendations on yourKONECRANES?

Overview **FIND IT:** in the main menu



≡ | Overview

S Demo Quatomer 🕕 Q

0

-

->

÷

+

**→** 

→

0

3

4%

# Where can I see risks and recommendations on yourKONECRANES?

**FIND IT:** On the overview page by clicking Asset Fleet or in the main menu

### OPEN ITEMS

This shows open risks and improvement opportunities for each asset.

#### FILTER

You can filter by open risks and improvement opportunities or by findings.



### Where can I see risks and recommendations on yourKONECRANES?

### Service Request

**FIND IT:** on the overview page (open items), or Service Calendar and Reports in the main menu

| пст | ER | BY | RIS | K |
|-----|----|----|-----|---|
|     |    |    |     |   |

You can easily filter your findings by risk type allowing you to see which assets need the most attention.

| RF | сом | MFN | DAT | TON |
|----|-----|-----|-----|-----|
|    | CON |     |     |     |

Each of the findings shows the related risk or improvement opportunity and the recommendation.

| ≡   Service Request           |  |   | O Demo Customer Location 1 1 C     |                    |
|-------------------------------|--|---|------------------------------------|--------------------|
| YOURKONECRANES                |  | D Gene  | oto Report (C) Dec 2021 - Nev 2022 | •                  |
| Filter                        | Service Request 1-9  | 6007791323  |                                    |                    |
| Clear Selection               | Customer and Service Inform  | nation  | ~                                  | SUMMARY            |
| Component structure *         | Summary  |   | ^                                  |                    |
| Only findings and actions     |  | nieted  |                                    |                    |
| Short component sinucture     |  | NMAN Assessment   |                                    | In your service    |
| Complete component structure  | Assets Serviced: 7   |   |                                    | report you can     |
| Findings and Actions *        | Findings and Actions   |   |                                    |                    |
| Safety Risks Production Risks |  |   |                                    | see a summary of   |
| Improvement Opportunities     | 3 Safety Risks   | 1 Quotes View   |                                    | findings by safety |
| Acceptable                    |  |   |                                    |                    |
| Show Work Packages By *       | 1 Production Risks   |   |                                    | risk, production   |
| Asset Criticality ^           | 2 Improvement Opportunit   | ies   |                                    | risk, undetermined |
| Moderate                      |  |   |                                    | conditions and     |
| Service Product               | Findings and Actions by Asset (Top   | 5)  |                                    | conditions and     |
| MUNMAN Assessment             |  |   |                                    | improvement        |
|                               | Cana 3 Gautas getar  | 1   |                                    | opportunities. You |
| Asset Name                    | Bars Bligt sure anter  |   |                                    |                    |
| Own Labels                    | Grate 7 Mar Jie grate  |   |                                    | can also see these |
|                               | Onte 3 Single gater  |   |                                    | findings for each  |
|                               | Dans 1 Brigh gibbr   | 1   |                                    | 5                  |
|                               | 10 H H H H H   | 202 1 5 19  | 100-0000                           | asset serviced.    |
|                               | inspection without further disassembly a   | its on serviced/inspected crenes cannot be directly w<br>ind/or the use of other inspection methods. These ad | sinced services are excluded       |                    |
|                               | from the scape of this service. Inspection<br>governing regulations. These component | n frequency for these components should failew OEM<br>is are listed separately and identified as follows:     | ecommendations and/or              |                    |
|                               | Undetermined Conditions (U   | nable to inspect - Not in Scope)  |                                    |                    |
|                               |  | • View Descriptions / Learn more  |                                    |                    |
|                               | Quotations (1)   |   | ^                                  |                    |
|                               | Quotation 1-1835JMIB   | Aug 25, 2022 8:51 AM  |                                    |                    |
|                               |  |   | Add 🗸                              |                    |
|                               | Attachments (0)  |   |                                    |                    |
|                               | Attachments (0)<br>Findings and Actions (7 Asse                                      | ets)  | ~                                  |                    |

# What is an undetermined condition?

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

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

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



## Where can I see undetermined conditions on yourKONECRANES?

Inspection frequency for these components should follow OEM recommendations and/or governing regulations. If these are not readily available, Konecranes recommendations may be used.

If no records are available, disassembly/inspections of these components should be carried out without delay to determine their current condition and to establish a baseline for subsequent inspections.

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 could not be completed.

Service Request FIND IT: on the Service Request page for a particular service visit

### UNDETERMINED CONDITIONS

Undetermined Conditions are listed by asset and details can be seen for each component. You can also see recommendations and comments.

| Undetermined Co          | nditions: Unable to Inspect - Not in Scope (16 Assets) |              | ^     |
|--------------------------|--|--------------|-------|
|                          | View Descriptions / Learn more                         |              |       |
| Crane 7<br>Single girder | EOT - 2 trolleys wire rope hoists                      |              |       |
|                          |  | Expa         | nd Al |
| Aug 24, 2020             | 1 Hook nut and locking parts                           | Notification | ~     |
|                          | 1 Hook nut and locking parts                           | Notification | ~     |
|                          | 1 Hoisting gear - internal                             | Notification | *     |
|                          | 1 Hoisting gear - Internal                             | Notification | ~     |
|                          | Hoisting coupling - Internal                           | Notification | ~     |
|                          | Hoisting coupling - internal                           | Notification | *     |
|                          | ! Hook forging - internal                              | Notification | *     |
|                          | I Hook forging - internal                              | Notification | ۷     |
| Crane 6<br>Single girder | EOT - 2 trolleys wire rope hoists                      |              |       |
|                          |  | Expa         | nd Al |
| Aug 24, 2020             | ! Hook nut and locking parts                           | Notification | ~     |
|                          | ! Hook nut and locking parts                           | Notification | ~     |
|                          | ! Hoisting coupling - internal                         | Notification | *     |
|                          | ! Hoisting gear - internal                             | Notification | ~     |
|                          | ! Hook forging - internal                              | Notification | ~     |
|                          | ! Hoisting gear - internal                             | Notification | ~     |
|                          | ! Hoisting coupling - internal                         | Notification | ~     |
|                          | ! Hook forging - internal                              | Notification | *     |
| Crane 4                  |  |              |       |

# How will I get quotes for repairs or other items?

During a Visit Review the inspector or technician will go over their findings from the service visit and review identified risks and improvement opportunities. If you agree to go ahead with any of the recommendations, the quoting process will begin on the Konecranes side.

During your Service Review for that service visit, the sales representative will review the quotes with you. Quotations resulting from agreed next steps after a service visit are available in yourKONECRANES.



# Where can I see quotations on yourKONECRANES?

Quotations FIND IT: on the overview page or the main menu



# What does my data from TRUCONNECT tell me?

Remote Monitoring is a valuable addition to a maintenance program. TRUCONNECT Remote Monitoring collects condition, usage and operating data from the crane control system and sensors on an asset and provides alerts of certain anomalies.

TRUCONNECT data can alert you to problems with your cranes before they give way to critical issues that can impair safety and performance, helping you plan and leaving less room for surprises. Analyzing TRUCONNECT data on yourKONECRANES can also help you develop an operational baseline and identify opportunities for maintenance and process improvements.



Overview **FIND IT:** in the main menu

### TRUCONNECT STATUS

This shows the number of components with critical or low status. It also shows the number of safety and production alerts over all connected assets.

| ≡   Overview  |   | 🔇 Demo Quatorner 🌘                           | ۹       |   |
|---|---|--|---------|---|
| YOURKONECRANES  |   | () Jan 2022 - Dec 2022                       | Θ       |   |
|   | 1   |  |         |   |
| SERVICE - OPEN ITEMS  | TRUCONNECT® STATUS  | 0  |         |   |
| 10 Open Risks<br>8 2<br>Sater Production  | Component Cendition 12 6 Ottoar Low   | Operating Alerts<br>0 0<br>Salvey Production |         | ASSET VIEW  |
| F SERVICE   | These numbers do not yet include 5  | WATCN equipment                              |         | Click on this                                     |
| Service Calendar and Reports  | → Quotations  | ÷  | 2       | section to go the<br>Asset Fleet view             |
| (b) Jan 2022 - Dec 2022           19         8         48           Service Yalls         Asens Serviced         364/Frd/mg | O.Jan 2022 - Dec 2022           2         6           Open         Accepted         | 3<br>Expire: Decised                         | Feetacs | where you can<br>see an overview<br>of TRUCONNECT |
| Asset Fleet   | → C Spend   | <b>→</b>                                     |         | statuses for each connected asset.                |
| Agreement assets<br>7/8 Assets  | (3) Jun 2022 - Dec 2022<br>Speed by Service Typ<br>29% 22<br>Insection 4,<br>Panaed | 1% 4%  |         |   |
| A/8 Asserts     CheckApp for Delly Inspection   | → C Business Review   | →  |         |   |
| Audit 1/5 1 0   | Service Agreements  | ÷  |         |   |
| Faire Passet  | E Location Activities   | ÷  |         |   |
| Documents and Manuals   | → Slings and Accessories  | ÷  |         |   |
| T Konecranes STORE  | ď   |  |         |   |
| > Filter  |   |  |         |   |
|   |   |  |         |   |
|   | 0   |  |         |   |

### Asset Fleet

**FIND IT:** From the TRUCONNECT status on the overview page or Asset Fleet in the main menu

### TRUCONNECT FILTER

You can filter by a number of items including lowest condition by component, safety alerts, production alerts, overloads and emergency stops.



### TRUCONNECT

**FIND IT:** on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page

### SUMMARY

This section contains the main items that require attention in each category.

#### SUMMARY - CONDITION

Condition shows the current most significant problem that could affect the safe operation or condition of the crane.

| TRUCONNECT®  |                               |   |           |
|--|-------------------------------|---|-----------|
| Summary - Last 30 Days   | <b>+</b>                      |   | 0         |
| Condition  | Alerts                        | Operating Statistics                    |           |
| 9%   | 4                             | 16 096                                  |           |
|  | 4                             | 46,086                                  |           |
| Contactors Service life<br>HOIST B   | Overloads<br>HOIST B          | Starts<br>TOTAL                         |           |
| During period -2.4%  | View Safety Statistics        | Ven Operating Statistics                |           |
|  |                               |   |           |
| are Condition, Reliability, ope  | rating statistics and product | ch main monitoring areas, which<br>ion. |           |
| Logicy TRUCONNECT Report   |                               |   |           |
| 0  | Learn more about Sum          | mary                                    |           |
|  |                               |   |           |
|  |                               |   |           |
| Condition 🕅  |                               |   | Depart to |
| Hoist DWP  |                               |   | *         |
| Brake Service life   |                               |   | ~         |
| Contactors Service life  |                               |   | *         |
| Trolley Steel Structure DWP  |                               |   | ~         |
| Brake Monitoring Unit (Air gro)  |                               |   | *         |
| Rope Monitoring  |                               |   | ~         |
| 0  | Learn more about Cond         | ition                                   |           |
| Alerts 🖏   |                               |   | Depart 4  |
| Alert Pareto   |                               |   | ~         |
| Safety Oritical Alerts   |                               |   | ~         |
| Production Critical Alerts   |                               |   | ~         |
|  | Learn more about Ne           | rts.                                    |           |
| Operating Statistics 🕅   |                               |   | Desire M  |
| Running hours  |                               |   | ~         |
| Land   |                               |   | ~         |
| Starts and Cycles  |                               |   |           |
|  |                               |   |           |
|  | service Life                  |   | Ŷ         |
| Emergency Stops impact on Brake 8  |                               |   | *         |
| Emergency Stops Impact on Enancies<br>Overlands vs. Hoist Cycles<br>Motor Over Temperatures vs. Hoisti |                               |   |           |

### **SUMMARY - ALERTS**

This shows the cumulative number of alerts in the review period.

### TRUCONNECT

**FIND IT:** on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page

### CONDITION

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

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

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









### TRUCONNECT

FIND IT: on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page



### SAFETY-CRITICAL ALERTS

These indicate a safety risk to the crane or its operation. Safety-critical risks can include emergency stops, overloading and brake faults.

### TRUCONNECT

FIND IT: on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page

### **OPERATING STATISTICS**

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

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

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









8 h

Design class

10%

48 min

View hoisting speed (Slow/Fast



### **TRUCONNECT** data in the review process

During a **Service Review** your Konecranes representative may review alerts and equipment usage information for your assets equipped with TRUCONNECT Remote Monitoring. Anomalies, patterns or trends could indicate a need for service such as replacing a component, a general overhaul, additional inspections or operator training.

During a **Business Review** we'll go over alerts and usage by running hours. This can help you see any issues with the number of alerts over a select time frame. Decreasing alerts may be because of maintenance activities and increasing alerts may indicate the need for operator training or upgrades and modernizations.

At any time you can view your TRUCONNECT data by asset on yourKONECRANES.com. The data on the customer portal is presented in easy-to-read graphs with thorough explanations including common or likely causes, what you should be concerned about and recommended actions. This can help you pinpoint assets that need attention and make appropriate plans for budgeting and maintenance.



## Where can I find my CheckApp information?

If you have CheckApp for Daily Inspections you can see the inspection records on yourKONECRANES. Konecranes CheckApp helps crane users quickly and easily record their findings when performing pre-shift and/ or pre-lift inspections. It gives users a digitalized and cost-effective way for recording and retrieving daily inspection data that can be used for internal auditing and compliance.



## Where can I find my CheckApp information?

Daily Inspection FIND IT: from the overview page or in the main menu



### Filter by inspection status to see a quick view of failed checkpoints.

ACTIVITIES

FILTER

Activities shows each performed daily inspection in chronological order starting from the newest. Color indicates pass/fail. Click on an activity to see the details for that inspection.

### **BUSINESS REVIEW**

The Business Review section has a page for CheckApp. Here you can see the number of pass/fail inspections per asset and how many times each checkpoint has passed or failed.

| Daily Ins<br>YOURKONECE |           |               |        |                    |
|-------------------------|-----------|---------------|--------|--------------------|
| TOURKONECH              | KANES     |               |        |                    |
| Clack                   |           |               |        | Inspection Summary |
| Fiter<br>Clear fiter    |           | Inspection Se |        |                    |
| Inspection              |           | Demo Daily in | any    |                    |
| Faled Passed            |           | Demo Customer |        |                    |
| Attachment              |           | <             | 2021   | >                  |
| Photo                   |           |               |        |                    |
| Asset                   |           | 34            | w May  | Jun                |
| PC_1231567890           |           | h             | A ANE  | Sep                |
| CRAU_0123456789012      | 234567890 |               |        |                    |
| CRAU, 2345678901234     | 45        | 0             | tt Nov | Dec                |

Apr 26, 2021 8:01

=

#### 94 Activities Apr 27, 2021 18:35 Denne contorner uner Daily inspection completed Orane 1 Driknown model (Deknown SJN) Daily inspection completed Crane 1 Linknown model (Linknown 5/%) Daily inspection completed - 1 failed, 14 passed Orane 1 Driknown model (Unknown 5/10) Apr 27, 2021 Demo customer user Daily inspection completed Orane 1 Unknown model (Unknown 5/N) Apr 26, 2021 Demo customer user Daily inspection completed Orane 3 Dramourt model (Lataneous SUN) Apr 26, 2021 8:40 Denne customer uner Daily inspection completed - 1 failed, 14 passed Grane 1 Driknown model (Driknown SJN) Apr 26, 2021 Demo customer user Daily inspection completed - 1 failed, 14 passed Orane 2 Unknown model (Unknown S/N)

Daily inspection completed - 1 failed, 14 passed Crane 1

0

Daily inspections 52 42 Failed Passed

3/3

SUMMARY

G Derro Customer 0 Q

() 2021 A

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

# Where can I find my Slings and Accessories information?

If you have the Slings and Accessories Inspection you can see the inspection records on yourKONECRANES. The Slings and Accessories Inspection combines a professional inspection of your non-maintainable load lifting attachments and accessories with radio frequency identification (RFID) tags to record accessory inspection data.

The yourKONECRANES portal gives you quick access to all relevant attachment information and an archive of inspection data to help you centrally manage your equipment. It also provides a record for regulatory requirements which can help you stay compliant.



# Where can I find my Slings and Accessories information?

Slings and Accessories Inspection FIND IT: from the overview page or in the main menu

| Direg - Charles Abley<br>Barrege - Na J<br>Hanney - Na J<br>Honey Team - Na J<br>Honey - Na J |   |
|---|---|
| Products No.2 Pr  | - |
| Navia Spar Unig Ouri-May<br>Spar Sparticular 1 Unig<br>Unig Control 1 Unig<br>Hermitian 2 Unig<br>Mark Nat Mal<br>Nor / Lapa 2<br>Arong Ma. U2064<br>Internet Na. U2064   |   |
| Density         King Own-King           Spir Sport/Sub 1         King           Spir Sport/Sub 2         Sub           Spir Sport/Sub 3         Sub           Spir Sport/Sub 3         Sub           Spir Sport/Sub 3         Sub           Spir Spir Spir Spir Spir Spir Spir Spir   |   |
| Type Equivalence 1         Ling           Type Equipalitation 2         NOIN Noin           Angel Equipalitation 2         NOIN           Mice And Hall         20000           No. of Lago         2           Enford No.         L2016.11           University No.         L2020.21   |   |
| Type Sector Status 2         With Note           LOR         LOR           Rink Lad Rah,         2000s           No. of Lago         2           Bena Mark,         120517           Bena Mark,         120517  |   |
| Length 1.09<br>Non-Keal West 2000s<br>San of Leng 2<br>Serial No. 1201537<br>Benal No. 12015  |   |
| No. of Legis 2<br>Serial No. 1201567<br>Inventory No. 12045   |   |
| Serval No. 1236567<br>Investory No. 12365   |   |
| Inventory No. 12045   |   |
|   |   |
|   |   |
| Tear of Construction 1995   |   |
| Functional Recetion Duting A - that 2   |   |
| Tag information Tag tee Prystar 0 Tag Tag tee Prystar 0 Tag Prystar 0 Ta  |   |
| fing URD 456767   |   |
| Inspection History  |   |
| Status Impection Type Interval Impected by Data   |   |
| Passed Visual and functional 12 months Michael Crane Jan 12, 2021   |   |
| Data of Next Impection: Are 5.1, 2002   |   |
| Passed Visual and functional 32 months Michael Grane Jan 32, 2021   | ٣ |
| Percent Visual and functional 32 months. Michael Orane New 30, 2020   | * |

### FILTER -Filter by status or device type.

**DEVICE INFO** 

Click device name to open the info view for that device.

### DOWNLOAD REPORT

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

| $\equiv$   Slings and   | Acces | ssories Inspection                     |   |               |              |       | Select customer 🚯 Q |                                   |  |  |
|---|-------|--|---|---------------|--------------|-------|---------------------|-----------------------------------|--|--|
| YOURKONECRA   | NES   |  |   |               |              |       |                     | 9                                 |  |  |
| Selected location(s)  | •     | 834M - 654M - 17                       |   |               |              |       | -                   |                                   |  |  |
| Search Location(s).   |       | Slings and Accessorie                  | as Inspection   |               |              |       | Generals Report     |                                   |  |  |
| Customor Location 1,<br>Austin<br>Street 1, Austri, Texas, USA                                |       | Customer<br>39 Devices                 |   |               |              |       | Device              | Details ¥                         |  |  |
| Customer Location 2<br>Scient 2. Marganery Balania  |       | Device Type                            | Specification   | Inventory No. | Serial No.   | WLL   | Longth              | Manufacturer                      |  |  |
| Outomer Location 3  |       | Textile<br>Eyecling                    | With suspension   |               |              | 300lb | 3.00h               |                                   |  |  |
| Dreef 3, Deneit, Monigae, USA   |       | Wire rope<br>Sling                     | With hoek   | N123          | 123456       | 1000b | 30.00ft             |                                   |  |  |
| Speciel A Algorie New York USA<br>Cardismer Location 5<br>Speciel S. Los Angolas, California, |       | Load Securing<br>Listing Ouin          |   | 001zurv       | 00119012021  | 1250b | 1.00%               | Pewag                             |  |  |
| USA<br>Cantomer Location 6  |       | Textile<br>Round sling                 |   |               |              |       |                     |                                   |  |  |
| Hoteur stret 1, Marri, Rolds,<br>USA  |       | PSE / Fall Protection<br>Safety Hamess |   |               | 12345s       | 50lb  | 2.00tt              |                                   |  |  |
| Status<br>Passed (Not Repaired)   | ^     | Textile<br>Web sing                    | Protective hose   | 23            | 007064       | 4lb   | 2.00%               | Pewag                             |  |  |
| Passed (Repaired)   |       | Textile<br>Round sling suspension gaw  | EB 7/8  |               | 6510         | 210   | 1.201               | YOKE                              |  |  |
| Not checked   |       | Instile<br>Round sling suspension gear | With eye book (latch)   |               | 5510         | 210   | 1.20%               | YOKE                              |  |  |
| Failed (Not Repairable)   |       | Texase<br>Reund sling                  |   |               |              | 2000b | 1.00tt              | Domag                             |  |  |
| Out of Senike   | ÷     | Chain<br>Sing                          | With connecting link, With grab hook,<br>With master link, With safety hook | Kcd0001       | 051120202015 | 2900b | 2.00h               | Customer<br>self-<br>construction |  |  |
| Device Type<br>Manufacturer   | -     | Textile<br>Round sling suspension goar | With connecting link  |               |              | 65/b  |                     |                                   |  |  |
| Functional Location   | -     | Chain<br>Backet Sing                   | With connecting link  | 2345          | 123456789    | 2500b | 1.00ft              | Pewag                             |  |  |
| Building A, Bay 1<br>Building A, Bay 3  |       | Textile<br>Round sling                 | Protoctivo Noso<br>Doppelmantel   |               |              | 315   | 2.00tt              |                                   |  |  |
| Building A, Bay 7   |       | Textile<br>Eyecling                    | With connecting link  |               |              | 300%  | 30.001              |                                   |  |  |
| Building B, Bay 2<br>Building B, Bay 3  |       | Textilio<br>Round sling                | Sangle koyor  | 6655          | 44556        | 610   | 55.00m              | Anex                              |  |  |
| Service Requests  | ÷     | Chain<br>Sirg                          |   | 2             |              |       | 2.001;              |                                   |  |  |
|   |       |  |   |               |              |       |                     |                                   |  |  |

DETAILS

Switch between device details and inspection details.

## Where can I find parts?

Konecranes STORE is an easy-to-use e-commerce site. The STORE features spare parts and accessories for many brands, makes and models of cranes and hoists; and selected pre-configured lifting equipment.

The STORE also features Konecranes equivalent parts. As an alternative to OEM parts, our equivalent parts are functionally similar replacements designed and manufactured by Konecranes or sourced from suppliers other than the original manufacturer. They are competitively priced and backed by a Konecranes warranty.

The STORE provides an intuitive shopping experience and allows you to:

- Access your Konecranes equipment manuals
- · Search by part number or navigate by part categories
- Have visibility to parts inventory levels and lead times
- Online order tracking





# 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 2022, Group sales totaled EUR 3.4 billion. The Group has approximately 16,500 employees in around 50 countries. Konecranes shares are listed on the Nasdag Helsinki (symbol: KCR).

© 2023 Konecranes. All rights reserved. 'Konecranes', 'Lifting Businesses' and 🗸 are either registered trademarks or trademarks of Konecranes.

This publication is for general informational purposes only. Konecranes reserves the right at any time, without notice, to alter or discontinue the products and/or specifications referenced herein.

