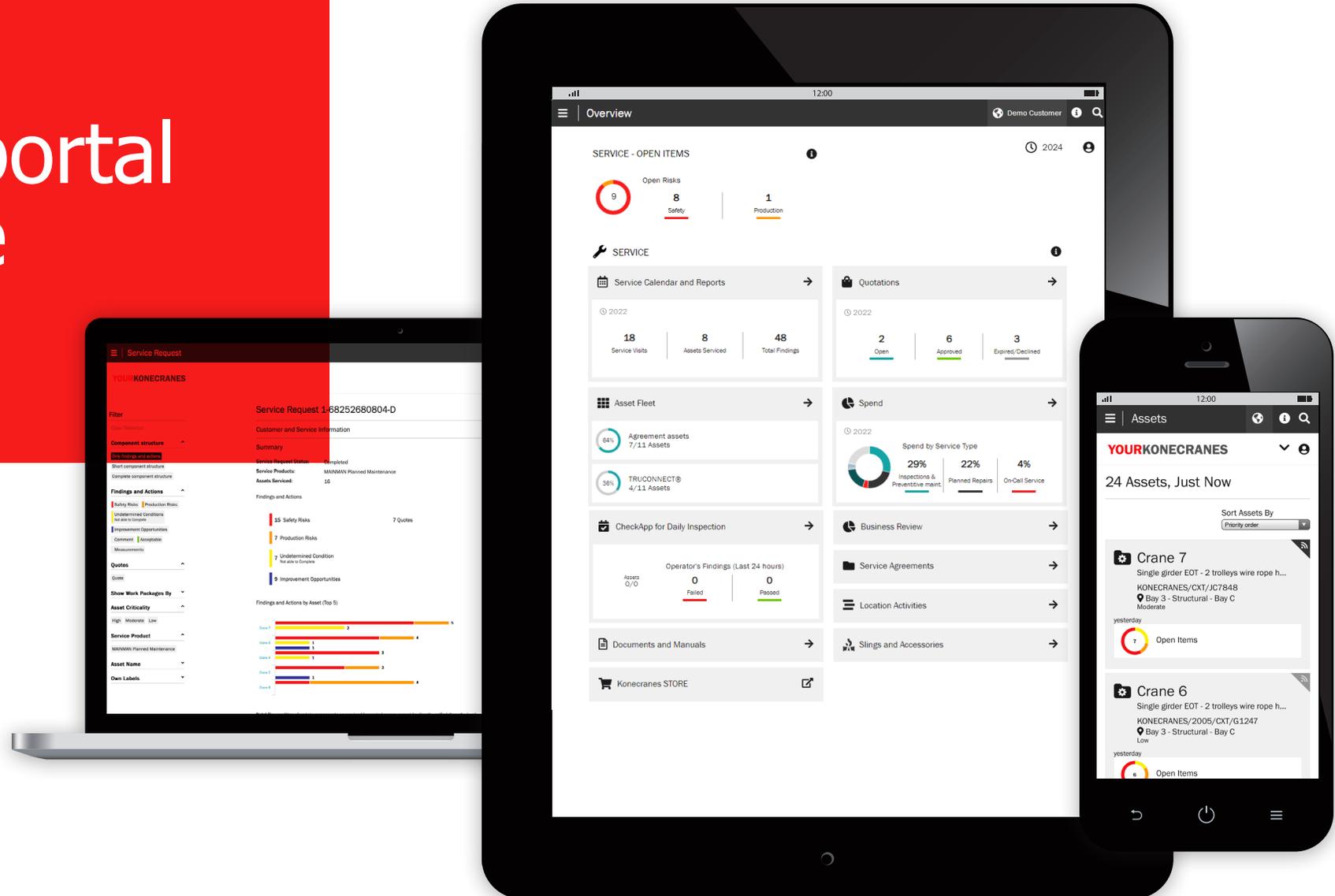


yourKONECRANES.com

Customer portal quick guide

01/2024



Introduction

Customers with a maintenance agreement and/or TRUCONNECT® Remote Monitoring have access to yourKONECRANES.com, our cloud-based customer portal.

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. Insights can be drawn by observing anomalies, patterns and trends, helping users make informed maintenance decisions.



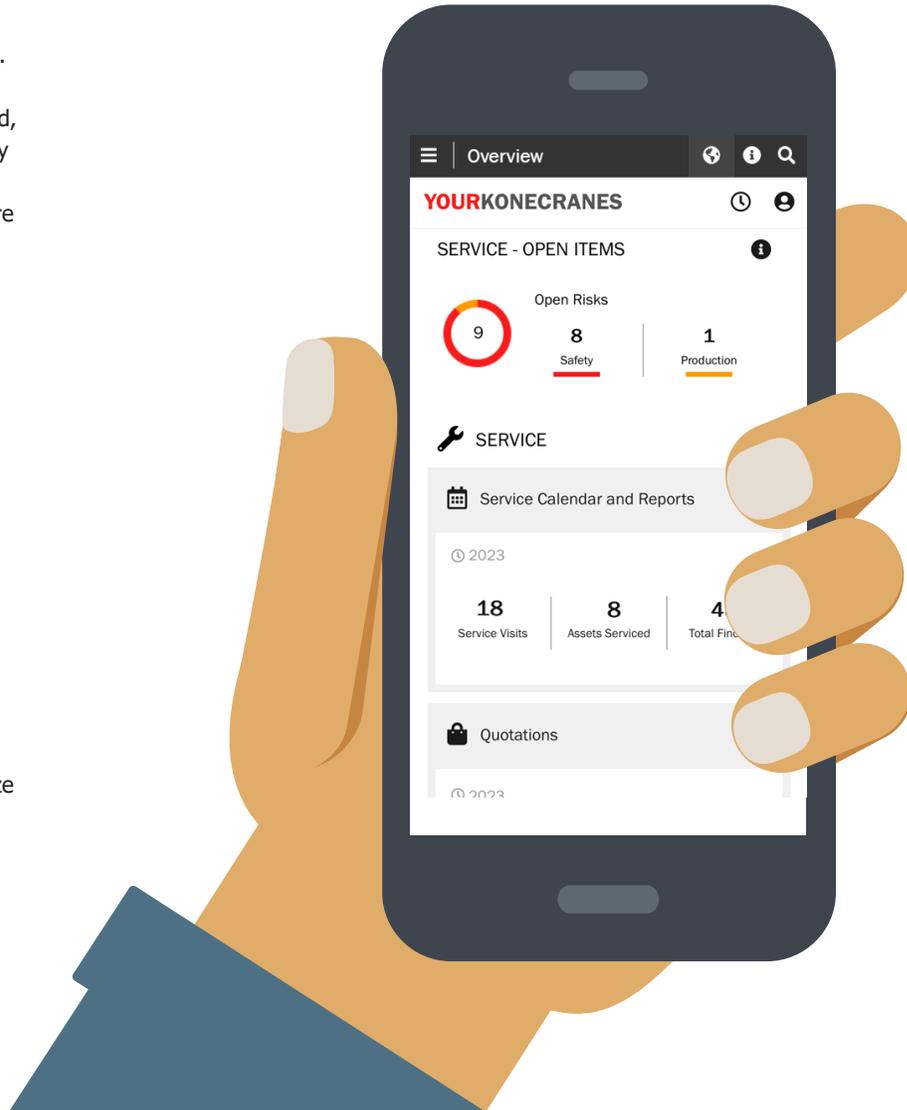
Anomalies can show up as faults, such as overloads. These events are considered abnormal and should be addressed promptly as they occur. Knowing when an overload occurs is the first step in identifying its cause.



Patterns help reveal relationships between variables. For example, recurring alerts such as overheats indicate where changes in equipment or process may be desirable.



The study of **trends** can help prioritize corrective action and investments. Analyzing data behavior over time makes predictive maintenance increasingly feasible.



Data security

Konecranes digital services have been awarded ISO/IEC 27001:2013 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 yourKONECRANES.com customer portal, CheckApp for Daily Inspections and the Slings and Accessories Inspection app and the TRUCONNECT suite of remote service products.

Your service data – streamlined

yourKONECRANES streamlines data access by organizing large volumes of information—including inspection and maintenance findings, TRUCONNECT data and alerts, asset lists and service spend—into easy-to-read graphs and charts in a single location.

You can see fault history and prioritized assets according to chosen criteria for a quick view of pain points for a single asset or across their entire fleet.

The portal also offers data archiving and retrieval options, including document uploads and electronic reports suitable for printing. In addition, yourKONECRANES provides a possibility for you to receive automated e-mail notifications of available reports.

Quick tour

Service Reviews will be conducted using the information found here.

Business Reviews will be conducted using the information found here.

Here you can access the Konecranes STORE.

Click the arrow to take you to that section.

Access more information about the data you see on the portal as well as frequently asked questions.

You can search by assets or service requests here.

If you have several locations – you can click here to change which location you are viewing.

You can access your profile here to change notification and language preferences.

Change the time frame.

The screenshot shows the 'YOURKONECRANES' portal interface. On the left is a navigation sidebar with the following items: Overview, Assets, Service, Location Activities, Service Calendar and Reports, Service Agreements, Business Review, Spend, Quotations, Documents and Manuals, CheckApp for Daily Inspection, User Management, Slings and Accessories, Konecranes STORE, and Contact Support. The main content area is titled 'SERVICE - OPEN ITEMS' and features several data cards: 'Open Risks' (9 total, 8 Safety, 1 Production), 'SERVICE' (Service Calendar and Reports, Quotations, Asset Fleet, Spend, CheckApp for Daily Inspection, Operator's Findings, Documents and Manuals, Konecranes STORE), and 'Spend by Service Type' (2022: 29% Inspections & Preventive maint., 22% Planned Repairs, 4% On-Call Service). The top right of the interface includes a user profile 'Demo Customer', a search icon, a location selector for '2024', and a notification icon. A 'Feedback' button is located at the bottom right of the main content area. The footer contains the 'KONECRANES' logo and the copyright notice '© 2024 Konecranes Plc. All rights reserved.'

Overview

The **Overview** page shows open items including open safety risks, production risks and TRUCONNECT statuses that require immediate attention.

If a risk has been identified for a component and a repair has not been completed, then the fault is considered open.

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

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

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

The Service section shows you the same categories as the menu.

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

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

Quick link to Konecranes STORE.

This section shows the number of open safety risks and production risks.

The screenshot shows the 'Overview' page for 'YOURKONECRANES'. At the top, there's a navigation bar with a menu icon, the title 'Overview', and user information 'Demo Customer' and '2024'. Below the header, there's a filter section on the left with 'Filter (1 selected)' and 'Clear filter'. The main content area is divided into several sections: 'SERVICE - OPEN ITEMS' with a circular gauge showing 9 total risks, 8 Safety, and 1 Production; 'SERVICE' with a 'SERVICE' icon; 'Service Calendar and Reports' showing 18 Service Visits, 8 Assets Serviced, and 48 Total Findings for 2022; 'Quotations' showing 2 Open, 6 Approved, and 3 Expired/Declined for 2022; 'Asset Fleet' showing 64% Agreement assets (7/11 Assets) and 36% TRUCONNECT® (4/11 Assets); 'CheckApp for Daily Inspection' showing 0 Failed and 0 Passed for Operator's Findings (Last 24 hours); 'Spend' showing Spend by Service Type: 29% Inspections & Preventive maint., 22% Planned Repairs, and 4% On-Call Service; 'Business Review'; 'Service Agreements'; 'Location Activities'; 'Documents and Manuals'; and 'Konecranes STORE'.

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

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

Daily Inspection shows items that have passed/failed in the past 24 hours via CheckApp for Daily Inspections.

This link takes you to the Slings and Accessories Inspection fleet view.

Feedback

Assets

The **Assets** 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 reports 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.

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

Filter by any number of criteria.

The asset has TRUCONNECT.

This window will change based on the filter.

The screenshot displays the 'Asset Fleet' interface for 'YOURKONECRANES'. The main view shows a grid of 51 assets, each with a card displaying its name, type, and status. A filter sidebar on the left allows for searching and filtering assets. A callout box points to the filter section, stating 'Filter by any number of criteria.' Another callout points to a specific asset card, stating 'The asset has TRUCONNECT.' A third callout points to a summary card, stating 'This window will change based on the filter.'

The detailed summary view for 'Crane 5 Single girder' shows the following information:

- Asset Name: Crane 5 Single girder
- Type: Single girder EOT
- Status: 2 Safety, 2 Other, 1 Open quotations
- Manufacturer: DEMAG
- Criticality: Moderate
- Location: Cell 1 - Production floor - Main factory
- Activity summary: Open Quotation (Jun 27, 2023), Planned Repairs, Trolley traversing machinery (Other fault, Jan 11, 2022), Hoisting machinery (Other fault, Jan 11, 2022), Hoisting coupling - internal (Other fault, Jan 14, 2020), Mechanical load brake (Other fault, Jan 14, 2020)

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.

Filter by any number of criteria.

You can change the year here.

Service Agreement | Demo Customer | 2022

YOURKONECRANES

1-96001251990-Demo Customer Location 1

Agreement Information

- Agreement Name: 1-96001251990-Demo Customer Location 1
- Agreement Number: 1-96001251990
- Agreement Type: Evergreen
- Start Date: Jan 1, 2018
- Status: Active
- Total Value: \$0
- Billing Type: Time & Material
- Assets: 7
- Service Products: 9
- Customer Contact: Konecranes Contact, Johannes Grönroos, 358405036727, manuela@smoothadv.com

Summary

Agreement Content: Demo Customer Location 1, Street 1, Austin, Texas, USA

- Total Value: \$0
- Service Products: 9
- Assets: 7
- Evergreen Validity

Products included to Service Agreement

- Konecranes CheckApp for Daily Inspections
- Load Test
- MAINMAN Assessment
- Oil analysis
- OSHA Frequent Compliance Inspection
- OSHA Periodic Compliance Inspection
- Routine Maintenance
- Slings and Accessories Inspection
- TRUCONNECT Remote Monitoring

Assets and Service Plan

Service Status: 2022

- 88% Service Completed
- 0% Open
- 1% In Progress
- 10% Delayed

Service Plan: < 2022 > Expand All

Asset	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Crane 5 Single girder Single girder EOT - 1 trolley chain hoist	1	2	3	1						2	1	
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 Double girder EOT - 1 trolley chain hoist	1	2	3	1						2	1	
Crane 2 Double girder Double girder EOT - 1 trolley chain hoist	1	2	3	1						2	1	
Crane 3 Single girder Single girder EOT - 1 trolley chain hoist	1	2	3	1						2	1	
Crane 4 Single girder Single girder EOT - 1 trolley chain hoist	1	2	3	1						2	1	
Crane 7 Pillar Jib crane Pillar jib crane - electric wire rope hoist	1	3	2	1						2	1	
Crane 6 Light crane system Light crane system - double girder	1	2	2	1						2	1	

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

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

Quotations

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

Filter by location as well as by status.

Quotation waiting for your approval.

Filter by time frame.

Quotation you have accepted.

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

Quotation details including contact info.

A pdf of the quote can be downloaded.

Click on the quotation to see the details.

YOURKONECRANES

Quotation 1-123A4567

Details

Customer	Demo Customer
Location	Demo Customer
Quotation ID	1-123A4567
Service Product	Planned Repairs
Description	
Quotation updated	Apr 20, 2021
Valid until	May 20, 2021
Quotation status	Open Quotation
Customer Contact	Konecranes Contact Karl Customer +967654321 karl.customer@democustomer.com John Crane +123456789 john.crane@konecranes.com

Attachments(1)

Quote_Letter_1-123A4567 Apr 20, 2021 4:15 AM

YOURKONECRANES

2021

5 Activities

- Apr 20, 2021: Open Quotation (Planned Repairs) - Valid until May 20, 2021
- Apr 16, 2021: Accepted Quotation (Planned Repairs) - Valid until May 16, 2021
- Apr 14, 2021: Accepted Quotation (Planned Repairs) - Valid until May 14, 2021
- Apr 7, 2021: Open Quotation (Spare Parts) - Valid until May 7, 2021
- Apr 1, 2021: Expired Quotation (Spare Parts) - Valid until May 1, 2021

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.

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.

The screenshot displays the 'Service Calendar and Reports' interface. At the top, there are two callouts: 'Filter by any number of criteria.' pointing to the filter section on the left, and 'Change the year.' pointing to the year '2022' in the calendar header. The left sidebar contains a 'Filter' section with options for 'Selected customer(s)', 'Selected location(s)', 'Service Status' (Completed, Delayed, In Progress, Open), 'Service Product', 'Asset Manufacturer', 'Asset Location', and 'Asset Name'. The main area shows a 'Service Calendar' for 'Demo Customer' for the year 2022. A callout 'Change the month.' points to the month 'November' in the calendar grid. Below the calendar, there are '2 Activities' listed. A callout 'Click to see the details of the Service Request.' points to the first activity card for 'Nov 23, 2022'.

Filter by any number of criteria.

Change the year.

Service Calendar and Reports

YOURKONECRANES

2022

Service Calendar

Demo Customer

2022

Nov 2022

2 Activities

Nov 23, 2022

Service Request

1-183STBSY Service Offer

Nov 23, 2022

Demo Customer Location 1

Crane 2 Double girder

Nov 11, 2022

Service Request

Mainman assessment

Nov 11, 2022

Demo Customer Location 1

7 Assets

Change the month.

Click to see the details of the Service Request.

Service Request

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

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

Customer and service information

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

Summary

This section highlights the findings and actions from the service visit. Safety risks, production risks, undetermined conditions, improvement opportunities, repaired items and if available – quotes and declined items – are listed. A graph shows findings and actions by asset and the details of those findings are listed below. Quotes for needed work can be attached here and downloaded.

Filter by any number of criteria.

Service Request 1-68252680804-D

Customer and Service Information

Summary

Service Request Status: Completed
Service Products: MAINMAN Planned Maintenance
Assets Serviced: 16

Findings and Actions

- 15 Safety Risks
- 7 Production Risks
- 7 Undetermined Condition (Not able to Complete)
- 9 Improvement Opportunities

Findings and Actions by Asset (Top 5)

Asset	Safety Risks	Production Risks	Undetermined Conditions	Improvement Opportunities
Crane 7	2	3	1	4
Crane 6	1	2	1	3
Crane 4	1	2	1	3
Crane 2	1	2	1	3
Crane 8	1	2	1	3

Attachments (2) [Add](#)

Findings and Actions (16 Assets)

Undetermined Conditions: Unable to Inspect - Not in Scope (16 Assets)

Download or share the Service Report by email.

View service information including agreement type and Konecranes contact.

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

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.

The screenshot shows the 'Service Request' interface for 'YOURKONECRANES'. The main content area displays 'Findings and Actions (16 Assets)' for 'Crane 7'. The findings are listed with dates and details:

- Aug 23, 2020
 - Rope guide Worn
 - Latch Damaged
 - 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
- Jan 14, 2018
 - Condition monitoring unit / 1B Measurements
 - Condition monitoring unit / 2A Measurements

A detailed view of the 'Rope guide Worn' finding is shown in a separate box:

- 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

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

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

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.

Service Request | Demo Customer, Location 1 | 2022

YOURKONECRANES | Generate Report

Undetermined Conditions: Unable to Inspect - Not in Scope (16 Assets)

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

Crane 7
Single girder EOT - 2 trolleys wire rope hoists

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

Crane 4
Single girder EOT - 2 trolleys wire rope hoists

Click the arrow to see more information related to the finding.

! 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

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.

Filter by document type.

Filter

Clear Selection

By Type ^

Uploaded

Labels ^

hook Hook

MAINMAN Service Reports

Mainman Planned Reports

Mainman Planned Reports_Short

Oil Analysis Oil Analysis test

Photos Service Review Reports

Service Reports Test pendant

19 Location Documents

Online reports and documents available for completed services **Service Review**

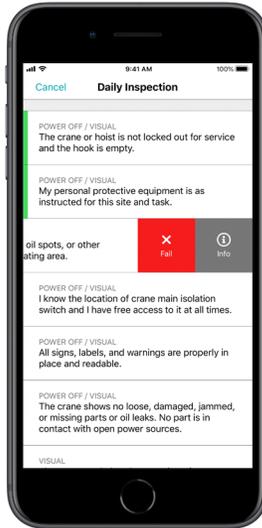
Oil Analysis (XXX) KC-AF_Example.pdf Oil Analysis test	August 18, 2020 8:00 PM michael.crane@konecranes.com	Edit
Test02042020 PMT604849 Sappi Pk2 Sk4 sisähissi 05K0005HI... Test	April 1, 2020 8:00 PM michael.crane@konecranes.com	Edit
Test File with txt file format Test_H.txt Test	October 9, 2019 8:00 PM michael.crane@konecranes.com	Edit
Oil Analysis (XXX) KC-AF_Example.pdf Oil Analysis	October 8, 2018 8:00 PM michael.crane@konecranes.com	Edit
Service Review Report SERVICE_REVIEW_REPORT_1-33309947322.pdf Service Review Reports	April 27, 2017 11:23 AM michael.crane@konecranes.com	Edit
Service Review Report SERVICE_REVIEW_REPORT_1-33309947322.pdf Service Review Reports	April 27, 2017 11:23 AM michael.crane@konecranes.com	Edit

Click to download the document.

You can find your Service Reports in the corresponding Service Request found in the Service Review section.

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 crane operator or other equally competent customer personnel. Performing daily inspections does not reduce or replace 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. See page 23 for more information.

Filter by inspection status, asset or inspector.

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

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

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

Under the Checklist tab you can create your own customized checklist that is specific to an asset or location.

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.

Click here to add a user.

YOURKONECRANES

2021

Filter
Clear filter
Filter Users
Start typing...

Create New User

Eric Miller
eric.miller@company.com
Created: jane.roberts@company.com

Isabella Castillo
isabella.castillo@company.com
Created: jane.roberts@company.com

William Peterson
william.peterson@company.com
Created: jane.roberts@company.com

Feedback

User Management | Create New User

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

Save

All fields are required.

John Smith
john.smith@company.com

YOURKONECRANES

2021

Back

Activity Applications Profile Info

Delete Edit

First Name John
Last Name Smith
E-mail john.smith@company.com
Phone Number +1123456789
Created by jane.roberts@company.com
Created at 26.8.2020 10:41
Customers Company Co.
Locations Town A location
Town B location
Town C location
Town D location

Delete user.

Edit user details.

Click on a user to see their profile information.

Slings and Accessories

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

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

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

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

Filter by any number of criteria.

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.

Slings and Accessories Inspection

Customer: 39 Devices

Device Type	Specification	Inventory No.	Serial No.	WLL	Length	Manufacturer
Textile Eyesling	With suspension	-	-	300lb	3.00ft	-
Wire rope Slings	With hook	N123	123456	1000lb	30.00ft	-
Load Securing Lashing Chain		001zurr	00119012021	1250lb	1.00ft	Pewag
Textile Round sling		-	-	-	-	-
PSE / Fall Protection Safety Harness		-	12345s	50lb	2.00ft	-
Textile Web sling	Protective hose	23	667664	4lb	2.00ft	Pewag
Textile Round sling suspension gear	EB-7/8	-	6510	2lb	1.20ft	YOKE
Textile Round sling suspension gear	With eye hook (latch)	-	5510	2lb	1.20ft	YOKE
Textile Round sling		-	-	2000lb	1.00ft	Demag
Chain Sling	With connecting link, With grab hook, With master link, With safety hook	Kcd0001	051120202015	2900lb		Customer
Textile Round sling suspension gear	With connecting link	-	-	65lb		
Chain Basket Sling	With connecting link	2345	123456789	2500lb	1.00ft	Pewag
Textile Round sling	Protective hose Doppelmantel	-	-	3lb	2.00ft	-
Textile Eyesling	With connecting link	-	-	300lb	30.00ft	-
Textile Round sling	Single layer	6655	44556	6lb	55.00ft	Artex
Chain Sling		-	-	-	2.00ft	-

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.

Slings and Accessories Inspection

Device info

Sling - Chain Alloy
Sling, With hook
Building A - Hall 2

Properties

Device Type	Sling - Chain Alloy
Type Specification 1	Sling
Type Specification 2	With hook
Length	1.00ft
Work load limit	2000lb
No. of Legs	2
Serial No.	1234567
Inventory No.	12345
Manufacturer	ABC Co.
Year of Construction	1995
Functional location	Building A - Hall 2

Tag information

Tag type	Physical ID Tag
Tag UID	456767

Inspection History

Status	Inspection Type	Interval	Inspected by	Date
Passed	Visual and functional	12 months	Michael Crane	Jan 12, 2021
Date of Next Inspection: Jan 11, 2022				
Passed	Visual and functional	12 months	Michael Crane	Jan 12, 2021
Passed	Visual and functional	12 months	Michael Crane	Nov 30, 2020

Device details and tag information.

Click device name to open info view for that device.

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.

The screenshot displays the TRUCONNECT web interface. At the top, there is a dark navigation bar with a hamburger menu icon, the text 'TRUCONNECT', a globe icon with 'Demo Customer Location 1', and an information icon. Below this, the asset name 'Crane 5 Single girder' and 'Single girder EOT - 1 trolley chain ...' is shown. Navigation links include 'Open Items', 'All Activities', 'TRUCONNECT®', 'Documents', and 'Asset Info'. A clock icon shows the year '2022' and a user profile icon. A filter bar contains 'Preset Time Range' (set to 'Current Month'), 'Start Date' (with a 'Select Date' input), 'End Date' (with a 'Select Date' input), and a 'Clear Time Range' button. The main content area is titled 'TRUCONNECT®' with an RSS icon. It features two sections: 'Condition' and 'Operating Statistics', each with an 'Expand All' link. The 'Condition' section lists: 'Hoist DWP', 'Crab thrust rockers Service Life', 'Brake Service Life', and 'Contactors Service Life'. The 'Operating Statistics' section lists: 'Operation Hours', 'Load', and 'Events and Alerts'. Information icons with the text 'Learn more about Condition' and 'Learn more about Operating Statistics' are located below their respective sections. A vertical red 'Feedback' button is on the right side.

TRUCONNECT

TRUCONNECT page for an asset

Summary

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

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 Operating Statistics section.

The cumulative number of alerts in the review period is retrieved from the Alert section. Details are provided in the Pareto analysis of the alerts.

From the Operating Statistics section, the current most significant problem that could affect the safe operation or condition of the crane is added to the summary.

The screenshot displays the TRUCONNECT interface for an asset named 'Crane 1'. The main navigation bar includes 'TRUCONNECT', 'Demo Customer, Location 1', and a search icon. Below the navigation bar, there are tabs for 'Activity', 'TRUCONNECT®', 'Documents', and 'Asset Info'. A '+ New Service Request' button and a clock icon showing '2022' are also present. The main content area features a 'Preset Time Range' dropdown, 'Start Date' and 'End Date' input fields, and a 'Clear Time Range' button. A 'TRUCONNECT Report' button is located on the right. The summary section is titled 'TRUCONNECT® Summary - Last 30 Days' and contains three main metrics: 'Condition' (9%), 'Alerts' (4), and 'Operating Statistics' (46,086). Below these metrics are detailed views for 'Contactors Service life HOIST B' (-2.4%), 'Overloads HOIST B', and 'Starts TOTAL'. A callout box explains that the summary section presents worst case scenarios from each main monitoring area, which are Condition, Reliability, operating statistics and production. A 'Learn more about Summary' link is provided at the bottom. Red callout boxes with arrows point to specific elements: 'Change the date range.' points to the date selection fields; 'Click here to download the report.' points to the 'TRUCONNECT Report' button; 'This section contains the main items that require attention in each category.' points to the summary section; 'Condition shows the current most significant problem that could affect the safe operation or condition of the crane.' points to the 'Condition' metric; and 'This shows the cumulative number of alerts in the review period.' points to the 'Alerts' metric.

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

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

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

TRUCONNECT

Condition section

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.

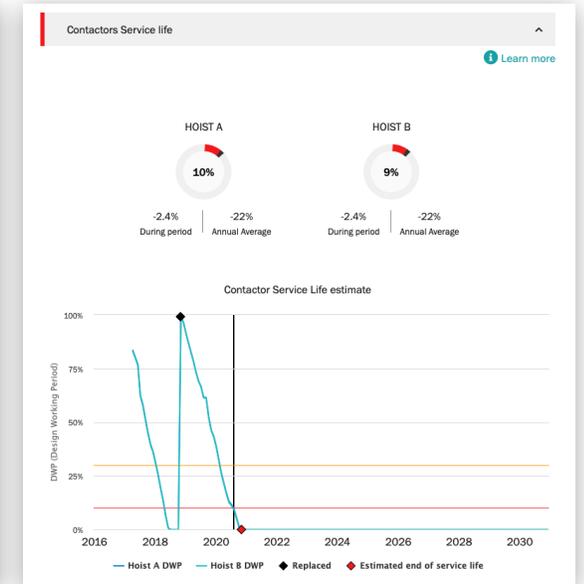
This information can be used to plan and schedule preventive maintenance in order to improve safety and reduce unplanned downtime.



Hoist DWP is the calculation of the remaining service life of the hoist and an indication of the remaining fatigue life of the machinery components. When the DWP value approaches zero, the hoist should be overhauled or replaced.



Portion shows the calculated remaining service lifetime of the brake. When the value approaches zero, the entire electromagnetic disc brake should be changed and the shoe brake or thruster type disc brake inspected.



Portion shows the calculated remaining service lifetime of hoist contactors – up/down direction, fast speed and brake contactors. When the value approaches zero, contactors should be changed. The service lifetime is directly influenced by the usage rate of the hoist and, most significantly, by the use of jogging/inching.

TRUCONNECT

Alerts section

Overload

A hoist overload occurs when a lift over the rated capacity is made or attempted. The periodic graph shows the number of overloads. The cumulative graph is the running total to date.

Emergency stop

When using a pendant, an emergency stop will register if the operator engages the e-stop button while the hoist is in motion. An e-stop also registers when the hoist is in motion in the up or down direction and the power supply or control is interrupted, when the hoist is operated to the limit switch, or when the pendant battery is low.

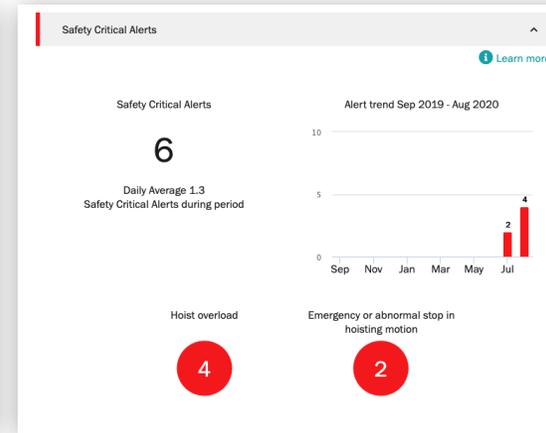
The periodic graph in single asset view shows brake service lifetime in terms of the number of e-stops. The hoist brake wears down 50 times faster with emergency stops than with normal stops.

Motor over temperature

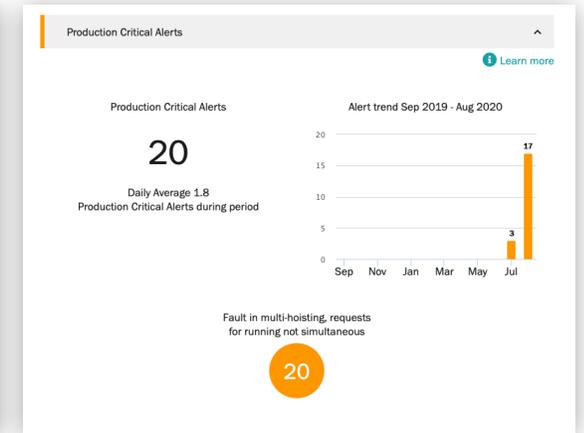
A hoist motor over temperature is recorded each time the hoist motor stops operating due to an over temperature condition. The periodic graph shows the number of over temperatures. The cumulative graph is the running total to date.



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



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



These indicate production risks that result in crane stoppage or production downtime. Production-critical risks can include motor overheating, inverter faults and control system faults.

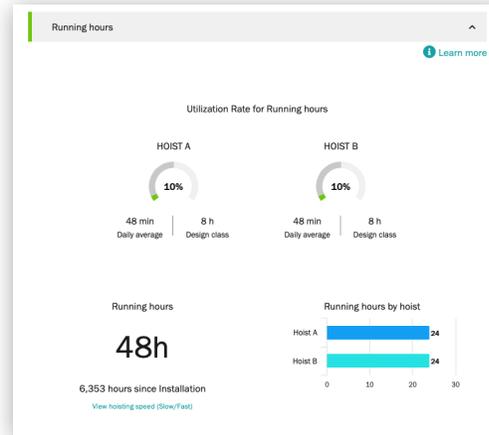
TRUCONNECT

Operating statistics

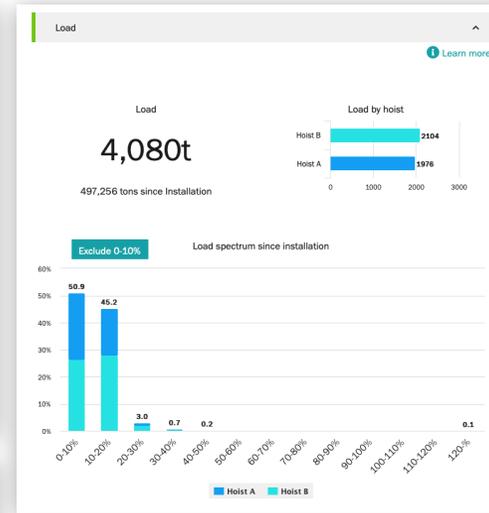
Operating statistics show how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

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.

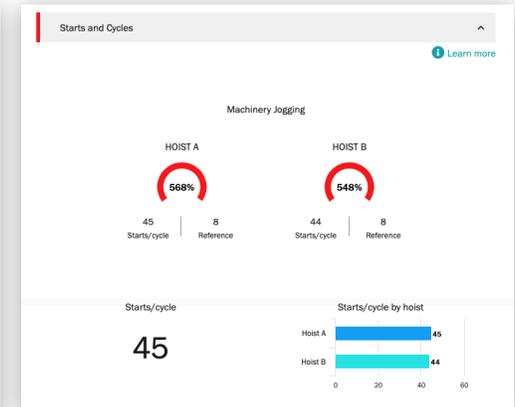
This section is designed to promote appropriate operation in order to achieve optimal results in terms of the safety, service life and maintenance costs of the crane investment.



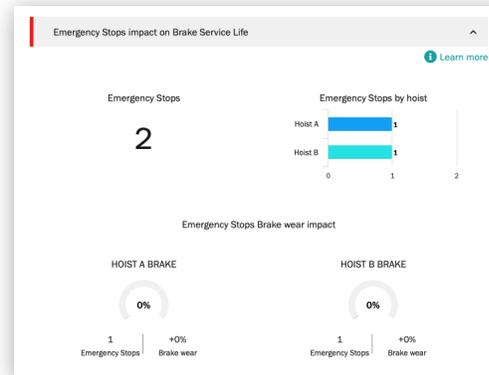
This section shows the number of running hours in the review period with a load.



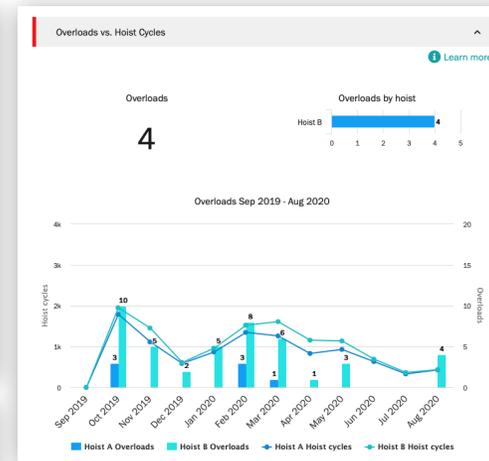
This section shows the production volume of the crane or individual hoist.



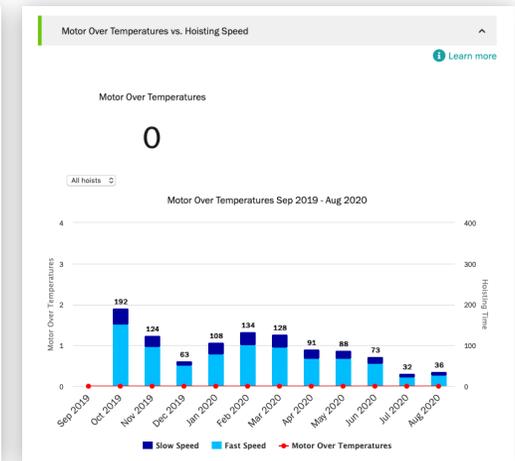
Indicates the number of starts with both inverter-controlled and 2-speed motors, and speed changes with 2-speed motors.



The graph shows the cumulative number of emergency stops per period and the service life trend of the brake.



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



The chart shows the ratio of low and high-speed operation of a 2-speed motor and the number of over temperature episodes in the same period.

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.



Filter by any number of criteria.

View your agreement information.

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

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.

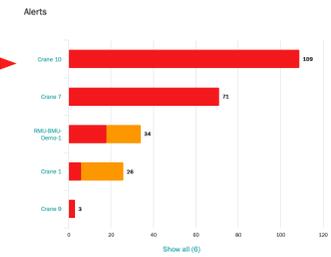
The information in this section can help you pinpoint connected assets that need attention and make appropriate plans for budgeting and maintenance.



Filter by any number of criteria.

Hover over the line to see alerts/running hours in the corresponding year.

Click on asset name to view TRUCONNECT data.



Business Review

CheckApp for Daily Inspection

This view shows a summary of all daily inspections performed within the selected time frame. A list of inspected assets is shown with the number of passed and failed inspections per asset. This helps you identify assets that need attention and to focus on corrective actions.

Each checkpoint shows how that many times that checkpoint has passed or failed per asset. This helps you identify assets that have frequent issues with a particular checkpoint such as limit switches or hook latches.

Filter by pass, fail or caution.

Get a good view of asset or safety procedure issues, and complete, detailed, up-to-date records for auditing needs.

The screenshot displays the 'Daily Inspection' app interface. At the top, it shows 'YOURKONECRANES' and 'Demo Customer'. The main content is divided into two sections: 'Inspection Summary' and '40 Activities'. The 'Inspection Summary' section features a calendar for the year 2022, with a circular gauge showing '27 Failed' (red) and '13 Passed' (green) inspections. Below this, the '40 Activities' section lists individual inspection events with details such as the date, time, inspector name, and asset type. For example, on Nov 21, 2022, Mikel Ruiz de Austin Valdivielso completed a daily inspection for Crane 1 Double girder. Another entry on Nov 16, 2022, shows a failed inspection for Crane 1 Double girder by Aubert Ndikuryo, with a note 'Can't find' and a photo of a red fire extinguisher.

Easy to identify assets and/or practices that need attention.

Business Review

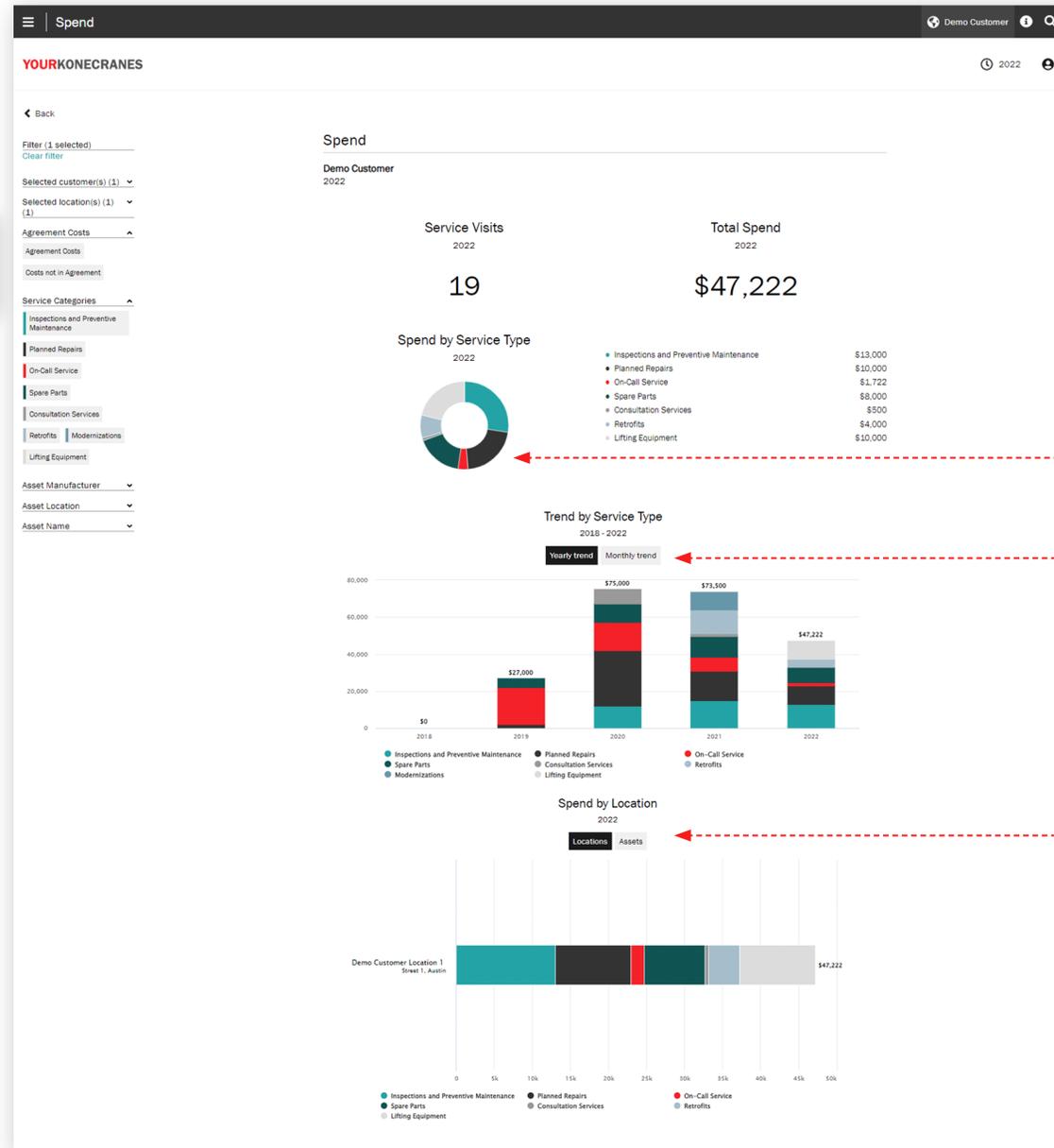
Spend section

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.

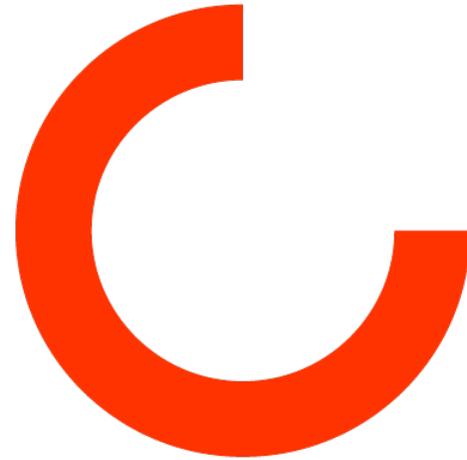
Filter by any number of criteria.



Colors indicate the service type.

Change between Yearly trend and Monthly trend spend view.

Change between Locations and Assets spend view.



konecranes.com