

Konecranes Service

KONECRANES[®]
Lifting Businesses™



Service for all makes

We provide specialized maintenance services and spare parts for all types and makes of industrial cranes and hoists – from a single piece of equipment to entire operations.

Our objective is to improve the safety and productivity of our customers' operations.



Why Konecranes?



Safety culture and record

At Konecranes there is no job so important and no service so urgent that we cannot take the time to perform our work safely and correctly.



Customer focus

We have a deep understanding of our customers' processes and operations.



Comprehensive offering

We have a comprehensive offering of service programs and products that are tailored to meet our customers' needs.



Customer proximity

Whether around the corner or around the globe, our customer proximity is made possible with a large and extensive service network of professionals.



People

As the industry leader, we attract the best people; our commitment to growth and development retains them.



Knowledge

Most comprehensive technical training and certification programs backed by a world-class technical support network.



Experience

Industry leading OEM with over 100 years of experience and over 450,000 pieces of equipment under maintenance agreement.



Technology

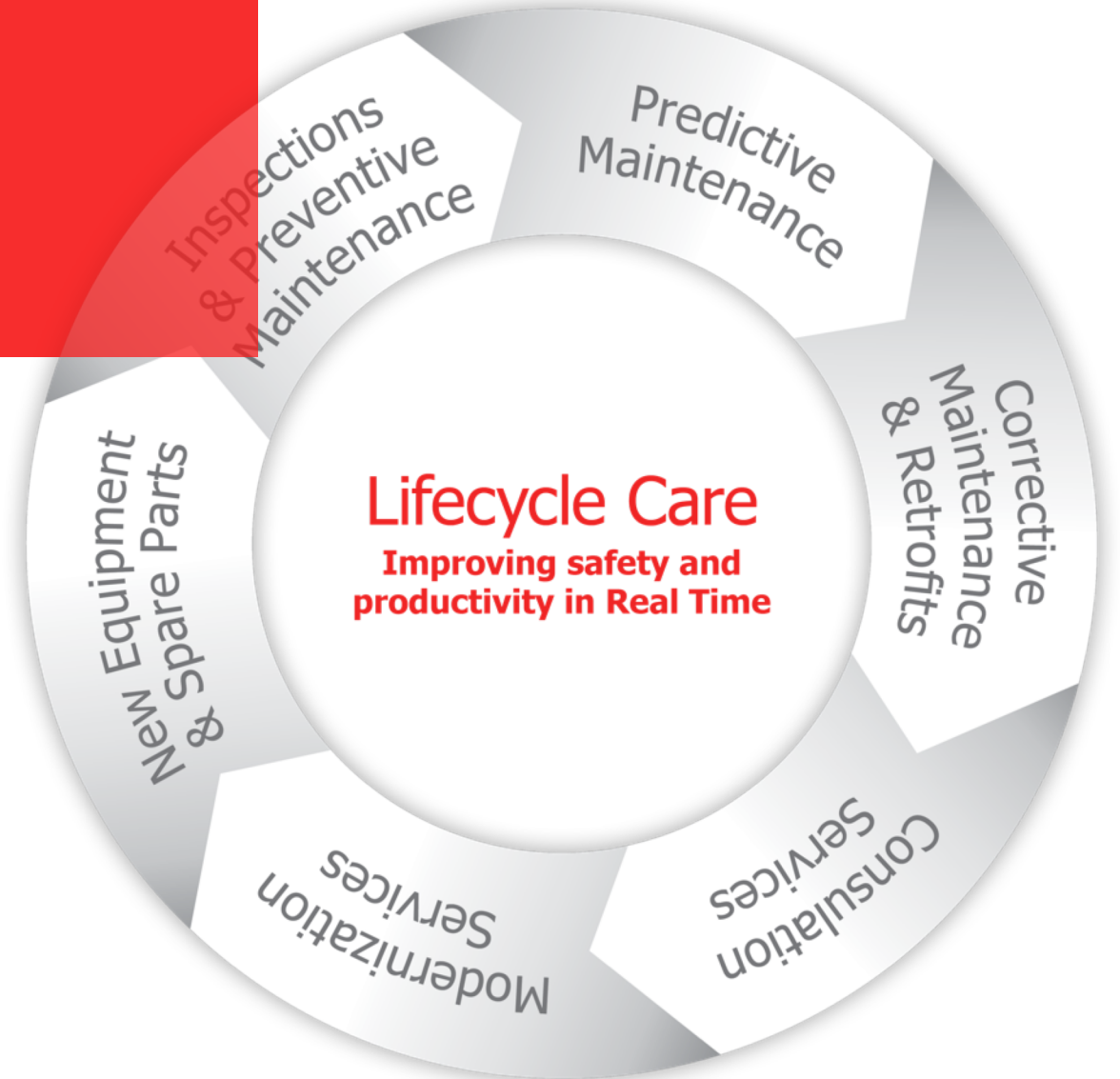
Industry leader in R&D with a proven track record with innovative products and services. Pioneer in Smart Technologies.

Lifecycle Care – improving safety and productivity in Real Time

Lifecycle Care is our comprehensive and systematic approach to maintenance, supported by world-class digital tools and processes.

We deliver Lifecycle Care in Real Time by connecting data, machines and people.

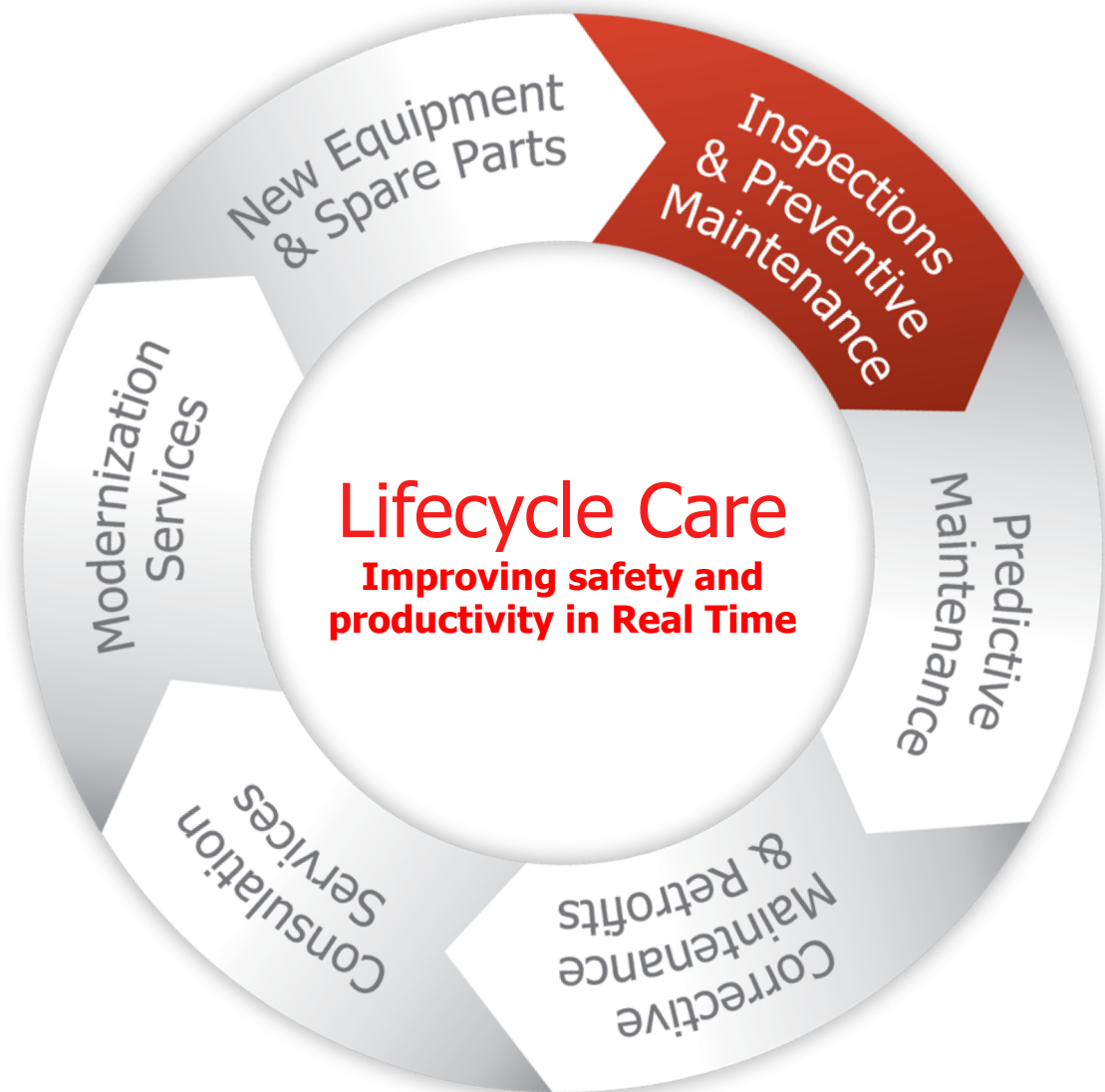
We use real-time visibility of comprehensive maintenance and usage data combined with our knowledge and experience to deliver safety and productivity improvements to our customers.



Lifecycle Care in Real Time

INSPECTIONS AND PREVENTIVE MAINTENANCE

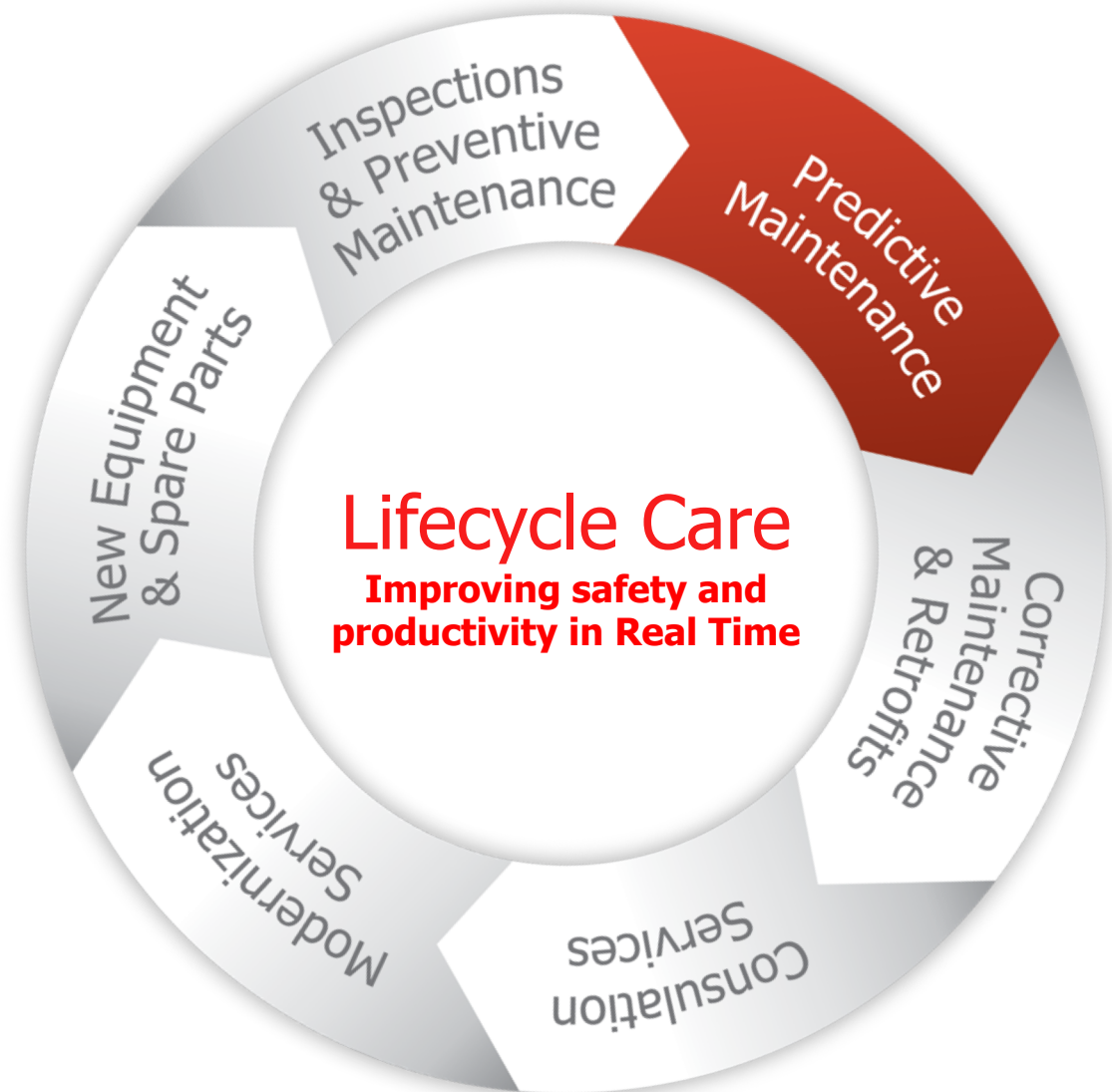
Identify risks and improvement opportunities, and support compliance with regulations and standards.



Lifecycle Care in Real Time

PREDICTIVE MAINTENANCE

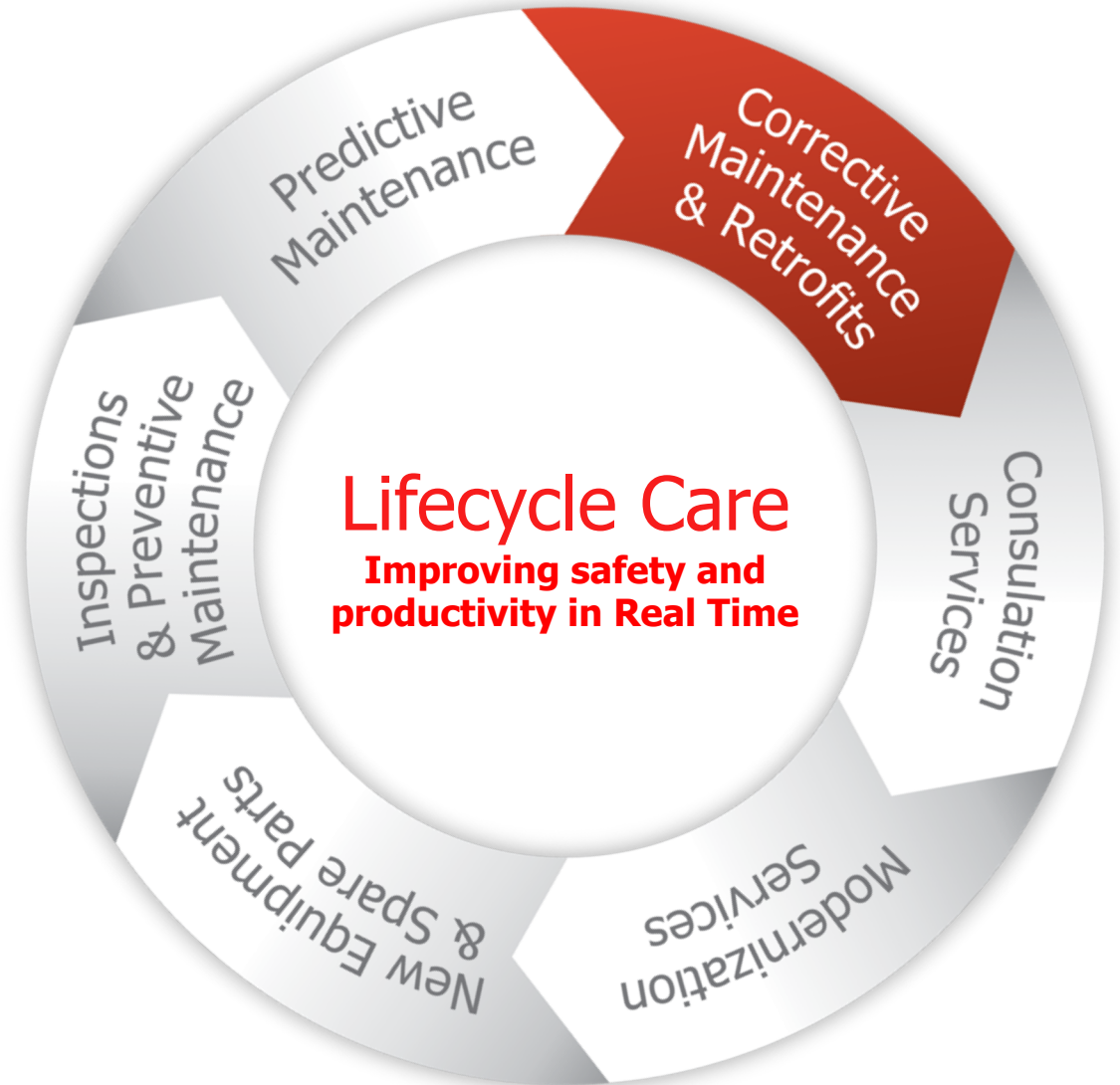
utilizes condition monitoring, advanced inspections and data analytics to predict component or equipment failure.



Lifecycle Care in Real Time

CORRECTIVE MAINTENANCE AND RETROFITS

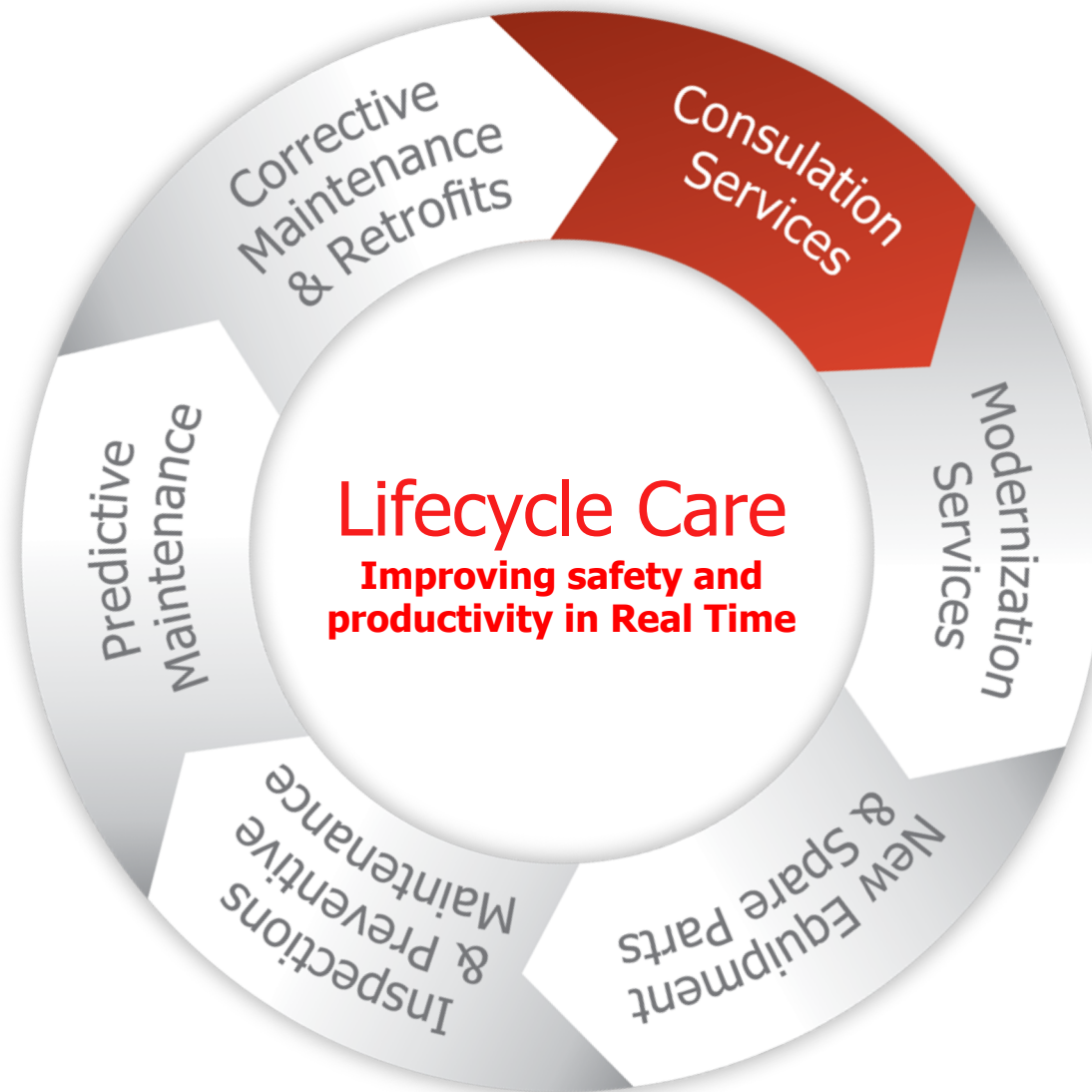
Address safety and productivity issues and capitalize on improvement opportunities.



Lifecycle Care in Real Time

CONSULTATION SERVICES

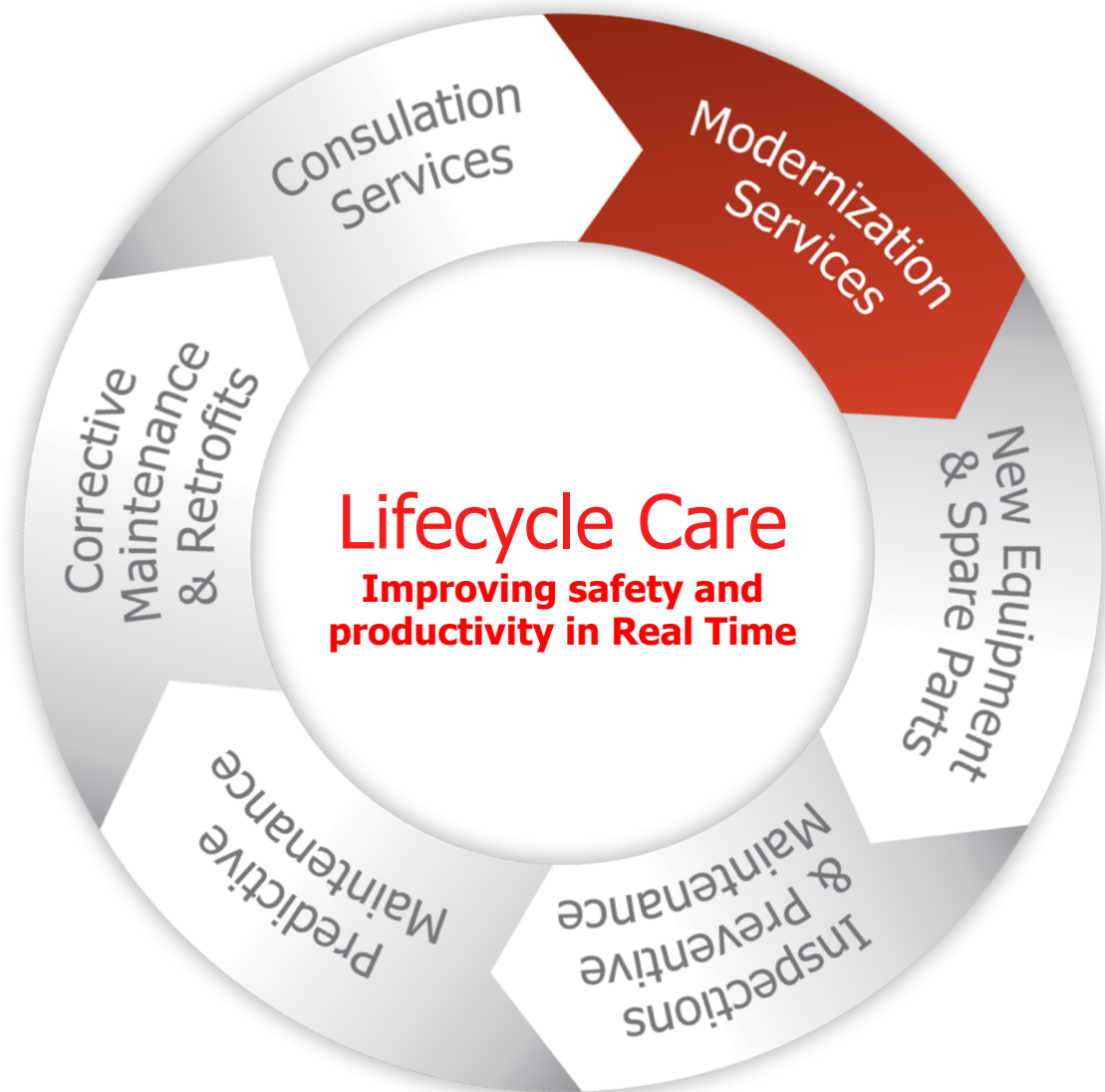
Guide decision making and uncover critical issues, using advanced technology and trained specialists when a deeper look at a crane and its components is required.



Lifecycle Care in Real Time

MODERNIZATION SERVICES

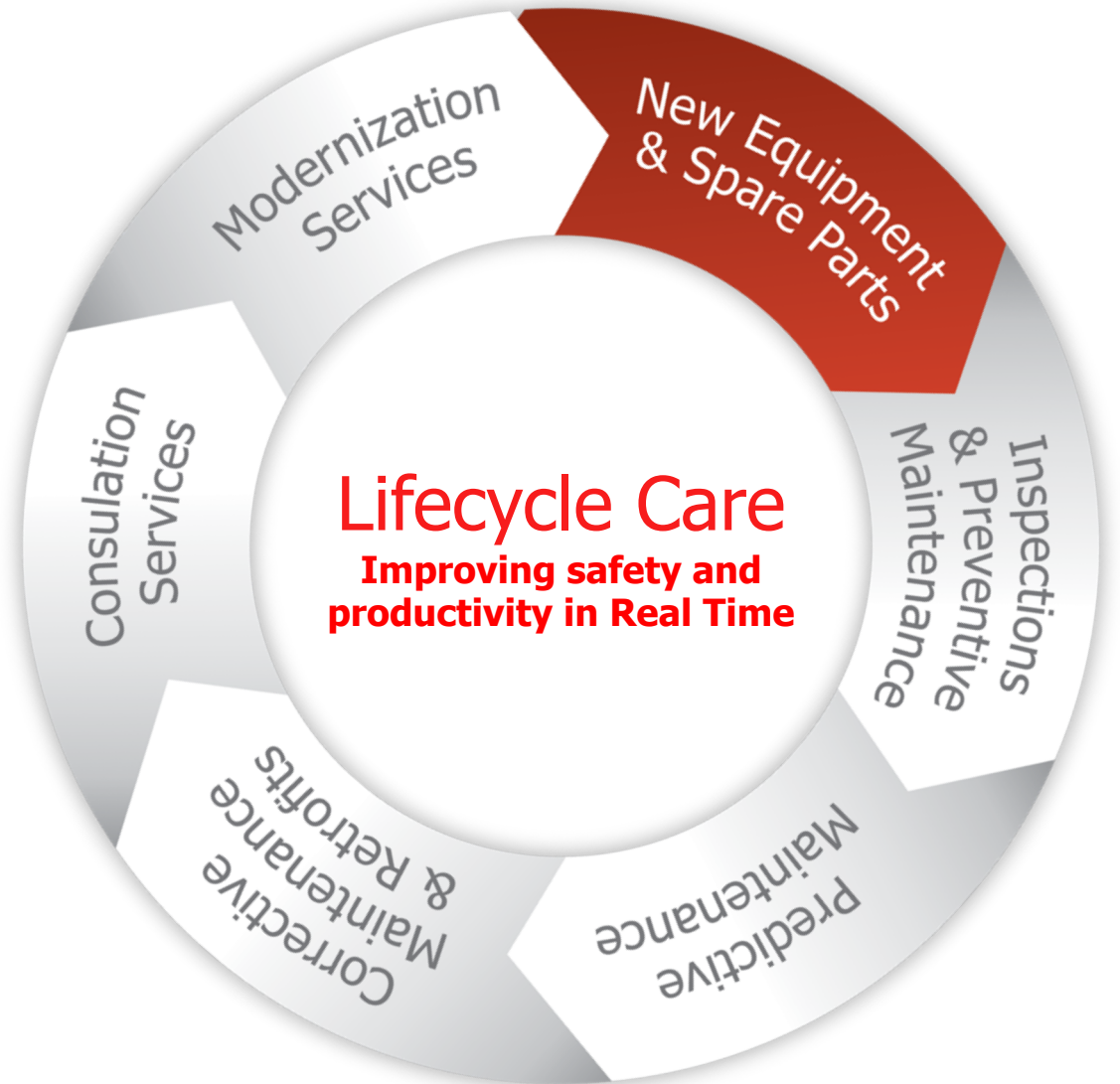
Prolong the economic service life of equipment and achieve increased capacity, speed, duty or load control.



Lifecycle Care in Real Time

NEW EQUIPMENT AND SPARE PARTS

From simple chain hoists and light crane systems to industrial and process duty cranes plus spare and replacement parts.



Delivering Lifecycle Care in Real Time



Connect

Mobile-enabled technicians

- Inspection and maintenance data
- Risks and recommendations
- Access to history and spare parts

TRUCONNECT

- Running time, work cycles, brake condition, etc.
- Alerts such as overloads and emergency stops



Get Insights

yourKONECRANES.com

- Usage data, maintenance data, asset details
- Transparent view of events and activities
- Single asset or fleet view



Optimize

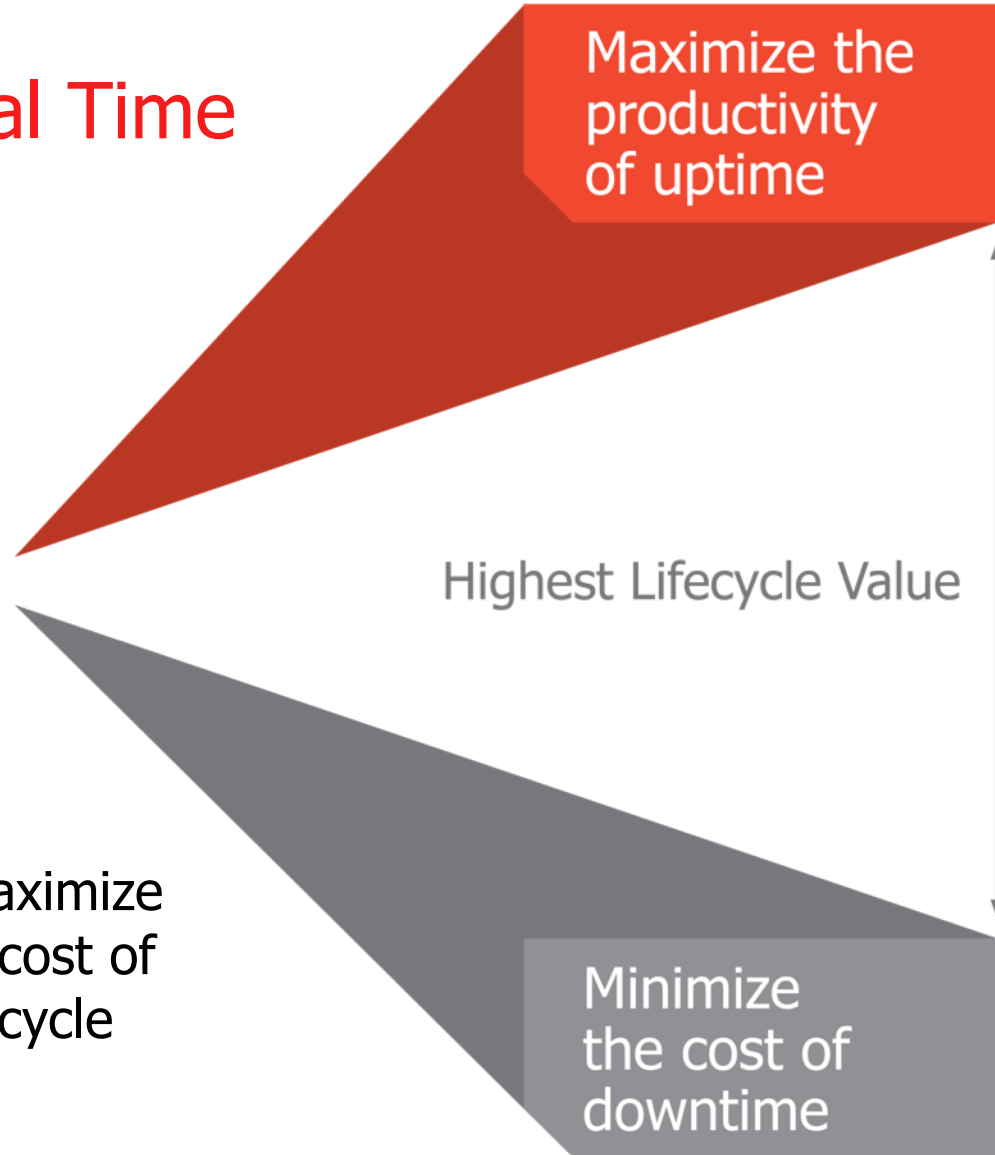
Consultative approach

- Guide decision making
- Optimize operations and maintenance
- Improve safety and productivity

Delivering Lifecycle Care in Real Time



Lifecycle Care in Real Time is designed to maximize the productivity of uptime and minimize the cost of downtime, thereby achieving the highest lifecycle value for our customers' equipment.



Service Programs

From the first CONTACT, to our professional evaluation of the CONDITION of your equipment, to preventive maintenance and consultation services that provide optimal CARE, Konecranes will tailor a service program to lift your business.

When a mutual COMMITMENT to maintenance outsourcing or COMPLETE maintenance and material handling outsourcing is required, Konecranes has the experience and resources to help you meet your business objectives.



Service Programs



CONTACT

On-Demand Service



CONDITION

Inspection Program



CARE

Preventive Maintenance Program



COMMITMENT

Maintenance Program



COMPLETE

Operations & Maintenance Program



Foundation of
Lifecycle Care
in Real Time

← If you need less

JUST THE BASICS

Inspections, spare parts, breakdown response.

If you need more →

BEYOND PREVENTIVE MAINTENANCE

Full scope outsourcing and operations.

CARE Preventive Maintenance Program

The **CARE Preventive Maintenance program** is the foundation of Lifecycle Care in Real Time. It has been designed to improve equipment safety and productivity through the systematic application of preventive maintenance inspections, routine maintenance, the Risk and Recommendation method, and TRUCONNECT Remote Monitoring.

We tailor the CARE Preventive Maintenance Program to your operations, taking into account the equipment, its usage, operating environment, duty class, service history, manufacturer's recommendations and statutory requirements.

Inspections and preventive maintenance make up the core of the CARE program, providing a baseline for maintenance planning, tracking, reporting and consultation.



Preventive
Maintenance
Program

Adding predictive maintenance elements to a CARE Program

Incorporating **predictive maintenance** elements as part of a **CARE Preventive Maintenance program** can further optimize maintenance activities, reduce unplanned downtime and improve equipment safety, productivity and lifecycle value.

Predictive maintenance utilizes condition monitoring, advanced inspections, and data analytics to predict component or equipment failure.

Recommendations to repair or replace components are driven by a combination of preventive and predictive maintenance activities.

Pre-authorized repairs may be agreed in advance, allowing Konecranes to proactively perform work, saving both time and money.



Preventive
Maintenance
Program

Just the basics

Sometimes a customer needs less, just the basics. The **CONDITION Inspection program** is designed to help customers comply with their statutory requirements, through inspections following industry best practices.

For customers who prefer a transactional relationship, without an agreement, **CONTACT** is an on-demand service, typically for spare parts, breakdown response and other ad hoc needs.



CONTACT

On-Demand
Service



CONDITION

Inspection
Program

Beyond preventive maintenance

Some customers are looking for an even more robust service agreement that goes beyond preventive maintenance. The **COMMITMENT Maintenance program** offers broad-scope maintenance outsourcing.

And finally, our **COMPLETE Maintenance and Operations program** is designed to accommodate customers who want to outsource not only the maintenance but also the operation of their equipment.



Maintenance
Program

Operations
& Maintenance
Program

Service products to fit your needs

In addition to our service programs, we offer a range of different products to meet our customers' needs. From Consultation Services to modernizations – we have the knowledge and experience to help increase your the safety and productivity of your operations.



Service for all makes and models

INSPECTIONS

Frequent Inspection
 Periodic Inspection
 Electrical Inspection
 Mechanical Inspection

PREVENTIVE MAINTENANCE

MAINMAN Assessment
 MAINMAN Planned Maintenance
 Routine Maintenance
 Preauthorized Repairs
 Oil Analysis
 Oil Change

REAL-TIME DIGITAL SERVICES AND TOOLS

TRUCONNECT Remote Monitoring
 TRUCONNECT Brake Monitoring
 TRUCONNECT Remote Support
yourKONECRANES.com

PREDICTIVE MAINTENANCE

Wearing Parts Replacement

CORRECTIVE MAINTENANCE

Planned Repairs
 Warranty Repairs
 Standby Service
 On-Site Support
 On-Call Repairs
 Extended Warranty

RETROFITS

Hoist Replacement
 TRUCONNECT® Modem
 LED Lighting
 Inverter
 CONTROLPRO

CONSULTATION SERVICES

Advanced Gear Case Inspection
 Below-The-Hook Inspection
 Compliance Gap Analysis
 Coupling Inspection
 Crane Operator Training
 Crane Reliability Study
 CraneQ Crane Geometric Survey
 Design Life Analysis
 Engineering Services
 Gear Case Inspection
 Hook Analysis
 Hook/Shank Inspection
 RailQ Runway Survey
 Rope Analysis
 RopeQ Magnetic Rope Inspection
 Steel Structure Analysis
 VFD Capacitor Reforming

Our consultative approach

Utilizing a global network of skilled local technicians and a proprietary Risk and Recommendation Method, we take a unique, consultative approach to crane maintenance.

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.



Risk & Recommendation method

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.

- A component is inspected in order to ascertain its condition
- The component is either in acceptable condition or it needs attention
- Exceptions (failures, deficiencies, violations) are documented
- Each exception is assigned one of three risk types – safety risk, production risk, undetermined condition
- In addition to exceptions, improvement opportunities are identified
- Recommended actions are provided for each exception and improvement opportunity

Customer consultation



Safety Review

Whenever a safety-related risk is detected, the inspector or technician will carry out a Safety Review with the customer 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 a Visit Review 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.



Service Review

Within two business days, we will follow up with a Service Review, online or by phone. We'll go through open risk / recommendations and quotations to address them, answer the customer's questions or concerns and document next steps.



Business Review

The Business Review is conducted at least once each year prior to renewal, but can be done any time during any discussion with the customer. We look at progress, feedback and documented value and discuss recommendations to improve safety and productivity.

Konecranes customer portal and eCommerce site

Customers with a maintenance agreement and/or TRUCONNECT Remote Monitoring have access to our customer portal – yourKONECRANES.com.

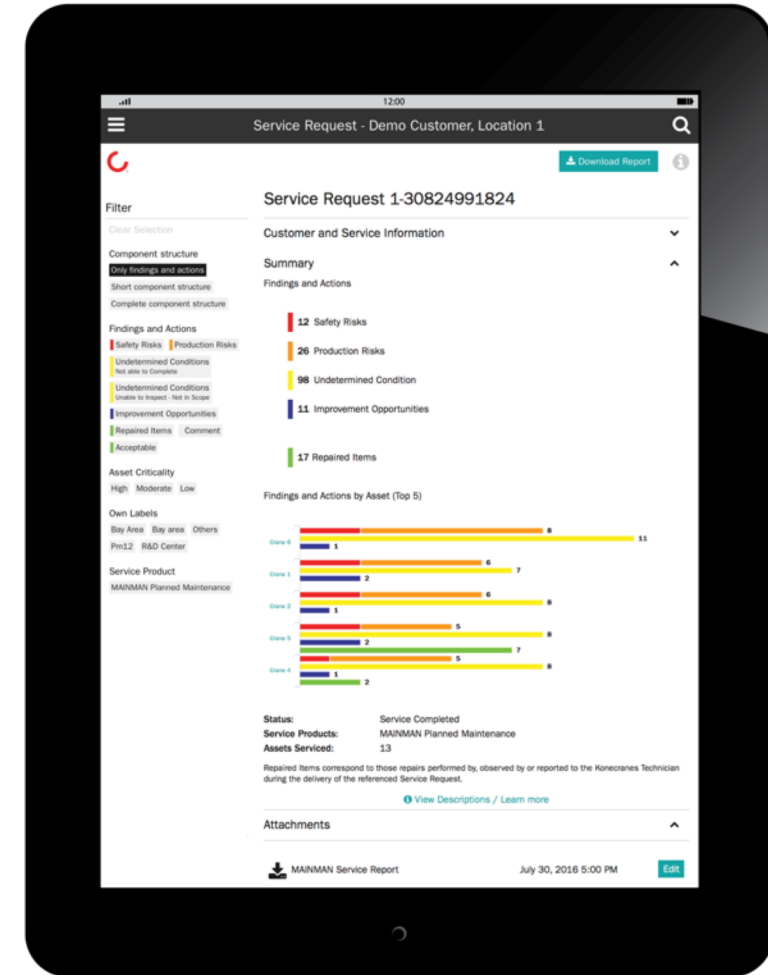
Spare parts and accessories for many brands, makes and models of cranes and hoists can be purchased on our eCommerce site – store.konecranes.com.



yourKONECRANES customer portal

Our customer portal, yourKONECRANES.com, gives you quick and easy access to your crane maintenance information. Usage data from TRUCONNECT and maintenance data and asset details from MAINMAN are linked, giving you a transparent view of events and activities over any selected time interval.

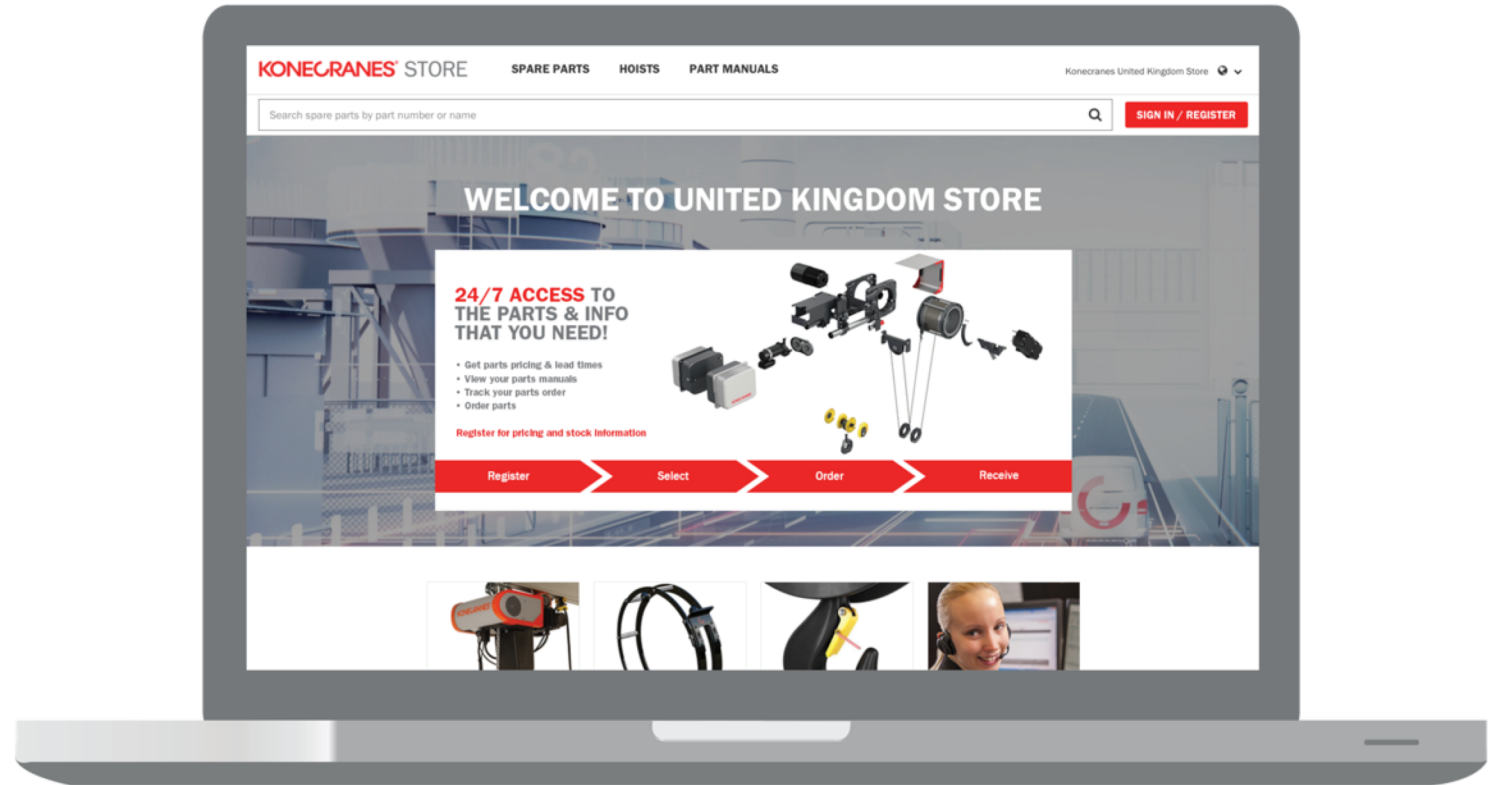
Aggregated data can be viewed, analyzed and shared quickly, for a single asset or an entire fleet. Insights can be drawn by observing anomalies, patterns and trends, helping users make informed maintenance decisions.



Konecranes STORE

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

The STORE provides an intuitive shopping experience and allows you to access Konecranes equipment manuals, search by part number or navigate by part categories, and have visibility to parts inventory levels and lead times by Distribution Center as well as online order tracking.





**NOT JUST LIFTING
THINGS, BUT ENTIRE
BUSINESSES**

Learn more at [konecranes.com](https://www.konecranes.com)