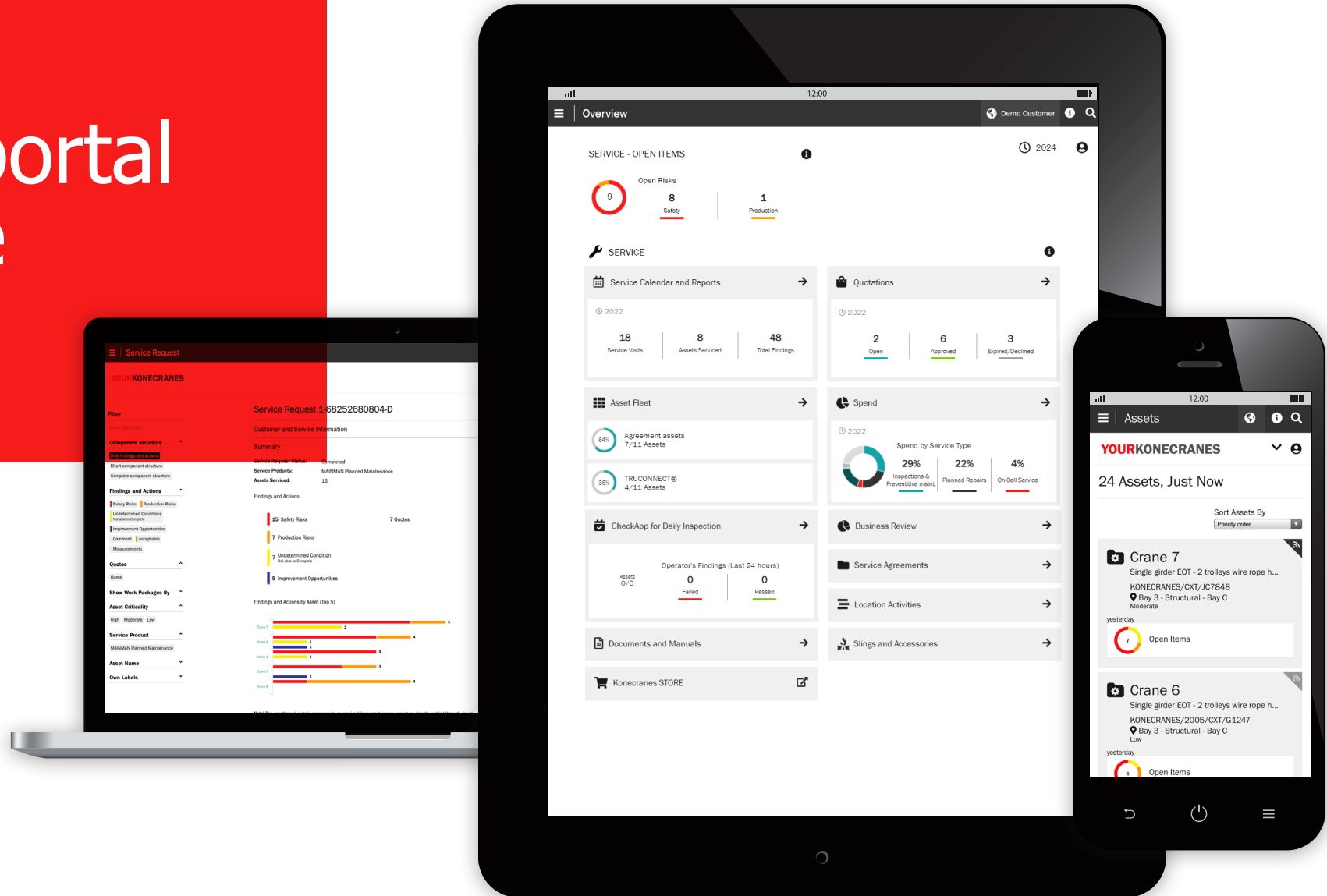


yourKONECRANES.com

# 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.



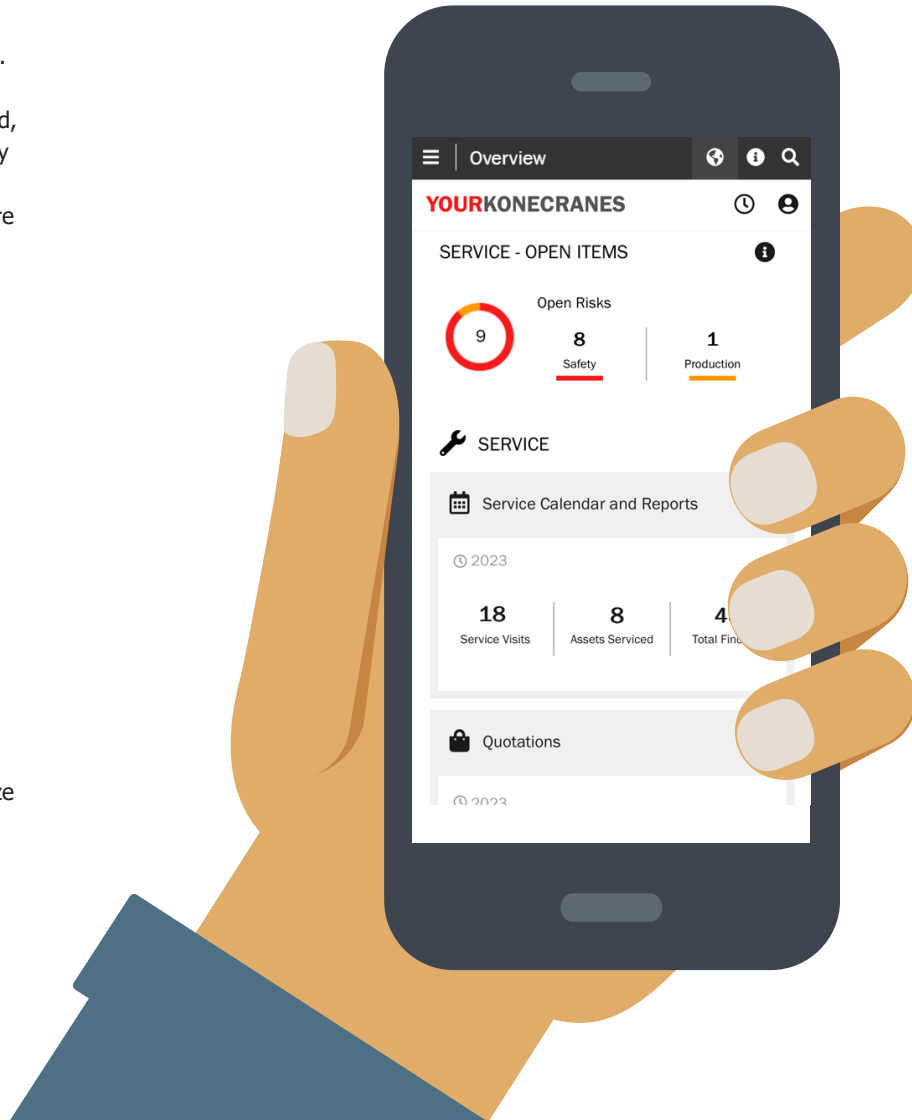
**Anomalies** can show up as faults, such as overloads. These events are considered abnormal and should be addressed promptly as they occur. Knowing when an overload occurs is the first step in identifying its cause.



**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' (29% Inspections & Preventive maint., 22% Planned Repairs, 4% On-Call Service). The top right of the main area includes a search bar, a user profile icon, and a time frame selector set to '2024'. A 'Feedback' button is located at the bottom right of the main content area. The footer contains the KONECRANES logo and the text '© 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 a search icon. Below the navigation bar, there's a filter section on the left with 'Filter (1 selected)' and a 'Clear filter' link. Underneath, it shows 'Selected customer(s) (1)' with 'Demo Customer' and 'Selected location(s)' with a search box. 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 Calendar and Reports' card showing 18 Service Visits, 8 Assets Serviced, and 48 Total Findings for 2022; 'Quotations' card showing 2 Open, 6 Approved, and 3 Expired/Declined for 2022; 'Asset Fleet' card showing 64% Agreement assets (7/11 Assets) and 36% TRUCONNECT® (4/11 Assets); 'CheckApp for Daily Inspection' card showing 0 Failed and 0 Passed for Operator's Findings (Last 24 hours); 'Spend' card showing 'Spend by Service Type' for 2022: 29% Inspections & Preventive maint., 22% Planned Repairs, and 4% On-Call Service; 'Business Review' card; 'Service Agreements' card; 'Location Activities' card; 'Documents and Manuals' card; and 'Konecranes STORE' card. A 'Feedback' button is visible on the right side of the dashboard.

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.





# 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.

This screenshot shows the detailed view of an asset. On the left, there is a sidebar with filters for 'Activity type', 'Quotations', 'Service Requests', 'Findings and Actions', and 'Service history by Component'. The main area displays 'Service open items - Just now' with a summary: 5 Open Items, 2 Safety Risks, 0 Production Risks, 2 Other, and 1 Open quotations. Below this, a list of activities is shown, including an 'Open Quotation' for 'Planned Repairs' (Replace hook safety latch with), an 'In Progress Service Request' for 'MAINMAN Assessment' (Mainman assessment), and a 'Completed Service Request' for 'Load Test, OSHA Periodic Compliance Inspection, Oil analysis' (Mega SR 2020 Periodic Compliance Inspection). Each activity includes a date and a 'Quote' button.

This screenshot shows the 'Asset Fleet' overview page. At the top, it says 'YOURKONECRANES' and '51 Assets'. A filter sidebar on the left allows filtering by customer and location. The main area displays a grid of asset cards. Each card shows the asset name, type, and criticality, along with a summary of open items: Safety, Production, and Open quotations. For example, 'Crane 5 Single girder' has 2 Safety, 2 Other, and 1 Open quotations. An 'Asset Reports' button is visible in the top right of the grid. On the right side, a detailed view for 'Crane 5 Single girder' is shown, including a 'New Service Request' button, labels like 'Cell 1 - Production floor - Main factory', and an 'Activity summary' table listing various faults and their dates.

The asset has TRUCONNECT.

This window will change based on the filter.

# 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.

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

**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	

**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	

# 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	<b>Konecranes Contact</b> Karl Customer +987654321 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 'Nov 2022' calendar view. Below the calendar, there are '2 Activities' listed. A callout 'Click to see the details of the Service Request.' points to a service request entry 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

Demo Customer Location 1

Crane 2 Double girder

Nov 11, 2022

Service Request

Mainman assessment

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.

The screenshot displays the 'Service Request' page for 'Service Request 1-68252680804-D'. The interface includes a top navigation bar with 'YOURKONECRANES' and a 'Generate Report' button. A left sidebar contains a 'Filter' section with expandable categories: 'Component structure' (with sub-options for 'Only findings and actions', 'Short component structure', and 'Complete component structure'), 'Findings and Actions' (with sub-options for 'Safety Risks', 'Production Risks', 'Undetermined Conditions', 'Improvement Opportunities', 'Comment', and 'Measurements'), 'Quotes', 'Show Work Packages By', 'Asset Criticality', 'Service Product', 'Asset Name', and 'Own Labels'. The main content area shows 'Customer and Service Information', a 'Summary' section with 'Service Request Status: Completed', 'Service Products: MAINMAN Planned Maintenance', and 'Assets Serviced: 16'. Below this is a 'Findings and Actions' section with a bar chart showing counts for Safety Risks (15), Production Risks (7), Undetermined Condition (7), and Improvement Opportunities (9). A 'Findings and Actions by Asset (Top 5)' section features a horizontal bar chart for assets Crane 7, Crane 6, Crane 4, Crane 2, and Crane 8. A 'Note' section provides additional context on inspection methods. At the bottom, there are sections for 'Attachments (2)', 'Findings and Actions (16 Assets)', and 'Undetermined Conditions: Unable to Inspect - Not in Scope (16 Assets)'. A 'Generate Report' button is located in the top right corner.

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 their 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 pop-up window, providing the following information:

- 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
- Show Work Packages By
- Asset Criticality
- Service Product
- 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) <a href="#">KC-AF_Example.pdf</a> Oil Analysis test	August 18, 2020 8:00 PM michael.crane@konecranes.com	<b>Edit</b>
Test02042020 <a href="#">PMT604849 Sappi Pk2 Sk4 sisähissi 05K0005HI...</a> Test	April 1, 2020 8:00 PM michael.crane@konecranes.com	<b>Edit</b>
Test File with txt file format <a href="#">Test_H.txt</a> Test	October 9, 2019 8:00 PM michael.crane@konecranes.com	<b>Edit</b>
Oil Analysis (XXX) <a href="#">KC-AF_Example.pdf</a> Oil Analysis	October 8, 2018 8:00 PM michael.crane@konecranes.com	<b>Edit</b>
Service Review Report <a href="#">SERVICE_REVIEW_REPORT_1-33309947322.pdf</a> Service Review Reports	April 27, 2017 11:23 AM michael.crane@konecranes.com	<b>Edit</b>
Service Review Report <a href="#">SERVICE_REVIEW_REPORT_1-33309947322.pdf</a> Service Review Reports	April 27, 2017 11:23 AM michael.crane@konecranes.com	<b>Edit</b>

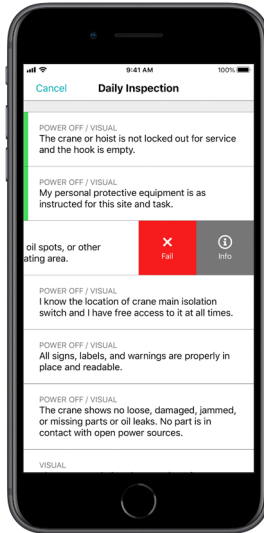
**Click to download the document.**

**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**

YOURKONECRANES

Selected location(s) [Search Location(s)...]

Customer Location 1, Austin, Texas, USA  
 Customer Location 2, Montgomery, Alabama, USA  
 Customer Location 3, Detroit, Michigan, USA  
**Customer, Albany, New York, USA**  
 Customer Location 5, Los Angeles, California, USA  
 Customer Location 6, Miami, Florida, USA

Status: Passed (Not Repaired), Passed (Repaired), Not checked, Failed (Not Repairable), Failed (Repairable), Out of Service

Device Type, Manufacturer, Functional Location, Service Requests

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	-

Generate Report

Device Details

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**

YOURKONECRANES

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'. 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®' and features two expandable sections: 'Condition' and 'Operating Statistics'. 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'. Each list item has a dropdown arrow and a corresponding colored bar on the left. Information icons and 'Learn more about' links are provided for both sections. A red 'Feedback' button is located on the right side of the page.

# 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 shows the TRUCONNECT interface for an asset named 'Crane 1'. The main section is titled 'Summary - Last 30 Days' and features three primary metrics:

- Condition:** A gauge showing 9% with a red needle. Below it, 'Contactors Service life HOIST B' is listed with a value of 'During period -2.4%' and a 'View Condition' link.
- Alerts:** A red circle containing the number '4'. Below it, 'Overloads HOIST B' is listed with a 'View Safety Statistics' link.
- Operating Statistics:** A large number '46,086' representing 'Starts TOTAL' with a 'View Operating Statistics' link.

Additional elements include a 'Preset Time Range' dropdown, 'Start Date' and 'End Date' fields, a 'Clear Time Range' button, and a '+ New Service Request' button. A 'TRUCONNECT Report' button is also present. A callout box at the bottom 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 also visible.

Callout boxes provide further context:

- 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 overall 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.
- This shows the cumulative number of alerts in the review period.** Points to the Alerts metric.

# TRUCONNECT

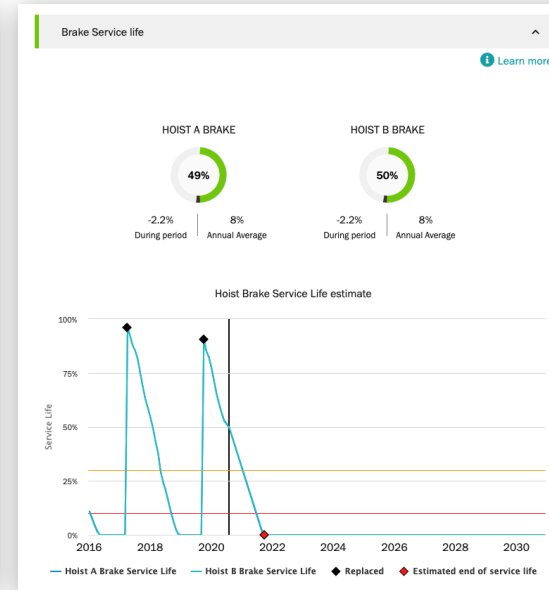
## Condition section

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.

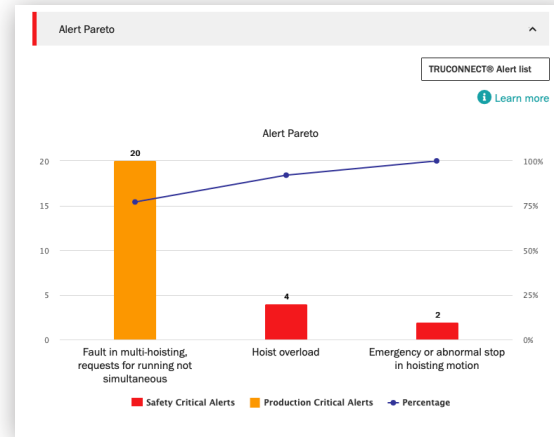
### Emergency stop

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.

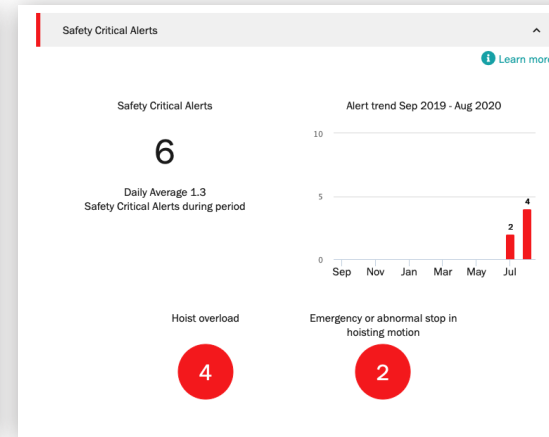
The periodic graph in single asset view shows brake service lifetime in terms of the number of e-stops. The hoist brake wears down 50 times faster with emergency stops than with normal stops.

### Motor over temperature

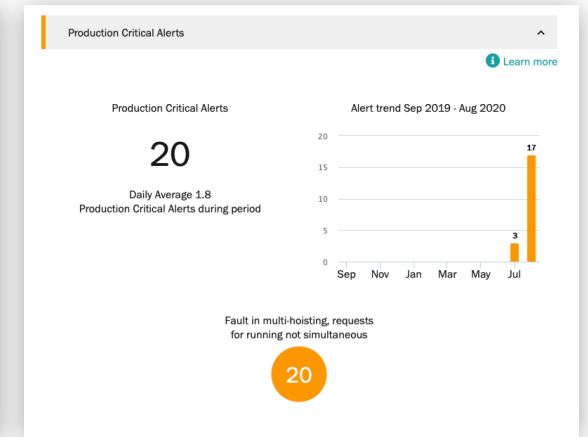
A hoist motor over temperature is recorded each time the hoist motor stops operating due to an over temperature condition. The periodic graph shows the number of over temperatures. The cumulative graph is the running total to date.



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.

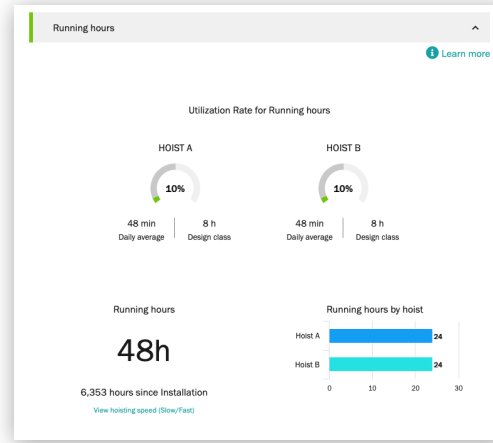
# TRUCONNECT

## Operating statistics

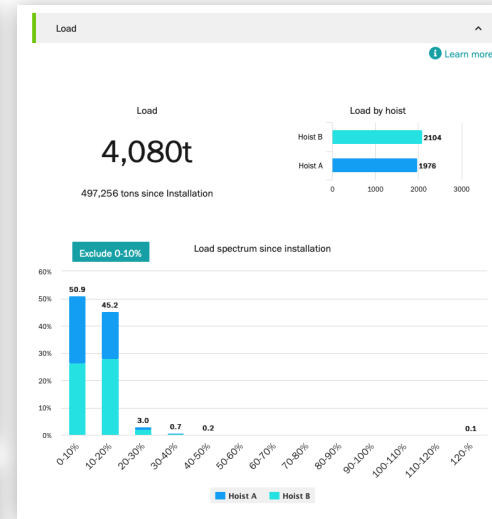
Operating statistics show how different crane operating patterns affect the safe operation and condition of the crane and the service life of critical components.

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.

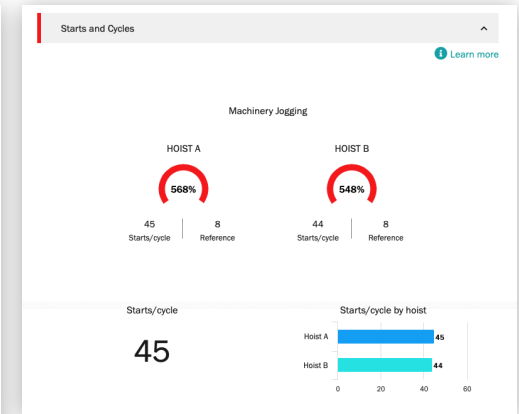
This section is designed to promote appropriate operation in order to achieve optimal results in terms of the safety, service life and maintenance costs of the crane investment.



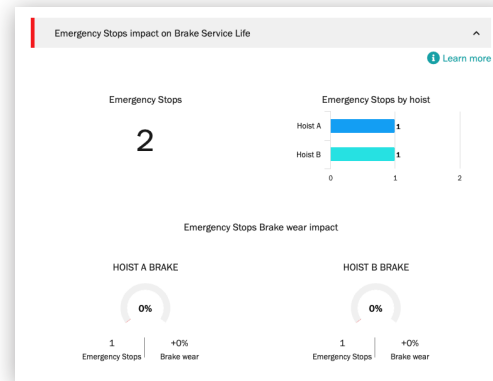
This section shows the number of running hours in the review period with a load.



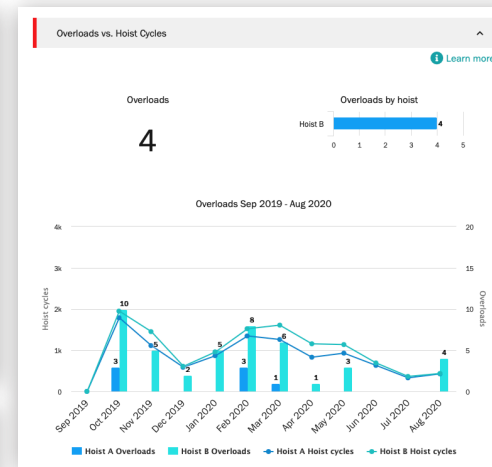
This section shows the production volume of the crane or individual hoist.



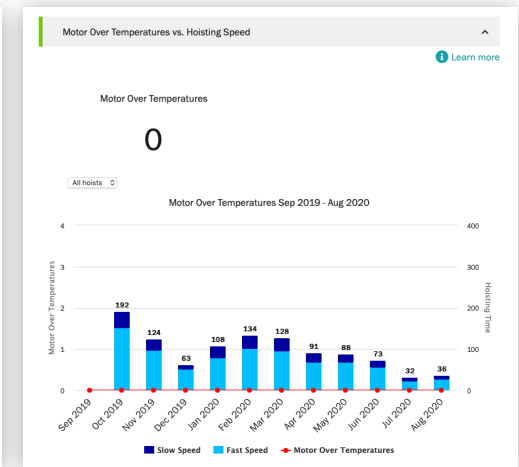
Indicates the number of starts with both inverter-controlled and 2-speed motors, and speed changes with 2-speed motors.



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

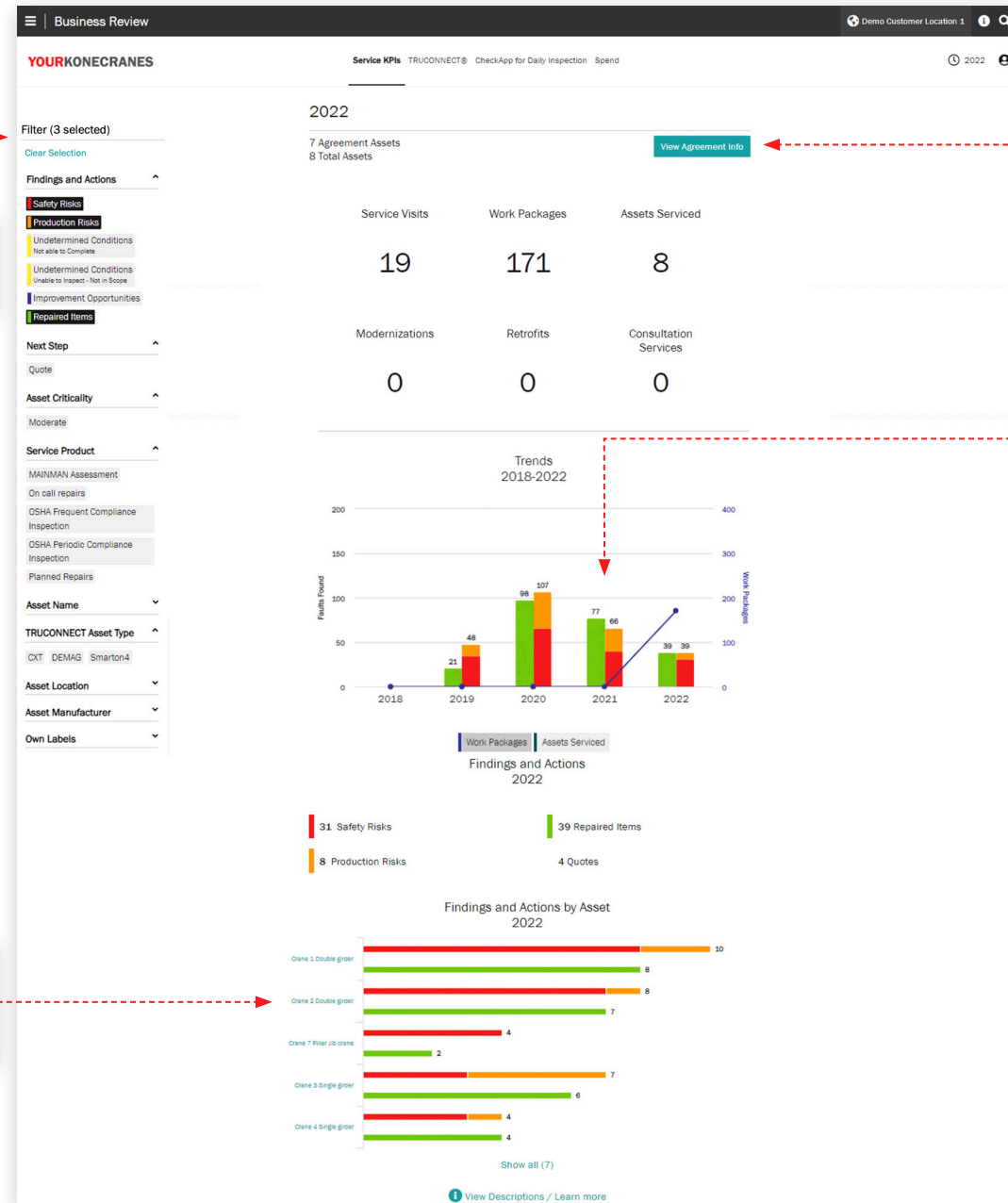
This section shows the number of service visits, work packages, assets serviced, modernizations, retrofits and consultation services performed during the selected time period.

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.

Click on asset name to view service activities, TRUCONNECT data and asset info.



View your agreement information.

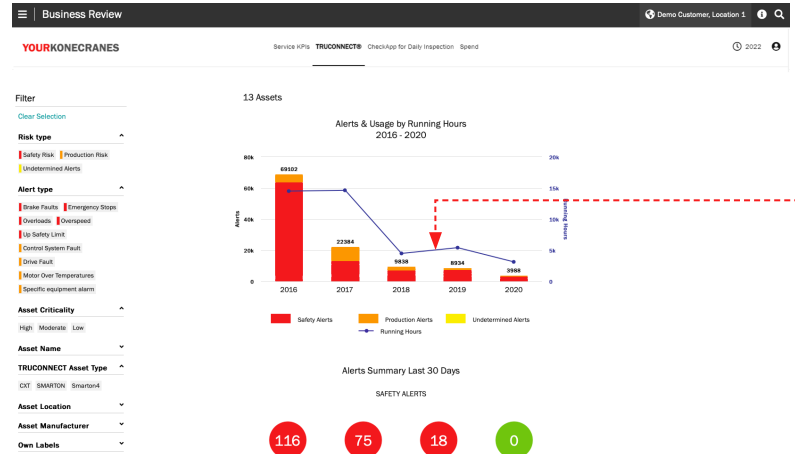
Hover over the graph line to see the total assets serviced/work packages in the corresponding year.

# 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.

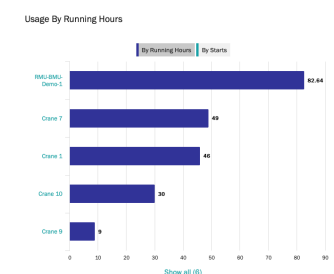
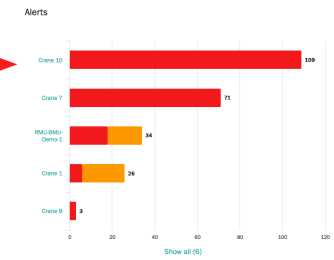
The information in this section can help you pinpoint connected assets that need attention and make appropriate plans for budgeting and maintenance.



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 section is titled 'Inspection Summary' for 'Demo Customer Location 1, Austin'. It features a calendar for 2022 with a circular gauge showing '27 Failed' (red) and '13 Passed' (green) inspections. Below this is a list of '40 Activities' with details for each inspection, including the date, time, inspector, and asset type. For example, on Nov 21, 2022, Mikel Ruiz de Austin Valdivielso completed a daily inspection for Crane 1 Double girder. On Nov 16, 2022, Steven Walker completed a daily inspection for Crane 5 Single girder. On Nov 16, 2022, Aubert Ndikuryo completed a daily inspection with 1 failed and 14 passed checkpoints. On Nov 14, 2022, Ade Ardiyanto completed a daily inspection with 1 failed and 14 passed checkpoints. A photo of a red crane hook is shown with the note 'Not proper to use in this area'.

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

# Business Review

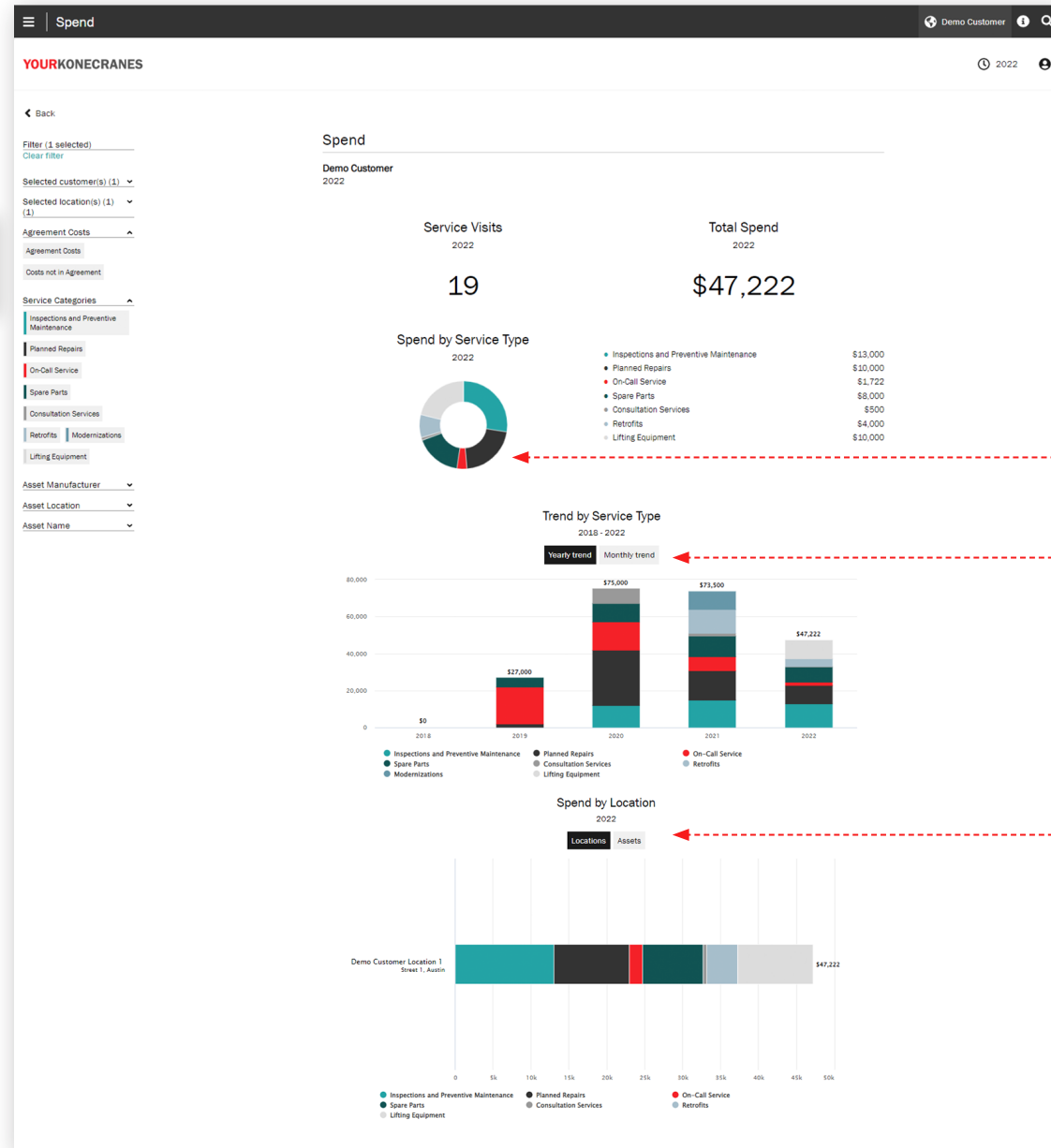
## Spend section

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](https://www.konecranes.com)