

## HOW TO

# Access your service report in yourKONECRANES.com

Go to your.konecranes.com and log in. If you do not have a log in or if you are having trouble logging in, click the "contact support" button on the yourKONECRANES login page.

**YOURKONECRANES** Overview

Filter: Clear filter

Selected customer(s): Demo Customer (Street 0, Springfield, Ohio, USA)

Selected location(s): Demo Customer Location 1 (Street 1, Austin, Texas, USA)

**CRANE SERVICE - OPEN ITEMS**

- Open Risks: 26
- Safety: 18
- Production: 8

**TRUCONNECT® STATUS**

- Component Condition: 12 Critical, 12 Low
- Operating Alerts: 6 Safety, 28 Production

**CRANE SERVICE**

- Service Review and Reports: 2 Service Visits, 15 Assets Serviced, 73 Total Findings
- Asset Fleet: 37% Agreement assets (20/54 Assets), 97% TRUCONNECT® (47/54 Assets)

On the overview page click on the arrow next to "Service Review and Reports."

**YOURKONECRANES** Service Review and Reports

Filter: Clear filter

Selected customer(s): Demo Customer (Street 0, Springfield, Ohio, USA)

Selected location(s): Demo Customer Location 1 (Street 1, Austin, Texas, USA)

**Service Review and Reports**

- 2 Service Visits
- 15 Assets Serviced
- 73 Total Findings

**Demo Customer** (Street 0, Springfield, Ohio, USA)

- Demo Customer Location 1** (Street 1, Austin, Texas, USA): 2 Service Visits, 15 Assets Serviced, 73 Total Findings
- Demo Customer Location 2** (Street 2, Montgomery, Alabama, USA): 0 Service Visits, 0 Assets Serviced, 0 Total Findings

Choose your location and click the arrow.

**YOURKONECRANES** Activity

Filter (1 selected): Clear Selection

Service Request Status: Completed Service Request

Show only: Open Findings

Findings: Safety Risks, Production Risks

Actions: Quote

**1 Activities, Jan 2020 - Nov 2020**

- Oct 29, 2020: Completed Service Request (Investigate Truconnect Devices x 6 Cranes) - Service Review
- Nov 11, 2020: Completed Service Request (Planned Repairs: Supply and replace Hoist Wire Rope) - Service Review
- Dec 16, 2020: Completed Service Request - Service Review

Choose the service by date and/or asset. Then click the "Service Review" button.

The "Service Review" is your service report. You can view all findings and recommendations from the service visit here. You can also filter by findings and view quotes. If you would like to download or email a pdf of the report you can do so by clicking "Generate Report."

**YOURKONECRANES**

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

7 Quotes

Findings and Actions by Asset (Top 5)

Asset	Safety Risks	Production Risks	Undetermined Conditions	Improvement Opportunities
Crane 1	5	2	0	0
Crane 6	4	1	1	0
Crane 4	3	1	0	0
Crane 2	3	1	0	0
Crane 8	4	1	0	0

Note! The condition of certain components on serviced/inspected cranes cannot be directly verified through visual inspection without further disassembly and/or the use of other inspection methods. These advanced services are excluded from the scope of this service. Inspection frequency for these components should follow OEM recommendations and/or governing regulations. These components are listed separately and identified as follows:

- Undetermined Conditions (Unable to Inspect - Not in Scope)

[View Descriptions / Learn more](#)

Attachments (2) [Add](#)

Findings and Actions (16 Assets)

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

Click to download a pdf of the service report.

**Generate Report**

Select Report Type

- Service Report

Select Report Version

- Only findings and actions
- Short component structure
- Complete component structure
- Complete component structure with tasks

One asset per page

Run report only for completed work packages

Select Assets

- All Assets
- Crane 14 Double girder EDT - 2 trolleys wire rope hoists
- Crane 15 Double girder EDT - 2 trolleys wire rope hoists
- Crane 16 HVV-EMARTNA

Selected Filters

No filter selected

Filters selected in the user interface do also affect the final content of "Service Report". Please, close this view and modify the filters before running the report, if needed.

Enter Email address

[Send report by email](#) [Generate Report](#)

When you click "Generate Report" you can choose which assets to include and how much detail you'd like in the report.