

KONECRANES SERVICE PROGRAMS

Guide to service agreements

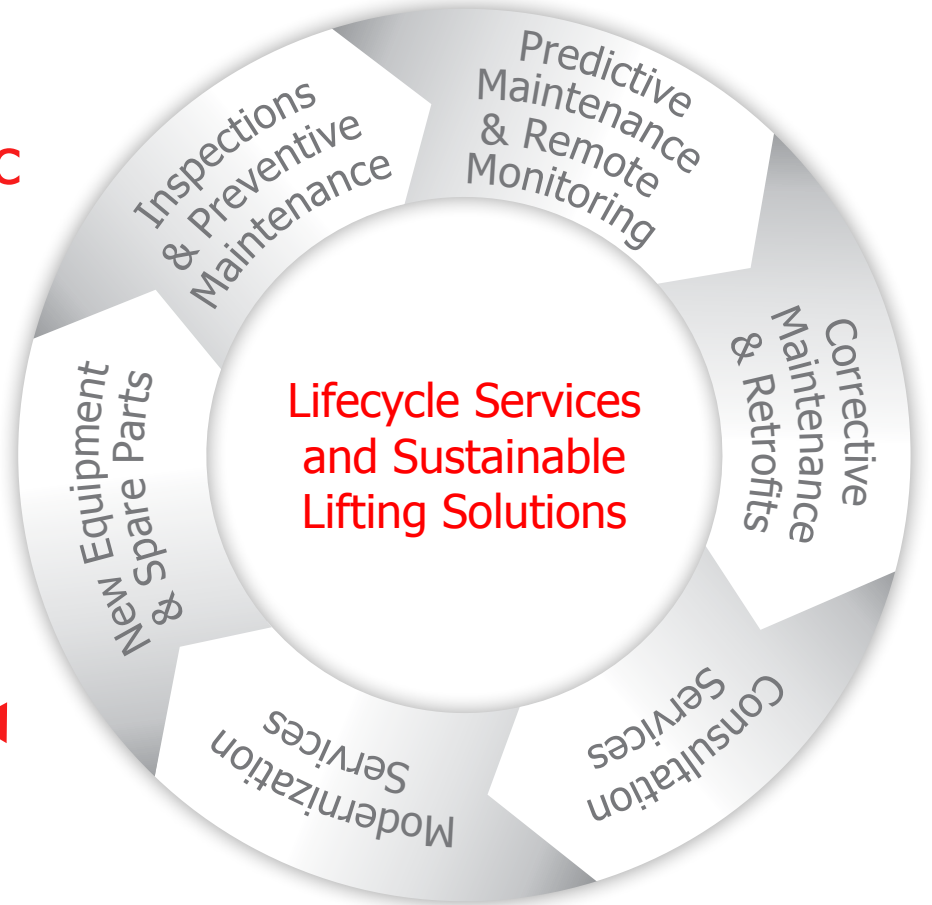
KONECRANES
Lifting Businesses™



Comprehensive and systematic asset management

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

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



Your service agreement

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

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

The **CONDITION Inspection/Routine Maintenance program**

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

The **CARE Preventive/Predictive Maintenance Program**

has been designed to improve equipment safety, productivity and sustainability through the systematic application of preventive maintenance inspections, compliance inspections where applicable, routine maintenance, and TRUCONNECT Remote Monitoring.

The **COMMITMENT Comprehensive Maintenance Program**

provides required and recommended inspections and preventive/predictive maintenance and we also assume more of the equipment maintenance responsibility including in-scope repairs.

The **COMPLETE Comprehensive Maintenance & Operations Program**

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



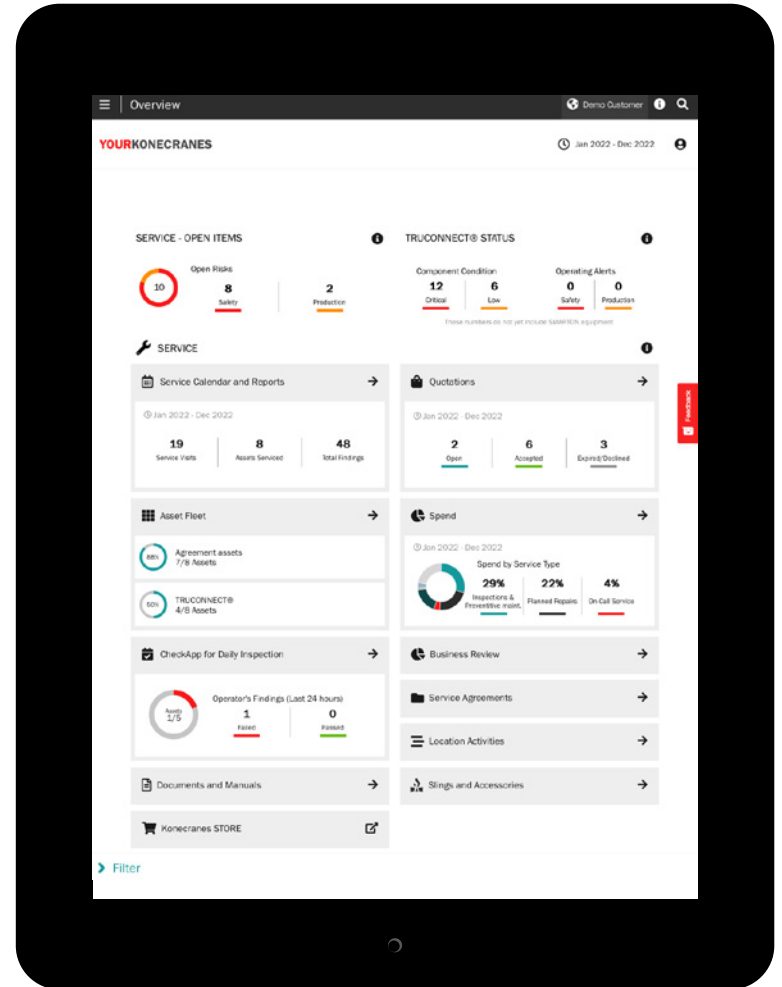
yourKONECRANES customer portal

Your maintenance information – online, any time

When you have a service agreement with Konecranes you get access to our customer portal—yourKONECRANES.com. The portal lets you quickly and easily see your crane maintenance information, asset condition and usage data, and agreement details.

You get a transparent view of all maintenance activities, TRUCONNECT alerts, and even spend over a selected time interval. Aggregated data can be viewed, analyzed and shared quickly—for a single asset or an entire fleet—helping you make informed maintenance decisions.

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



How do I get access to yourKONECRANES?

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

What if we need to add additional users?

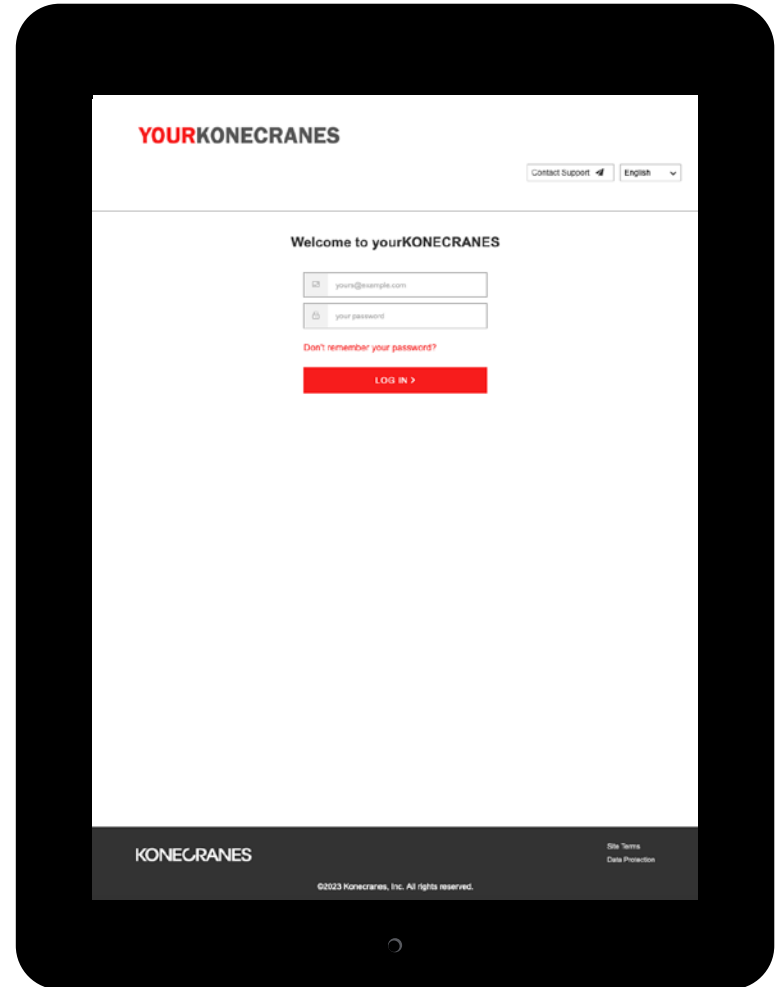
Contact your Konecranes representative to add additional users to yourKONECRANES.

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

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

What if I have trouble logging on?

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



Where do I find my agreement details on your KONECRANES?

Service Agreements

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

AGREEMENT INFO

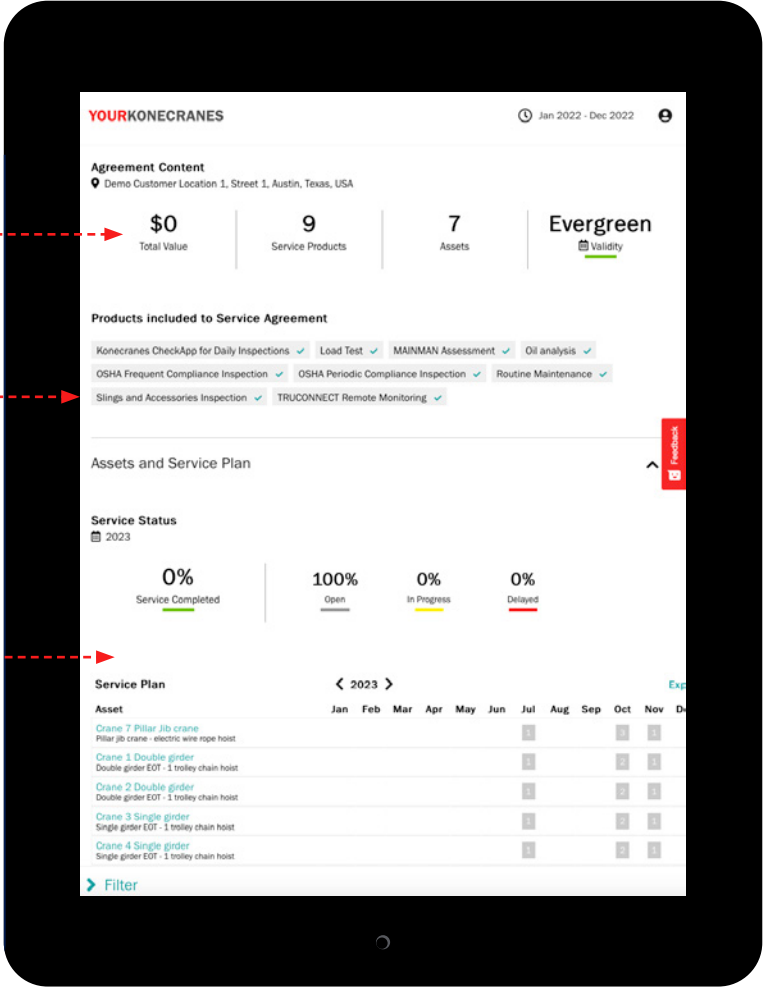
This quick view shows agreement value, products, assets and validity. Above this section you can find your Konecranes contact and email, agreement type and start date.

SERVICE PRODUCTS

All the products included in your agreement are listed here.

ASSETS AND SERVICE PLAN

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



How will the services in my agreement be scheduled?

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

Service Calendar

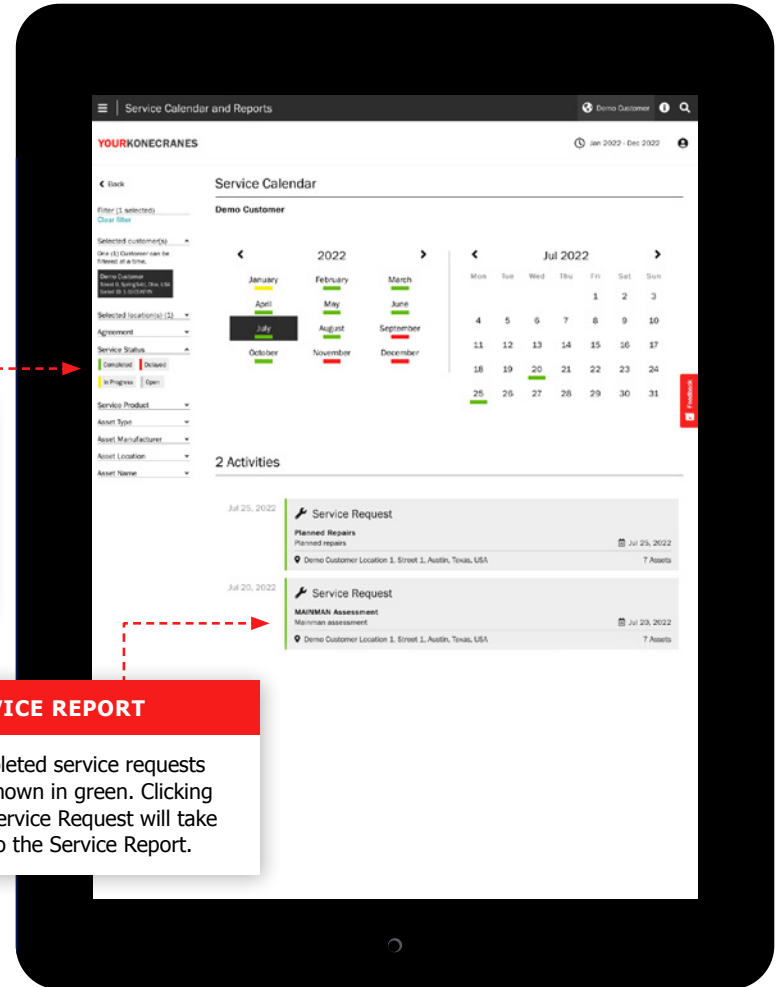
FIND IT: From the overview page or in the main menu under Service Calendar and Reports

FILTER

Filter by service status, service product or even services not in the agreement.

SERVICE REPORT

Completed service requests are shown in green. Clicking the Service Request will take you to the Service Report.



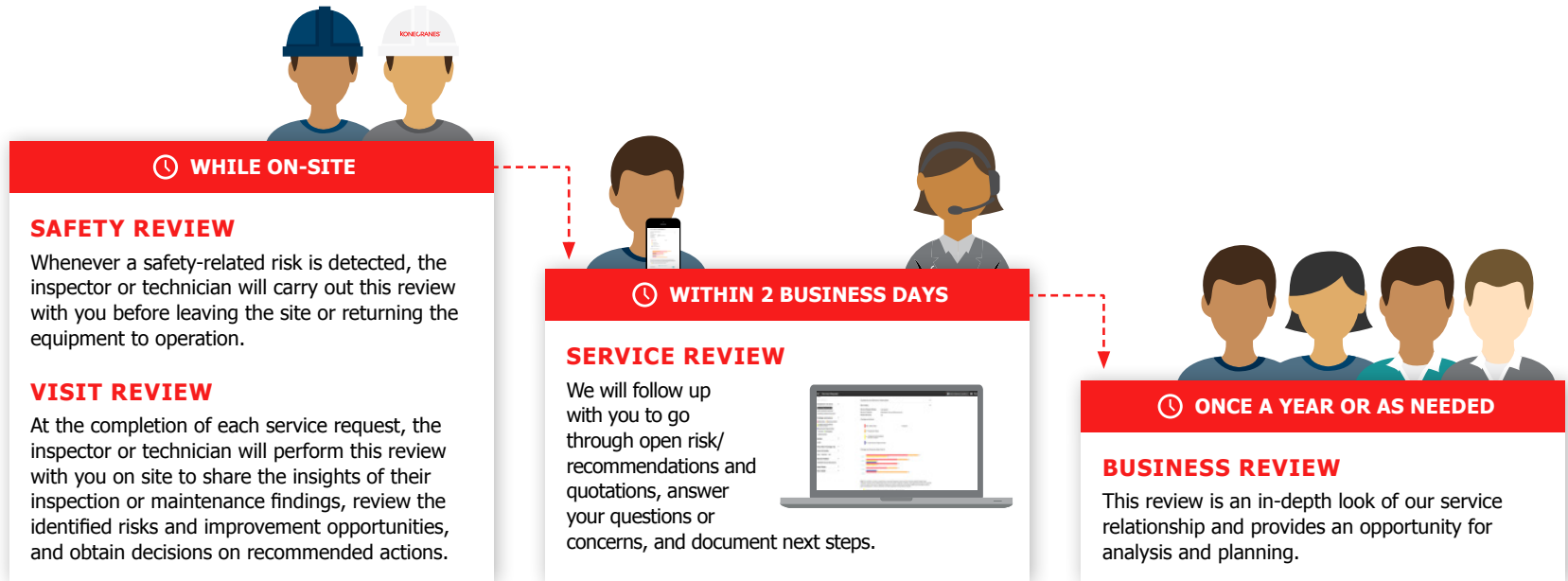
How will you review your findings with me?

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

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



What happens during the different reviews?



Where do I find my service report on yourKONECRANES?

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

Service Report

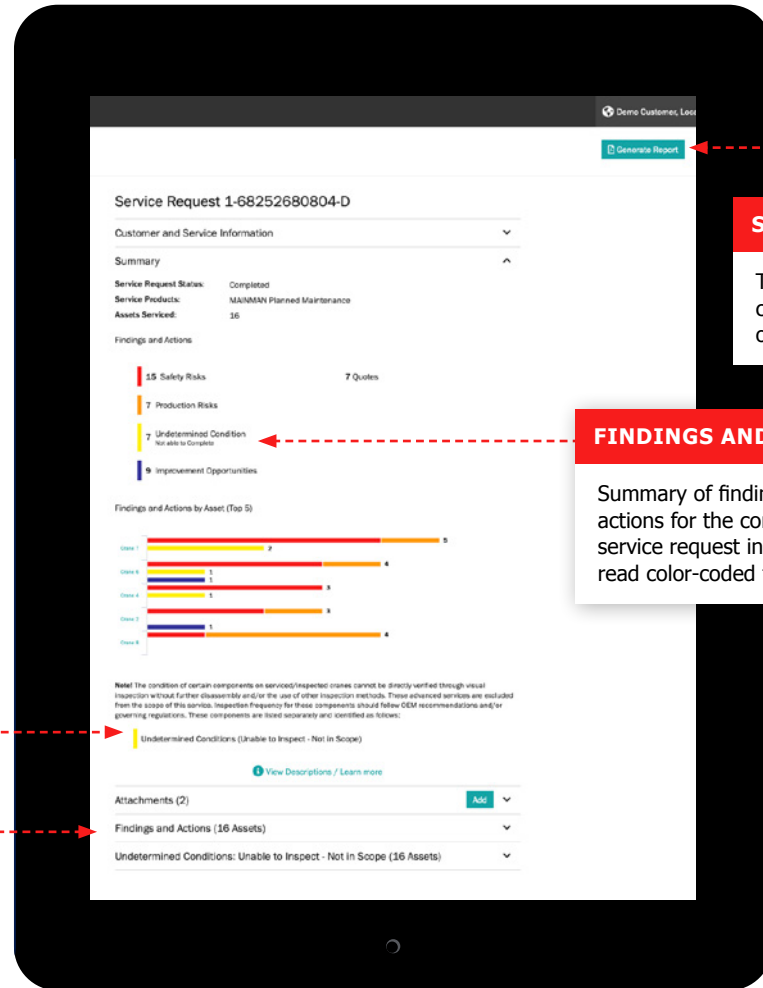
FIND IT: on the overview page or in the main menu under Service Calendar and Reports

UNDETERMINED CONDITIONS

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

FINDINGS DETAILS

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



SERVICE REPORT

The service report can be downloaded or shared by email.

FINDINGS AND ACTIONS

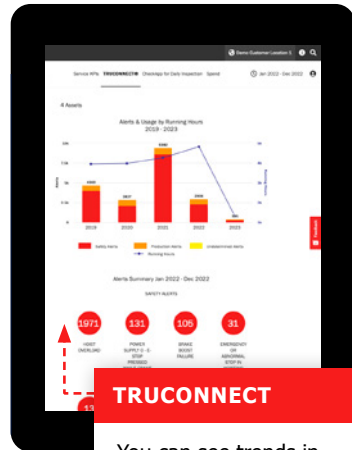
Summary of findings and actions for the completed service request in an easy-to-read color-coded format.

Where do I see my Business Review information on your KONECRANES?

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

Business Review

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



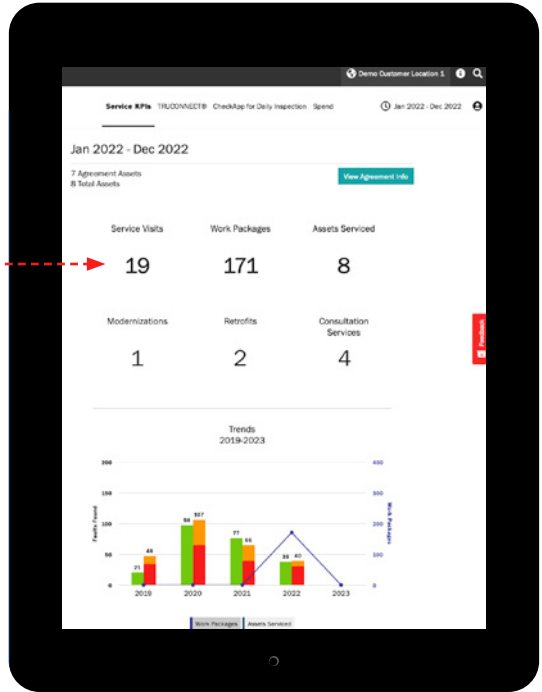
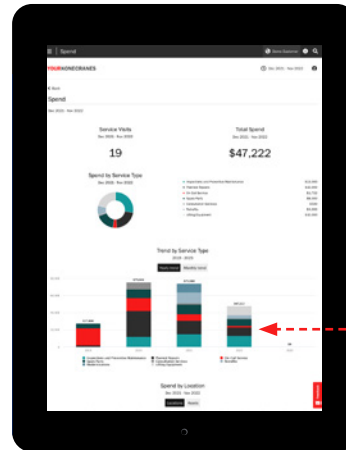
TRUCONNECT

You can see trends in TRUCONNECT safety and production alerts over time.



CHECKAPP

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



SERVICE KPIs

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

SPEND

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

How can I prioritize maintenance activities?

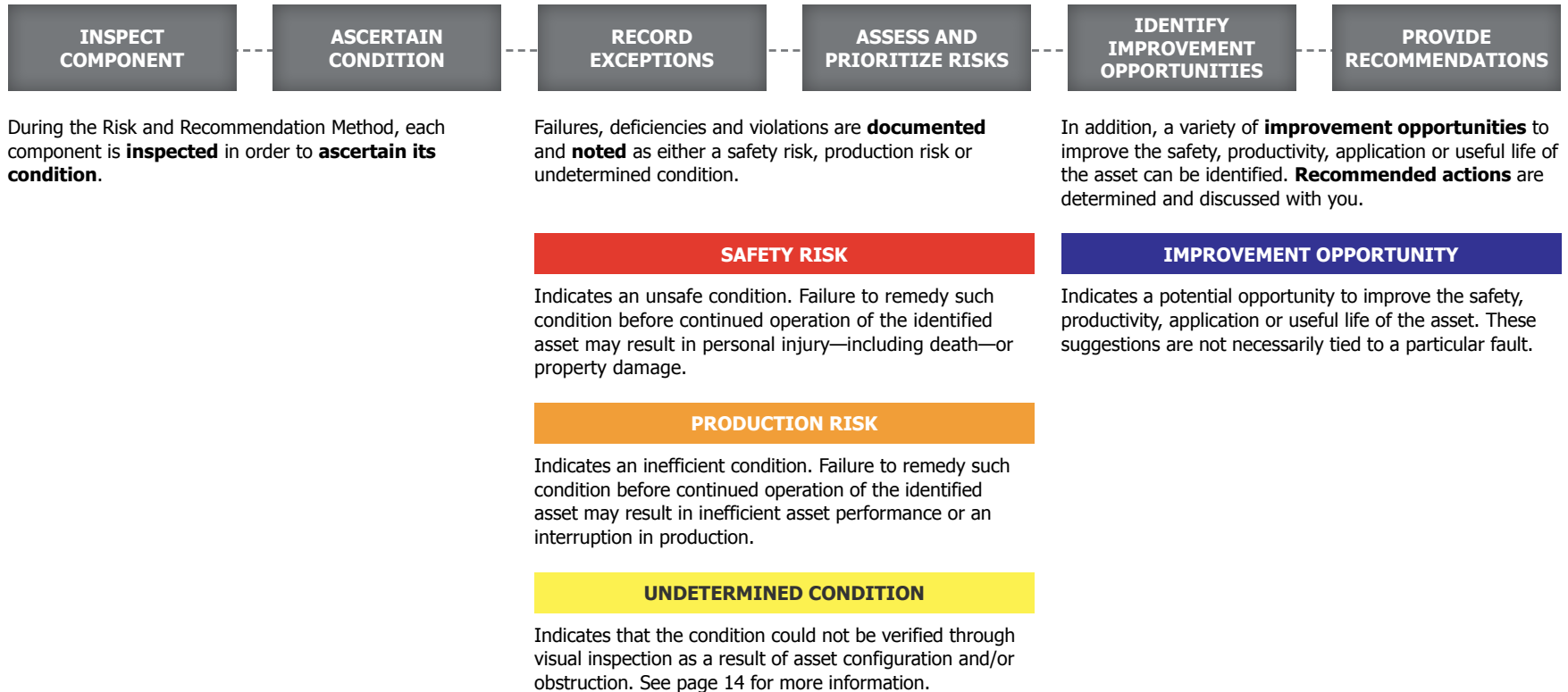
The Risk and Recommendation Method is a systematic approach to documenting component exceptions, assessing and prioritizing risks, and providing recommendations to improve safety and productivity.

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

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



How does the Risk & Recommendation Method work?



Where can I see risks and recommendations on your KONE CRANES?

Overview

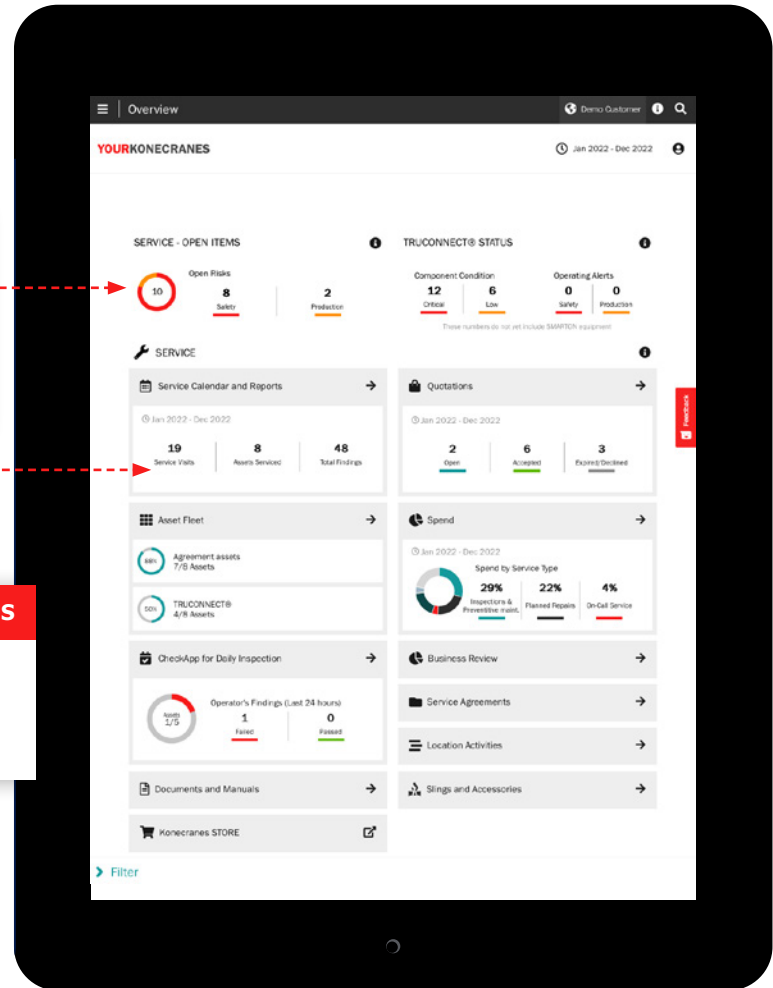
FIND IT: in the main menu

OPEN ITEMS

This shows open items for safety and production risks allowing you to see which assets need the most attention.

SERVICE CALENDAR AND REPORTS

Click here to see a calendar view of service activities. You can filter for completed service to get to your service report with risks and recommendations.



Where can I see risks and recommendations on your KONE CRANES?

Assets

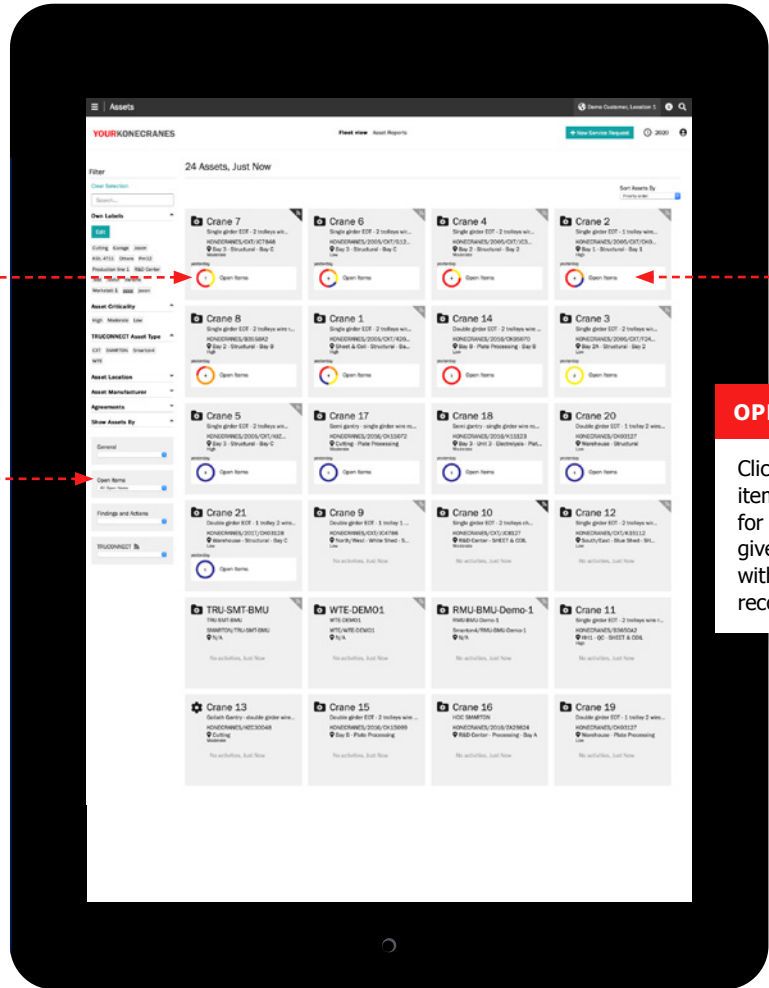
FIND IT: On the overview page by clicking Asset Fleet or in the main menu

OPEN ITEMS

This shows open risks and improvement opportunities for each asset.

FILTER

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



OPEN ITEM LIST

Clicking on the open items or findings for an asset will give you a list with details and recommendations.

Where can I see risks and recommendations on your KONE CRANES?

Service Request

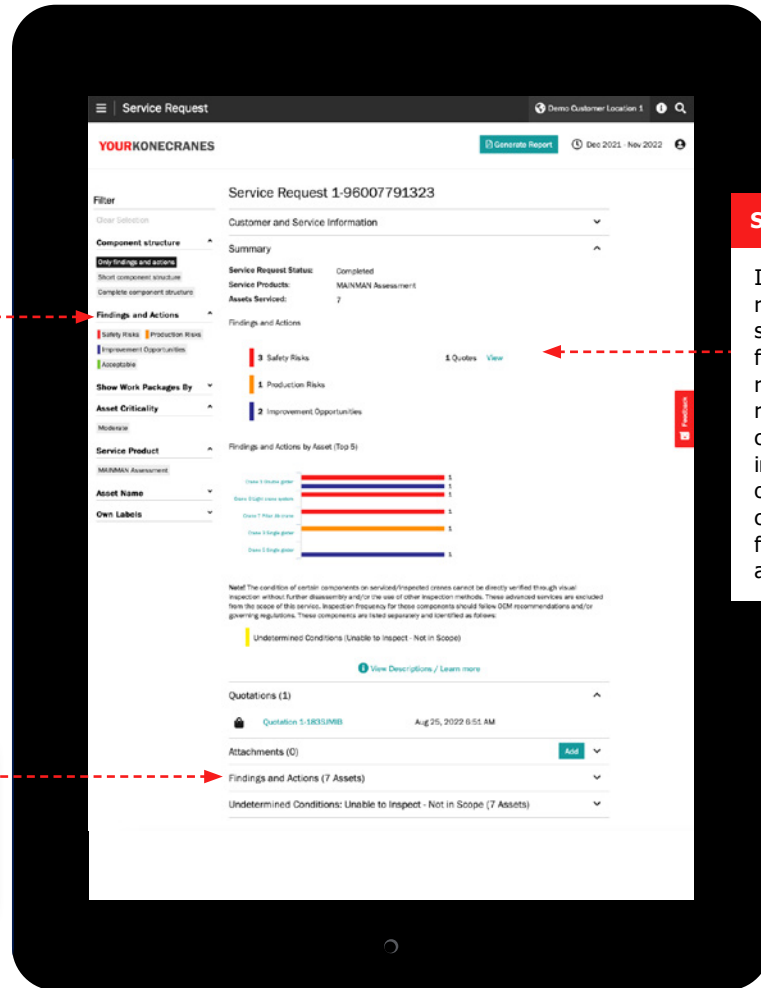
FIND IT: on the overview page (open items), or Service Calendar and Reports in the main menu

FILTER BY RISK

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

RECOMMENDATIONS

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



SUMMARY

In your service report you can see a summary of findings by safety risk, production risk, undetermined conditions and improvement opportunities. You can also see these findings for each asset serviced.

What is an undetermined condition?

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

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

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



Where can I see undetermined conditions on yourKONECRANES?

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

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

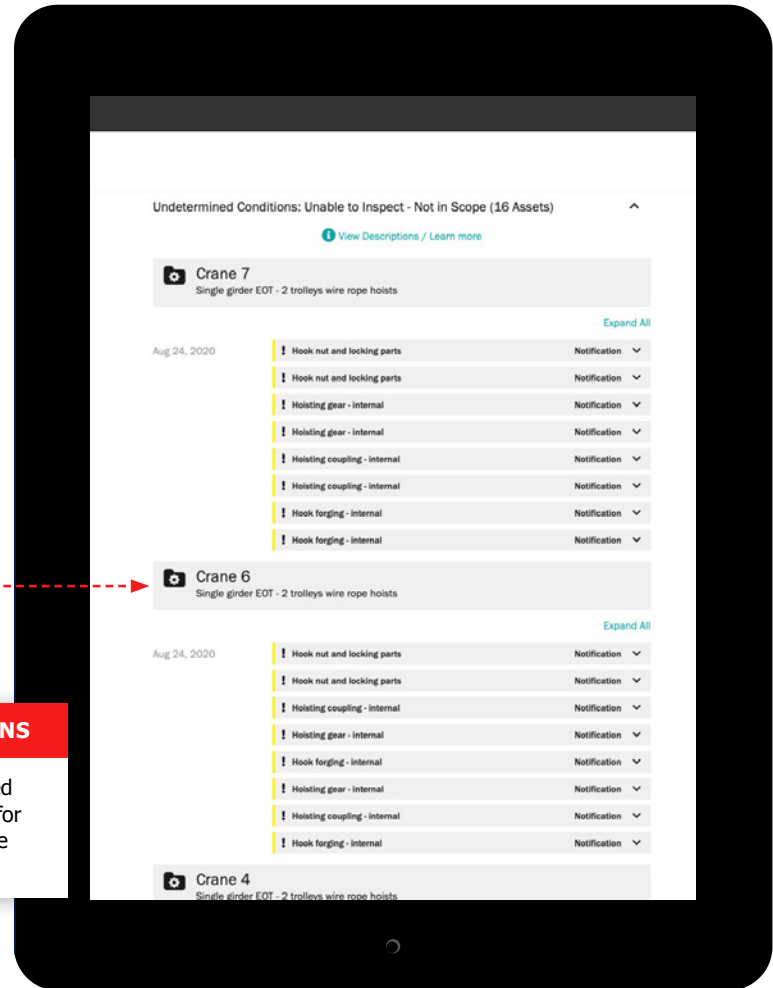
You may also see components listed as Undetermined Condition - Not able to Complete. This indicates that the component condition could not be directly verified through visual inspection as a result of asset configuration and/or obstruction. In this case, the visual inspection was part of the service scope but it could not be completed.

Service Request

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

UNDETERMINED CONDITIONS

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



How will I get quotes for repairs or other items?

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

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



Where can I see quotations on yourKONECRANES?

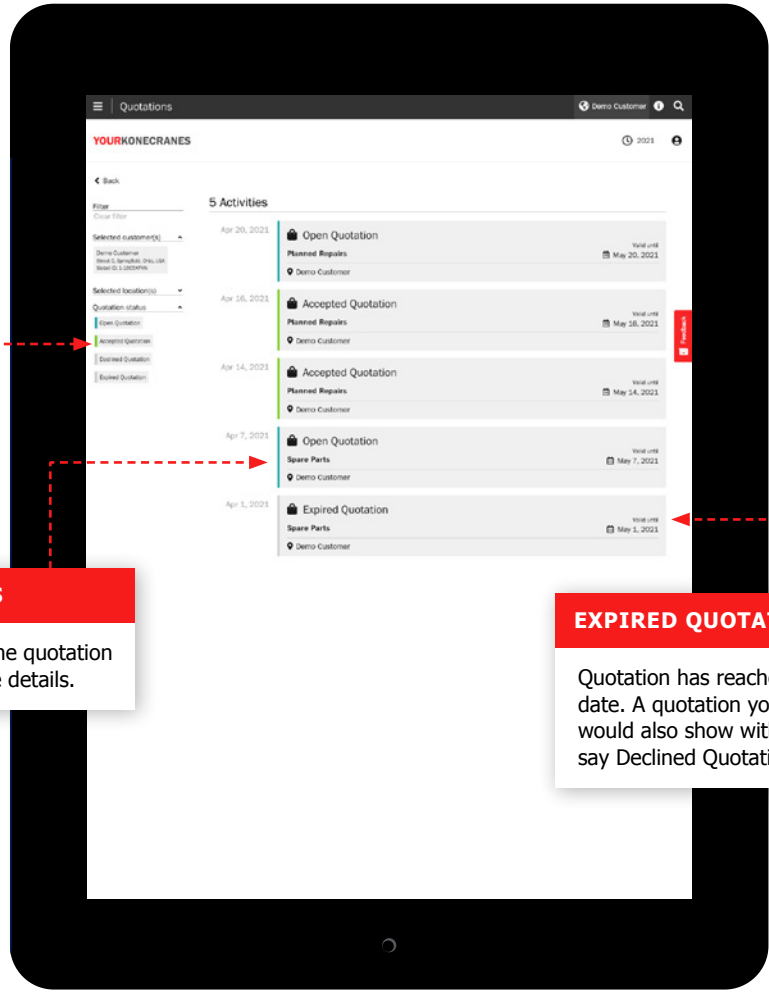
Quotations

FIND IT: on the overview page or the main menu

FILTER
Filter by location as well as status.

DETAILS
Click on the quotation to see the details.

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



What does my data from TRUCONNECT tell me?

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

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



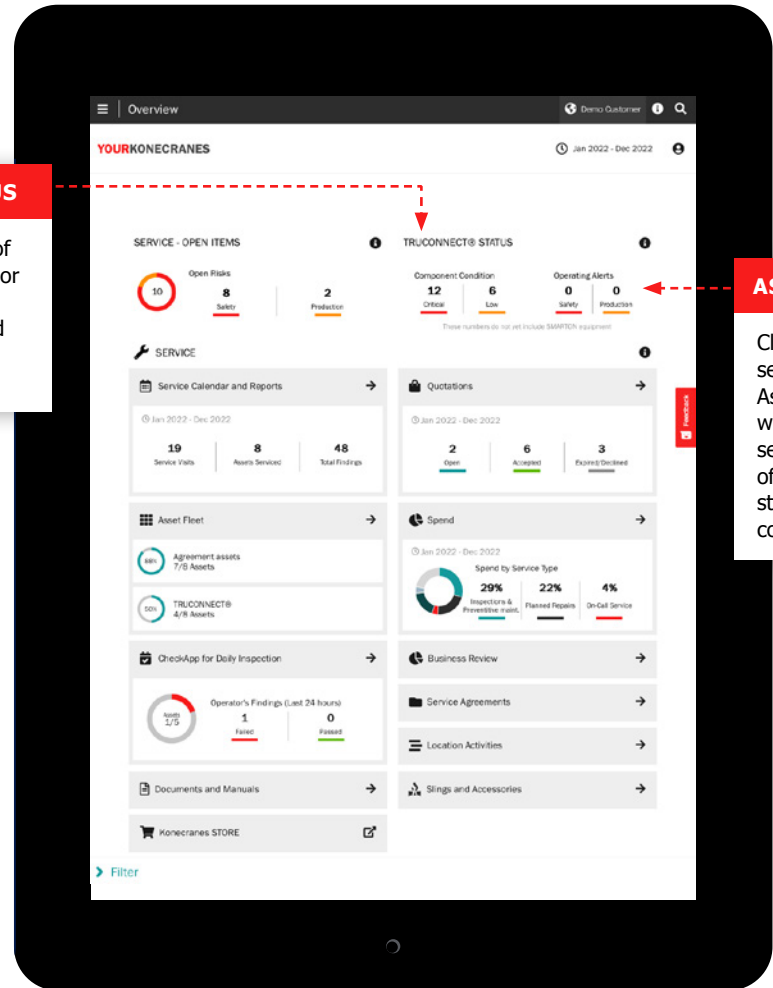
Where can I see TRUCONNECT data on yourKONECRANES?

Overview

FIND IT: in the main menu

TRUCONNECT STATUS

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



ASSET VIEW

Click on this section to go the Asset Fleet view where you can see an overview of TRUCONNECT statuses for each connected asset.

Where can I see TRUCONNECT data on yourKONECRANES?

Asset Fleet

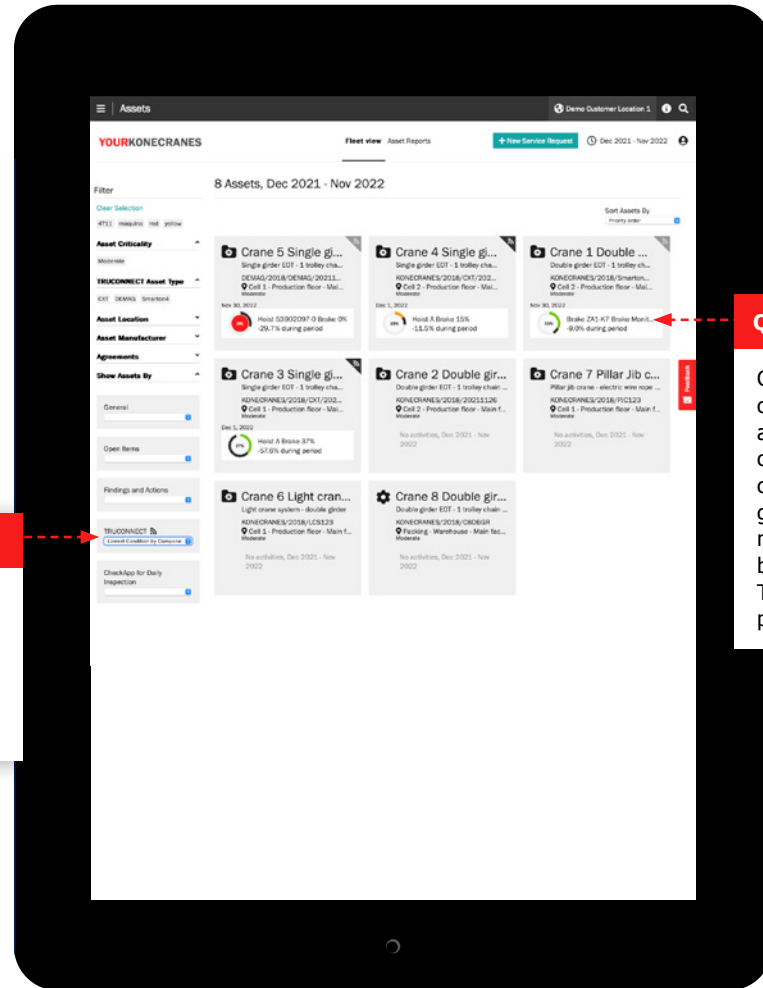
FIND IT: From the TRUCONNECT status on the overview page or Asset Fleet in the main menu

TRUCONNECT FILTER

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

QUICK VIEW

Get a quick view of condition status and change, you can sort by asset criticality to help guide decision making. Click the box to go to the TRUCONNECT page for the asset.



Where can I see TRUCONNECT data on yourKONECRANES?

TRUCONNECT

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

SUMMARY

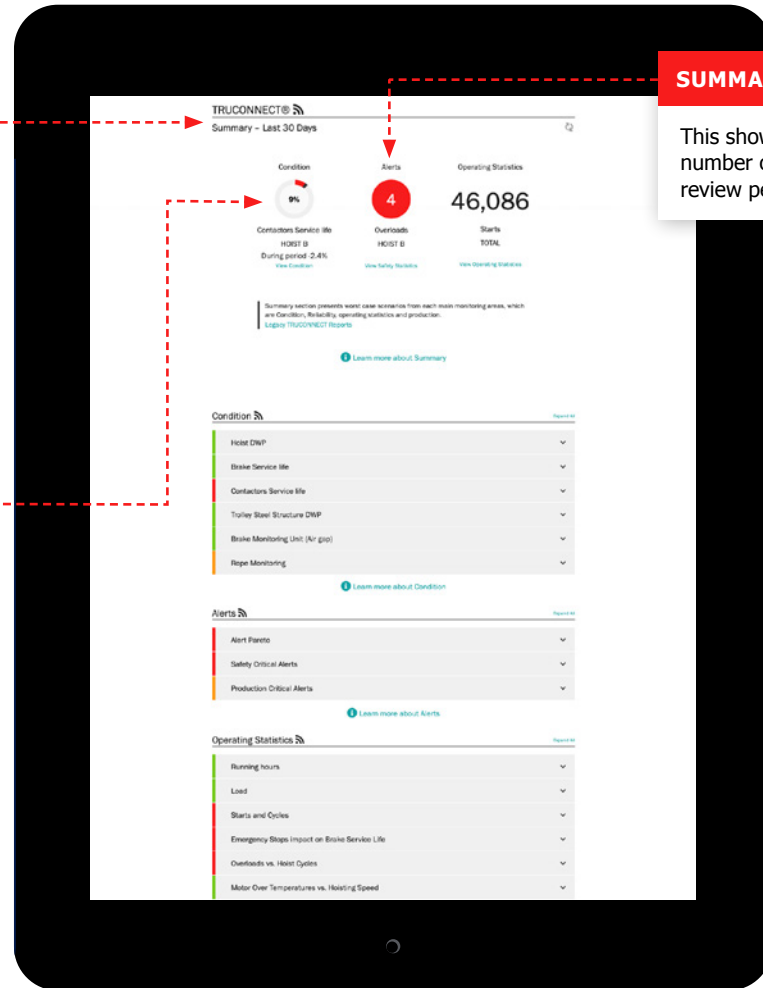
This section contains the main items that require attention in each category.

SUMMARY - CONDITION

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

SUMMARY - ALERTS

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



Where can I see TRUCONNECT data on your KONE CRANES?

TRUCONNECT

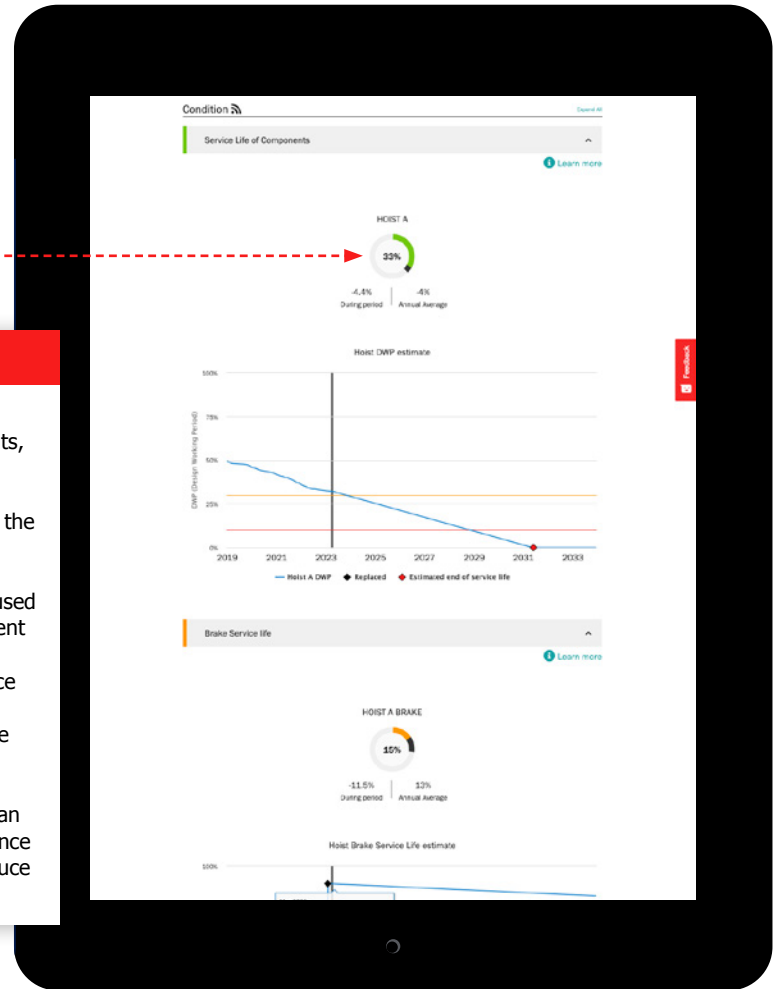
FIND IT: on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page

CONDITION

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

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

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



Where can I see TRUCONNECT data on your KONE CRANES?

TRUCONNECT

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

ALERT PARETO

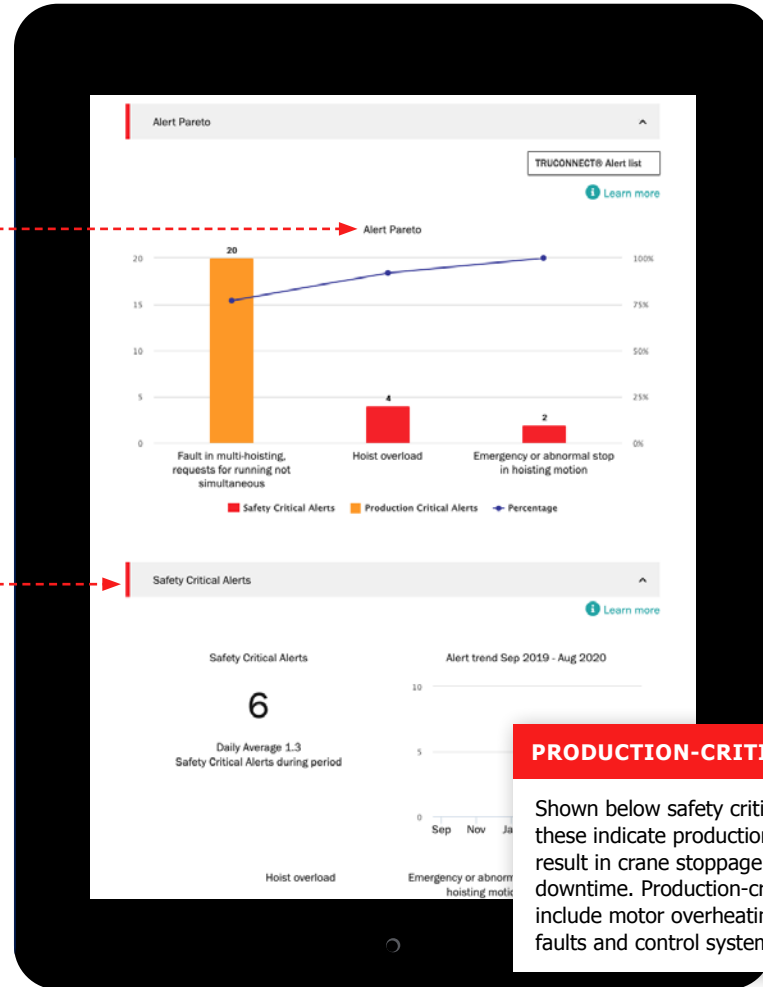
The Pareto analysis displays and ranks the most important causes of alerts related to the safety and usability of the crane.

SAFETY-CRITICAL ALERTS

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

PRODUCTION-CRITICAL ALERTS

Shown below safety critical alerts, 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.



Where can I see TRUCONNECT data on your KONE CRANES?

TRUCONNECT

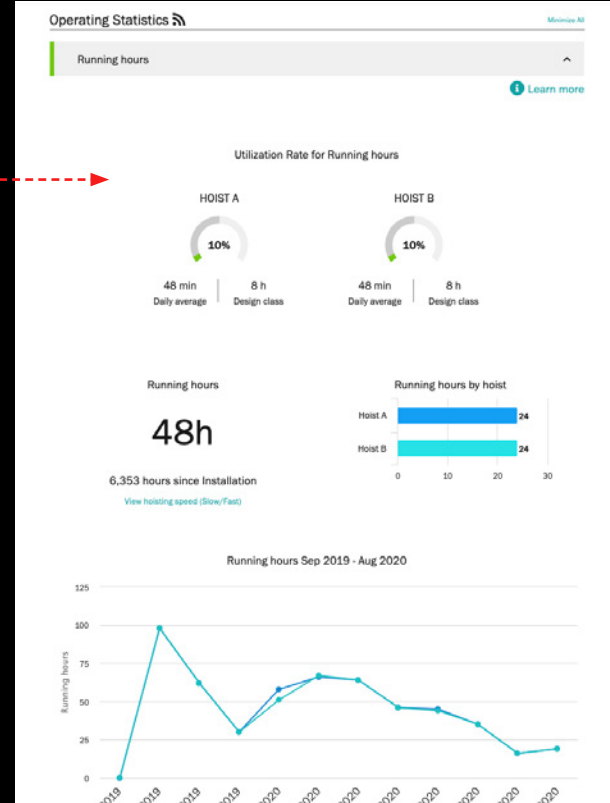
FIND IT: on the Asset Fleet page click on any connected asset and then choose TRUCONNECT from the tabs at the top of the page

OPERATING STATISTICS

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

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

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



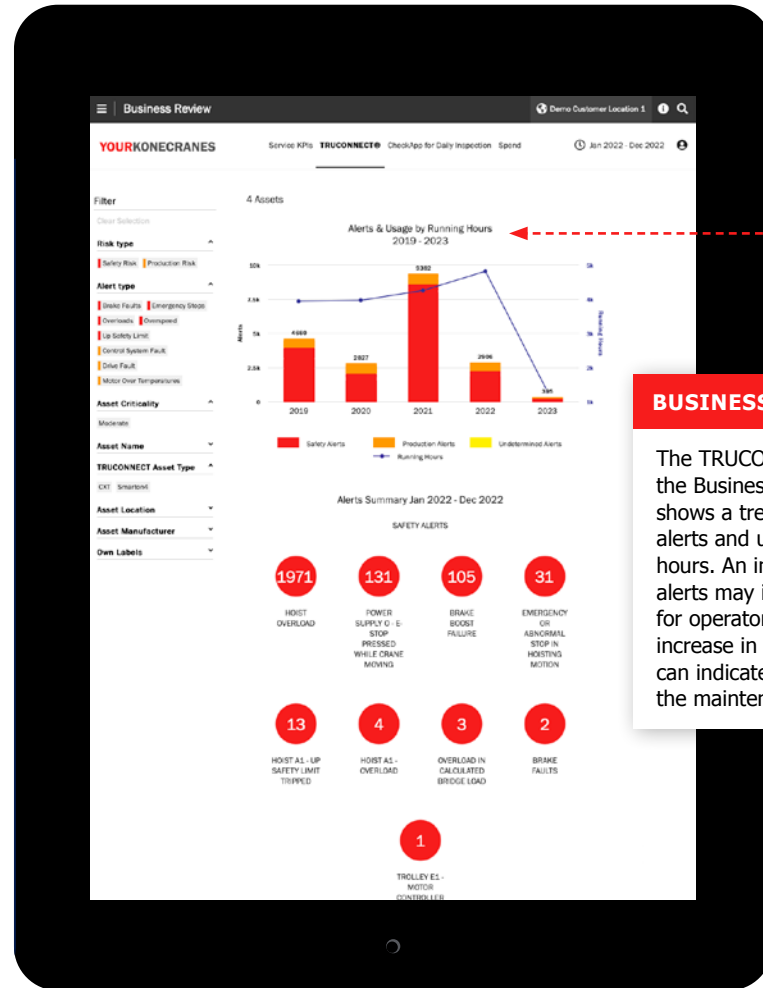
Where can I see TRUCONNECT data on yourKONECRANES?

TRUCONNECT data in the review process

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

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

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

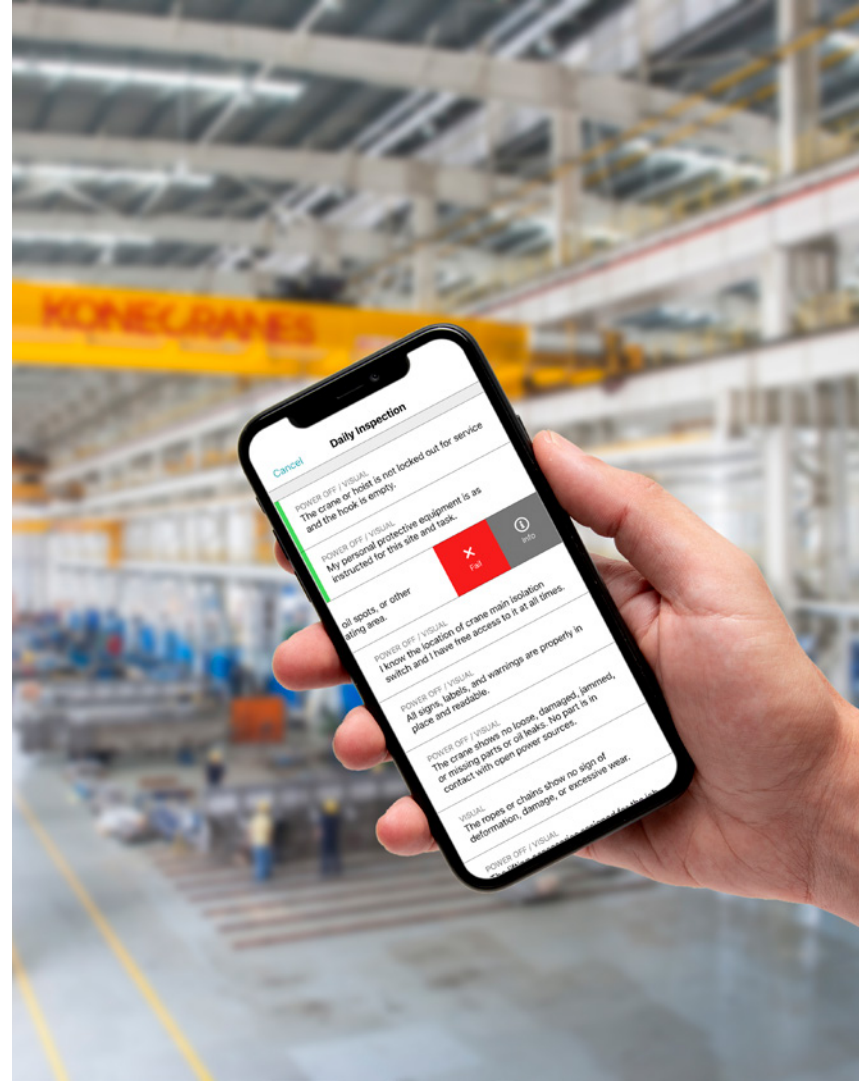


BUSINESS REVIEW

The TRUCONNECT tab in the Business Review section shows a trend graph of alerts and usage by running hours. An increase in safety alerts may indicate a need for operator training and an increase in production alerts can indicate a need to adjust the maintenance plan.

Where can I find my CheckApp information?

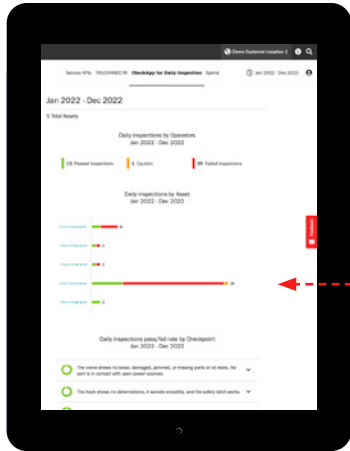
If you have CheckApp for Daily Inspections you can see the inspection records on yourKONECRANES. Konecranes CheckApp helps crane users quickly and easily record their findings when performing pre-shift and/or pre-lift inspections. It gives users a digitalized and cost-effective way for recording and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



Where can I find my CheckApp information?

Daily Inspection

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



FILTER

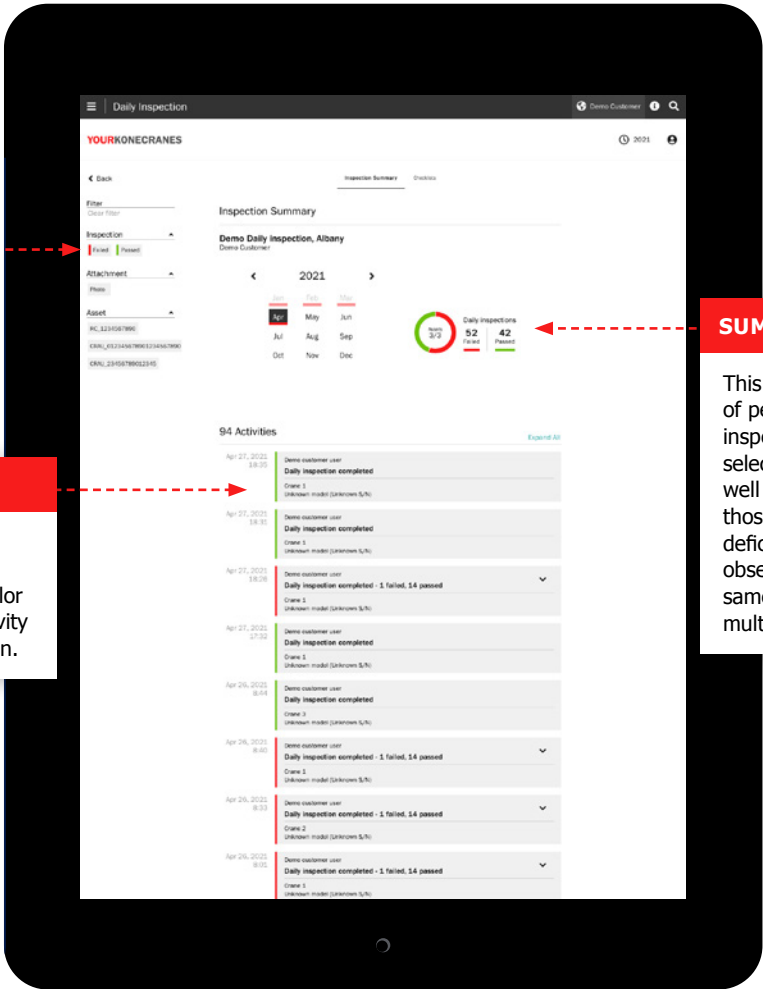
Filter by inspection status to see a quick view of failed checkpoints.

ACTIVITIES

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

BUSINESS REVIEW

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



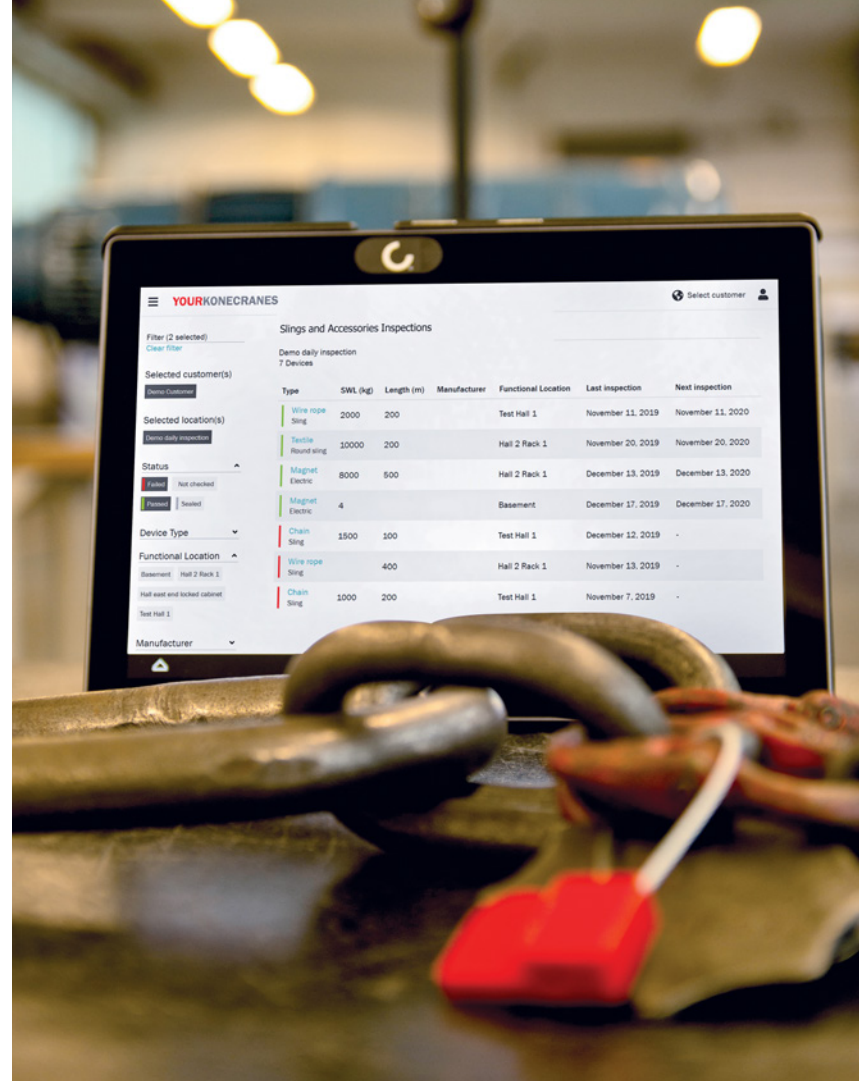
SUMMARY

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

Where can I find my Slings and Accessories information?

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

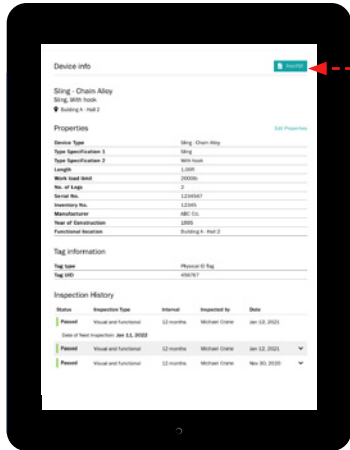
The yourKONECRANES portal gives you quick access to all relevant attachment information and an archive of inspection data to help you centrally manage your equipment. It also provides a record for regulatory requirements which can help you stay compliant.



Where can I find my Slings and Accessories information?

Slings and Accessories Inspection

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



FILTER

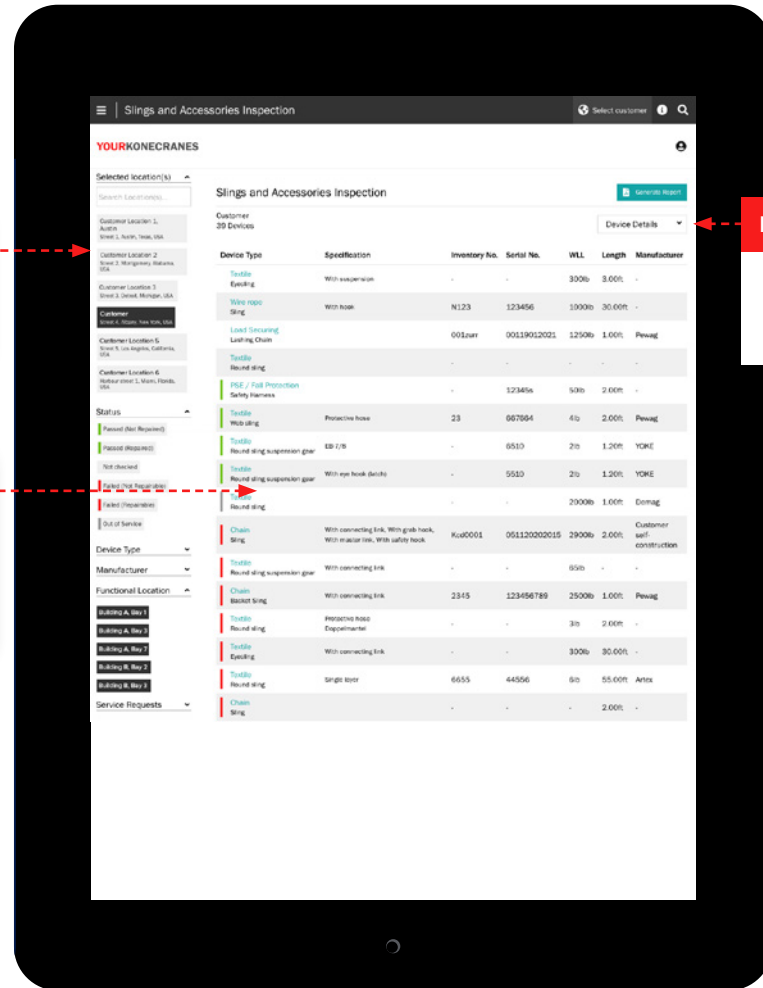
Filter by status or device type.

DEVICE INFO

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

DOWNLOAD REPORT

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



DETAILS

Switch between device details and inspection details.

Where can I find parts?

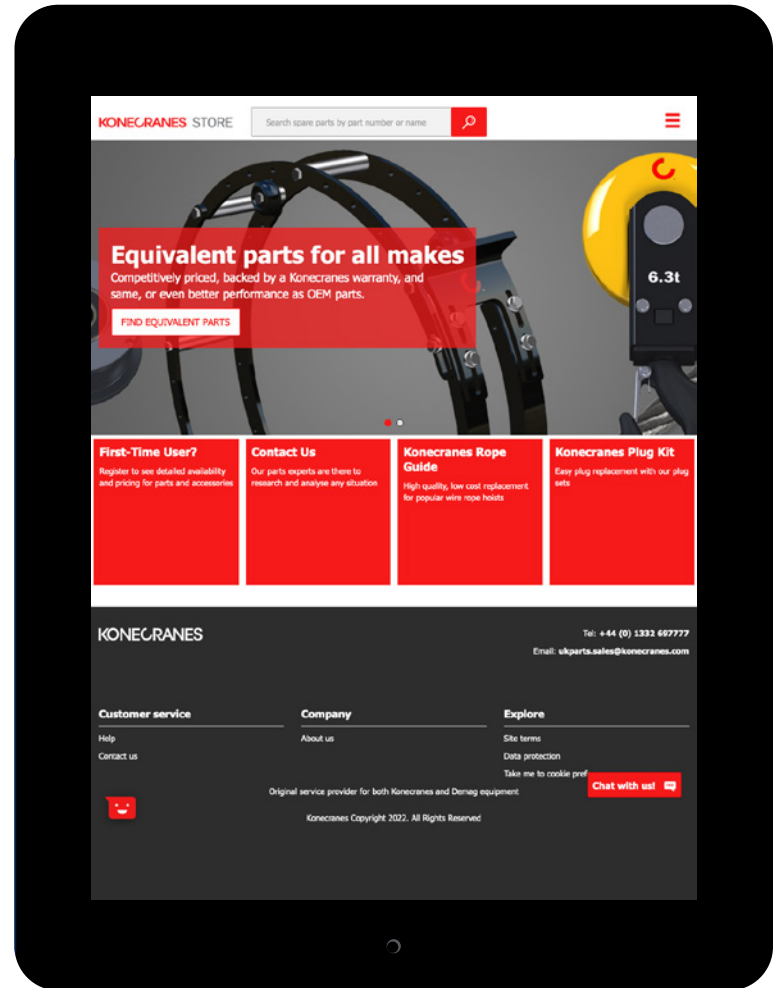
Konecranes STORE is an easy-to-use e-commerce site. The STORE features spare parts and accessories for many brands, makes and models of cranes and hoists; and selected pre-configured lifting equipment.

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

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

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

store.konecranes.com



Konecranes is a world-leading group of Lifting Businesses, serving a broad range of customers, including manufacturing and process industries, shipyards, ports and terminals. Konecranes provides productivity enhancing lifting solutions as well as services for lifting equipment of all makes. In 2022, Group sales totaled EUR 3.4 billion. The Group has approximately 16,500 employees in around 50 countries. Konecranes shares are listed on the Nasdaq Helsinki (symbol: KCR).

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