

A woman with long dark hair, wearing a white turtleneck and a dark vest, is sitting at a glass desk. She is looking down at a laptop and typing. On the desk next to the laptop is a glass of iced coffee with a straw. In the background, there is a large window with a view of a city skyline and mountains. The lighting is warm and comes from the side, creating a soft glow on her face and the desk.

KEEP UP TO DATE IN REAL TIME

User guide for KONE Online

WELCOME TO KONE ONLINE

KONE Online is a service which gives you access to information regarding previous, current, and future maintenance activities related to your equipment. All the information you need is available round-the-clock on the device of your choice.

THE HOMEPAGE

The homepage provides an overview of your equipment. You can click on almost all areas of the homepage to get more detailed information.

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HOME

Improving the flow of urban life

THIS PORTFOLIO ID: 24/7

ALL GOOD 467/469 18/18

SOMETHING IS GOING ON 2/469 0/18

ENTRAPMENT 0/469 0/18

YEARLY REPORT SUMMARY OF THE YEAR

ELEVATOR SERVICES

ESCALATOR SERVICES

1-2-3 SET-UP

OPEN ACTIVITIES

CONTACT KONE

HISTORY

EDIT WIDGETS

Maintenance 0

Inspections 0

Repairs 0

Callouts 2

24/7 Connect events 0

LAST 2 WEEKS

2

MAINTENANCE 1590

INSPECTIONS 10

REPAIRS 190

CALLOUTS 810

24/7 Connect events 140

LAST 6 MONTHS

2740

SERVICE REQUEST

INVOICES

YOUR EQUIPMENT

18 / 469

24/7 CONNECTED DEVICES IN TOTAL

16 / 96

0 / 335

2 / 13

0 / 0

0 / 25

24/7 BENEFITS

24/7 EQUIPMENT DATA FEED

140

24/7 PREVENTIVE CHECKS 121

TROUBLESHOOTING 19

LAST 6 MONTHS

18

24/7 Connected Equipment

DATA FEED STATUS

This symbol means that an equipment is under KONE 24/7 contract. We analyze the data collected from equipment, and take action when it indicates a need for intervention.

Click on the different tabs to get more information about your equipment, invoices, or activities.

Information is only available for customers of KONE 24/7 Connected Services.

EQUIPMENT

Under the EQUIPMENT tab you can check the status and performance of your equipment. You can see when KONE has carried out or plans to carry out maintenance. You can also click on an address, building, or contract to get more information.

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Equipment

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Elevator 10255123

CURRENT STATUS

IN OPERATION

Based on latest information, this equipment is ready to serve customer.

REMOTE MONITORING

CONNECTED

This equipment is under KONE 24/7 Connect contract.

LAST TRAVEL TIME

25.06.2018 23:55

CURRENT PREVENTIVE EVENTS

Based on information from remote monitoring, a preventive check has been logged for this elevator.

TOTAL 24/7 PREVENTIVE EVENT FINDINGS

6

EQUIPMENT DETAILS

EQUIPMENT NAME

Park side entrance

GENERAL DESCRIPTION

HOOKHILL Junction

MANUFACTURER #

123456783332

EQUIPMENT #

12345678

EQUIPMENT TYPE

MonoSpace Std

ADDRESS

Hookhill Junction, Hookhill

VISITS

Maintenance/Inspection/Preventive check

Repair/Clinica repair

Callout/Troubleshooting

Date	Reason of visit	Job description	Extra expenses
Scheduled 12/2018	Planned maintenance	--	--
Scheduled 08/2018	Planned maintenance	--	--
Scheduled 06/2018	Planned maintenance	--	--
Scheduled 8.6.2018	Inspection	Y07	--
Scheduled 15.5.2018	Planned maintenance	Z07	--
Scheduled 1.5.2018	Preventive check	-	--
Scheduled 19.4.2018	Planned maintenance	Y16	--
Scheduled 8.4.2018	Service request	Z01	--
Finished 13.4.2018	Planned maintenance	Basic Inspection	--

WORK ORDER TYPE:

Preventive check

WORK ORDER INFORMATION

#AFIA4124223

SOURCE

-

ORDER STATUS:

Finished

ENTRAPMENT:

No

CREATED:

09.4.2018 12:00 AM

ARRIVED:

13.4.2018 08:00 AM

DEPARTED:

13.4.2018 08:54 AM

DESCRIPTION:

This work order was created based on automatic checks as not-urgent check list item

Description of the issue:

Preventive check to ensure adequate level of ride comfort when elevator stops.

SOURCE OF 24/7 PREVENTIVE EVENTS:

Operating system

1.4.2018

Service request

JUNE Y02_17

--

LATEST INSPECTION

8.6.2018

EQUIPMENT AVAILABILITY

Agreed: 09.5

Last 12 months: 100

Create service request

KONE Online version 2.13.5

Vikaimoituskeskus OYKIO TCO 83

KONE Online tuki Tukea KONE Onlineen käyttöä

Palvelusot physhenKIX Luvatti palvelusot physhenKIX

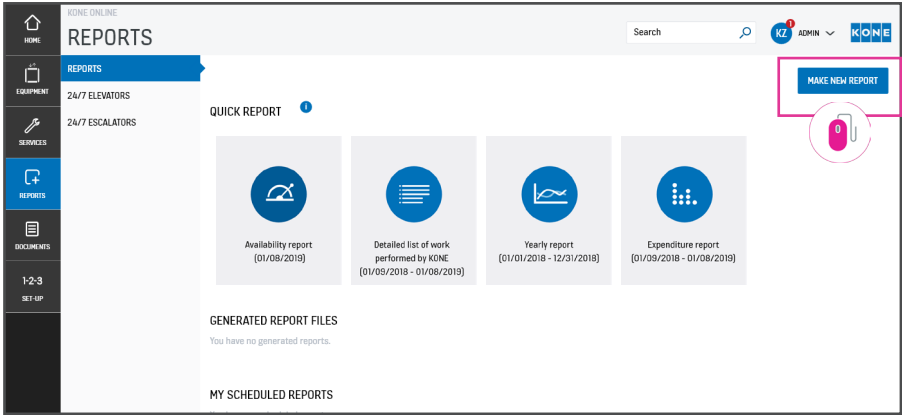
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Here you can follow the status of fault notifications, repairs, or maintenance. Click on each event for more information. At the bottom of the screen you can create a fault notification if needed. Select the correct piece of equipment and then click the blue box in the lower left corner.

Here you can see the status of your connected equipment, preventive maintenance events, and number of 24/7 preventive activities performed.

REPORTS

Under the REPORTS tab you can export selected information about your equipment, including statistics, service visits, and repair costs.



Click on [Create new report](#) and select the kind of report you wish to generate. Follow the steps to select which pieces of equipment you want to include in the report.

DOCUMENTS

Under the DOCUMENTS tab you will find information about your contracts and invoices.

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CONTRACTS

INVOICES

HOOKHILL, ESCALATORS

DESCRIPTION

HOOKHILL, ESCALATORS

CONTRACT

01010293142

ITEMS

2

PURCHASE ORDER

-

CUSTOMER

HOOKHILL BUILDINGS

STATUS

Active

EQUIPMENT NAME, GENERAL DESCRIPTION

CONTRACT REFERENCE NUMBER

CUSTOMER

STATUS

Hookhill Junction, Hookhill

00000005

Hookhill buildings

Active

CONTRACT START DATE

CONTRACT TYPE

RESPONSE TIME(S)(HOURS)

AVAILABILITY

01-Sep-2017

YhV

Regular time 4.00

Overtime 4.00

Regular time entrapment

Overtime entrapment

BILLING PLAN TYPE

NOTIFICATIONS EMAILS

Quarterly in advance

-

EQUIPMENT

Equipment name / Equipment #

Manufacturer #

General description

AA01 / 12345678

12345678332

Hookhill Junction, AA01 Hookhill

Hookhill Junction, Hookhill

00000006

Hookhill buildings

Active

Under the **Contract** tab you can see the billing interval, contract type, and contract start date. Under the **Invoices** tab you can see all invoices which have been issued or paid, as well as any which are unpaid or overdue.

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INVOICES

Show invoices issued:

LAST 6 MONTHS

Also show expired contracts

ALL ISSUED

PAID

ISSUED

OUTSTANDING

Invoice date

Service date

Invoice number

Customer PO

Type

Amount

01-Oct-2018

01-Dec-2018

12812371487

Maintenance contract Invoice

EUR 1,234.72

CONTRACT #

CUSTOMER NAME

CONTRACT DESCRIPTION

CONTRACT STATUS

01010293142

Hookhill buildings

HOOKHILL, ESCALATORS

EXPIRED

INVOICE STATUS

PARENT INVOICE

WORK ORDER

BUILDING

Paid

-

Hookhill building 1

CONTACT REQUEST

You can easily send a message to us via **Contact Request**, for example to change your billing address.

1-2-3 SETUP

Under the 1-2-3 SETUP tab you will find your personal settings.

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MY SETTINGS

PORTFOLIOS

TEAMS

FIRST NAME

LAST NAME

EMAIL ADDRESS*

PHONE

ROLE

ACCOUNT

LANGUAGE

LOCALE

Tina

Test

Tina.Test@kone.com

+358 123 123 123

Admin contact

ADMIN

English

Finnish

*Email address is also your user name

MY NOTIFICATIONS

MAINTENANCE

ENTRAPMENT

BREAKDOWN

REPAIR

KONE MOBILE

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CHANGE INVOICE INFORMATION

CONTACT REQUEST

To change invoice address or add a new one, please use the link above to send a contact request to KONE.

Keep your contact info up to date so KONE and other KONE online members in your team can contact you.

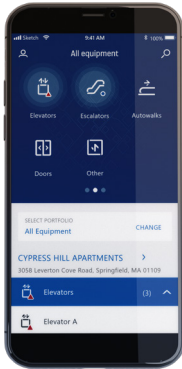
Select what activities we should keep you informed about

SAVE



Under the [My Settings](#) tab, you can update your contact information.
Under the [Portfolios](#) tab you can create different portfolios if you want several people to have visibility over your equipment.
The [Teams](#) tab shows which users have access to your KONE Online account. You can also add new users here.
Under [My Notifications](#), you can adjust what information you wish to receive via the KONE Mobile app.

KONE MOBILE



With the KONE Mobile app, you get access to all your KONE Online information on your mobile phone. You'll receive push notifications about the status of your service activities in real-time – from registering your service request until the work has been completed.

You can also use the app to create a service request or fault notification.

Search for KONE Mobile in your app store.



Do you have any questions about KONE Online?

Please don't hesitate to get in touch!

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www.kone.sg