KONE

KEEP UP TO DATE IN REAL TIME
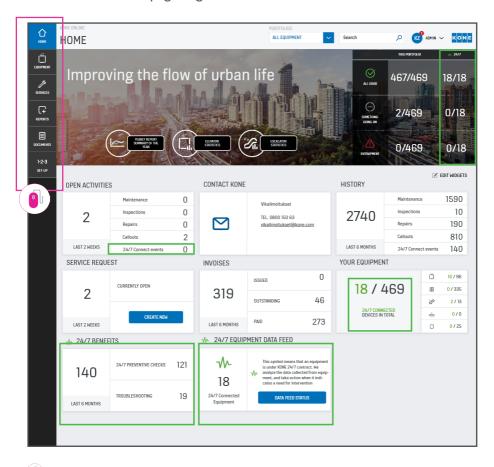
User guide for KONE Online

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.
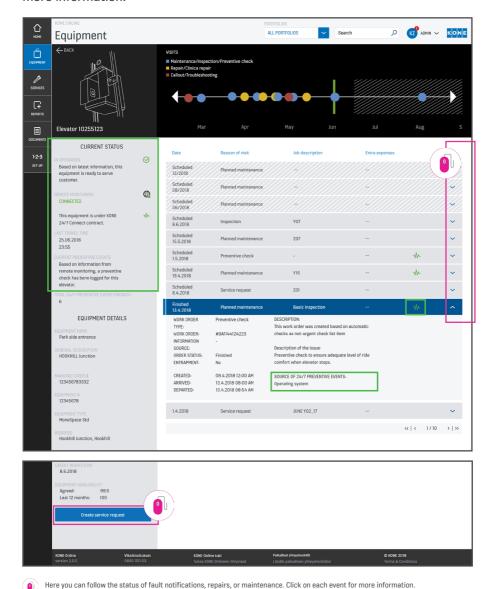

Click on the different tabs to get more information about your equipment, invoices, or activities.

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.

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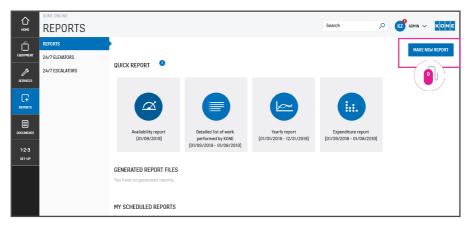At the bottom of the screen you can create a fault notification if needed. Select the correct piece of equipment and then click the blue box in the lower left corner.

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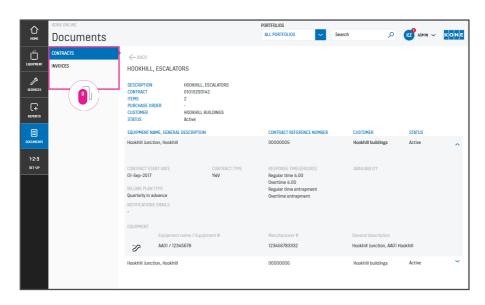
REPORTS

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.

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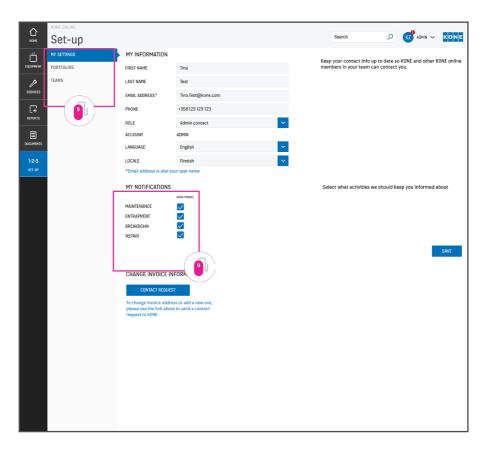Under the Invoices tab you can see all invoices which have been issued or paid, as well as any which are unpaid or overdue.

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.

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

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.

Available on the App Store

GET IT ON Google Play

Do you have any questions about KONE Online?
Please don't hesitate to get in touch!

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