

A woman with dark hair tied back, wearing an orange blazer over a white top and a black lanyard, is seated at a round wooden table in a modern office or cafe. She is looking down at a laptop on the table. The background features large windows with a view of a city street. A white line graphic with a circle and a pulse line icon is overlaid on the image.

KEEP UP TO DATE IN REAL TIME

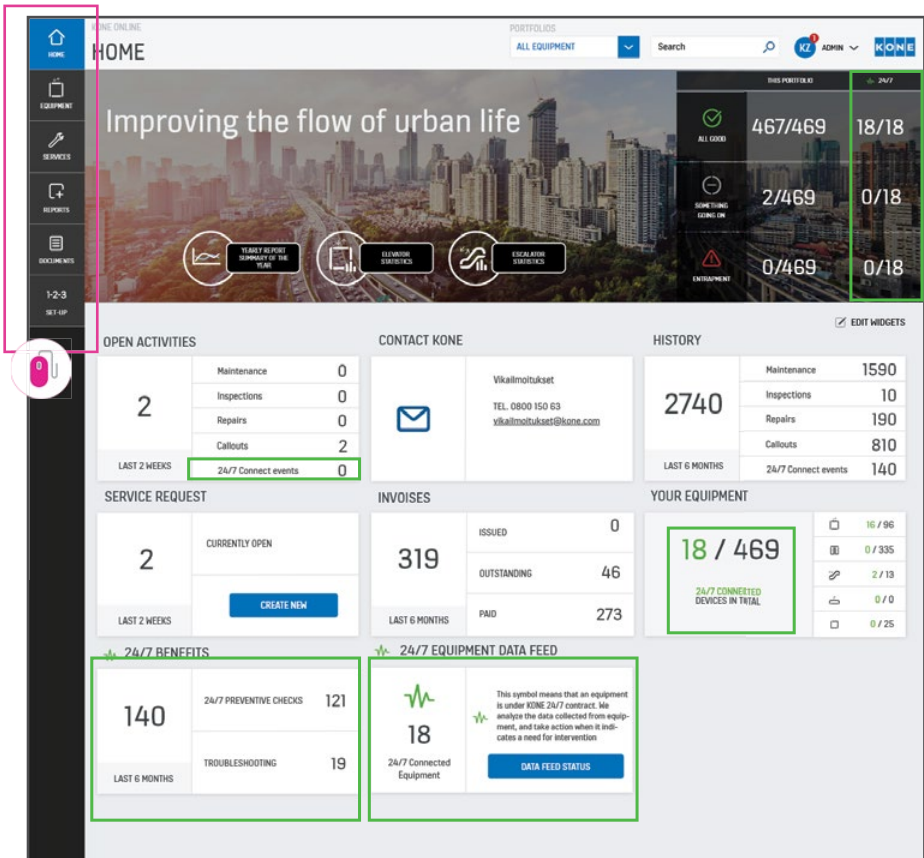
User guide for KONE Online

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.

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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Elevator 10255123

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VISITS

- Maintenance/Inspection/Preventive check
- Repair/Clinical repair
- Callout/Troubleshooting



CURRENT STATUS

ON 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 MAINT. TIME

25.06.2018 23:55

CURRENT PREVENTIVE EVENT

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

FINAL 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

Date	Reason of visit	Job description	Extra expenses
Scheduled 12/2/2018	Planned maintenance	---	---
Scheduled 08/8/2018	Planned maintenance	---	---
Scheduled 05/8/2018	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: #9AF144124223

INFORMATION: -

SOURCE: Description of the Issue: Preventive check to ensure adequate level of ride comfort when elevator stops.

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

SOURCE BY 24/7 PREVENTIVE EVENTS:

Operating system

1.A.2018	Service request	JUNE Y02_17	---
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The screenshot displays the KONE Online version 2.0.5 interface. At the top, it shows 'LAST INSPECTION' as '8.6.2018'. Below this, 'EQUIPMENT AVAILABILITY' is listed with 'Agreed: 98.5' and 'Last 12 months: 100'. A blue button labeled 'Create service request' is prominently displayed and highlighted with a red circle and a magnifying glass icon, indicating its importance for the user's task.

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.

SERVICE

Under the SERVICE tab you can see any future planned service visits.

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PLANNED SERVICES

These are the estimates for the upcoming service visits.

Show by:
☐ Address ☐ Building ☐ Contract ☒ Uncategorized

APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
Service typeEquipment detailsWork order and work descriptionStatus					
Planned maintenance - Hookhill Junction - AA05 10108542 352013566 94993170874 -- Scheduled					
Planned maintenance - Hookhill Junction - AA16 1012334 35221245 000023170874 -- Scheduled					
Planned maintenance - Hookhill Junction (L169) 215566A 223345778 00652219900 -- Scheduled					
Planned maintenance - Hookhill Junction (L13) 22346776 133588213 9821997968SE2 -- Scheduled					
Planned maintenance - Hookhill Junction (AC130) 12887654 3256654877 95P278860055 -- Scheduled					
Planned maintenance - Hookhill Junction - AB15 10078554 73998223 98N2197008727 -- Scheduled					
Planned maintenance - Hookhill Junction - AA16 123156775 868008796 8712314097708 -- Scheduled					

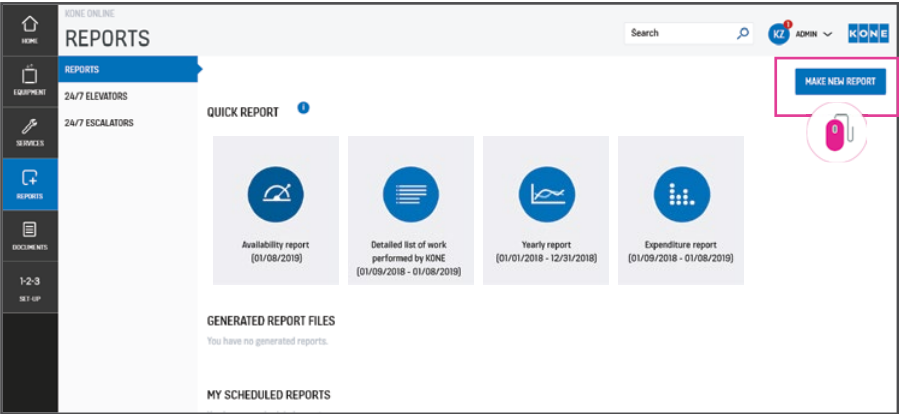
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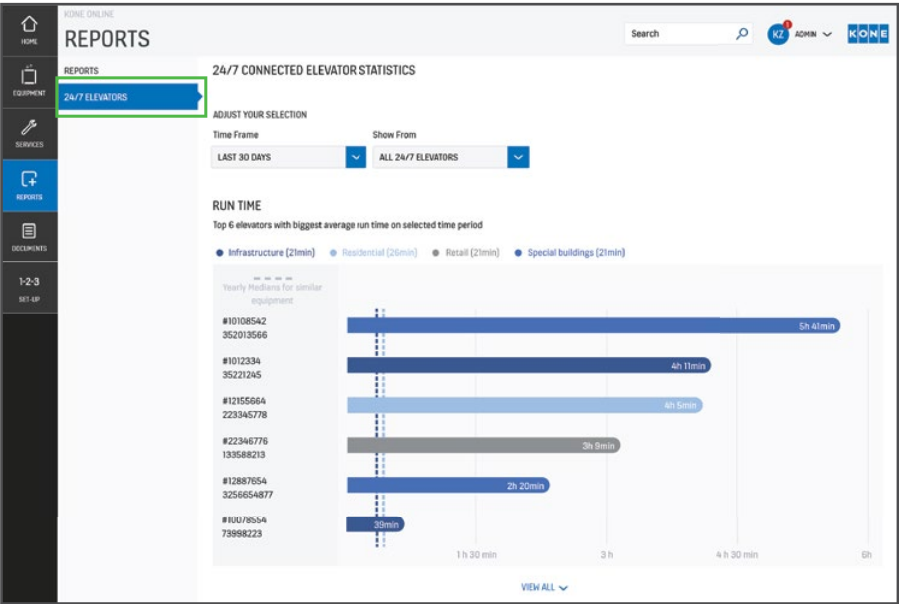
Clicking on the **Calendar** or **List** view gives you an overview of completed and planned service visits. **Scheduled Service** shows you details about future maintenance visits, filterable by address, building, or contract.

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.



Elevators connected with KONE 24/7 Connected Services will show how long the equipment has been in operation and how many starts have occurred during the selected time period.

DOCUMENTS

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

The screenshot shows the 'Documents' page in the KONE ONLINE system. The left sidebar has a 'DOCUMENTS' tab highlighted. The main content area displays details for a contract titled 'HOOKHILL, ESCALATORS'. A red circle highlights the 'INVOICES' link in the sidebar. The contract details include:

- 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

Additional contract details:

- CONTRACT START DATE: 01-Sep-2017
- CONTRACT TYPE: YHV
- RESPONSE TIME(S)(HOURS): Regular time 4.00, Overtime 4.00
- AVAILABILITY: Regular time entrapment, Overtime entrapment
- BILLING PLAN TYPE: Quarterly in advance
- NOTIFICATIONS EMAILS: -

EQUIPMENT details:

Equipment name / Equipment #	Manufacturer #	General description
AA01 / 12345678	12345678332	Hookhill Junction, AA01 Hookhill

Summary row:

EQUIPMENT NAME, GENERAL DESCRIPTION	CONTRACT REFERENCE NUMBER	CUSTOMER	STATUS
Hookhill Junction, Hookhill	00000005	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.

The screenshot shows the 'Documents' page with the 'INVOICES' tab selected. It displays a list of invoices. A red circle highlights the 'CONTACT REQUEST' button. The text above the button says: 'To change Invoice address or add a new one, please use the link above to send a contact request to KONE.' The invoice list includes:

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 details:

CONTRACT #	CUSTOMER NAME	CONTRACT DESCRIPTION	CONTRACT STATUS
01010293142	Hookhill buildings	HOOKHILL, ESCALATORS	EXPIRED

Invoice status:

INVOICE STATUS	PARENT INVOICE	WORK ORDER	BUILDING
Paid	-	-	Hookhill building 1

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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Set-up

MY SETTINGS

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MY INFORMATION

FIRST NAME
Tina

LAST NAME
Test

EMAIL ADDRESS*
Tina.Test@kone.com

PHONE
+358123 123 123

ROLE
Admin contact

ACCOUNT
ADMIN

LANGUAGE
English

LOCALE
Finnish

*Email address is also your user name

MY NOTIFICATIONS

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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.

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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

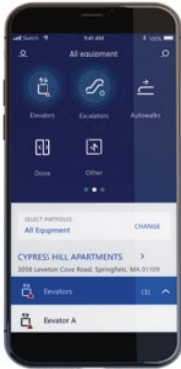
SAVE



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 Messages](#), 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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Email: xxx@kone.com

www.kone.com