

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 text "KEEP UP TO DATE IN REAL TIME" is overlaid on the image in large, white, uppercase letters.

KEEP UP TO DATE IN REAL TIME

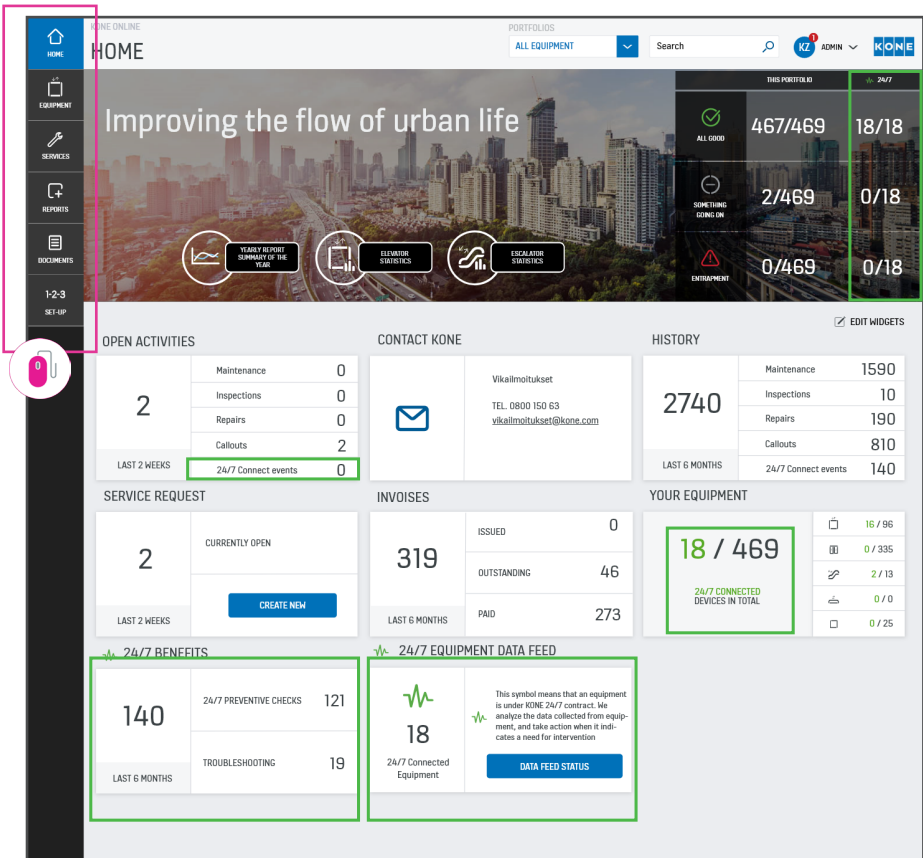
User guide for KONE Online

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.



The screenshot displays the KONE Online homepage. The interface includes a top navigation bar with 'HOME ONLINE' and 'PORTFOLIOS' tabs. The main banner area features a cityscape background and the headline 'Improving the flow of urban life'. A left sidebar contains navigation icons for Home, Equipment, Services, Reports, Documents, and a 24/7 icon. The central dashboard is divided into several sections: 'OPEN ACTIVITIES' (showing 2 activities), 'CONTACT KONE' (with contact information for Vikalimoltukset), 'HISTORY' (showing 2740 events), 'SERVICE REQUEST' (showing 2 requests), 'INVOICES' (showing 319 invoices), 'YOUR EQUIPMENT' (showing 18 / 469 equipment items), '24/7 BENEFITS' (showing 140 benefits), and '24/7 EQUIPMENT DATA FEED' (showing 18 connected equipment items). The 24/7 icon in the sidebar and the 24/7 BENEFITS and 24/7 EQUIPMENT DATA FEED widgets are highlighted with green boxes.

 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.

HOME

EQUIPMENT

SERVICES

REPORTS

DOCUMENTS

1-2-3 SET-UP

KONE ONLINE

Equipment

PORTFOLIOS ALL PORTFOLIOS Search KZ ADMIN KONE

← BACK

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	DESCRIPTION: This work order was created based on automatic checks as not-urgent check list item	
WORK ORDER INFORMATION:	#AFIA4124223		
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	SOURCE OF 24/7 PREVENTIVE EVENTS: Operating system	
ARRIVED:	13.4.2018 08:00 AM		
DEPARTED:	13.4.2018 08:54 AM		
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 OYSC 100 83

KONE Online tuki Tukea KONE Onlineen (tutkimus)

Palvelusohje phytoskennittä Lue lisää palvelusohjeen phytoskennittä

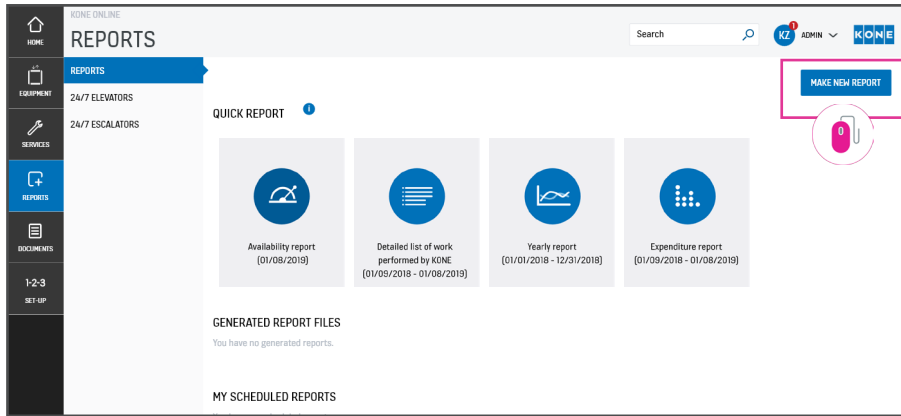
© KONE 2018 Terms & Conditions

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.

HOME

EQUIPMENT

SERVICES

REPORTS

DOCUMENTS

1-2-3

SET-UP

KONE ONLINE

Documents

PORTFOLIOS

ALL PORTFOLIOS

Search

KZ ADMIN

KONE

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.

HOME

EQUIPMENT

SERVICES

REPORTS

DOCUMENTS

1-2-3

SET-UP

KONE ONLINE

Documents

PORTFOLIOS

ALL PORTFOLIOS

Search

KZ ADMIN

KONE

CONTRACTS

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.

HOME

EQUIPMENT

SERVICES

REPORTS

DOCUMENTS

1-2-3
SET-UP

KONE ONLINE

Set-up

Search

KZ ADMIN

KONE

MY SETTINGS

PORTFOLIOS

TEAMS

0

MY INFORMATION

FIRST NAME

Tina

LAST NAME

Test

EMAIL ADDRESS*

Tina.Test@kone.com

PHONE

+358 123 123 123

ROLE

Admin contact

ACCOUNT

ADMIN

LANGUAGE

English

LOCALE

Finnish

*Email address is also your user name

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

0

MY NOTIFICATIONS

KONE MOBILE

MAINTENANCE

☒

ENTRAPMENT

☒

BREAKDOWN

☒

REPAIR

☒

Select what activities we should keep you informed about

0

CHANGE INVOICE INFORMATION

CONTACT REQUEST

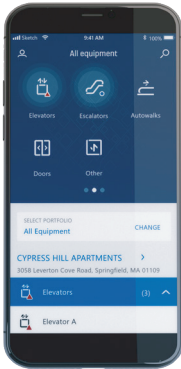
To change invoice address or add a new one, please use the link above to send a contact request to KONE.

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!

KONE CORPORATION

Corporate offices
KONE ELEVATOR (M) SDN BHD
3rd Floor, Wisma Ali Bawal 2, No. 11,
Jalan Tandang,
46050 Petaling Jaya, Selangor, Malaysia
Tel : +603 7494 7500
Fax: +603 7784 1263
www.kone.my

Penang
86-1-5, 86 Avenue Residences
Lengkok Perak,
10150 Penang
Tel : + 604 283 9999
Fax : + 604 283 9988

Johor
Lot 1, Jalan Kempas Utama 3/6,
Taman Kempas Utama,
81300 Johor Bahru, Johor
Tel : + 607 559 0885
Fax : + 607 559 0886

Sabah
Lot No. 3A, Block D,
Lorong Pusat Komersil 88/2
88 Marketplace, Jalan Pintas,
88300 Kota Kinabalu, Sabah
Tel : + 6088 251 988
Fax : + 6088 252 988

DISTRIBUTORS IN SOUTH EAST ASIA

Brunei
Yusoki Sdn Bhd
Tel : + 673 2790 037

Sarawak (Malaysia)
Elebest Engineering Sdn Bhd
Tel : + 60 82 365836