

A woman with dark hair pulled back, wearing a white high-collared shirt and a bright orange blazer, is seated at a round wooden table. She is looking down at a laptop computer in front of her, with her hands on the keyboard. The setting appears to be a modern office or cafe with large windows in the background. A white line graphic with a dot and a pulse symbol extends from the right side of the image towards the laptop.

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.

HOME ONLINE

HOME

PORTFOLIOS

ALL EQUIPMENT

Search

KZ ADMIN

KONE

Improving the flow of urban life

24/7

ALL GOOD 467/469 18/18

SOMETHING IS GOING ON 2/469 0/18

ENTRAPMENT 0/469 0/18

24/7 REPORT SUMMARY OF THE YEAR

ELEVATOR SERVICES

ESCALATOR SERVICES

OPEN ACTIVITIES

CONTACT KONE

HISTORY

EDIT WIDGETS

Maintenance 0

Inspections 0

Repairs 0

Callouts 2

24/7 Connect events 0

LAST 2 WEEKS

Vikalmoitukset

TEL. 0800 150 63

vikalmoitukset@kone.com

2740

Maintenance 1590

Inspections 10

Repairs 190

Callouts 810

24/7 Connect events 140

LAST 6 MONTHS

SERVICE REQUEST

INVOICES

YOUR EQUIPMENT

2

CURRENTLY OPEN

319

ISSUED 0

OUTSTANDING 46

PAID 273

18 / 469

24/7 CONNECTED DEVICES IN TOTAL

16 / 96

0 / 395

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.

Equipment

PORTFOLIOS: ALL PORTFOLIOS Search

VISITS

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

Equipment 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

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	

EQUIPMENT DETAILS

EQUIPMENT NAME: Park side entrance

GENERAL DESCRIPTION: HOOKHILL Junction

MANUFACTURER #: 123456783332

EQUIPMENT #: 12345678

EQUIPMENT TYPE: MonoSpace Std

ADDRESS: Hookhill Junction, Hookhill

WORK ORDER TYPE: Preventive check

WORK ORDER INFORMATION: #9AF144124223

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 KF-24/7 PREVENTIVE EVENTS: Operating system

1.4.2018 Service request JUNE Y02_17 --

LATEST INSPECTION: 8.6.2018

EQUIPMENT AVAILABILITY: Agreed: 99.5 Last 12 months: 100

Create service request

KONE Online version 2.0.0 Vikalmitukset 03/07/2018 03 KONE Online tuki Tukea KONE Onlineen (Itätyössä) Palikatset pinytyshenkilöt Löydä palveliisen pinytyshenkilö © 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.

KONE ONLINE
REPORTS

Search

KZ ADMIN

MAKE NEW REPORT

QUICK REPORT

- Availability report (01/08/2019)
- Detailed list of work performed by KONE (01/09/2018 - 12/31/2018)
- Yearly report (01/01/2018 - 12/31/2018)
- Expenditure report (01/09/2018 - 01/08/2019)

GENERATED REPORT FILES
You have no generated reports.

MY SCHEDULED REPORTS

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.

KONE ONLINE
REPORTS

Search

KZ ADMIN

24/7 CONNECTED ELEVATOR STATISTICS

ADJUST YOUR SELECTION

Time Frame: LAST 30 DAYS

Show From: ALL 24/7 ELEVATORS

RUN TIME

Top 6 elevators with biggest average run time on selected time period

- Infrastructure (21min)
- Residential (20min)
- Retail (21min)
- Special buildings (21min)

Yearly Medians for similar equipment

Equipment ID	Run Time
#10108542 352013566	5h 41min
#1012334 35221245	4h 11min
#1215566A 223345778	4h 5min
#22346776 133588213	3h 9min
#1288765A 3256654877	2h 20min
#10U/8554 73998223	39min

VIEW ALL

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 selected. The main content area displays details for a contract titled 'HOOKHILL, ESCALATORS'. A red circle highlights the 'INVOICES' link in the left sidebar. The contract details include:

- DESCRIPTION:** HOOKHILL, ESCALATORS
- CONTRACT:** 01010293142
- ITEMS:** 2
- PURCHASE ORDER:** -
- CUSTOMER:** HOOKHILL BUILDINGS
- STATUS:** Active

Below the contract details is a table with columns: EQUIPMENT NAME, GENERAL DESCRIPTION, CONTRACT REFERENCE NUMBER, CUSTOMER, and STATUS. The table contains one entry:

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

Additional contract details are shown below the table, including start date (01-Sep-2017), contract type (YhV), response times (Regular time 4.00, Overtime 4.00), and billing plan type (Quarterly in advance).

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. A red circle highlights the 'CONTACT REQUEST' button. The page displays a list of invoices with columns: Invoice date, Service date, Invoice number, Customer PO, Type, and Amount. The first invoice is:

Invoice date	Service date	Invoice number	Customer PO	Type	Amount
01-Oct-2018	01-Dec-2018	12812371487		Maintenance contract Invoice	EUR 1,234.72

Below the invoice list, there is a section for contract details for contract # 01010293142, including customer name (Hookhill buildings), contract description (HOOKHILL, ESCALATORS), and contract status (EXPIRED). A red box highlights the 'CONTACT REQUEST' button in the top right corner.

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 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!

Email: KEA.KONEOnline@kone.com

kone.com.au / kone.co.nz

This publication is for general informational purposes only and we reserve the right at any time to alter the product design and specifications. No statement this publication contains shall be construed as a warranty or condition, express or implied, as to any product, its fitness for any particular purpose, merchantability, quality or representation of the terms of any purchase agreement. Minor differences between printed and actual colors may exist. KONE MonoSpace®, KONE EcoDisc®, KONE Care® and People Flow® are registered trademarks of KONE Corporation. Copyright © 2019 KONE Corporation.