

KEEP UP TO DATE IN REAL TIME

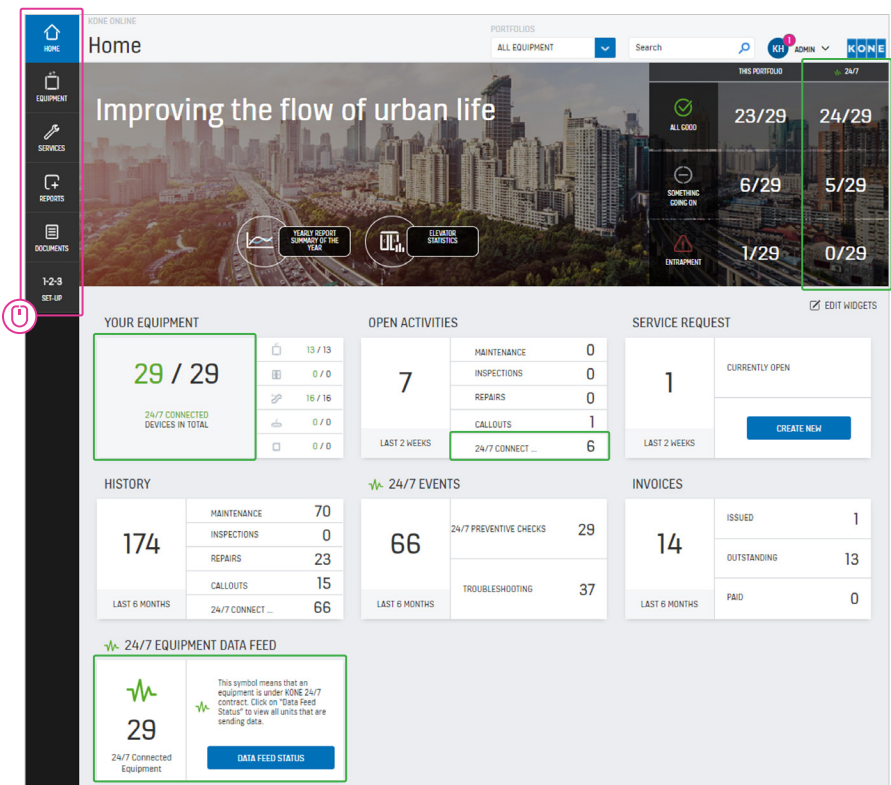
User Guide for KONE Online

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.
- See when KONE has carried out or plans to carry out maintenance.
- Click on an address, building, or contract to get more information.

The screenshot displays the KONE ONLINE 'Equipment' interface. The left sidebar contains navigation links: HOME, EQUIPMENT (selected), SERVICES, REPORTS, and DOCUMENTS. Below these are sections for 'WORK ORDERS', 'STATISTICS', and 'EQUIPMENT AND CONTRACT DETAILS'. The main content area shows a calendar view of visits from June to November, with a detailed table below. The table lists visits with columns for Date, Reason of visit, Job description, and Extra expenses. A specific visit on 04/08/2021 is highlighted in blue. Below the table, there is a section for 'PLANNED' and 'Ongoing' events, including a detailed description of a service call on 8/1/2021. At the bottom, there is a section for 'TOTAL 24/7 PREVENTIVE EVENT FINDINGS' with a 'Show report' button and a 'Create service request' button.

Date	Reason of visit	Job description	Extra expenses
Scheduled 03/02/2022	Planned maintenance	-	--
Scheduled 12/2021	Planned maintenance	-	--
Scheduled 30/11/2021	Repair	CAT 1 TEST - HP	--
Pending 16/08/2021	Preventive check	-	--
Ongoing 31/08/2021	Planned maintenance	M for Equip000000...	--
Finished 04/08/2021	Preventive check	-	--

PLANNED
01/08/2021 3:33 AM
WORK ORDER TYPE: Preventive check
WORK ORDER:
FIRST ARRIVAL: 04/08/2021 11:07 AM
ORDER STATUS: Finished
DEPARTED: 04/08/2021 11:47 AM
ENTRAPMENT: No
UNUSABLE:
DESCRIPTION: This work order was created based on automatic checks as not-urgent check list item
(Technician) Kone 24x7 Connected Service called on 8/1/2021 at 3:33 AM regarding PASSENGER ELEVATOR. When we arrived on 8/4/2021 at 11:07 AM the unit was running however noisy. We lubricated the car slide guide insert. Upon leaving at 11:47 AM we left the elevator in service.
CONDITION ON ARRIVAL: Running - Noisy

Ongoing
11/06/2021
Preventive check
-
--

- 📅 Here you can follow the status of service requests, repairs, or maintenance. Click on each event for more information.
- 👉 At the bottom of the screen you can create a service request 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 equipment if you have KONE 24/7 Connected Services, including preventive maintenance events and activities performed.

SERVICES

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

HOME ONLINE

Services

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ALL EQUIPMENT

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CALENDAR

LIST

PLANNED SERVICES

PLANNED SERVICES

These are the estimates for the upcoming service visits.

Show by:

Building

Contract

Uncategorized

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

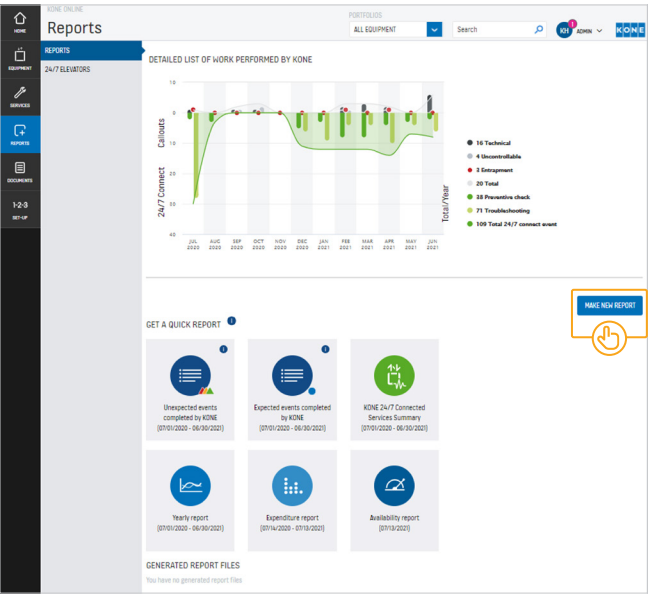
DECEMBER

Service type	Equipment details	Work order and work description	Status
Preventive check	KENTUCKY INTL CONVENTION CTR - FE2 FE2 ELEVATOR 44032178 ...	9AUJ14486207: ...	Scheduled
Preventive check	KENTUCKY INTL CONVENTION CTR - #2 ESC: #2 ESCALATOR-28395 43002947 ...	9AUJ14483262: ...	Scheduled
Troubleshooting	KENTUCKY INTL CONVENTION CENTER - P7 PE P7 PASS ELEV 44178170 ...	9AUJ14477412: Repair	Scheduled
Preventive check	KENTUCKY INTL CONVENTION CTR - SE1 SE1 ELEVATOR 44032194 ...	9AUJ14473347: ...	Scheduled
Preventive check	KENTUCKY INTL CONVENTION CTR - SE1 SE1 ELEVATOR 44032194 ...	9AUJ14471560: ...	Scheduled
Planned maintenance	KENTUCKY INTL CONVENTION CENTER - P9 PE P9 PASS ELEV 44178173 ...	000736332172: B- Basic module, S- Shaft module	Scheduled

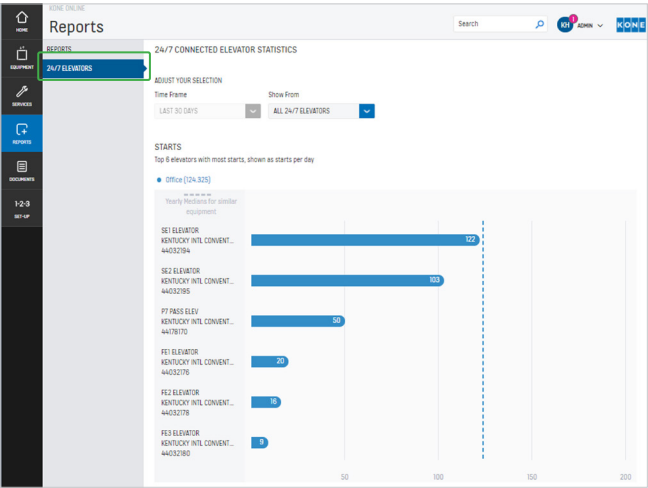
Planned Services shows you details about future planned visits, filterable by address, building, or contact. Click on the **Calendar** or **List** view for an overview of completed and planned service visits.

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.



KONE 24/7 Connected Services shows how long connected elevators have 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.

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BACK

KENTUCKY INTL CONVENTION CENTER

DESCRIPTION

CONTRACT

ITEMS

PURCHASE ORDER

CUSTOMER

STATUS

KENTUCKY INTL CONVENTION CENTER

0041755501

29

D21*24237

KENTUCKY INTERNATIONAL CONVENTION

Active

EQUIPMENT NAME, GENERAL DESCRIPTION

CONTRACT REFERENCE NUMBER

CUSTOMER

STATUS

S3 PASS ELEV, KENTUCKY INTL CONVENTION CENTER - S3 PE

00000026

KENTUCKY INTERNATIONAL CONVENTION

Active

CONTRACT START DATE

CONTRACT TYPE

RESPONSE TIMES(HOURS)

AVAILABILITY

Jun 22, 2020

YwW

Regular time
OverTime
Regular time entrapment
OverTime entrapment

Regular time
OverTime entrapment

BILLING PLAN TYPE

MONTHLY IN ADVANCE

NOTIFICATIONS EMAILS

Monthly in advance

EQUIPMENT

Equipment name / Equipment #

Manufacturer #

General description

S3 PASS ELEV / 44178169

KENTUCKY INTL CONVENTION CENTER - S3 PE

P7 PASS ELEV, KENTUCKY INTL CONVENTION CENTER - P7 PE

00000027

KENTUCKY INTERNATIONAL CONVENTION

Active

P8 PASS ELEV, KENTUCKY INTL CONVENTION CENTER - P8 PE

00000028

KENTUCKY INTERNATIONAL CONVENTION

Active

P9 PASS ELEV, KENTUCKY INTL CONVENTION CENTER - P9 PE

00000029

KENTUCKY INTERNATIONAL

Active

-  Under the [Contracts](#) 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.

1-2-3 SETUP

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

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1-2-3 SET-UP

MY INFORMATION

FIRST NAME: KCOL Jaysa

LAST NAME: Howell

EMAIL ADDRESS*: jaysa.howell@kone.com

MOBILE PHONE**: +1 3092074596 Verified

ROLE: Admin contact

ACCOUNT: ADMIN

LANGUAGE: English

LOCALE: English (United States)

*Email address is also your user name
**SMS Notifications will be sent to this phone number

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

MY ACTION IS NEEDED

WHAT CHANNELS YOU WANT TO USE FOR THE NOTIFICATIONS

	Email	SMS	KONE Mobile app
Equipment Alerts:	☒	☒	☒
Information Events:	☐	☐	☐
Resolved:	☒	☒	☐

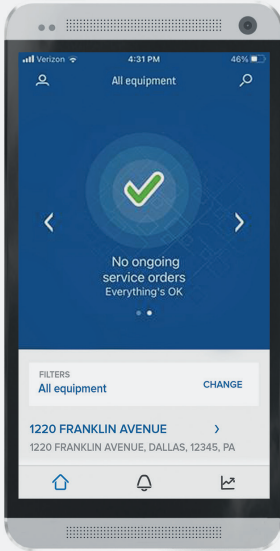
Notify me when my action is needed on my equipment

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 into your equipment.

The [Teams](#) tab shows which users have access to your KONE Online account. You can also add new users here.

Under [My Action Is Needed](#), you can adjust what information you wish to receive via email, text, or the KONE Mobile app.



KONE MOBILE

With the KONE Mobile app, you get access to 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 and notify us if anything is wrong.

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.us/contact

KONE

www.kone.us

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