

THE SECOND OPINION THAT SAVED US THOUSANDS OF DOLLARS

A major decision

At our railroad yard, our trains and repair shops never rest. We stay busy 24 hours a day, seven days a week. With the fast-paced nature of the railroad, our lifting equipment needs to be kept in peak condition at all times—we can't afford to have any breakdowns.

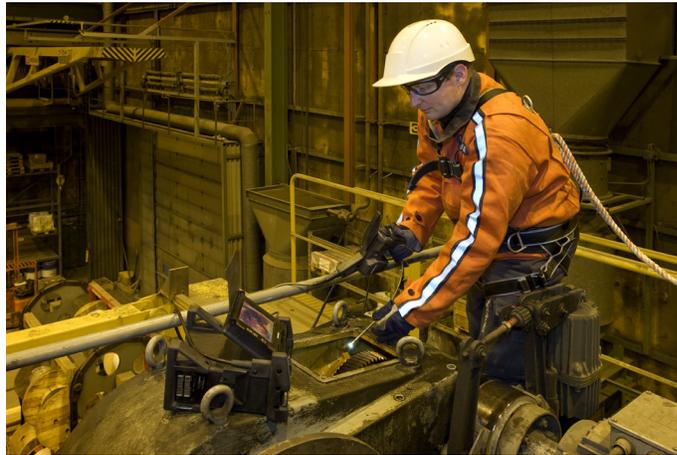
So, you can imagine how frustrated we were when one of our critical overhead cranes started vibrating violently. We needed to get this crane back into service right away, so we contacted several crane companies, hoping to fix the problem as soon as possible. We soon discovered we were going to have to replace the entire hoist—a repair that was going to be both extremely expensive and time consuming.

We didn't want to spend the money on a brand new hoist without exploring every option, so we called Konecranes for a second opinion. We wanted to make sure that a replacement was absolutely necessary.

Konecranes proved to be the right choice

Good thing we called Konecranes, because it turns out we didn't have to replace the hoist! Konecranes technicians performed a visual inspection on the open gear case to find the source of the malfunction. After looking at the gear case, they showed us that the gears were improperly timed. In a matter of hours, Konecranes technicians reassembled the gears into the proper positions.

Overall, our decision to call Konecranes was the right one. Their fast repair saved us thousands of dollars and weeks of unnecessary downtime to replace the hoist. Now, our hoist functions properly, and we haven't had any breakdowns.



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Konecranes is a world-leading group of Lifting Businesses™, serving a broad range of customers, including manufacturing and process industries, shipyards, ports and terminals. Konecranes provides productivity-enhancing lifting solutions as well as services for lifting equipment and machine tools of all makes. In 2011, Group sales totaled EUR 1,896 million. The Group has 11,700 employees at 609 locations in 47 countries. Konecranes is listed on the NASDAQ OMX Helsinki (symbol: KCR1V).

