

PALFINGER

PALFINGER CONNECTED

THE FUTURE OF FLEET MANAGEMENT IS CONNECTED

LIFETIME EXCELLENCE

 **PALFINGER**
CONNECTED

PALFINGER.COM



WORKING TOGETHER FOR BETTER EFFICIENCY

The future of fleet management is CONNECTED. No more poring over service booklets – now, you can easily access all the information you need about your Palfinger products at any time via the cloud. You can find out about service status, operating hours and performance data wherever you are, at any time.

The PALFINGER FLEET MONITOR and PALFINGER OPERATOR MONITOR linked tools allow that the back office and crane operators are kept in touch at all times. The telematics systems in the interconnected PALFINGER products ensure a steady flow of information between the machinery, the user and the fleet manager. As a result, you always know what's going on and can use real-time information to plan your jobs. This means greater efficiency thanks to simpler processes, more uptime as a result of regular maintenance documentation and less coordination required because all the information is available in a single tool.

MORE UPTIME

You and the Palfinger Service Network are kept informed at all times about upcoming service dates and any issues with the product. In an emergency, your PALFINGER service partner can check online status codes, machine statuses and much more to detect problems or proactively prepare for potential issues.



FULL CONTROL

Stay up to date about your whole PALFINGER fleet at all times. What is its current condition? Are there any status codes? Are there any service dates coming up? All of that and much more.



INCREASE EFFICIENCY

Send the right machine to the right construction site by simulating the exact use case with Job Planner. The working radius and outrigger position can be defined beforehand to assist you with the detailed planning of the job.



BETTER COMMUNICATION

Stay in touch with your operator. Maintenance jobs are documented with the fleet manager right away. Moreover, machine operators are informed proactively about status codes and their severity.



INFORMATION AT YOUR FINGERTIPS

All the documentation you need, such as spare parts catalogues, machine configurations etc., is available in one place and just a click away.



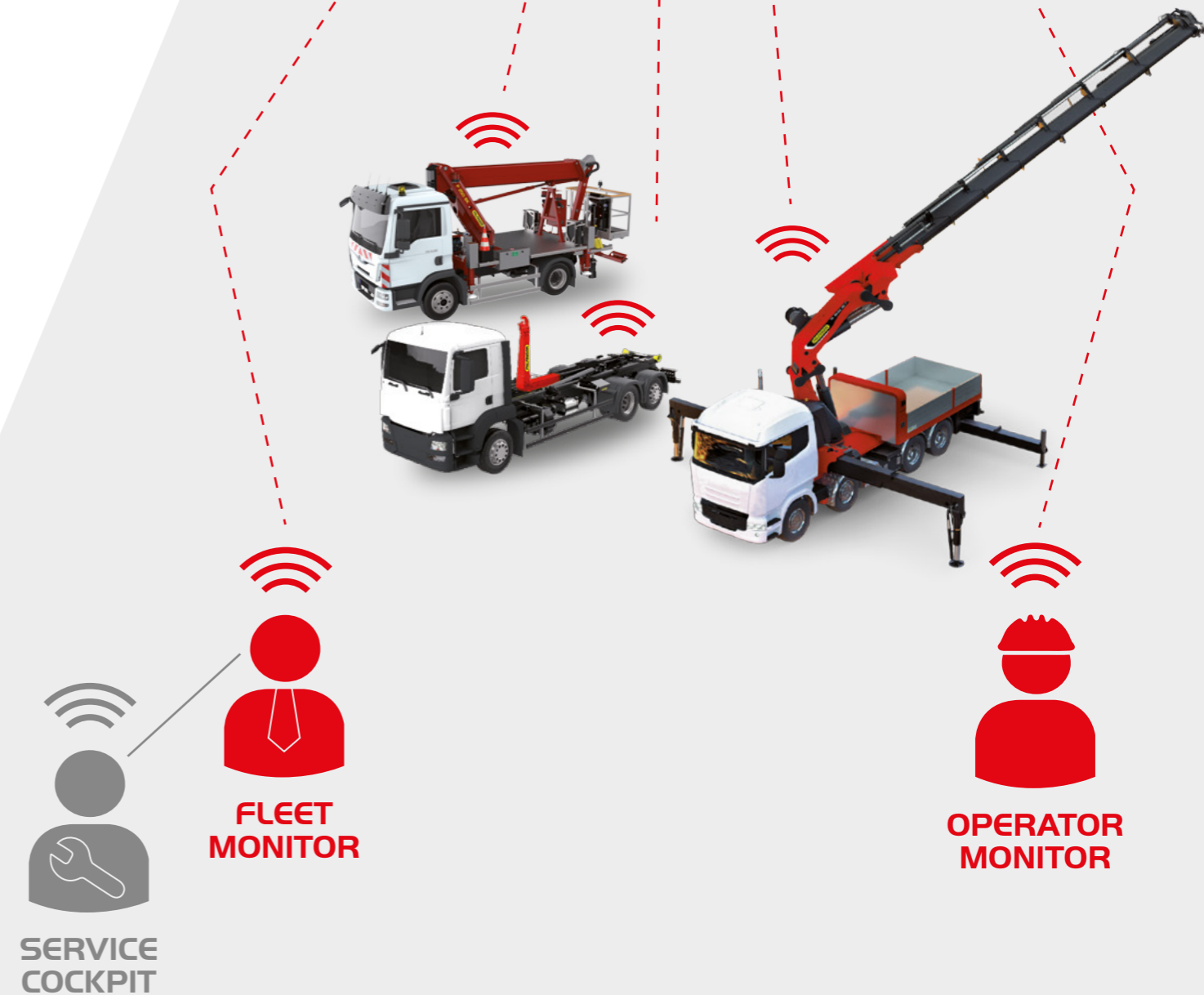
FINANCIAL SUCCESS

Your machines will have more uptime, less unpredicted down times and this will result in better financial results for you as a company!



SAFETY

Information about recurring overloading incidents during jobs or pre-simulation of the stabilizer pressure can be accessed at any time. This will increase safety for your operator and your equipment on the construction site!



THE FUTURE STARTS HERE TAKING EFFICIENCY TO A WHOLE NEW LEVEL

Digital systems such as PALFINGER CONNECTED make work processes easier and working with its products even safer, more convenient and more efficient. The integrated, user-focused system makes equipment easier to use and reduces the amount of initial training required.

PALFINGER fleet management solutions provide an improved overview of device use and optimize the exchange of information between fleet managers and crane operators. This improves the reliability of device use planning and cuts down on time-consuming manual coordination and administration work.

PALFINGER CONNECTED can help you with adaptive maintenance, which averts the need for ad hoc repairs and thereby maximizes equipment uptime.

THE BENEFITS TO YOU A BRIEF OVERVIEW

The PALFINGER CONNECTED telematics service makes life easier for fleet managers and operators by enabling preventive maintenance and maximizing uptime. The connected data can be used to schedule maintenance or servicing work much more effectively and rectify faults much more quickly.

FLEET MONITOR and OPERATOR MONITOR are smart digital tools that boost operational efficiency and productivity in the field. The SERVICE COCKPIT also allows you to easily exchange information with your service partner. They have the entire history of all the equipment in your PALFINGER fleet at their disposal and can thus proactively support you and your fleet with any service issues.

PRODUCT VIDEOS



Product video
FLEET MONITOR



Product video
OPERATOR MONITOR

FLEET MONITOR

The PALFINGER CONNECTED tool for fleet managers and schedulers

- Overview of your PALFINGER fleet
- Detailed product information, complete product documentation
- Job Planner for PALFINGER loader cranes
- Live information on the current status of your PALFINGER products*
- Real-time updates on technical problems with machinery status*
- Information about forthcoming maintenance and servicing
- Location Tracking

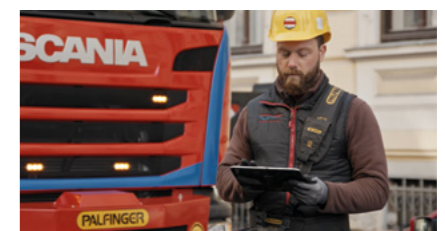


*With telematics module

OPERATOR MONITOR

The PALFINGER CONNECTED tool for machinery operators

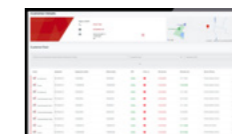
- Information about forthcoming maintenance and servicing
- Digital maintenance checklist
- Clear information about current status and warnings
- Job Planner for PALFINGER loader cranes



SERVICE COCKPIT

Your direct connection to your service partner.

- Both you and your service partner have an overview of your entire PALFINGER fleet and the technical condition of all your equipment
- More operating time for your equipment thanks to optimized service planning and productive service management
- Live operational support from your service partner based on real-time information on the condition of your machinery*



*With telematics module

WHAT OUR CUSTOMERS SAY

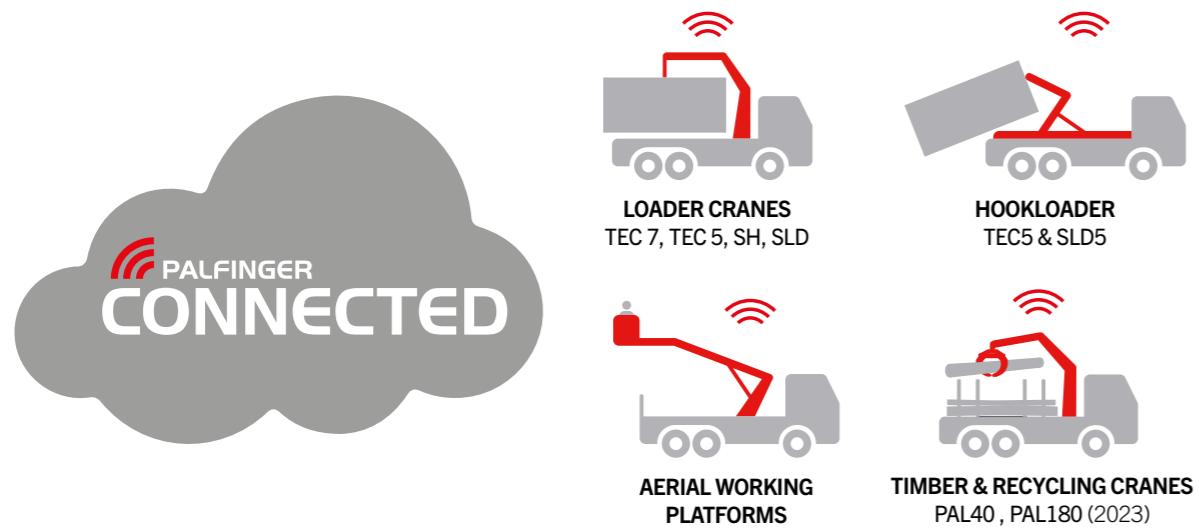


„PALFINGER CONNECTED helps us a lot to coordinate and optimize service and maintenance tasks for our fleet. Thereby the regular maintenance is much better plannable which allows more uptime as our cranes are always ready when needed.“



„With the Job Planner feature in PALFINGER CONNECTED we can plan our crane jobs much better in advance. This saves time and coordination on site and boost the efficiency of our fleet in total. It's really a great tool!“

PALFINGER SUPPORTED PRODUCTS



Products with telematics unit are compatible with CONNECTED PREMIUM and DATA package.

BENEFITS – HOOKLIFTS AND SKIPLoadERS

WHAT?	BENEFITS
Machine Communication	<ul style="list-style-type: none"> Bidirectional communication between fleet manager & operator Real-time safety information about current transport position on request <p><i>Available only for products with telematics module</i></p>
Service & Maintenance	<ul style="list-style-type: none"> Annual service and inspection due date information based on operating hours and in-warranty date Service history Maintenance information & checklist history
Status Codes and Statistics	<ul style="list-style-type: none"> Real-time notification about machine status codes & conditions Complete status code history and statistics <p><i>Available only for products with telematics module</i></p>
Operating times & GEO Data	<ul style="list-style-type: none"> Overview of operating statistics Location and area history <p><i>Available only for products with telematics module</i></p>

BENEFITS – LOADER CRANES

WHAT?	BENEFITS
Job Planner	<ul style="list-style-type: none"> Useful tool for selecting the right crane for the planned weight Simulation of possible work radius based on stabilizer position Available for fleet manager and machine operators
Service & Maintenance	<ul style="list-style-type: none"> Annual service and inspection due date information based on operating hours and in-warranty date Service history Maintenance information & checklist history
Status Codes and Statistics	<ul style="list-style-type: none"> Real-time notification about machine status codes & conditions Complete status code history and statistics <p><i>Available only for products with telematics module</i></p>
Operating times & GEO Data	<ul style="list-style-type: none"> Overview about operating statistics Location and area history <p><i>Available only for products with telematics module</i></p>

BENEFITS – ACCESS PLATFORMS



WHAT?	BENEFITS
Complete Vehicle Information	<ul style="list-style-type: none"> Operating status information Truck operating data, e.g. fuel level <p><i>Available only for products with telematics module</i></p>
Remote Height Adjustment	<ul style="list-style-type: none"> Height limitation via remote command Customized adjustment on demand <p><i>Available only for products with telematics module</i></p>
Service	<ul style="list-style-type: none"> Annual service and inspection due date information based on operating hours and in-warranty date Service history
Status Codes and Statistics	<ul style="list-style-type: none"> Real-time notification about machine status codes & conditions Complete status code history and statistics <p><i>Available only for products with telematics module</i></p>


OPTIMIZED SERVICING AND OVERVIEW ANY TIME, ANYWHERE

Experience top-class efficiency with all the data you need in one place. Stay on top of maintenance and servicing schedules. Make your day-to-day work easier with handy tools such as Job Planner.

You can use PALFINGER CONNECTED both with and without telematics data. The FREE package will help you to organize your fleet and provide an overview of all the essential machinery documents. Transferring machinery data allows you to analyze the status of your machinery in more detail and thus to maximize operating time through more efficient servicing.

PALFINGER CONNECTED PACKAGES

	FREE	BASIC*	PREMIUM	DATA
RANGE OF FUNCTIONS	Register with PALDESK to use the FREE package without telematics.	The BASIC package offers useful tools and advanced information regarding service intervals and maintenance checklists.	The full range of functions is available in the PREMIUM package. Enjoy the benefits of linking all data.	The DATA package provides an interface for external fleet management tools.
FLEET MONITOR	PALDESK ACCESS <ul style="list-style-type: none"> Fleet overview Documents Equipment pools 	WITHOUT TELEMATICS <ul style="list-style-type: none"> Same as FREE, plus <ul style="list-style-type: none"> • Servicing • Maintenance • Job Planner* 	ONLY WITH TELEMATICS  <ul style="list-style-type: none"> Same as BASIC, plus <ul style="list-style-type: none"> • Live location and route history • Fault messages • System communication • Operating hours & statuses • AEMP data exports 	ONLY WITH TELEMATICS  <ul style="list-style-type: none"> Fleet overview Documents AEMP data exports Incorporation into existing telematics system
OPERATOR MONITOR	<ul style="list-style-type: none"> Documents Fleet overview Service partner search Status Code search 	<ul style="list-style-type: none"> Same as FREE, plus <ul style="list-style-type: none"> • Maintenance checklist • Job Planner* 	<ul style="list-style-type: none"> Same as BASIC, plus <ul style="list-style-type: none"> • Job Planner with position detection • Operating hours & statuses • Live fault messages 	<ul style="list-style-type: none"> Fleet overview Documents

 The availability of the service contracts together with CONNECTED currently depends on your country. Contact your dealer for further information.

*Crane only

PALFINGER SERVICE CONTRACTS

To optimize your business performance, by reducing machine downtimes and repairs costs, we offer you the PALFINGER service contracts in 4 different packages, from 1 to 6 years.

- Available for Loader Cranes, Epsilon Timber & Recycling Cranes, Hookloaders, Skiploaders and Truck Mounted Forklifts
- For new products filled only with PALFINGER Lubricants
- Service possible at any authorized PALFINGER service partner

Our goal is to offer prevention and backup with complete cost transparency. You can plan your expenditure and do not have to worry about unforeseen workshop costs. We simplify your processes and allow you to focus on your core business.

The use of PALFINGER CONNECTED is automatically integrated in the PRO and PRIME servicing contracts. The PURE & PERFORM servicing contracts allow PALFINGER CONNECTED functions to be added as optional extras.

	 PURE	 PERFORM	 PRO	 PRIME
Oil Maintenance	●	●	●	●
Regular Service	—	●	●	●
Legal Inspection *	—	●	●	●
CONNECTED Premium	○	○	●	●
CONNECTED Basic	○	○	—	—
Repair Service	—	—	●	●
Wear Parts Service	—	—	—	●
Monthly Maintenance	—	—	—	○

*Legal inspection subject to country-specific laws. All the services mentioned include labor and material expenses. We work only with top-quality genuine PALFINGER products.

● Standard ○ Optional — Not available

FLEET MONITOR PROFESSIONAL FLEET MANAGEMENT

PALFINGER FLEET MONITOR gives you an overview of everything you need to know about your PALFINGER lifting solution as a business operator and fleet manager, from due maintenance to the current location of your equipment. Schedule jobs, keep track of servicing dates and improve your efficiency.

USER-ORIENTED FUNCTIONS

The most important data at a glance – this is the dashboard, where an overview of user-oriented functions for fleet managers, service managers or dispatchers can be found.



DASHBOARD

FLEET OVERVIEW

The overview of the complete fleet provides the technical characteristics as well as the current operating status of the vehicles. It is not only the operating hours of the equipment itself that are shown, but also those of additional accessories such as rope winches, workman baskets and fly jibs.



FLEET-STATUS

ERROR AND WARNING ALERTS

Near real-time error and warning alerts help with fast and effective troubleshooting. Assistance is provided to help you resolve certain errors yourself.



STATUS CODES

SERVICE AND MAINTENANCE PLANNING

Gathering truck and equipment data allows for improved service and maintenance planning. The remaining operating hours until service, contact data of the service partner as well as all documents of the PALFINGER product are gathered together. Moreover, service and maintenance work operations that have already been performed are documented.



SERVICE



MAINTENANCE

OVERVIEW OF OPERATING TIMES

The meaningful representation of equipment operations ensures efficiency and cost-optimized usage of the vehicles.



OPERATING TIMES

ASSISTANT FOR JOB PLANNING

The Job Planner helps the fleet manager in the planning process of a difficult operation by calculating the stability and the working radius, taking into account the simulated outrigger position and the surrounding area. In this way, it can be determined in advance also with simultan comparison of multiple cranes, whether the respective crane is suitable for the field of application.



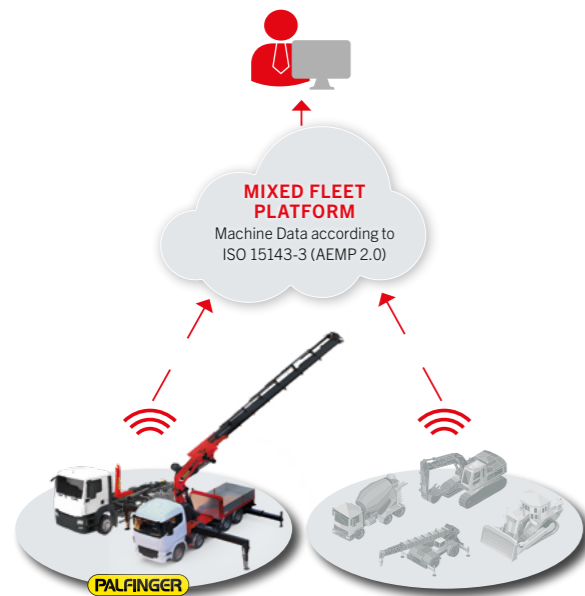
JOB PLANNER

STANDARDIZED MACHINE DATA

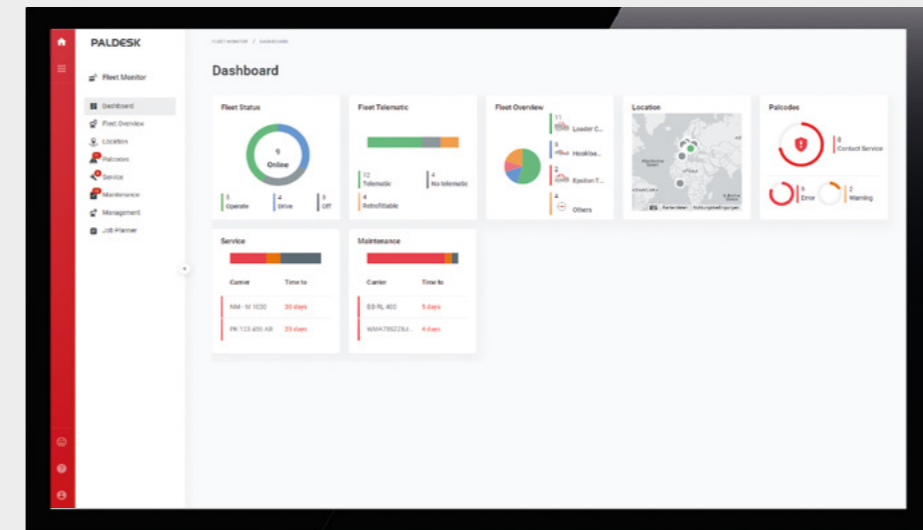
PALFINGER addresses the end customer's mixed fleet issue by offering machinery data in the standardized ISO 15143-3 (AEMP 2.0) format. This enables integration into existing fleet management systems that show various kind of machinery.



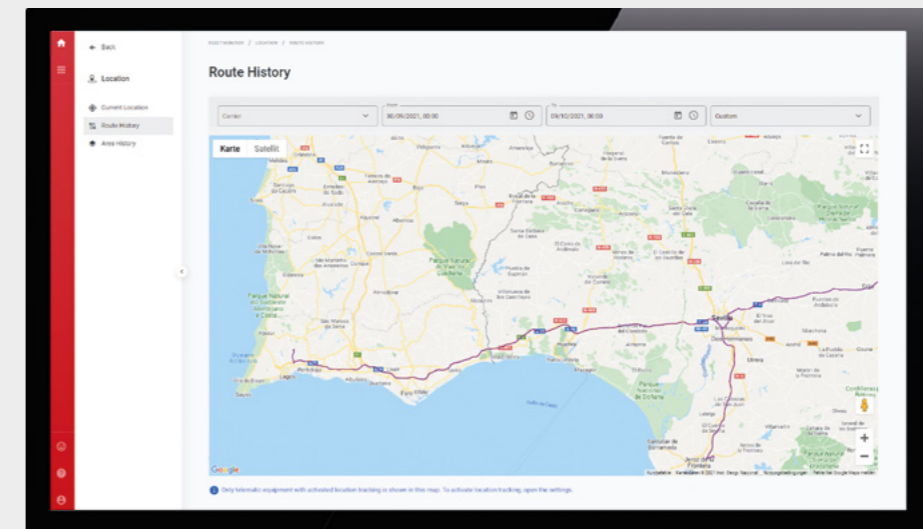
MIXED FLEET



fleet-monitor.palfinger.com



The neatly arranged FLEET MONITOR dashboard shows all the relevant data regarding your PALFINGER fleet.



Track the locations and statuses of your PALFINGER products.



Simulate the working radius and stabilizer pressure depending on stabilizer position and load.

OPERATOR MONITOR

MOBILE APP FOR MACHINERY OPERATORS

As an operator, you are often left to your own devices. With PALFINGER OPERATOR MONITOR, it is easier than ever before to respond to the situation in the field quickly and efficiently by yourself, no matter where you are. You can use the intuitive app on a smartphone or tablet, and it offers machinery operators useful features such as a mobile maintenance list and a job planning wizard.

MOBILE APP

The mobile app helps operators with day-to-day work to ensure efficient and safe equipment operation and is available for any phone via the link or QR code. Pin it on your start screen for easy access.



MOBILE

FAST RESPONSE IN CASE OF ERRORS

Direct access to the status codes, describing recent errors as well as the history of errors, ensures proper and timely corrections. Explanations for errors can be looked up for offline equipment as well and assistance provided to solve the issue.



STATUS CODES

EQUIPMENT DATA AVAILABLE AT ANY TIME

The operator receives information about the status of the device, the operating hours and when the next maintenance is needed.



MY EQUIPMENT

ASSISTANT FOR JOB PLANNING

The Job Planner helps the crane operator by calculating the stability and the working reach, taking into account the current stabilizer position or any other stabilizer position as well as the surrounding area.



JOB PLANNER

MOBILE MAINTENANCE CHECKLIST

The mobile maintenance checklist offers instructions for professional maintenance of the equipment, available at any time. Besides an overview of the maintenance tasks to be done, explanations and instruction pictures are available. This is how to maximize equipment lifetime and uptime without the time-consuming process of reading through manuals.



MAINTENANCE CHECKLIST

SERVICE AND MAINTENANCE PLANNING

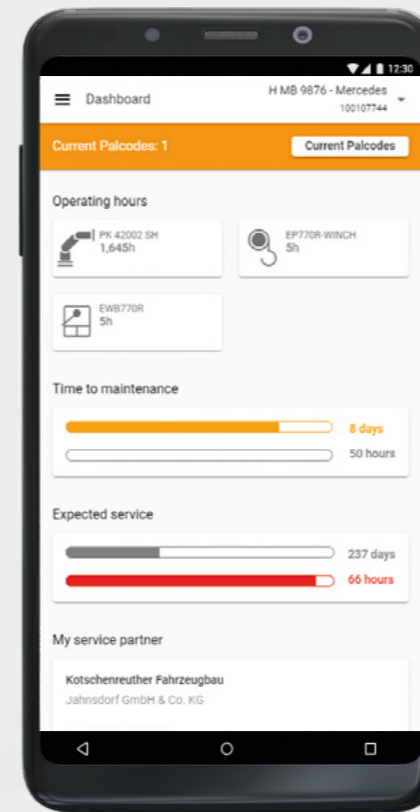
If you need assistance from a service partner, the Service Partner search function will help you to find contact details for the one nearest you. The information about the service and maintenance due date supports in availability planning.



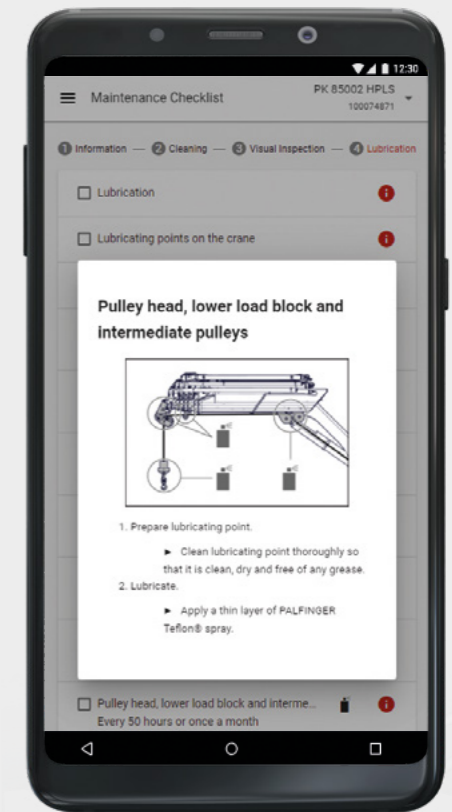
SERVICE



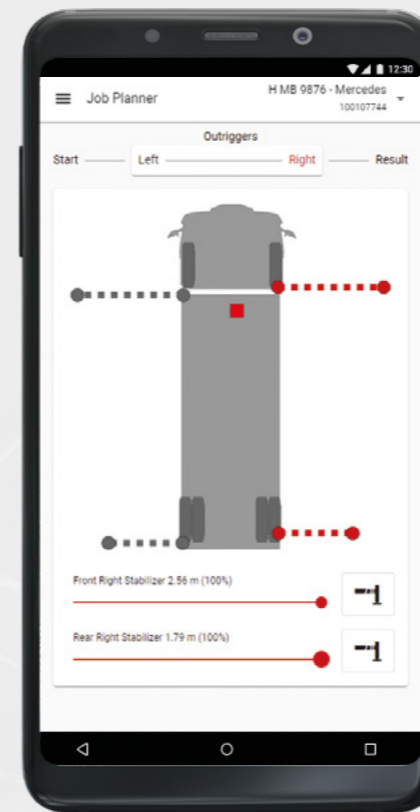
operator-monitor.palfinger.com



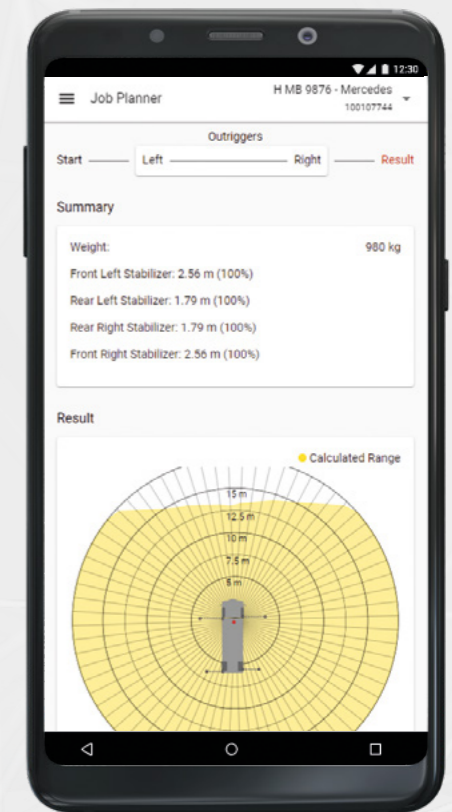
All the information you need on operating times and maintenance intervals, right there on your smartphone or tablet.



Maintenance instructions with easy-to-understand explanations for your PALFINGER lifting solution.



Job Planner allows you to calculate stability based on the current setup.



The user-friendly PALFINGER OPERATOR MONITOR app focuses on safety and efficiency.

HOW TO ACCESS THE WORLD OF PALFINGER CONNECTED

ACCESSING FLEET MONITOR

OPTION 1: Register through your service partner

Your PALFINGER service partner will register the PALFINGER products that you use in advance and e-mail you a link containing an invitation. Contact your service partner to arrange this. You can find your service partner here:

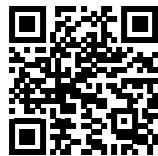


<https://www.palfinger.com/en/sales-service-search>

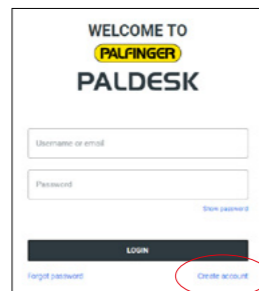
OPTION 2: Register yourself through PALFINGER PALDESK/FLEET MONITOR

NOTE: this is available for loader cranes only. Other products will require an e-mail with an invitation link from your service partner.

To gain access to all that PALFINGER CONNECTED has to offer, you will need to register as a user. You can do this through either PALDESK or the FLEET MONITOR website. You will be able to register there as long as one of your company's PALFINGER products has been correctly registered:



<https://paldesk.palfinger.com>



<https://fleet-monitor.palfinger.com>

You will need to provide the **serial number**, **device code** and **company details**:

SERIAL NUMBER

You can find the serial number on the type plate of your machinery.



Example of equipment no.

DEVICE CODE

The device code to go with the serial number can be found on the first page of your equipment's operator manual.



Example of device code

ACCESSING OPERATOR MONITOR

OPTION 1: Invitation from service partner

Your PALFINGER service partner can give you a link with an invitation to use OPERATOR MONITOR. FLEET MONITOR will need to be enabled before use.

OPTION 2: Invitation through FLEET MONITOR

If you have already registered for FLEET MONITOR, you can send invitation links yourself through FLEET MONITOR to give your employees access to OPERATOR MONITOR. Users will need to register on the OPERATOR MONITOR website. Once you have done that, you can enjoy all the benefits of PALFINGER CONNECTED.

Alternatively, users can scan the QR code below to register themselves:



<https://operator-monitor.palfinger.com>

