



R&M Portal – Spare Part Service User Guide

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1 OVERVIEW

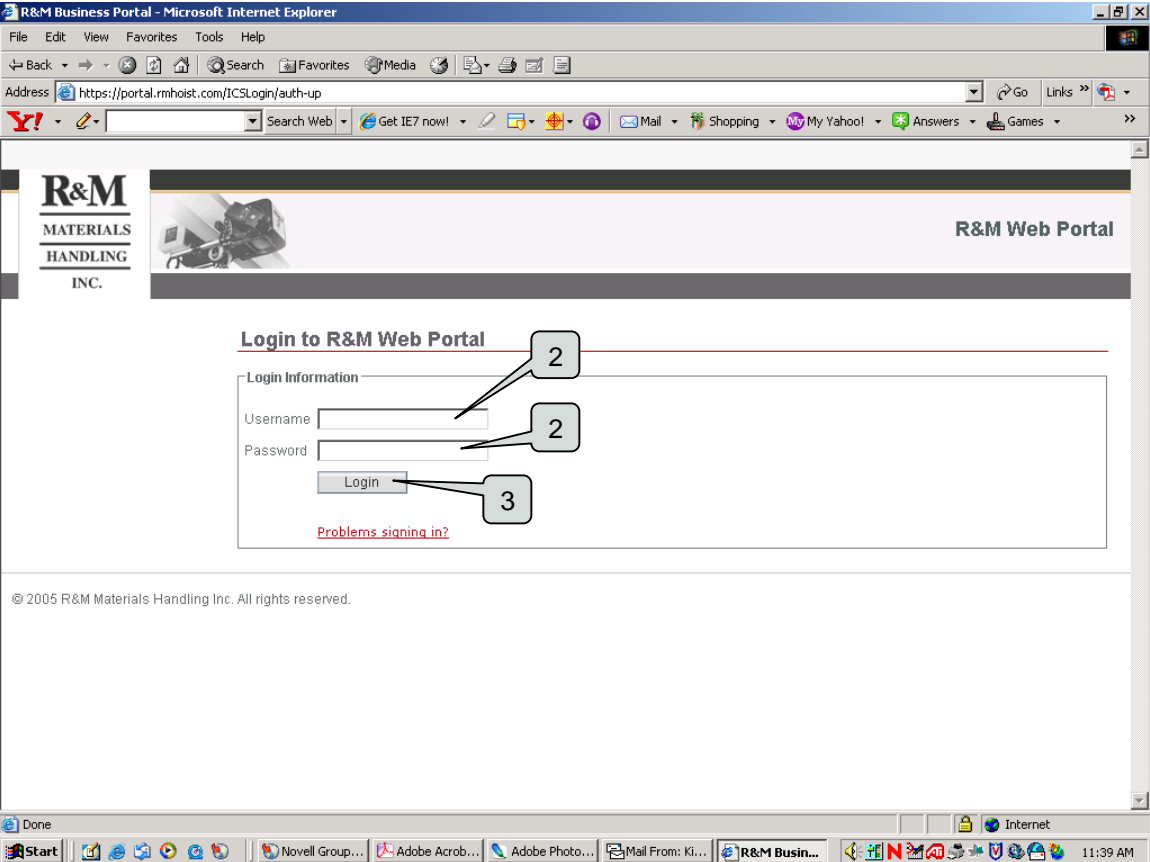
The R&M Portal is a web application that includes user specific spare part services and new equipment order information. This document describes the use of the spare part services.

When executing searches, a %-mark can be used as a wildcard. For example, when using the Spare Part search you could enter the first few digits of the part number followed by the % sign (221%). This will return all part numbers starting with 221 so you can review them all and pick the proper one.

The back-button of the browser should not be used, as it will result in the need to refresh the screen due to the secured connection. Instead, always use the back-button of the portal.

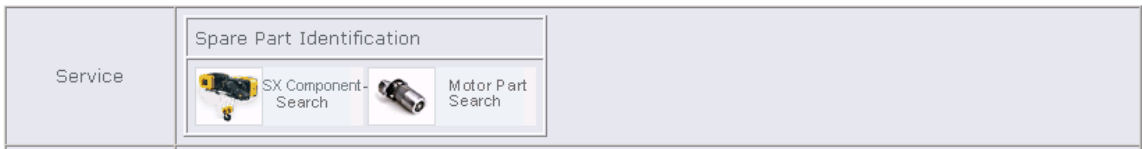
2 LOGIN

1. Access service at <http://portal.rmhoist.com>
2. Type your user code and password – contact R&M.
3. Press 'Login'.



If you want to logout, click the 'Log out' -link from the upper-right corner of the screen.

3 TOOLS



Spare part search

Identify a spare part and its price, availability from two spare part centers, delivery time and picture by a given search criteria.

SX Component Search

Identify your hoist and its components by typing the serial number, the manufacturer order number or the crane number.

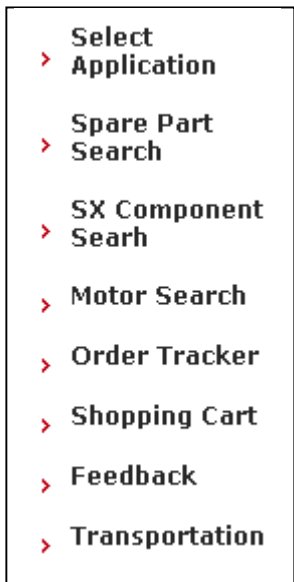
Motor Part Search

Identify your motor and its spare parts by typing the motor serial number.

Order tracker

Identify your own order and its status, delivery data and lines by typing the order number or some reference.

After selecting the desired service from the home page you can change the tool from the navigation tree on the left side of the screen.



4 SPARE PART SEARCH

4.1 Searching

1. Define search criterion/criteria
 - a. Type part number or item code to the 'Part No'-field
 - b. Type Description or specification to the 'Description'-field
2. Start search by pressing 'Search' button.

The screenshot shows a search form with three main elements: a 'Part No' input field with a callout '1a', a 'Description' input field with a callout '1b', and a 'Search' button with a callout '2'. Example text is provided for each field: 'eg. 1026%' for Part No and 'eg. UNV% or gear' for Description.

4.2 Search result

The query will show the part number, specification, description, additional information, weight, picture, standard delivery time, availability in Finland and USA, list price and net price.

(1) Item(s) Found

Part No	Specification	Description	Add info	Weight	Std del time USA-OH	On Hand USA-OH	On Hand FIN	Price	Net Price	-	-
52258092	QA-D368	BEARING HOUSING	BECD304-1-A	4.04 KG	Pic		12	277.15 USD	207.86 USD		Part Feedback
1											

If the query returned so many objects that they cannot fit in to one table page, you can browse the result table from the pager on the bottom of the screen.

4.2.1 Part picture

By clicking the 'pic'-link, a picture of the product is opened (4).

Part No 52258092



[Show full-size image](#)

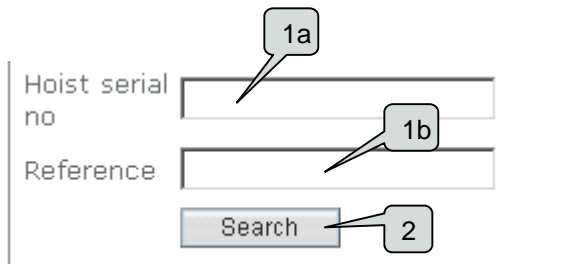
4.2.2 Replenishment information

Replenishment information can be seen by clicking the availability link (5).

5 SX COMPONENT SEARCH

5.1 Searching

1. Type search criterion/criteria
 - a. Type hoist serial number to 'Hoist serial no'-field.
 - b. Type manufacturer reference, customer reference or project to the 'Reference'-field
2. Press 'Search'



The screenshot shows a search form with three main elements: a text input field labeled 'Hoist serial no' with callout '1a', another text input field labeled 'Reference' with callout '1b', and a 'Search' button with callout '2'.

5.2 Search result

The query will return the hoist serial number, customer number, manufacturer references, customer references, crane number, and production date.

Hoist(s) found: 28

Hoist serial no	Manufacturer	Customer No	Manufacturer ref	Customer ref	Customer ref2	Project	Crane no	Production date
HG07695	BOHNERT EQUIPMENT COMPANY INC.	24020300	J18118	S06-1713-B	A06240009			10/16/2006
HG07090	BOHNERT EQUIPMENT COMPANY INC.	24020300	J17612	S06-1606-A	Benson International	comparable to J14347		08/23/2006
HG06141	BOHNERT EQUIPMENT COMPANY INC.	24020300	J16119	S06-1030-A				05/19/2006
HG05932	BOHNERT EQUIPMENT COMPANY INC.	24020300	J16192	S06-1058-B				04/21/2006

5.2.1 Order details

Click the serial number (3) for more detailed information of the components.

5.2.2 Component information

HOIST GENERAL INFORMATION

Hoist Serial No	HGW07695
Hoist Type	SX40410040P36FBL0F
Nominal Load	STON
Duty Group	H4*
Height of Lift	19.7 FT
Main Voltage	460 V
Control Voltage	V
Frequency	60 HZ
Hook Forging	HBC2.5V JD 8

ROPE 1:

Rope Type	8X19
Length	30.5
Lay	
Diameter (mm)	8.0
Part No	52286892 Search

INVERTERS:


Trolley Travelling Inverter Serial No	90050531
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HOISTING MACHINERY 1:

Motor Serial No	1099879	Motor Search
Motor Type	MF10X-106N163P85003E	Search 
Gear Serial No		
Gear Type	GEN-205NB000	

TROLLEY TRAVELLING MACHINERY 1:

Motor Serial No	1136968	Motor Search
Motor Type	MF06LA200-132F85001E	Search 
Machinery Serial No	70247136	
Machinery Type	GEK106	

You can make direct queries for components.

- 'Search' –link (4) will execute Spare part search with the selected spare part number that will show the status of the selected part.
- 'Motor search' -link (6) will execute Motor Search with the selected part number that will show the more detailed information about the motor.

6 MOTOR SEARCH

6.1 Searching

1. Define one of the search criterion
 - a. Type the serial number of the motor
2. Press 'Search'

Note! The serial number must be over 400000.
In this application, a % cannot be used when entering the serial number.

6.2 Search result

The query will find the general motor information and the spare part list.

Motor General Information

Motor serial no	600000
Motor type	MF07LB104-131085019--IP55
Part List	MF07L-019
General info	SQ,CAGE TRAVELLING MOTOR NM312,2.6Nm m=1.0wz=23
Spare part DRW	MF07-V36

Spare Part List

Pos	Part No	Qty	Description	Spare part search
800	60003169	1.0	RECTIFIER	Search
900	M07-003VNR2	1.0	BEARING FLANGE	Search
1100	52295985	1.0	BRAKE WHEEL	Search
2100	52295987	1.0	ANCHOR PLATE	Search
2200	52272127	1.0	SPRING SET	Search
2300	2309247003	1.0	LOCKING SET	Search
3200	52295989	1.0	COVER	Search
4000	3000003537	1.0	BEARING SET	Search
4100	52272114	1.0	SHAFT/ROTOR	Search
5000	52272132	1.0	SCREW SET	Search
6100	MT07-2LR39+MT07-2LE40	1.0	CONNECTION SET	Search

If you want to see more detailed information of the motor plate, click 'Plate'- link (5).

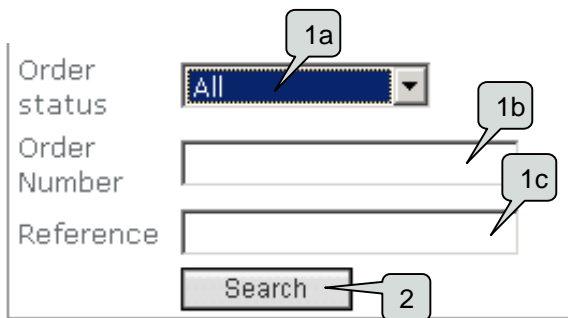
You can also make direct queries for components.

- a. 'Component search' –link (3) will execute the Component search. There you can see the hoist information
- b. 'Search' –links (4) in the Motor general information table and the Spare part list will execute the Spare part search. There you can see the status of the selected part.

7 ORDER TRACKER

7.1 Searching

1. Type search criterion/criteria
 - a. Choose the 'Order status' from the drop down list,
 - b. Type the manufacturer's order number to 'Order number' field or
 - c. Type your order number or reference to the 'Reference' field.
2. Press 'Search'



The screenshot shows a search form with the following elements:

- Order status:** A dropdown menu with 'All' selected. Callout 1a points to this dropdown.
- Order Number:** An empty text input field. Callout 1b points to this field.
- Reference:** An empty text input field. Callout 1c points to this field.
- Search:** A button labeled 'Search'. Callout 2 points to this button.

7.2 Search result

The query will return the order number, batch number, customer order number, customer reference, shipping date, estimated shipping date and order status.

Order no	Part Center	Batch	Cus order no	Cus Ref	Orig. Shipping date	Est Shipping date	Status	Order Details
K55082	RMI	1	0724533119		08/10/2009		Shipped order	details
K57150	RMI	1	05778-51025	TAG :E6659	11/28/2006		Shipped order	details
J18694	RMI	1	10765-1		11/24/2006	11/28/2006	Shipped order	details
K57624	RMI	1	S04203-1160		11/27/2006		Shipped order	details
K56898	RMI	1	05768-51011	TAG :E6629	11/27/2006		Shipped order	details
K58046	RMI	1	S265K-1		11/22/2006		Shipped order	details
K57974	RMI	1	S05784-51052	E6742	11/20/2006		Shipped order	details

If you want to see order details, click the 'details'- link (3). A Details-page will show batches, delivery terms, requested carrier, original shipping date, estimated shipping date and shipping address

7.3 Order details

Order details will show shipping information, order lines, packing and invoicing information.

Del terms	Req Carrier	Orig. Shipping date	Est Shipping date	Shipping address						
FOB Springfield	Road Transportation	11/28/2006		ARROW CRANE HOIST CORP 12714 CARMENTIA ROAD TAG :E6659 SANTA FE SPRINGS , CA 90670U.S.A.						

Part No	Description	Ord qty	Status	Packed qty	Packing date	Invoicing date	Package no	Actual Carrier	Tracking	
1	2502466007	GEAR CASE	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
2	2502467006	COVER	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
6	2406193001	SHAFT	2.0	0.0	2.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
8	2308509001	GEAR	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
9	2406194001	SUPPORT	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
10	2306741006	GEAR	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
11	2306627005	GEAR	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090
12	6110260120	KEY	1.0	0.0	1.0	11/28/2006	11/28/2006	PA245296	CCX1	360-912090

4

5

7.3.1 Part status

Status of the part can be seen in the 'Status' -field (4):

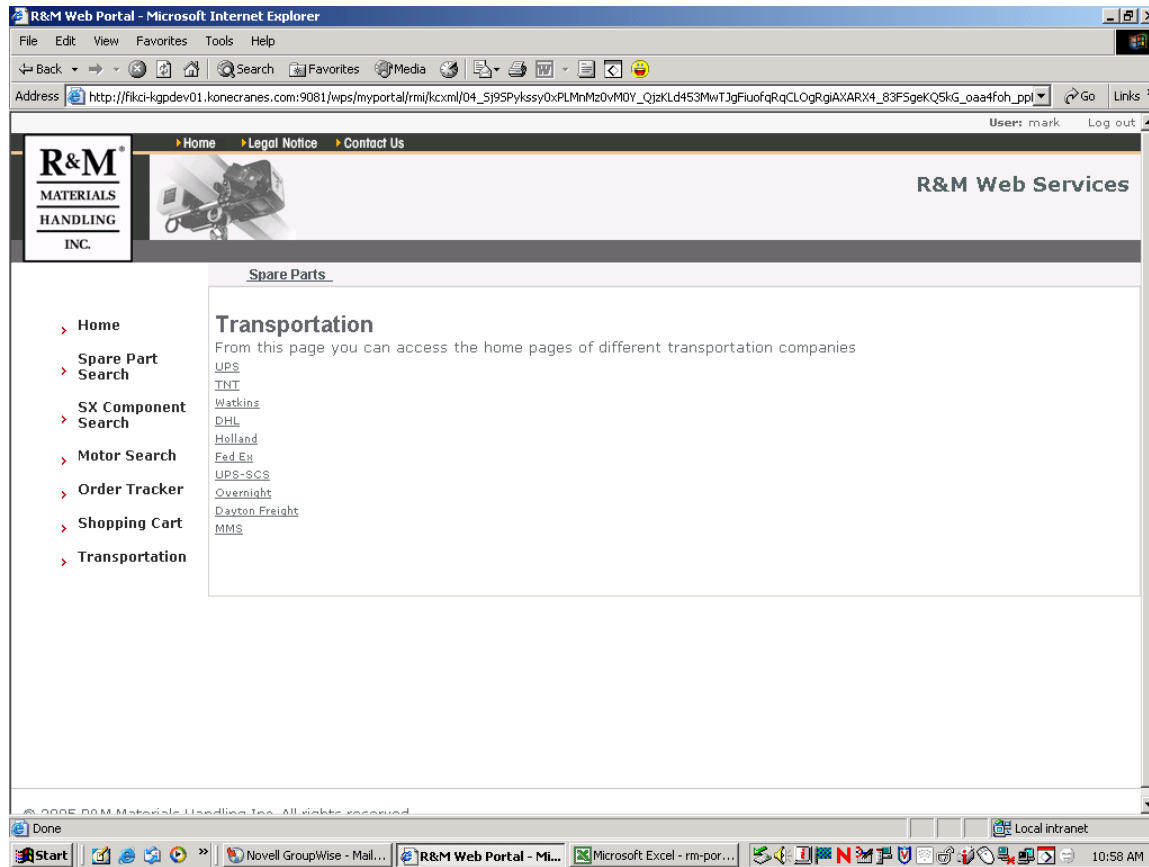
- 'Ok' = Part is delivered or part is not delivered but the quantity needed is at the warehouse.
- '0.0' = Part is not delivered and quantity needed is not at the warehouse

7.3.2 Tracking link

If UPS has transported the order, you can find tracking information by clicking on the tracking number on the right side of the screen (5). If another carrier transported the order, copy the tracking number and go to the Transportation tool to find links to the most commonly used carrier web sites.

8 TRANSPORTATION

From this page you can access the home pages of several transportation companies



9 CONTACT US

The list of contact persons at R&M Materials Handling, Inc. can be found from this page.