PALFINGER
CONNECTED plus⁺

LIFT YOUR PALFINGER SOLUTIONS
TO THE NEXT LEVEL

With a PALFINGER lifting solution, you get a premium device for your assignment. An essential ingredient for every successful job.

But that's not enough for us. As well as providing you with the best device on the market for your lifting requirements, we want to help you deploy your equipment as efficiently as possible.

After all, only a fully operational device ensures long-term success. This requires overview, optimized maintenance, up-to-date status and site information, and much more.

That's why we developed PALFINGER CONNECTED. A digital platform that gives you an individually adjustable overview of your entire PALFINGER fleet as well as detailed information on individual devices anytime, anywhere.

As a result, you attain maximum availability of your equipment with a minimum of admin work.

BENEFITS AT A GLANCE

LESS ADMIN

FINANCIAL SUCCESS

MORE EFFICIENCY

FULL CONTROL

SAFETY

BETTER COMMUNICATION

MORE UPTIME

WHAT OUR CUSTOMERS SAY

"PALFINGER CONNECTED helps our fleet enormously with coordination and optimization of service and maintenance tasks. This makes regular maintenance much easier to plan, thus maximizing uptime. Our cranes are now always ready for action when needed."

bauwelt
DELMES · HEITMANN

Sönke Jordt
GmbH & Co. KG
MASCHINEN- UND SCHWERTRANSPORTE · AUTOKRANVERLEIH

"With the "Job Planner" function in PALFINGER CONNECTED, we can plan our crane operations in advance much more easily. As a result, we save time, and on-site coordination is much easier. Consequently, overall fleet efficiency is increased. It's a fantastic tool!"

CONNECTED

No more looking for service booklets and other documents — now, you can easily access all information about your PALFINGER solutions digitally at any time. Device overviews, service status, technical documentation, and much more are available anytime, anywhere. With CONNECTED, PALFINGER provides a wealth of information free of charge. Registration is easy: **palfinger.com/connected/register**
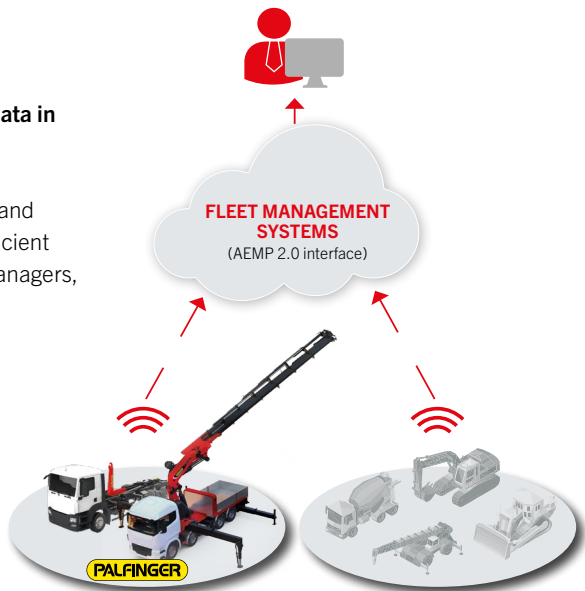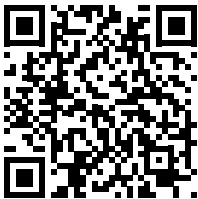
CONNECTED plus⁺

In addition, the optional **CONNECTED plus⁺** package enables you to receive **data in real time** from your PALFINGER equipment.

As a result, you can keep a constant eye on the **current status of your device** and **evaluate this data for the entire term** for fleet optimization. For even more efficient collaboration, the system provides a **common database** for operators, fleet managers, and service partners. Clearly arranged and up-to-date.

Relevant data is prepared and displayed in the **integrated applications** Fleet Monitor (fleet managers), Operator Monitor (operators), and Service Cockpit (service partners).

For customers who already use a **fleet management system**, CONNECTED plus⁺ provides a **standardized interface** (ISO 15143-3/AEMP 2.0) to transfer the data to your known environment.

FLEET MANAGEMENT SYSTEMS
(AEMP 2.0 interface)

PALFINGER

THE FUTURE STARTS NOW
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 shortens the settling-in period.

PALFINGER fleet management services provide an improved overview of device usage and optimize the exchange of information between fleet managers and operators. This improves the reliability of device usage 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, thus maximizing equipment operating time.

Product video
CONNECTED

MORE UPTIME

You as a customer and the PALFINGER service network are constantly informed of forthcoming servicing appointments and technical conditions.

CONNECTED plus+
In an emergency, the PALFINGER service partner can check the online status codes, the machinery status, and other parameters in order to identify problems and proactively make preparations to prevent them.

SAFETY

Practical tools such as maintenance checklists and error information ensure optimum operational safety.

CONNECTED plus+
Information about recurring overloading incidents during jobs or familiarization with the surroundings and stabilization options via JOB PLANNER*. This increases safety for your operators and their equipment at the site of deployment even more.
(* For loader cranes only)

MORE EFFICIENCY

Send the right machinery to the construction site by simulating the specific application with JOB PLANNER* beforehand. Defining the support set-up and the requisite load cases in advance helps with detailed deployment planning.
(* For loader cranes only)

LESS ADMIN WORK

The requisite documentation, such as spare parts catalogs, documents for machine configuration, etc., can be retrieved with just a single click and is shown in a central view.

FULL CONTROL

Stay up to date on your entire PALFINGER fleet at all times and keep an overview

CONNECTED plus+
What is the current status? Are status codes displayed? Are there any upcoming servicing dates? What areas was the vehicle deployed in? All this information and a whole lot more based on live data is available to you anytime, anywhere with CONNECTED plus+. Depending on the PALFINGER solution, remote intervention is sometimes possible, too.

BETTER COMMUNICATION

Everyone involved (operators/fleet managers/ service partners) accesses the same database and is given a clearly arranged view of the information relevant to them.

CONNECTED plus+
The connection with the machinery operators is constantly maintained, and information about maintenance assignments is documented and made available to the fleet manager instantly. In addition, machinery operators are proactively notified of status codes and the associated level of severity.

FINANCIAL SUCCESS

More machinery operating time and fewer unforeseen downtimes result in better financial results for the company!

OVERVIEW AND OPTIMUM SERVICE
ANYTIME, ANYWHERE

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

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

OVERVIEW OF FUNCTIONS

Module	Function	Standard — Without telematics data — Register FREE with PALDESK for intelligent fleet management	CONNECTED plus* — With telematics data — Improve the availability and efficiency of your fleet with LIVE MACHINERY DATA and plus* functions
PALDESK Information & documents	Fleet overview	●	●
	Product documents	●	●
	Equipment grouping for company organization	●	●
	Service partner & dealer search (For Operator Monitor only)	●	●
Service & maintenance	Calendar-based service reminder	●	●
	Calender-based maintenance reminder * For loader cranes, crawler cranes, and hookloaders only	●	●
	Operating hours-based service reminder * For loader cranes, crawler cranes, and hookloaders only		●
	Operating hours-based maintenance reminder * For loader cranes, crawler cranes, and hookloaders only		●
Job Planner	Job Planner for loader cranes	●	●
Individual machinery data	Individual machinery data & status information		●
Status codes	Live status and error codes		●
	Status code history & statistics		●
	PALCODE search (for Operator Monitor only)		●
Geotracking (for Fleet Monitor only)	Live location		●
	Route history		●
	Application area history		●
Usage reports (for Fleet Monitor only)	Usage reports		●
	Weighing data report		●
Bidirectional system communication (for Fleet Monitor only)	Operator commands * Not for AWP equipment		●
	Remote height limitation * For AWP models LIGHT NX, PREMIUM, JUMBO NX, and TOP only		●
	Remote locking * For access platforms only		●
	Transport position request * For hookloaders only		●
Data export (for Fleet Monitor only)	Data export in standardized formats		●
Additional plus* functions			●

In addition to the above packages, it is also possible to purchase a standardized interface (ISO 15143-3/AEMP 2.0) for transferring data to your existing fleet management system. To do this, please contact our specialists at **connected@palfinger.com** to specify your individual requirements.

SUPPORTED PALFINGER PRODUCTS

CONNECTED

The free standard functions are available for the following product groups:

| Loader cranes | Access platforms | Timber & recycling | Hookloaders | Skiploaders |

After registering with PALDESK (see "Register now"), you will see the respective device in all displays and receive the following information with just a few clicks: Fleet overview, technical documents (electrical settings, spare parts catalog, etc.), calendar-based service and maintenance reminders as well as maintenance checklists.

CONNECTED plus⁺

In addition, telematics modules are available as optional extras for the following product groups in order to use the full range of functions and features of CONNECTED plus⁺ through LIVE machinery data and bidirectional communication:

Product line	Supported models	Telematics as a standard function ex works		Direct links	Benefits
	TEC 7 TEC 5 SH SLD	TEC 7	●		• Job Planner • Service & maintenance • Status codes & statistics • Operating times & geodata
		TEC 5	●		
		SH	●		
		SLD	○		
	TOP CLASS JUMBO NX PREMIUM LIGHT NX SMART	○			• Comprehensive vehicle communication • Remote-controlled height adjustment • Service & maintenance • Status codes & statistics
	TEC 5 SLD 5	○			• Machinery communication • Service & maintenance • Status codes & statistics • Operating times & geodata

● YES   ○ NO

ONE SYSTEM
USER-OPTIMIZED APPLICATIONS

The user-optimized applications **FLEET MONITOR, OPERATOR MONITOR** and **SERVICE COCKPIT** within PALFINGER CONNECTED ensure that the back office and the operator are connected at all times. Every user sees the relevant information about the device clearly at a glance.

This 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 on-site. 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

PALFINGER CONNECTED
FLEET MONITOR
LIFETIME EXCELLENCE

Product video
FLEET MONITOR

PALFINGER CONNECTED
OPERATOR MONITOR
LIFETIME EXCELLENCE

Product video
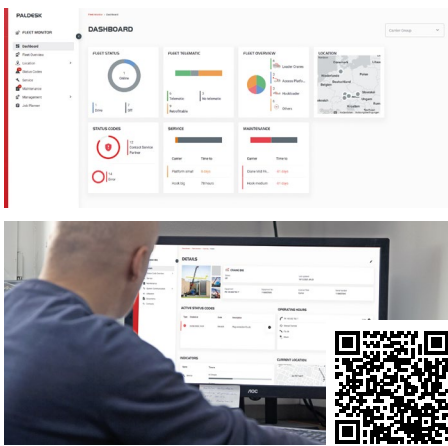OPERATOR MONITOR

HOW YOU BENEFIT
AT A GLANCE

The PALFINGER CONNECTED telematics solutions make 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

The PALFINGER CONNECTED tool for fleet managers and dispatchers
- 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 Connected plus+ only

OPERATOR MONITOR

The PALFINGER CONNECTED tool for machinery operators
- Information about forthcoming maintenance and servicing
- Digital maintenance checklist
- Clearly arranged information about current status and warnings
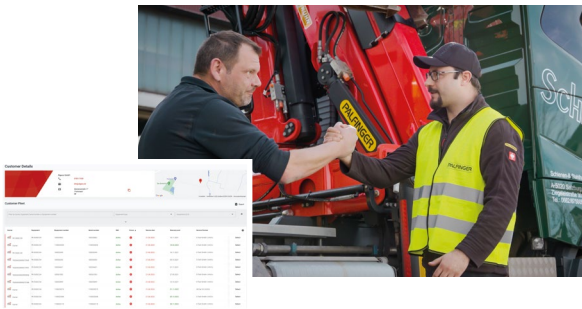- Job Planner for your PALFINGER loader cranes

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 proactive service management
- Live operational support from your service partner based on real-time information on the condition of your machinery*

*With Connected plus+ only

FLEET MONITOR
PROFESSIONAL FLEET MANAGEMENT

PALFINGER FLEET MONITOR allows you to monitor everything relating to 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.

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

DASHBOARD

The dashboard provides a central overview of relevant fleet-related data for owners, fleet managers, and dispatchers.

DASHBOARD

OVERVIEW OF OPERATING TIMES

A clearly arranged display of machinery deployments makes it easier to use the vehicles in an efficient, cost-optimized manner.

OPERATING TIMES

FLEET OVERVIEW

Technical properties and the current operating status of the vehicles are bundled, enabling an overview of the entire fleet. As well as the operating hours of the equipment, those of accessories such as cable winches, workman baskets, and fly jibs are displayed.

FLEET STATUS

SERVICE AND MAINTENANCE PLANNING

Gathering truck and equipment data is the basis for improved service and maintenance planning. The operating hours remaining until the next service call, the contact details of the service partner, and all documents relating to the PALFINGER product are compiled, and the service and maintenance work performed is documented.

SERVICE

MAIN-TENANCE

Track the locations and conditions of your PALFINGER products.

ERROR MESSAGES AND ALERTS

Error messages and alerts sent almost in real time allow problems to be rectified quickly and properly. For specific errors, information is provided for independent troubleshooting.

STATUS CODES

ASSISTANCE WITH JOB PLANNING

Job Planner calculates the stability and the working range, taking into account the selected stabilizer position and the calculated stabilizer pressure. As a result, it assists fleet managers with the planning of complex work processes and helps them to find the right crane for the forthcoming job by simultaneously comparing multiple cranes.
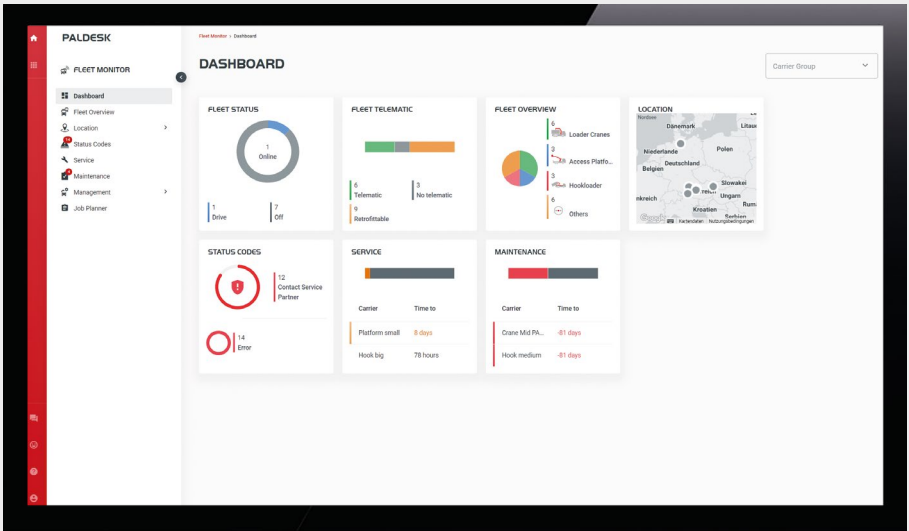
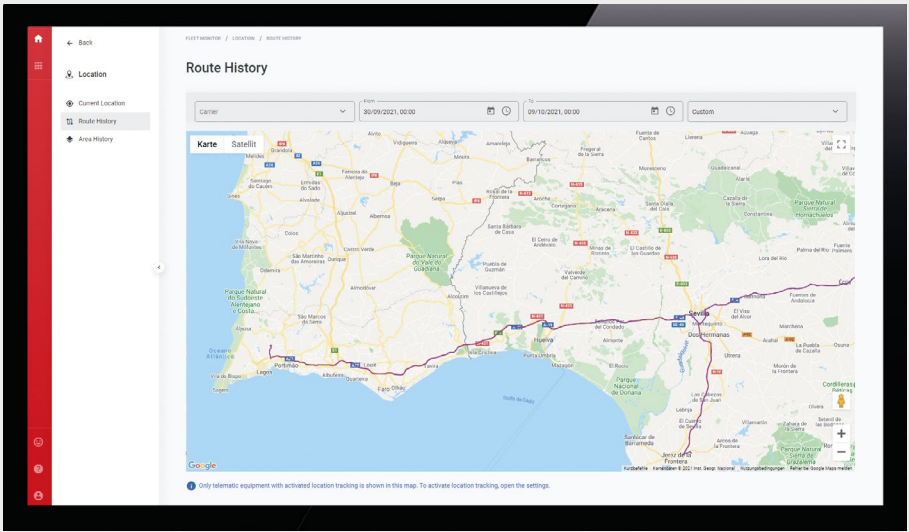**JOB PLANNER**

LOCATION-BASED DATA USAGE

Whether tracking the location history, displaying the action radius or defining operating radii with an alarm function, Connected plus⁺ will lift your fleet management to the next level.

DATA USAGE

fleet-monitor.palfinger.com

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 on your own.. With PALFINGER OPERATOR MONITOR, it is easier than ever before to respond to the situation on-site quickly and efficiently from anywhere. You can use the intuitive app on a smartphone or tablet, and it offers machinery operators useful features such as a mobile maintenance checklist and a job planning wizard.

MOBILE APP

The mobile app can be used on any device, and helps operators to work efficiently and safely every single day. The app can be downloaded via the link or QR code and pinned to the start screen for easier access.

MOBILE EQUIPMENT

FAST RESPONSE IN THE EVENT OF ERRORS

Direct access to the status codes, and therefore to descriptions of current errors and error histories, makes it easier to perform corrections properly and quickly. Error descriptions can also be retrieved for offline equipment, and help with finding solutions is provided.

STATUS CODES

EQUIPMENT DATA AVAILABLE AT ANY TIME

The operator receives information on the equipment status, the operating hours, and when the next maintenance is required.

EQUIPMENT INFORMATION

ASSISTANCE WITH DEPLOYMENT PLANNING

Job Planner helps crane operators by calculating the working range, taking into account the current or any other stabilizer position and performing simulations.

JOB PLANNER

MOBILE MAINTENANCE CHECKLISTS

The maintenance checklists, which can be accessed on the go at any time, contain instructions for professional equipment maintenance. Along with an overview of the maintenance tasks to be performed, explanations and illustrated instructions are provided. This removes the need to trawl through manuals, and the equipment life and operating time of equipment can be maximized more quickly.
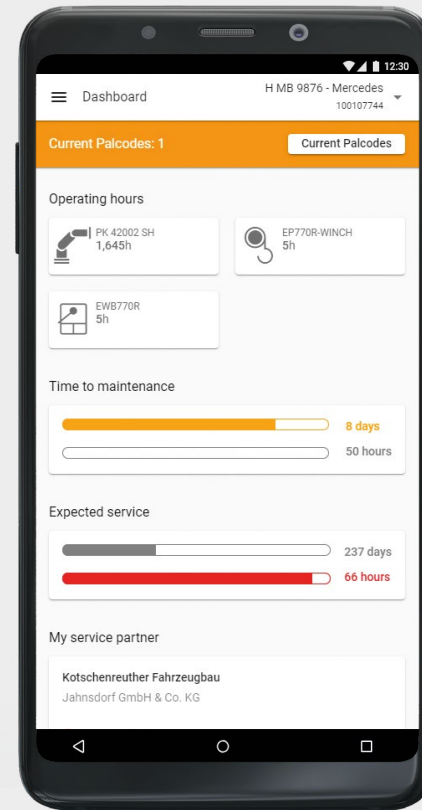
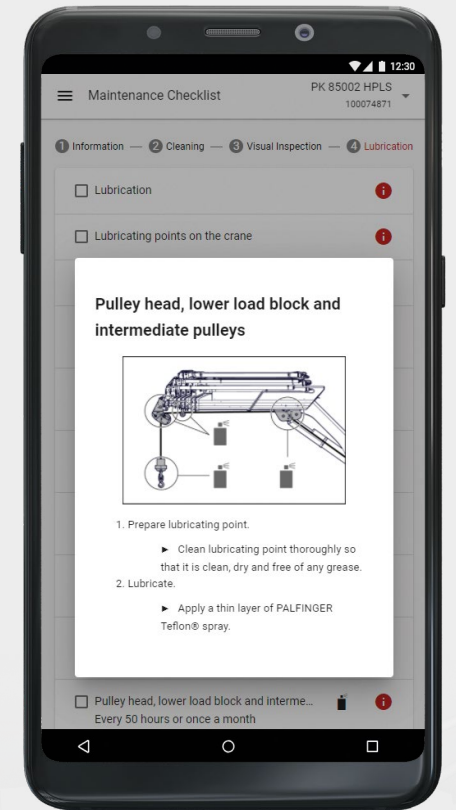**MAINTENANCE CHECKLISTS**

SERVICE AND MAINTENANCE PLANNING

If you need help, you can find the contact details of a local service partner via the service partner search. A display of the due service and maintenance date helps with availability planning.
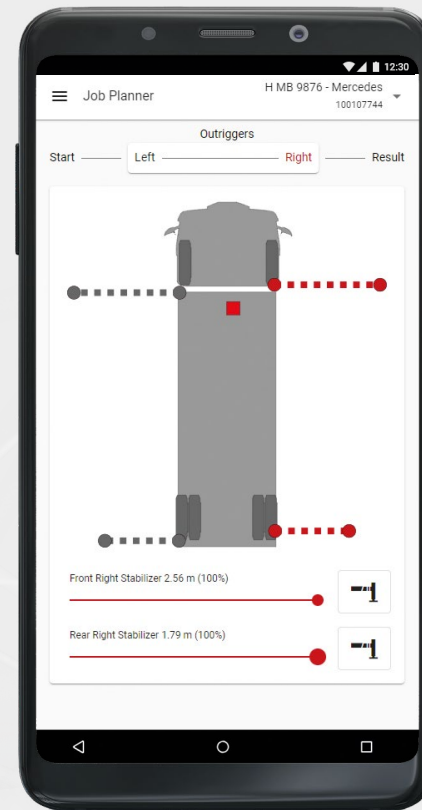
SERVICING

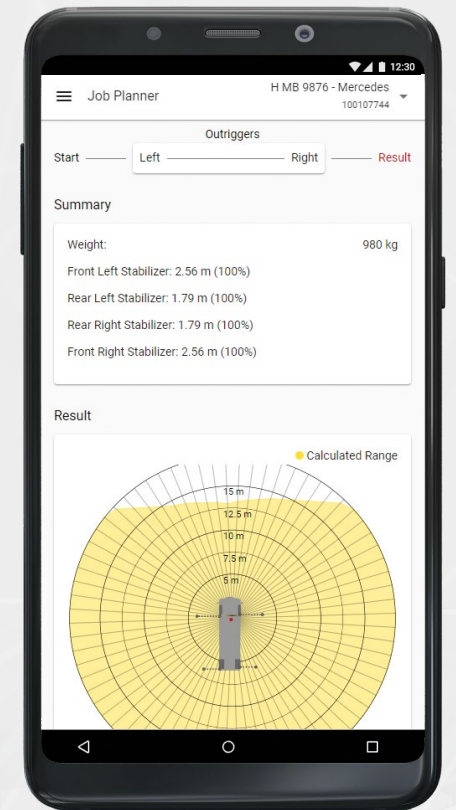operator-monitor.palfinger.com

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 stabilizer position.

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

REGISTER NOW

for instant access to free standard functions

1 REQUEST REGISTRATION

Your service partner will be happy to perform free PALDESK registration for your products on your behalf. To do this, they will enter the serial number, device code, and company details.

For loader cranes, you can also perform this registration on PALDESK directly yourself.

2 ACTIVATE ACCESS

After registration by your service partner, you will receive an e-mail with an activation link. Click on the link to confirm your registration.
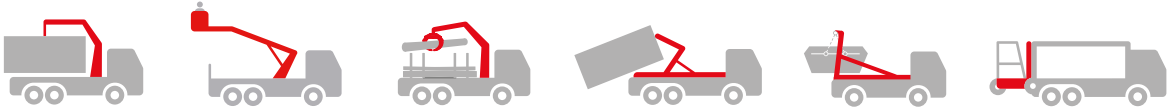
3 GET STARTED

Once your registration has been confirmed, you can get started straight away. Depending on your chosen CONNECTED package, you can now access the available telematics services.

Account Creation for end customers
Create account by registering your product.

Serial number*
Only digits

Device code*

Where do I find this information?

* If you are an employee of PALFINGER or the PALFINGER partner network, please contact your responsible PALDESK administrator or the PALDESK Helpdesk (paldesk@palfinger.com) for further assistance.

Registration for end customers

Keep your serial number and device code handy.

Do you need help?

Contact your PALFINGER partner.
To the dealer search:

SERIAL NUMBER

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

Example of serial number

DEVICE CODE

Original operating manual
PK 92002 SH
(S511SH)

Valid for serial number
100462956

Edition 01/2019   EN

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

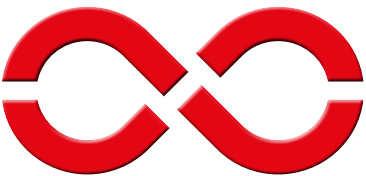Example of device code

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PALFINGER SERVICE CONTRACTS

To help you reduce downtimes and repair costs and increase business performance, PALFINGER offers four different service contract packages with a term of 1 to 6 years.

- Available for loader cranes, access platforms, timber and recycling cranes, hook- and skiploaders and truck-mounted forklifts

- For new products filled with PALFINGER lubricants only

- You can have service work performed at any authorized PALFINGER service partner

We aim to make prevention easier and provide assistance — with total cost transparency. Our offering helps you plan expenditure without having to worry about unforeseen workshop costs. We simplify your processes and have your back so that you can focus on your core business.

The use of PALFINGER CONNECTED plus+ is included in the PRO and PRIME service contracts. The PURE and PERFORM service contracts allow PALFINGER CONNECTED plus+ functions to be added.

	PURE	PERFORM	PRO	PRIME
Oil maintenance	●	●	●	●
Regular service work	–	●	●	●
Legally prescribed inspection*	–	●	●	●
CONNECTED plus+	○	○	●	●
Repair service	–	–	●	●
Service of wear parts	–	–	–	●
Monthly maintenance	–	–	–	○

● Standard   ○ Optional   – Not available

*Inspections are subject to national legislation.
All services listed include labor and material costs. We work exclusively with high-quality original PALFINGER products.

PALFINGER

PALFINGER.COM