

CraneSTAR

Top 10 frequently asked questions

	Question	Answer
1	What is CraneSTAR?	<p>CraneSTAR is a remote asset management system that uses a secure, web-based application to display the operating data CraneSTAR collects. CraneSTAR is the term given to the Manitowoc telematic device as well as to the complete system.</p> <p>The four components of CraneSTAR system include:</p> <ol style="list-style-type: none"> 1. Modification of the crane operating system software. 2. A telematic control unit (TCU) that resides on the crane and processes data from the crane CANbus network. 3. Modes of communication include global positioning system (GPS) as well as satellite and cell-based. 4. The back office — which is internally developed and is the interface to the system via the Internet. <p>CraneSTAR is not a safety device. CraneSTAR is hosted by Manitowoc.</p>
2	What can CraneSTAR do for me?	CraneSTAR gives you the knowledge to help make fact-based decisions regarding your crane's productivity and maintenance. CraneSTAR allows you to be more proactive in scheduling preventive maintenance for your fleet.
3	What are the main features of CraneSTAR?	<ul style="list-style-type: none"> • Remote asset monitoring • Location tracking • Geo-fence capability <p>Refer to the Features and Benefits brochure for a full explanation of all CraneSTAR advantages.</p>
4	What products are covered?	Most Manitowoc Lattice, Mobile Hydraulics, and top-slewing Tower products are planned for introduction in 2009. Additional models, boom trucks and self-erecting towers will be added later.
5	When and how do I get CraneSTAR?	CraneSTAR will be available in Quarter 3, 2009, on select models of Manitowoc cranes. Timelines will soon be announced.
6	Where and how can I get training on CraneSTAR?	A Help menu will be provided at www.CraneSTAR.net , plus full technical publications will be available.
7	Why is CraneSTAR different from other telematics solutions already on the market?	In addition to all the other telematics advantages, CraneSTAR will offer load moment indicator (LMI) monitoring and reporting capabilities not available from other suppliers.
8	Will CraneSTAR help reduce cost of ownership?	CraneSTAR will provide reports showing working hours vs. fuel consumption on some models. Owners can promote fuel savings by incentivizing operators to turn off engine when not needed.
9	Will CraneSTAR increase my crane's resale value?	CraneSTAR can possibly increase resale value by reducing operator idle time and therefore reducing engine hours.
10	How much does CraneSTAR cost on my new crane?	CraneSTAR provides a standard three-year package from shipment date which includes hardware with both GSM and satellite capability, three years of communication fees plus unlimited use of the CraneSTAR Web site; at no cost to the end user.

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