



# Krones.shop: Just a click away

Krones Lifecycle Service

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# The online shopping platform for the beverage and liquid-food industry



The digital platform [Krones.shop](https://www.krones.shop) gives you fast, direct and easy access to original spare or wear parts for your Krones machines and lines. More than 27,000 customer users and a large number of service specialists are currently registered. Krones.shop is already available in over 186 countries and in ten languages.\*

## At a glance

- More than six million spare parts, as well as upgrades, components, training courses, service activities, configurators and used machines
- Third-party spare parts
- Product ranges from Krones subsidiaries, such as ecomac, HST and Kosme
- Link to Krones eCat online for individual machine documentation
- High data security
- Availability 24 hours a day and using all end devices
- ... and much more!

\*As of August 24

The screenshot displays the Krones.shop website interface. At the top, there is a search bar with the placeholder text "By keyword, item number, ...". The navigation menu includes "Spare parts", "Services", "Solutions", "eCat", "Help", "Contact", and "Tutorials". Below the navigation, there are icons for "eCat", "My order history", "Product Upgrades", and "Substitution lists". The main content area features a banner with the text "The Krones.shop forest" and "We are growing trees!" followed by a "Discover more" button. Below the banner, there is a "Recommendations" section showing various product thumbnails. On the right side, a product detail view for a "CONDUCTIVITY METER" is shown, including a product image, a "Price on request" label, a quantity selector set to "1", and an "Add to cart" button. Below the product image, there is a "Product description" section with the text "Device for measuring conductivity, in particular of liquids."

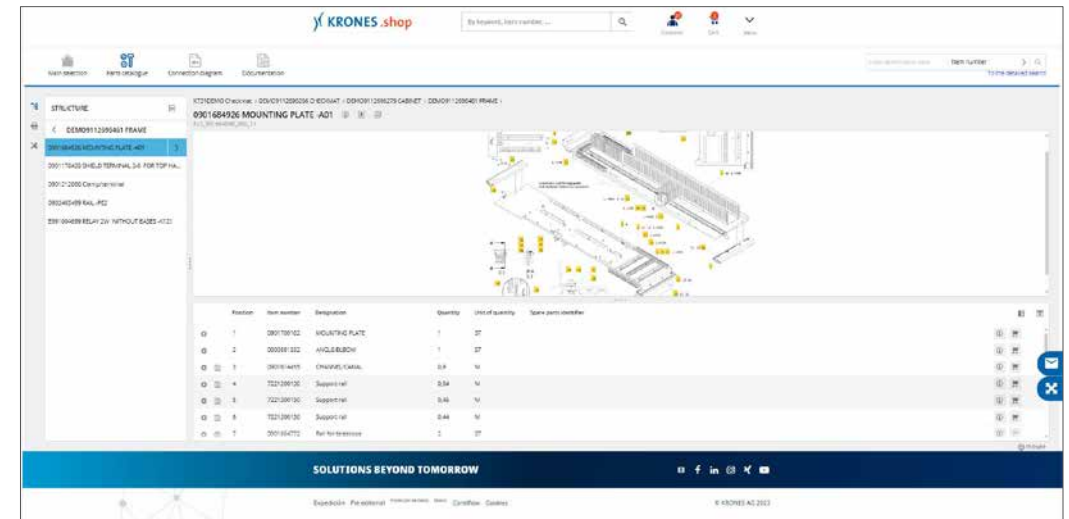
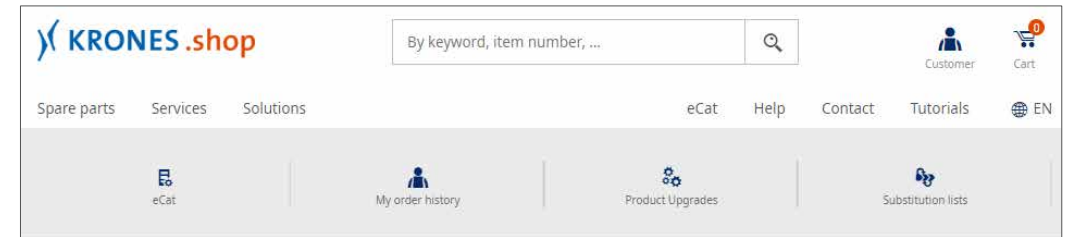
# Krones eCat online – integrated in Krones.shop



The Krones eCat contains your personal user documentation with a parts catalogue, connection diagrams and much more. If you are cleared for and logged in to Krones.shop, you can access Krones eCat directly via the shopping platform.

## Benefits to you

- All spare parts at a glance, including exploded views
- Manage your current personalised machine parts list
- The eCat is adapted and updated automatically when Krones makes modifications to the machines
- Fast and targeted selection of the right spare part
- Various search options from structure to usage search, simple result finding with the quick search function
- **Soon available:** New design with larger drawing display in full-screen mode and new functions such as rotating drawings



# User roles in Krones.shop



Different authorisation rights can be assigned for using Krones.shop.  
Other requirements for user roles can be individually agreed.

## The following user roles are possible

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### **Purchaser**

- For placing orders and requesting quotations

### **Request quotation**

- Only for quotation requests (no orders)

### **Use of eCat**

- Access to the parts catalogue, documentation and connection diagrams
- Without price indication and purchasing rights

### **Approval process**

- Approver for releasing purchase orders (with and without limit)
- Purchaser with a defined order limit → purchases above the limit must be cleared by an approver.



# New functions and features



To make Krones.shop even better, we are working continually on new functions and features. So, for example, it can be made easier to use and its performance optimised to increasingly adapt our online service to suit your needs.\*

## Just some of the current functions and features in Krones.shop

- 3D printing (Rapid Part on Demand)
- Enquiries for new machines, consulting services and LCS solutions
- Importing of a range of articles into the cart by Excel file
- Track & trace
- Lifecycle Service products
- Soon available: optimised search

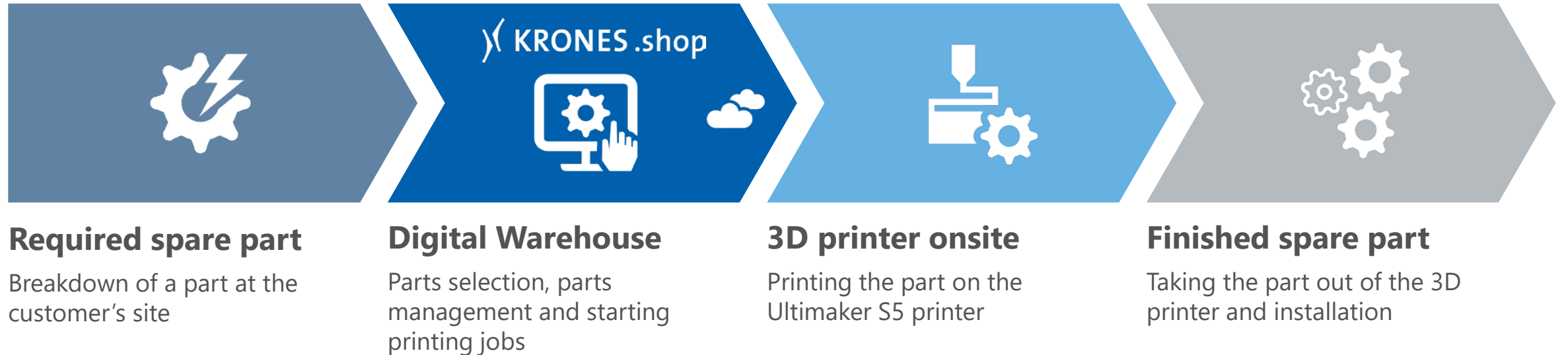


\* There may be regional differences in the individual features and functions displayed.

# How Rapid Parts on Demand works



## Rapid Parts on Demand



# Enquiries for new machines, consulting and LCS solutions



In Krones.shop you can send enquiries for new machines, consulting services and LCS solutions with ease. In a pre-selection area you can select your requirements and contact us. Our sales team will then draw up a non-binding quotation and contact you.

## This is how you can enquire about the following topics\*

### New Machines

- Bottling and packaging equipment
- Brewing Technology

### Consulting

- VPN solutions
- Line solutions

### LCS solutions

- Neck 26.22 / GME30.4x / tethered caps
- Optimised toothed belt for Sleevematic machines

### ... and much more!

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The screenshot displays the Krones.shop website interface. At the top, there is a header for "Krones.shop New Machines" with a subtext "Request a non-binding offer for your new machine" and a 3D graphic of blue and green blocks. Below this is a navigation bar with categories: "Plant Based Drinks", "Brewing Technology", and "Cleaning Technology". Each category has a corresponding image and a "Request now" button. A detailed view of the "Stretch blow moulding" category is shown, featuring a "1. Step" section with a list of product sectors and a "2. Step" section for "Customer data".

**Krones.shop New Machines**  
Request a non-binding offer for your new machine

Here you can put together your new machines according to your requirements based on a selection of key data and inquire directly. Select your machine type from the overview and request a non-binding offer.

- Plant Based Drinks**  
Plant Based Drinks – holistic solutions for your production.
- Brewing Technology**  
Steinecker – Center of Excellence for Brewing Technology.
- Cleaning Technology**  
Here you will find high level cleaning technology for PET and glass bottles, crates and...

**1. Step** | **2. Step**  
**Stretch blow moulding** | **Customer data**

**Request**

**1. Sector**

- Softdrinks
- Water
- Coffee, Tea
- Milk
- Beer
- Wine and sparkling wine
- Spirits
- Juice
- Liquid Food
- Home and personal care

**2. Container**

- Non-returnable-PET
- Returnable-PET
- Wide mouth container
- Oval or rectangular container
- HDPE / PP / other plastics

# Article importing and quick entry



This function makes it possible for you to simply import the products you need in Krones.shop as an Excel file and add them to the cart.

## Benefits to you

- Parts lists can be transferred directly from the eCat offline (Export/Import)
- Fast and efficient order method
- Quick entry: item number entry directly in the cart

The screenshot displays the Krones.shop interface. At the top, there is a navigation bar with four steps: 1. Cart, 2. Data entry, 3. Overview, and 4. Confirmation. Below this is a promotional banner with the text "Do you need a service for your machine? Your production lines are in good hands with us!" and four images representing "Inspection", "Repairs", "Production support", and "Maintenance".

The main content area is divided into two sections. The left section, titled "Quick entry", features a form with "Item number" and "Quantity" fields. The "Item number" field contains "Enter item number" and the "Quantity" field contains "1". Below these fields is a red "Add to cart" button with a shopping cart icon. The right section, titled "Import excel file", has a "Choose an Excel file" label and a "Choose file" button. Below this is a red "Upload Excel file" button.

Below the main content area is the "Your cart" section, which includes a toggle switch and a table. The table has columns for "Item", "Price", "Quantity", and "Total". The first row shows an item with a pencil icon, "SUPPORT ROLLER" as the item name, "Item number: 0901230267" and a link "Enter commission-no." as details, "On request" as the price, "Tax excluded" as a note, a quantity of "1" with a dropdown arrow, and "On request" and "Tax excluded" as the total. The unit is specified as "pieces".

At the bottom of the screenshot is an Excel spreadsheet window. The spreadsheet has columns labeled A through H. The first row (row 1) contains the following headers: "Item No.", "Quantity", "Quantity Unit", "Item Designation", "Assembly No.", "Assembly Designation", "Commission", and "Drawing No.". The second row (row 2) contains the following data: "0901091062", "3", and the remaining cells are empty.



# Track & trace




Krones.shop offers you the option of tracking dispatched orders with an integrated track-and-trace function.

This function is currently available for orders from China and the USA. This function is available in reduced form (without indication of the package contents) for orders from Germany.

### Delivery Information

▼ **Delivery 1** Shipping Date: Sep 14, 2023 Follow your package: [2000000149](#)

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 **Clamping element D38 d20 164Nm** Quantity: 12 pieces  
Item number: 0901263923

► **Delivery 2** Shipping Date: Sep 13, 2023 Follow your package: [2000000170](#)

Current Version Original Version

## Cart number 04487016

### Order status details

<b>Order status:</b>	Approved	<b>Your PO number:</b>	Test Track and Trace USA UPS
<b>Order placed by:</b>		<b>Complete delivery (ex works):</b>	Apr 21, 2022
<b>Order placed on:</b>		<b>Documents:</b>	
<b>Order fulfillment:</b>	Account	<b>Follow your package:</b>	Delivery 1
<b>Delivery mode:</b>	US SL3 UPS GROUND		

## My order history

Here you get an overview of your last orders

Order status - all All sales channels Search in order history

Show: 10 of 7 orders

Cart number	Order status	Your PO no.	P.O. Number	Date placed	Sales channel	Tracking	Documents
04487016	Approved	Test Track and Trace USA UPS	0002963266	Apr 13, 2022, 1:53 PM	eShop	Delivery 1	
04487014	Approved	Test Track and Trace USA fedex	0002963267	Apr 13, 2022, 1:52 PM	eShop	Delivery 1 Delivery 2	

# Lifecycle Service products

## Upgrades



Use our innovative technologies and functions to maintain or optimise the productivity of your systems in the long term without having to buy completely new machines or systems.

### Your individual upgrades in Krones.shop

- Overview of individual and machine-specific upgrades
- Enquiries to Krones can be sent directly in Krones.shop



#### Upgrades pep up field-proven technology

Upgrades update existing machines or assemblies to the latest state of technology. Even if no new investments are planned, new components or extensions can considerably improve the function, output and usability of a machine – and bring your Krones lines up to present day standards.

Take advantage of our innovative technologies and functions to permanently maintain or optimize the productivity of your systems, without having to purchase completely new equipment.

Upgrades offer numerous options for enhancement:

Efficiency	Environment	Material
Quality	Personnel	Media

- preform becomes jammed in the mould and a subsequent locking fault occurs on the mould hanger.
- In the subsequent cycle, the mould with locking fault remains empty and the locking process of the mould hanger is executed. If the locking process is successful, the mould is filled again with a preform in the next cycle.
- If no new locking fault then occurs at this station, a bottle is blow moulded and rejected as a production. Production continues at the other stations and the preheated preforms can thus still be used. No machine standstill is required.
- Only if a locking fault occurs again, does the machine initiate the emergency stop.
- This technology significantly reduces the rejection rate of preforms that cannot be processed after having been tempered in the linear oven.
- Continuous monitoring of mould hanger locking makes immediate machine EMERGENCY STOPS necessary only when the locking fault occurs in direct succession.
- The system operates fully automatically without operator intervention.



**Skip & Run technology**  
for the Contiform stretch b

This upgrade improves the following

- Efficiency
- Environment
- Personnel
- Quality
- Material

**Benefits of the upgrade**

Reduced scrap rate with locking fault of mould hangers possible prevention of EMERGENCY STOPS via removal of jammed preforms without interrupting the production.

**Suitable for the following machine types**

All KRONES stretch blow moulders of the type Contiform 3 Plus

**Installation with minimum production loss**

Depending on the machine size, about 1 working day is required for the conversion. Conversions are possible during a general overhaul or partial servicing or can be performed during a main production.

**Contact**

Please send your enquiry to your local subsidiary or contact [upgrades@krones.com](mailto:upgrades@krones.com).

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■ The system operates fully automatically without operator intervention.

# Lifecycle Service products

## Stock-keeping package



- Easy, no-obligation enquiry for a tailored stock-keeping package in your personal area
- Select between two types of package (Basic, Comfort)
- Edit and customise the selected stock-keeping package at your convenience in the Krones.shop or using the Excel Export/Import function

**Stock-keeping package**

The more intelligently you stock your warehouse, the better you're protected against unnecessarily long line standstills. Because foresightful stock planning means that firstly you're ideally equipped for proactive, regular maintenance routines, and secondly unscheduled standstills can be very simply minimized. The KRONES stock-keeping package helps you to find the golden mean between high line availability and unnecessarily high capital lock-up in stocks.

Search in stock-keeping packa

Show: 10 of 1 stock-keeping packages

Number	Status	Created	Customer No.	Country	Requested by	Action
00064003	In progress	03/30/2020	9000DEMO	Germany	demo_9000demo_de_k0932161	

**KRONES.shop** By keyword, item number, ...

Customer

Spare parts Services Solutions eCat Help Contact Tutorials EN

Home | Stock-keeping Package

### Stay equipped with your tailored Stock-keeping Package

There are two clear and major benefits to maintaining a properly stocked warehouse: you are guaranteeing stock availability for scheduled preventative maintenance and overhaul, while minimising the risk of unplanned downtime due to breakdown. Following submission of your request for the online Stock Keeping Package (SKP) recommendation, our LCS experts will generate a tailored list of wear, maintenance and spare parts suitable for your specific Krones equipment and operating duty cycle. Once processed and available, you can download the SKP list and order the required parts from your local Krones spare parts team.

**At a glance:**

- Stock-keeping package tailored to your machines
- Quick availability of spare parts when they are required
- Minimisation of working capital
- Simple online request - **for free!**

# Lifecycle Service products

## Substitution lists and obsolete materials reporting



In Krones.shop you can find an overview of the obsolete parts included in your machines. Regardless of whether or not the parts can be substituted, the following services will provide assistance.

### Krones.shop substitutions\*

#### My substitutions

- If a substitution is possible
- Shows customer or order-specific replacement chains in a machine-readable format

#### Without substitution

- If no substitution is possible
- Quotations can be requested for parts requiring technical clarification

#### Report on obsolete materials

- A monthly report containing all parts that became obsolete in the previous month

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**Substitution list**

Replaced materials? This is how you stay on top of things

With our two services „My Substitutions“ and “Without Substitution“ you can easily obtain an overview of all replaced materials installed in your system free of charge.

**What does substitution of materials mean?**

Many krones items must be substituted during or at the end of their product lifecycle. This can have various reasons, such as material changes, design changes, technology changes, etc. Often a part cannot be substituted by a successor part for reasons of complexity, for example, or the machine needs to be rebuilt.

Search filter	Initial quantity	Unit	Part description German	Part description English	Confidence %	Confidence exponent	Confidence item number	Confidence item description German	Confidence item description English
Materialnr.	Initial Menge	ME	Materialnr. Deutsch	Materialnr. English	Quartieren Anlage	Quartieren Kommission	Quartieren Baugruppennummer	Quartieren Baugruppenname Deutsch	Quartieren Baugruppenname English
9000DEM-1.0	PCE 5900524120		Dichtungssatz	Seal kit	SEMO	K12345	5022383582		
9000DEM-1.0	PCE 5900524120		Dichtungssatz	Seal kit	SEMO	K12346	5022383582		
9000DEM-2.0	PCE 5829909502		Schlagschraube V3.5x10-A2	DRIVE SCREW V3.5x10-A2	SEMO	K12347	5750010030		
9000DEM-1.0	PCE 5022383580		Klaappe	Flap	SEMO	K12348	5022383582		
9000DEM-1.0	PCE 5900828293		Verschleißsatz fuer Zylinder	WEAR PARTS KIT	SEMO	K12349	5026095610		
9000DEM-1.0	PCE 5900802369		LSC-TRAGSCHEIBE CP 2000	RAIL	SEMO	K12350	5900802379		
9000DEM-1.0	PCE 5900802369		LSC-TRAGSCHEIBE CP 2000	RAIL	SEMO	K12351	5900802379		
9000DEM-1.0	PCE 7411012000		GRUNDGERAET PHZ 2	MOTOR OVERLOAD	SEMO	K12352	E991001507		

# Soon available: optimised search



Soon, you will find a new search function with better results in the Krones.shop.

## Benefits to you

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- Optimised search results through better understanding of natural language and other cognitive search functions
- User- and session-based recommendations thanks to machine learning
- Results from all media types (videos, documents, products, content, help, ...)



# Your benefits at a glance



## Variety

Over six million Krones spare parts available online

## Efficiency

Immediate price and availability information based on your customer settings

## Customisation

Fast and convenient parts ordering thanks to a personal profile tailored precisely to your machine park

## Clarity

All previous orders and current order status displayed

## Information

Useful additional information, such as upgrades, offers and further recommendations

## Integration

Integration of Krones eCat online including pictures, parts lists and connection diagrams

## Availability

Available round the clock – 24 hours a day, seven days a week

## Mobility

Device-independent: Can be used with a PC, tablet and smartphone

## Multilinguality

Ten different language settings

**SOLUTIONS  
BEYOND  
TOMORROW**

