

Instruction Manual for the Demag Cranes & Components GmbH Spare Parts Web Shop

Visit our Online Web Shop here:

<https://www.noellmobilesystems.com/en/catalog-of-spare-parts.191.html>.

KONECRANES
Lifting Businesses™

print

Service
Contact
Legal Notice

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CATALOG | SHOPPING CART | TERMS AND CONDITIONS | ADDRESS | ORDER

Login	<input type="text"/>
Password	<input type="password"/>
Create a new account.	
	<input type="button" value="Login"/>

Click „**Create a new Account**“ to get personalized access to our system, by transmitting the required information via the following form.

ACCOUNT REGISTRATION INFORMATION

Mandatory fields are marked with (*)

Authentication

Login	<input type="text" value="xxx-test"/>
Password (*)	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="*****"/>

Sign up for the following areas

Service Bulletin	<input type="checkbox"/>
Web Shop	<input checked="" type="checkbox"/>

Private

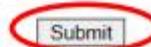
	<input type="radio"/> Mr. <input checked="" type="radio"/> Mrs.
Title	<input type="text"/>
Last name (*)	<input type="text" value="xxx"/>
First name (*)	<input type="text" value="test"/>
Function	<input type="text" value="spare parts purchasing agent"/>

Communication

Phone (*)	<input type="text" value="+49 000 111 222"/>
Fax (*)	<input type="text" value="+49 000 111 111"/>
E-Mail (*)	<input type="text" value="xxx.test@cranes.org"/>

Address

Company (*)	<input type="text" value="Cranes Org."/>
Street (*)	<input type="text" value="Teststreet"/>
Zipcode (*)	<input type="text" value="1111112"/>
City (*)	<input type="text" value="Testcity"/>
Country (*)	<input type="text" value="Testcountry"/>



Click „**Submit**“, to submit your application to us.

ACCOUNT REGISTRATION INFORMATION

Thank you for your registration!

You will receive an E-Mail confirmation, as soon as your account has been activated!

After receipt and evaluation of your application, your Web Shop Account will be released and an automatic notification hereof will be sent to the E-Mail address provided by you.

You can now log on to the Online Spare Parts Web Shop.

<https://www.noellmobilesystems.com/en/catalog-of-spare-parts.191.html>).

Add Info: To safeguard a maximum of security, all transmissions are processed encrypted (**HTTPS**).

After the successful log on to the Web Shop, you will see your personal menus in the left menu bar. Here you can view your personal data, recorded in our system, as well as the standard addresses for your user. At this point, you can also change or add addresses.

MY ORDERS shows the history, plus status information of your orders.

In the main window „**Spare Parts Search**“, of the page „**Catalog**“, you have the possibility to search and order spare parts, based on the part number. You can find the part number most certain on the CD „**Spare Parts List**“, which has been provided to you with delivery of the machine.

SPARE PARTS SEARCH

Enter up to 15 part numbers:
Examples: 113257981, 160025106, 143115108, HT8940000700

143400016
149000056
123456789

Go

Search: (29 of 208 chars used)

The following parts are currently not in our web shop database: "123456789". Maybe we have them registered in our internal database. We will investigate in this and will provide you a quotation about these parts.

3 matches found in 0.003 sec.

Search results:

- SWITCH, P/N: 143400016**

Price	Unit type	Available
EUR	Piece	yes
- DIGITAL INPUT-OUTPUT, P/N: 149000056**

Price	Unit type	Available
EUR	Piece	no
- UNKNOWN PART, P/N: 123456789**

Price	Unit type	Available
-	-	no

Go to Cart

In the event, that you do not have the part number available, just enter „00“ in the search window and click „**Go**“.

In the following list „**Search Results**“, you can see, that this part was listed as „**Unknown Part**“. During the further order process, you can specify this part by entering more details (e.g. Serial Number (1500-xxxx or 170xxx00-xx (see label in the drivers cabin!)), Order Number (170xxx00 (see CD: spare parts list!)) and/or free text information), to enable our spare parts sales agent to identify the part and prepare a respective offer. *More Instructions for this can be found further down in the text.*

Each search action has a maximum of 15 different parts. If you would like to order more than 15 parts, you have to transfer the first 15 from the “**Search Results**” list into the cart, by clicking „**Add to cart**“. After that, you have to check „**Continue Shopping**“. Now you can start an additional search.

The **cart** is partitioned into four sections.

- First sections is, where the available parts of your order are reported. Enter the desired quantity of each part and click on „**Refresh**“. In case your desired quantity exceeds the available quantity, the difference will automatically be transcribed to the lower section „**Currently out of stock**“. Our spare parts sales agent will provide you with the estimated delivery time of the remaining quantity.
- In the second section you have to **select a method of delivery** (*standard or express*) for the available quantities.
- Third section shows all parts “**Currently out of stock**”. Please check the desired quantity and helpfully provide the Serial number of your machine to the person in charge.
- „**Unknown Parts**“ are listed in the fourth section. These parts could not be identified by our system, based on the part number entered by you.
Please provide as much part specifying details as possible, **e.g. Serial Number (1500-xxxx or 170xxx00-xx (see label in the drivers cabin!)), Order Number (170xxx00 (see CD: spare parts list!)) or free text information.**
Our spare parts sales agent will try to identify the part and provide you with a respective offer, then.

In order to **delete** a position from the cart, please click on the trash symbol of it.

SHOPPING CART

Quantity	Parts	Price [EURO]	Total [EURO]
<input type="checkbox"/> 1	SWITCH P/N 142400010 Serial Number: <input type="text"/>	██	██
<input type="button" value="Refresh"/> <input type="button" value="Continue Shopping"/>			
Please choose the priority of shipping			
<input type="radio"/> Express			
<input checked="" type="radio"/> Standard (EXW)			
			Sum in total: ██████████
<input checked="" type="checkbox"/> Please inform me about the estimated time of delivery of the following parts:			
<input type="checkbox"/> 1	Currently out of stock: DIGITAL INPUT-/OUTPUT P/N 149000056 Serial Number: <input type="text"/>		
<input type="checkbox"/> 1	Currently not available: Unknown part P/N 123456789 Serial Number: <input type="text"/>		
	Order no.**: <input type="text"/>	<input type="text" value="Here you can leave additional information."/>	
<input type="button" value="Refresh"/> <input type="button" value="Next"/>			

* Serial no.: e.g. 1500-xxxx or 170xxx00-xx (see label in the drivers cabin!)

** Order no.: e.g. 170xxx00 (see CD: spare parts list!)

+++ Helpful information, not mandatory

After you have executed all necessary changes in your cart, click on „**Refresh**“. Review again all data and click on „**Next**“.

Notice: You can correct your inputs or cancel your process at any time.

The next window asks for acceptance of our **General Terms and Conditions**. Please read them carefully and confirm by click on „**Accept**“.

In the following frame you can view the **addresses** for your user stored by the system. Please select the desired address or **add** a further address if applicable.

At Point „**Your internal reference ID**“, you can provide us with your internal reference number. We will refer to this in any further communication, related to this operation.

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Shopping cart Information
items.

check the cart 

YOUR ADDRESSES

Select a shipping address:

<input type="radio"/>	Fantasy LTD Route 77 Fantasia 333333	<input checked="" type="radio"/>	Company: company Street: street City: city (country) Zipcode: 12345
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To add a shipping address go to: **MY ADDRESSES**

Billing address:

Fantasy LTD Route 66 Fantasy 111111

To add a billing address click **ADD**

Your internal reference ID:

Refresh

Continue

Now click „**Refresh**“, review your data and click „**Continue**“.

A summary of your order and data will be presented to you.

Click „**Place Order**“ for submission.

An **overview** of your order will be sent to our spare parts sales agent, as well as to the **E-Mail address** provided by you.

In case of any issue, please send an E-Mail to tps-wue.spares@konecranes.com