­NEWS RELEASE

April 4, 2018

**Manitowoc releases free diagnostic mobile app to increase crane uptime for customers**

* *The new smartphone app is available for iOS and Android devices, and will help crane operators to interpret diagnostic codes that are generated by on-board control systems.*
* *The app aims to increase crane uptime by enabling customers to diagnose technical issues without third-party assistance, leading to faster repairs and maintenance.*

Manitowoc Cranes has announced a new smartphone app that will help customers to diagnose technical issues on their cranes much faster. The free app will be available on iOS and Android devices, and will enable users to understand the numeric diagnostic codes that are generated by their on-board control systems. Manitowoc is the first manufacturer in the crane industry to release an app of this kind.

In the past, when cranes had technical issues, Manitowoc customers had no way to interpret the diagnostic codes that would appear on the main display of the crane’s cab. Specialized technicians would have to be called to the job site with proprietary equipment, and any time spent waiting affected the project schedule. Now, with this freely available smartphone app that instantly tells users what codes mean, crane owners can begin working on solutions immediately, boosting their uptime.

“We’re entering into a new era of crane operation where we can harness the power of mobile devices and Manitowoc wants to lead the way,” said John Alexander, director of all-terrain crane service, mobile training and telematics at Manitowoc. “By accessing a cloud database right from their smartphones, companies can quickly get valuable diagnostic information to keep their cranes up and running.”

The first version of the app will address diagnostic codes on all Grove- and Manitowoc-branded cranes that run on Manitowoc’s Crane Control System (CCS), as well as all-terrain (GMK) models that have ECOS 1 or ECOS 2 installed. National Crane boom truck functionality will follow in a future update.

The smartphone app is available now for free in both the App Store (Apple) and Google Play (Android) by searching for “Manitowoc Diagnostic Code App.”

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ABOUT THE MANITOWOC COMPANY, INC.   
Founded in 1902, The Manitowoc Company, Inc. is a leading global manufacturer of cranes and lifting solutions with manufacturing, distribution, and service facilities in 20 countries. Manitowoc is recognized as one of the premier innovators and providers of crawler cranes, tower cranes, and mobile cranes for the heavy construction industry, which are complemented by a slate of industry-leading aftermarket product support services. In 2017, Manitowoc’s net sales totaled $1.6 billion, with over half generated outside the United States.

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