

Frequent Ask Question

How to search for a part or other product?

Please enter the material number or equipment description in the search bar on the top of every page to find the available options and then press enter. Alternatively, you can search for parts and products by using the category menu.

What are Equivalent parts?

Equivalent aftermarket parts for all makes and models of lifting equipment. Parts are guaranteed by Konecranes to be fully compatible with the original equipment, component, and/or part.

What is Bulk Order?

The bulk order function can be used to search the prices for several products together. Copy the entire list of materials into the field and then search.

How can I change my Password?

You can change your password by clicking on your name and then "Change Password" on the top right of every page.

Do you accept Credit Cards?

Currently, we do not accept credit cards. Your orders will be invoiced to the payer listed on your account.

How can I track my Order?

You can review the status of any order (submitted through this site or not) you have placed with MHE-Demag by clicking "Order Tracking" at the top of every page.

Why are some prices unavailable?

A small number of materials is not listed with a price in the shop, but you can use the "Request For Quote" button on the item page to request a current price for the items.

Why don't all items have a picture?

Unfortunately, not all our items have a picture available yet. We are working towards adding more pictures over time.

How can I use Shopping Lists?

Shopping lists can be used to save shopping carts which you later want to re-use or share with your colleagues or to list down items which you want to monitor. You can create or view existing shopping lists by clicking on your name in the top right corner of every page to open the menu and click on "Shopping Lists". When viewing items in the shop, you can choose to add them to a shopping list instead of your shopping cart directly. This way you can manage multiple lists of items. When you are ready to order, you can simply add the entire shopping list to your shopping cart with one click.