

December 20, 2010

Dear Customer,

In October of 2002, **Konecranes, Inc.** acquired Crane Manufacturing & Service™, its affiliates and subsidiaries. In October of 2009, we announced that while many aspects of the crane service and equipment businesses were consolidating, the parts businesses remained mostly independent. During this past year, we have pursued a number of changes in our parts customer service, sales, technical support, back-office and supply chain synergies.

As a result of these initiatives, we are now ready to announce that effective January 3rd, all of the parts organizations and crane brands in the Konecranes family, will be brought under one organization and its trade name is **Crane Pro Parts™**. OEM (original equipment manufacturer) parts for primary brands such as P&H®, Shepard Niles™, **CMS™**, **Northern®**, **Cleveland™**, Kranco™, Landel™, and of course, Konecranes®, are now available to you via one point of contact at **Crane Pro Parts™**.

We are asking that you update your vendor records to add Crane Pro Parts as an alternate supplier name to Crane Manufacturing & Service. Our W-9 is also included for your convenience.

The remit to address remains:

Konecranes, Inc., d.b.a Crane Pro Parts
P.O. Box 641807
Pittsburgh, PA 15264

The parts group address is:

Konecranes, Inc., d.b.a. Crane Pro Parts
5318 S. Emmer Dr.
New Berlin, WI 53151
Fax: 262-785-4441

Your local representative will contact you shortly to answer all your questions and to assist you in a smooth transition. Additionally, we will be posting information and answers to Frequently Asked Questions on our web sites: www.craneproparts.com and www.cranemfg.com. In the interim, the phone numbers and e-mail addresses that you have been utilizing for the individual brands will connect you to the same people. Similarly you are always welcome to work through the local Konecranes service branch as they are directly linked to the Crane Pro Parts business.

What this means to you, is that parts for the largest number of OEM crane brands, the broadest range of competitor's parts, along with unmatched, value added parts solutions and services in the Americas, are now available from a single supplier.

We thank you for your business and look forward to speaking with you soon.

Best Regards,

Ed Doolan
Vice President, CMS and Crane Pro Parts

CC: Fabio Fiorino, Vice President, Head of Service, Region Americas, Konecranes
Tom Sothard, Senior Vice President Region Americas, Konecranes

