



Krones.shop: Just a click away

Krones Lifecycle Service



The online shopping platform for the beverage and food industry



The digital platform [Krones.shop](https://krones.shop) gives you fast, direct and easy access to original spare or wear parts for your Krones machines. More than 28,000 customer users and a large number of service personnel are currently registered. Krones.shop is available in over 186 countries and in ten languages.

At a glance

- Contains more than six million spare parts, as well as upgrades, training courses, services, third-party spare parts and used machines
- Product ranges from Krones subsidiaries, such as KIC Krones, ecomac and Kosme are also available
- Link to Krones eCat online for your individual machine documentation
- High data security
- Availability 24 hours a day and using all end devices
- Different authorisations possible: Buyers with and without order limit, request for quotations, eCat use and approvers

The screenshot shows the Krones.shop website interface. At the top, there is a navigation bar with the Krones.shop logo, a search bar with the placeholder text 'By keyword, item number, ...', and links for 'Sign in' and 'Cart'. Below the navigation bar, there are links for 'Spare parts', 'Services', 'Solutions', 'Help', 'Contact', and 'EN'. A main banner area contains the text: 'From processing to packaging technology – Krones.shop is the global parts and service platform for the food and beverage industry.' Below this, it says 'Krones runs best with Krones. Learn more here.' and 'Login now or register free of charge for unlimited access.' with a 'Log in now' button. The main content area features a large blue-themed banner for 'drinktec: The countdown is on!' with the text: 'Meet us from 15th to 19th September 2025 in Munich in Halls B6 and C6', 'Only a few weeks left until the highlight of the year! drinktec is already in the starting blocks!', 'Meet us in person and check out the live talk in the Krones Forum in Hall B6 on Tuesday, 16.09.2025.', and 'We are looking forward to seeing you!'. Below the banner, there is a 'Recommendations' section with four product images: 'M. Tanner AG Switzerland', 'AETNAGROUP', a circular component, and 'single'.

Krones eCat online – integrated in Krones.shop



The Krones eCat online contains your personal user documentation with a parts catalogue, connection diagrams and much more. If you have been activated and registered for the Krones.shop, you can also access Krones eCat online via the ordering platform and directly order the searched spare part if necessary.

Benefits to you

- All spare parts at a glance, including exploded views
- Manage your current personalised machine parts list
- The eCat is 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
- New design with larger drawing display in full-screen mode and new functions such as rotating drawings

The screenshot displays the Krones.shop interface. At the top, there's a navigation bar with the KRONES.shop logo, a search bar, and user icons for Customer, Cart, and Menu. Below this is a secondary navigation bar with icons for Main selection, Parts catalogue, Documentation, Help, and Search. The main content area is divided into three sections: a left sidebar for 'STRUCTURE' showing a tree view of machine components (C363DEMOIH Fair Machine, K126DEMOIH Modulfill, K731DEMOIH Checkmat, KR63DEMOIH Modulpal), a central area for the selected 'K126DEMOIH Modulfill' showing an exploded view diagram and a table of parts, and a right sidebar for 'General info' containing details like Serial number, Designation, Machine type, Machine model, Loading date, and Year of manufacture. The bottom of the page features a blue banner with the text 'SOLUTIONS BEYOND TOMORROW' and social media icons for Facebook, X, LinkedIn, and YouTube.

Item number	Designation
0902478842	001 Electrical components, electronics
0902478871	002 Pneumatic components
0902478872	003 Main drive
0902478874	004 Equipment
0902478876	006 Conveyor, air conveyor
0902478911	010 Pulse sensor, trigger unit
0902478912	011 Machine head

Most important functions and services



To help you find exactly what you need quickly, the Krones.shop offers its customers a wide range of functions and services.* We are also constantly working on facilitating the use for you and to optimise a clear-cut arrangement.

Just some of the functions and features of the Krones.shop

- 3D print jobs for spare parts (Rapid Part On Demand)
- Simple ordering process
 - Time-saving import of a range of articles into the cart by Excel file
 - Practical shopping lists and internal notes
- Order history for maximum transparency and planning reliability
- Shipment tracking (Track & Trace)
- Enquiry options for new machines, consulting services and LCS solutions
- Lifecycle Service products

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



Spare parts at the touch of a button

This is how Rapid Part On Demand works



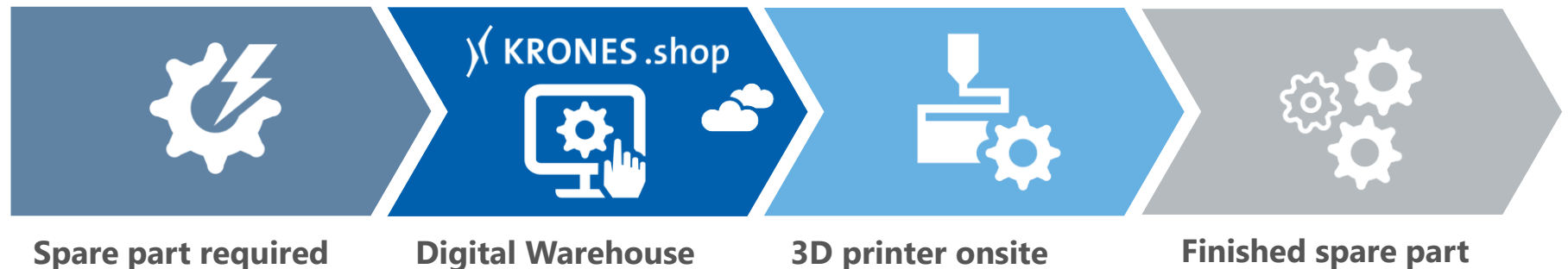
Spare parts exactly when you need them, that is the principle of **Rapid Part On Demand**. The Krones.shop gives you round-the-clock access to 3D printing data, allowing you to produce the spare parts you need directly on your premises.

What are the benefits of Rapid Part On Demand?

- Reduced downtimes
- Spare parts production on site in your own facility
- Reduced stock-keeping costs
- Optimised and specialised 3D products
- Adjustment to your own demand and application

What makes Rapid Part On Demand so unique?

- 24/7 access to 3D printing data in the Krones.shop
- Easy handling
- A customised spare parts portfolio
- Products further developed by our 3D printing specialists
- Component quality tested by Krones engineering



Easy and comfortable ordering

Functions in cart



Internal notes

These notes are only visible internally for your colleagues and can be added to your orders or order inquiries. They improve the transparency and help you share information with the members of the team.

Shopping lists after the cart transfer

Users who are only authorised for the eCat online, can now save their cart after transfer in a shopping list. This makes it easier to track orders and increases the clarity of the process.

Article import from Excel and fast entry

With the article import from Excel, you can simply import your required products into the Krones.shop and add them to the cart. Alternatively, the quick entry enables you to directly put articles into the cart by entering the article number.

Order data

Supplier: Krones AG

Delivery mode	Order fulfillment	Reference number
SL2 - Standard Shipment	☐ Purchase on account ☐ Request quote Please note: The processing time may vary depending on the products requested.	Please enter your internal inquiry or PO number*

Internal note

This field is for your internal notes and will not be taken into account when processing the order. The notes can later be viewed in your order history.

Quick entry

Item number	Quantity
	1

Add to cart

Import excel file

Choose an Excel file

Upload Excel file

Order history



The order history* in the Krones.shop contains all your orders independent of the ordering channel.

In addition, you find here documents for invoices, cancellations and credit notes in PDF-format.

Benefits to you

- Improved transparency: With all orders at a glance, you can keep track of your procurement processes.
- Saved time: Instead of laboriously searching for e-mails or scanning paper, you can simply download your documents here.
- Increase planning security: Thanks to the Track & Trace function, you always know exactly when which product will be delivered.

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

KRONES.shop

By keyword, item number, ...

Customer Cart

Spare parts Services Solutions eCat Help Contact Tutorials EN

Home My account My order history

My order history

Here you get an overview of your last orders

[Export as csv](#)

Order status – all All sales channels All Purchasers Search in order history Search

Show: 10 of 1,065 orders Page 1 of 107

Cart number	Order status	Your PO no.	P.O. Number	Date placed	Documents	Purchaser	Sales channel
0108512347	Order completed	4500112347	0054041237	Aug 18, 2025, 12:00 AM	n/a	E-mail	
Delivery							
Delivery 1	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
		Deutsche Post AG					
0108512345	Order completed	4500112345	0054041235	Aug 8, 2025, 12:00 AM	n/a	E-mail	
Delivery							
Delivery 1	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
		Deutsche Post AG					
0108512344	Order completed	4500112344	0054041234	Aug 7, 2025, 12:00 AM	n/a	E-mail	
Delivery							
Delivery 1	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
		Deutsche Post AG					
Delivery 2	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
		Deutsche Post AG					

Shipment tracking (Track & Trace)

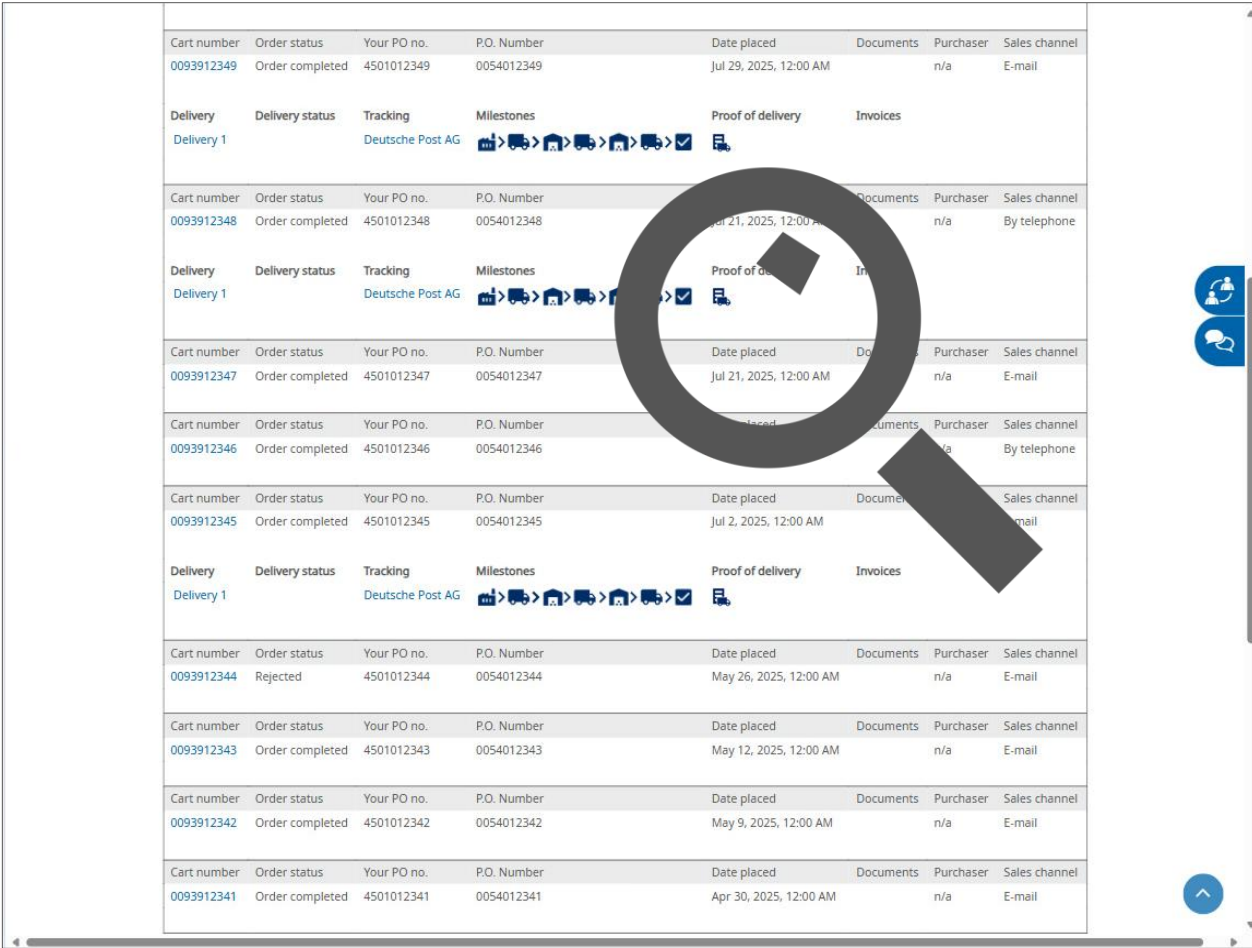


Sometimes you just need to know where your order is. In the Krones.shop you always have an overview of the order status and the contents of the individual packages in the order history thanks to shipment tracking*.

Benefits to you

- Increase planning security: Thanks to the improved shipment tracking, you always know exactly when which part will arrive.
- Transparency: The overview of the package contents helps you to estimate when you can expect to receive which part.
- No waiting time: Send information for your orders are 24/7 available. You don't have to wait for answers or calls.

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



Cart number	Order status	Your PO no.	P.O. Number	Date placed	Documents	Purchaser	Sales channel
0093912349	Order completed	4501012349	0054012349	Jul 29, 2025, 12:00 AM		n/a	E-mail
Delivery	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
Delivery 1		Deutsche Post AG					
0093912348	Order completed	4501012348	0054012348	Jul 21, 2025, 12:00 AM		n/a	By telephone
Delivery	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
Delivery 1		Deutsche Post AG					
0093912347	Order completed	4501012347	0054012347	Jul 21, 2025, 12:00 AM		n/a	E-mail
0093912346	Order completed	4501012346	0054012346			n/a	By telephone
0093912345	Order completed	4501012345	0054012345	Jul 2, 2025, 12:00 AM			E-mail
Delivery	Delivery status	Tracking	Milestones	Proof of delivery	Invoices		
Delivery 1		Deutsche Post AG					
0093912344	Rejected	4501012344	0054012344	May 26, 2025, 12:00 AM		n/a	E-mail
0093912343	Order completed	4501012343	0054012343	May 12, 2025, 12:00 AM		n/a	E-mail
0093912342	Order completed	4501012342	0054012342	May 9, 2025, 12:00 AM		n/a	E-mail
0093912341	Order completed	4501012341	0054012341	Apr 30, 2025, 12:00 AM		n/a	E-mail

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. Select your requirements in a form. Our sales team will then prepare a non-binding offer for you.

You can thus 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 Sleeveomatic machines

and much more!

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

The screenshot shows the Krones.shop website. At the top, there is a navigation bar with the Krones.shop logo, a search bar with the placeholder text "By keyword, item number. ...", and links for "Sign in" and "Cart". Below the navigation bar, there are links for "Spare parts", "Services", and "Solutions". The main content area features a large banner with the text "Krones.shop New Machines" and "Request a non-binding offer for your new machine". To the right of the text is a 3D graphic of blue and green cubes. Below the banner, there is a paragraph explaining that users can put together their new machines according to their requirements based on a selection of key data and inquire directly. Below this paragraph, there are three columns of content: "Preform Systems" with an image of a machine, "Alternative Food Processing" with an image of people eating, and "Plant Based Drinks" with an image of a plant-based drink being poured. Each column has a brief description of the services offered.

KRONES.shop

By keyword, item number. ...

Sign in Cart

Spare parts Services Solutions

Help Contact EN

Home | Krones.shop New Machines

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.

Preform Systems

From Pellet to Pallet: Krones Preform Systems – Swiss made Netstal basic machine.

Alternative Food Processing

Plant proteins, precision fermentation or cultivation of biomass: produce optimum products with Krones Process Technology.

Plant Based Drinks

Plant Based Drinks – holistic solutions for your production.

Lifecycle Service products

Upgrades and stock-keeping packages



Your individual upgrades in Krones.shop

- Increase plant productivity through upgrades without purchasing new machines or lines
- Overview of individual and machine-specific upgrades
- Enquiries to Krones can be sent directly in Krones.shop

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



Lifecycle Service products

Substitution list and "Obsolete Parts" analysis



Innovation cycles are becoming shorter and shorter, which means that the number of components that are being discontinued by suppliers is also increasing. Nevertheless, we will do our best to keep you supplied with original spare parts for as long as possible. With our services in the Krones.shop you always have an overview of obsolete parts in your machines.

Krones.shop substitutions*

My substitutions

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

Without substitution

- For components with no fully compatible successor solution available where the construction may have to be modified
- 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

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

KRONES.shop

By keyword, item number, ...

Sign in Cart

Spare parts Services Solutions Help Contact EN

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.

Now you can get an overview of your material replacements with our online services in the Krones.shop:

My Substitutions

Without Substitutions

Benefits to you



Comprehensive product range, comfortably ordered

The Krones.shop allows you to quickly and efficiently inquire and directly order the articles you need: More than six million spare parts as well as upgrades, components, training courses, services. A lot of information such as availability, price and delivery status are online visible at any time.

Tailored to suit your needs

In the Krones.shop you will receive immediate price and availability information, taking into account your customer data and user roles, tailored directly to the specific needs of your company. Also services such as the "Obsolete Parts" analysis or upgrades are especially adapted to suit your machine pool.

Everything at a glance, everything digital

Everything is digitally available in the Krones.shop: From eCat, where you can find your documentation, connection diagrams and more, to business documents such as invoices and cancellations, the Krones.shop is the platform for the paperless processing of your business processes.

Ready for the future

The Krones.shop provides innovative features such as Rapid Part On Demand (3D printing) and smart services such as the stock-keeping package. This way you reduce downtimes, stock-keeping costs and unnecessary transport routes.

Platform for sustainable quotations

Whether its services such as energy and sustainability consulting or upgrades that help to optimise your system efficiency: We support you in making your production more sustainable.

**SOLUTIONS
BEYOND
TOMORROW**

