

Manual Hersof Maintenance

For version 2.8 · updated 6 October 2026

Hersof Maintenance keeps track of the maintenance, inspections and faults of all your machines. Part 1 helps the administrator get started on day one. Part 2 explains every screen, including for technicians and operators.

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Part 1 – Quick start for the administrator

Six steps and you are up and running. Allow about half an hour, depending on the number of machines. The Machines screen also shows a welcome card with the same steps; you can hide it once you are done.

1 Signing in

1. You receive an email from Hersof: *"You have been invited to Hersof"*. Click **Choose my password**.
2. Choose a password (at least 6 characters), type it twice and click **Set password**.
3. Sign in with your email address and that password at hersof.be/login.html.

The link in the email only works once. Expired? Ask for a new invitation. Forgotten your password? Enter your email address on the sign-in page and click **Forgotten your password?**: you will receive an email to choose a new password.

2 Your first machines

Go to **Machines** and click **+ Machine**. Only the **name** is required; you can add the category, location and the fields under *More details* (internal no., serial no., supplier, responsible, notes) later.

Add machine

NAME

e.g. Milling machine

CATEGORY

No category ▼

Manage categories

LOCATION

e.g. Hall 2

DEPARTMENT

— no department — ▼

► More details

Close

Save

Adding a machine

Lots of machines? Import them all at once from Excel: **More** → **Import machines**. See [Importing machines](#). You can import the maintenance along with them straight away.

3 Entering maintenance and inspections

After you save a new machine, the app asks *"Fill in the maintenance now?"*. Choose an example (general machine, compressor, forklift, heating/air conditioning, fire extinguishers), one of your own templates, or **Fill in myself**.

✓ Atlas Copco GA 22 compressor has been added. Fill in the maintenance now?

Choose a template: you first see the tasks and can adjust them. Intervals are guidelines; the manufacturer's manual comes first.

Tip: fill in a machine's maintenance once and choose "Save as template" in the ... menu. Next time it takes one click.

EXAMPLES

General machine

4 tasks >

Compressor

4 tasks · >

Forklift

3 tasks · >

Heating / air conditioning

3 tasks · >

Fire extinguishers

2 tasks · >

Fill in myself

without a template >

Close

Maintenance from a template: tick what you need and adjust the intervals

For each action you set **how often** it recurs (days, weeks, months, years or running hours) and **when it was last performed**. From this the app calculates the next service. More information: [Maintenance actions and inspections](#).

4 Printing QR labels

Stick a label with a QR code on each machine. Anyone who scans it with a phone can report a fault or record the maintenance straight away. Go to **More** → **Print QR labels**, choose the format of your label sheets and print. See [QR labels](#).

5 Inviting colleagues

Go to **More** → **Company**, open **Invite a new user**, enter the name and email address, choose the access level and the language, and click **Invite**. Your colleague receives an email to choose a password.

- **Technician** – for people who carry out maintenance and fix faults.
- **Operator** – for people who only report faults (e.g. the people at the machines). Operators are **free and unlimited**.
- **Administrator** – everything, including users and company settings.

More: [Access levels](#) and [Company and users](#).

6 Turning on notifications

Open **More** → **My settings**. Turn on the **weekly email** there (every Monday morning: what is overdue, what is due within 14 days and the open faults) and the **notifications on this device** (push notifications on your phone or PC). Ask your technicians to do the same on their own phones.

Done! From now on, **Machines** shows for each machine whether it is ● **overdue**, ● **due soon** or ● **OK**.

Part 2 – Full manual

Access levels: who can do what?

Everyone has their own login. You choose an access level for each person:

	ADMINISTRATOR	TECHNICIAN	OPERATOR
View machines	✓	✓	✓
Report a fault	✓	✓	✓ (only sees their own reports)
Add and edit machines and maintenance	✓	✓	–
Record work, follow up faults, work orders	✓	✓	–
Inspections, parts, reports	✓	✓	–
Delete (machines, actions, faults, documents ...)	✓	–	–
Company, users, departments, log	✓	–	–
Counts towards the plan	yes	yes	no – free, unlimited

A technician can also delete a record they entered themselves.

Adjust it yourself – the administrator can adjust what each access level may do, in **Users** → **What each access level may do** → **Adjust**: e.g. let a technician delete machines, actions, documents and breakdowns. The database checks it itself; the app only shows what is allowed.

The screen

- **At the top**: the tabs **Admin** • **Maintenance** • **Plan** (only the apps you use) and, on the right, your name with the menu (appearance, language, refresh, info for support, sign out). The administrator also sees a label showing the plan.

- **On a PC:** the menu is on the left, in three groups: *Daily*(Machines, My tasks, Faults, Planning), *Follow-up*(Inspections, Reports, Parts, Log)and *Management*(Company, Print QR labels, Import machines).
- **On a phone:** a bar at the bottom with the main buttons and **More** for the rest.
- The start screen depends on your access level: the administrator starts on Machines, the technician on My tasks, the operator on Report.
- A feature with a **padlock** is not included in your plan (see [Plans](#)).
- An administrator can adapt the menu: see [Arranging the menu](#).

Windows — at the bottom, **Delete** is on the left, **Close** and the green main button (usually **Save**) on the right. If you tap next to a window or press **Escape**, it only closes when you changed nothing; otherwise it stays open and shakes briefly, so you lose nothing. If you click **Close** while something is not saved, the app asks: **Save · Don't save · Back**.

Arranging the menu

An administrator can adapt the menu on the left to the way the company works: go to **Company** and click **Arrange menu**. The arrangement applies to everyone in your company.

- **Groups** — tick the groups you want to use. The names come from a fixed list (e.g. *Daily*, *Production*, *Management*), so they are correct in every language. Each name can be chosen only once.
- **Moving and order** — choose an item's group; use the arrows ↑ and ↓ to put groups and items in the order you want.
- **Hide** — hide what you don't use. **Restore** in the list **Hidden items** brings it back.
- **New** — a new item after an update appears in the group *New*, at the bottom.
- **Restore default arrangement** — puts everything back the way Hersof provides it.

What someone may not use under their access level or your plan stays hidden for them or shows a padlock. My settings, Install as app and Sign out always stay at the bottom. On a phone the bar at the bottom stays as it is; a hidden item does drop out of it.

Arrange my menu — every user can also arrange their own menu: click your name and choose **Arrange my menu**. It applies to you only. **Back to the company default** shows the administrator's menu again. If the administrator wants everyone to see the same menu, they untick **Users may arrange their own menu** in **Arrange menu**.

Machines

The screenshot shows the 'Machines' screen in the Hersof Maintenance application. At the top, there's a header with the Hersof logo, version 'v2.11.0', and user information 'Enterprise U1 Administrator · Hersof'. Below the header, there are tabs for 'Admin', 'Maintenance' (selected), and 'Plan'. The main content area is divided into a sidebar and a main panel. The sidebar contains a 'DAILY' section with 'Machines' (selected), 'My tasks', 'Faults', and 'Planning', and a 'FOLLOW-UP' section with 'Inspections', 'Reports', 'Parts', and 'Log'. Below these are 'MANAGEMENT' options: 'Company', 'Print QR labels', 'Import machines', 'Install as app', 'My settings', and 'Sign out'. The main panel shows a summary of machine status: 15 Machines, 7 Overdue, 5 Due soon, 3 OK, 4 Faults, and 0 My tasks. Below this is a search bar and a list of machines. Each machine entry includes its name, internal number, location, and next maintenance date. The status of each machine is indicated by a colored dot: red for 'Overdue', orange for 'Due soon', green for 'OK', and a triangle for 'Faults'. A '+ Machine' button is visible in the top right of the main panel.

Machines	Overdue	Due soon	OK	Faults	My tasks
15	7	5	3	4	0

Search by name, internal no. or serial no...

Filter + Machine

- All categories (15)
- Draaibanken (2)
- Freemachines (3)
- Hef- en hijsmiddelen (2)
- Lasapparatuur (4)
- Perslucht (2)
- Zagen en boren (2)

Machine Name	Internal No.	Location	Status	Next Maintenance
Doosan Lynx 2100 draaibank	M-002	Hal 1 – rij A · Hal 1 – verspaning	Overdue	Next: 10/10/2026
DMG Mori CMX 600 V	M-004	Hal 1 – rij B · Hal 1 – verspaning	1 fault(s) Overdue	Next: 11/10/2026
Luchtdroger Atlas Copco FX 12	M-021	Compressorlokaal · Technische dienst	Overdue	Next: 11/10/2026
Bovenloopkraan 5 ton hal 2	M-031	Hal 2 · Hal 2 – lassen en montage	1 work order(s) Overdue	Next: 14/10/2026
Mazak QT-250 draaibank	M-001	Hal 1 – rij A · Hal 1 – verspaning	Overdue	Next: 15/10/2026
Kemppi X8 MIG 500	M-010	Hal 2 – lascel 1 · Hal 2 – lassen en montage	Overdue	Next: 18/10/2026
Bandzaag Bomar Ergonomic 320	M-040	Hal 1 – materiaalinslag · Hal 1 – verspaning	1 fault(s) Overdue	Next: 19/10/2026
Robotlascel Yaskawa AR1440	M-013	Hal 2 – robotcel · Hal 2 – lassen en montage	Due soon	Next: 26/10/2026
Atlas Copco GA 22 compressor	M-020	Compressorlokaal · Technische dienst	Due soon	Next: 29/10/2026
Haas VF-2 freesbank	M-003	Hal 1 – rij B · Hal 1 – verspaning	1 fault(s) Due soon	Next: 31/10/2026
Hermle C 250 5-assig	M-005	Hal 1 – rij C · Hal 1 – verspaning	Due soon	Next: 01/11/2026
Heftruck Linde H25	M-030	Magazijn · Technische dienst	Due soon	Next: 03/11/2026

The Machines screen

At the top are counters: the number of machines, and how many machines are **Overdue**, **Due soon** or **OK**, plus open faults and your own tasks. Click a counter to see (and print) the maintenance actions with that status. Note: the counters count *machines*, the list below shows *actions*.

Searching and filtering: search by name, internal no. or serial number. With **Filter** you choose a location or department and the sort order (most urgent first, name, location). Use the buttons below the search field to filter by category.

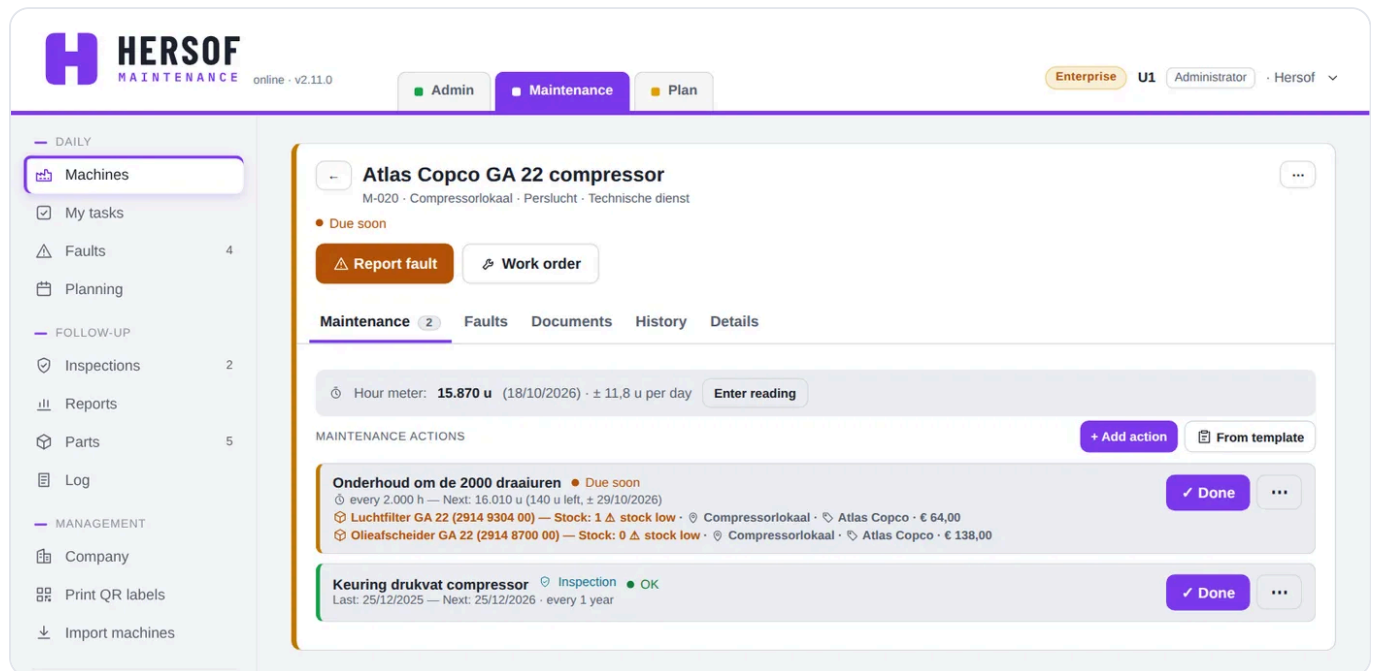
Per machine you see the name, the internal no., the location, open faults and work orders, a warning if a document has expired, the status and the date of the next maintenance.

A **status** is determined as follows:

- **Overdue** – the date of an action has passed;

- **Due soon** — within 14 days (for an inspection: within 30 days);
- **OK** — otherwise. A machine gets the worst status of all its actions.

Opening a machine



A machine with its maintenance actions

At the top are the buttons **Report fault** and **Work order**. Below them are the tabs:

- **Maintenance** — the meter reading (if the machine tracks running hours) and all maintenance actions with their interval, the next service, the person assigned and the parts. Use **Done** to record the work.
- **Faults** — the faults and work orders for this machine.
- **Documents** — manuals, diagrams, certificates ... (see [Documents](#)).
- **History** — everything that has already been done. Click a line for the details.
- **Details** — category, numbers, location, department, supplier, responsible and notes.

On a phone, **History** and **Details** are under **More ▼**. An operator taps an action to see its history.

The ... menu at the top right contains: QR code, Print QR label, Edit, From template, Save as template, Copy actions to other machines, Log and Delete.

Categories

Group machines by type (e.g. lathes, forklifts). Manage the list via **Manage categories** in the machine form or via **Company**.

Importing machines

Import machines from Excel or CSV

One row per machine, with a header row. Import maintenance too? Add the columns Action, Every and Last done — several tasks for the same machine = several rows with the same name. Columns are recognised automatically; check the mapping before importing.

 **Choose file**

[Download example file](#)

Close

Importing machines from Excel or CSV

Via **More** → **Import machines** you load an Excel file (.xlsx, .xls) or CSV with a header row, up to 2,000 rows. The app recognises the columns itself; you can adjust the mapping. Click **Download example file** for an example.

COLUMN	EXPLANATION
Name	required
Category, Internal no., Serial no., Location, Department, Supplier, Responsible, Notes	optional; missing categories are created
Action	name of a maintenance action (to import maintenance as well)
Every	e.g. <i>3 months, 1 year, 500 hours, monthly, yearly</i>
Last done	date (dd/mm/yyyy or yyyy-mm-dd)
Action type	contains the word <i>inspection, inspect</i> or <i>control</i> → becomes an inspection

Several actions for the same machine? Put them on several rows with the same machine name. With the **Skip machines that already exist** tick box, you can safely import a file twice.

Maintenance actions and inspections

Add maintenance action

ACTION NAME

TYPE

Maintenance

Inspection

EVERY

3

months

LAST PERFORMED

21/10/2026

Only the starting date when this action is created — once work is logged, the most recent entry always takes over.

ASSIGNED TO

— nobody —

ESTIMATED DURATION (HOURS)

e.g. 2.5

For Hersof Plan: the machine is unavailable for production for this many hours.
Empty = the average of previous times.

► More details

Close

Save

Adding a maintenance action

Open a machine and click **+ Add action**.

- **Action name** — e.g. *Change oil*.
- **Type** — **Maintenance** or **Inspection** (a periodic inspection, e.g. by an approved body). For an inspection you get a notification 30 days in advance, and the certificate you attach when recording it is added to the machine's documents.
- **Every** — a number of days, weeks, months, years or **running hours** (running hours are not possible for an inspection). A month counts as 30 days, a year as 365 days.
- **Last performed** — the start date (for running hours also the **meter reading at last execution**). As soon as work is recorded, the most recent record always counts.

- **Assigned to** – the administrator or technician who does this maintenance. They see it in *My tasks*.
- **More details** – a **checklist** (one step per line) and the **parts** you need for each service (from Team).

The next service = the last execution + the interval. For running hours: the meter reading at the last execution + the interval; the date is estimated from the average use per day (marked with $\pm$).

Templates and copying

- **From template** – add a series of actions in one go from an example or one of your own templates. Actions that already exist are marked.
- **Save as template** (⋮ menu of a machine) – save a machine's actions to reuse them for similar machines.
- **Copy actions to other machines** – choose which actions and which machines (e.g. all machines in the same category). Copied actions start today; the assignment is not copied.

Recording work

Log completed work

Onderhoud om de 2000 draaiuren — Atlas Copco GA 22 compressor

TICK WHAT YOU HAVE DONE

☐ LuchtfILTER vervangen

☐ Oliefascheider nakijken

☐ Olie ververset

DATE PERFORMED

21/10/2026

WHO

U1

METER READING (RUNNING HOURS) *

last reading: 15.870 u on 18/10/2026

▼ More details

NOTE (OPTIONAL)

e.g. What was found or replaced...

DURATION (HOURS)

e.g. 1.5

EXTERNAL COST (€)

e.g. contractor invoice

Optional. You can attach the invoice; the cost can still be added later.

PARTS USED

Ticked = deducted from stock.

☒ LuchtfILTER GA 22 (2914 9304 00)

stock 1 · Compressorlokaal

1

☒ Oliefascheider GA 22 (2914 8700 00)

stock 0 · Compressorlokaal

1

Other part...

+

WORK ORDER / ATTACHMENT (OPTIONAL)

Photo

File

Photo, scan or PDF — photos are resized automatically; PDF max. 5 MB. On a phone you can take a photo of the paper work order directly.

Close

Save

Recording work

Click ✓ **Done** next to an action (administrator and technician).

1. Tick off the steps of the **checklist**. Not everything ticked? The app asks whether you want to save anyway.
2. Check the **date** and **who** did it (default: today and you).
3. For maintenance based on running hours: enter the **meter reading** (required).
4. Under **More details**: a remark, the duration in hours, an external cost, the **parts used** (ticked = deducted from stock) and one **attachment**: a photo of the job sheet, a scan or a PDF. For an inspection this is the **inspection certificate**.
5. Click **Save**. The next service moves forward immediately; the message tells you when the next time is. A mistake? Click **Undo** in that message (8 seconds).

An inspection certificate is automatically added to the machine's **Documents**, with *valid until* set to the inspection date plus the interval.

In **History** you see for each record who did the work, who entered it (and when), the checklist, the parts and the costs. You can still add the costs afterwards. If you delete a record, the app asks whether the parts should go back into stock. If you change the costs in the detail, **Save** appears on the right.

Meter readings and running hours

Machines with an hour meter (compressors, forklifts, CNC ...) can have maintenance *every so many running hours*. To do this, enter the reading regularly: open the machine and click **Enter reading**. Anyone can do this, including an operator. The more often you enter a reading, the better the app can estimate the date of the next service (based on use over the last 180 days). A lower reading than the previous one? Then the app asks whether the meter has been replaced.

Faults and work orders

Reporting a fault

Report a fault

MACHINE

Atlas Copco GA 22 compressor (M-020) ▼

WHAT IS WRONG?

e.g. Oil leak at the hydraulic pump

DESCRIPTION (OPTIONAL)

e.g. Since this morning, puddle under the machine

PRIORITY

Low

Normal

High

Machine down

ADD PHOTO (OPTIONAL)

Take photo

File

FOLLOW-UP

ASSIGNED TO

— nobody — ▼

Close

Save

Reporting a fault

Anyone can report a fault: with the **Report fault** button on a machine, via the **Faults** screen, or by scanning the QR code on the machine. Enter **what is wrong**, optionally a description, choose the **priority** (Low, Normal, High or **Machine down**) and add a photo if you like.

An operator clicks **Send** and gets the confirmation *"The maintenance team has been notified."*. Administrators and technicians can also assign the fault straight away.

Following up a fault

The Faults screen

- ► **I'll take it** – sets the fault to *In progress* and assigns it to you.
- ✓ **Resolved** – enter what was done, optionally the duration and an external cost, and save. The ✓ **Resolved** button is also right in the list (Faults, My tasks).
- Status: **Open** → **In progress** → **Resolved**. The report itself stays as it was submitted; only an administrator can still change it. The Status list, the duration and the external cost are under **More details**; change the priority with **change**.
- Filter at the top by status and by type (faults, work orders or both). Unresolved faults are at the top, the most urgent first.

Anyone who reports **Machine down** alerts the colleagues who have turned on an email or push notification for it (see [My settings](#)).

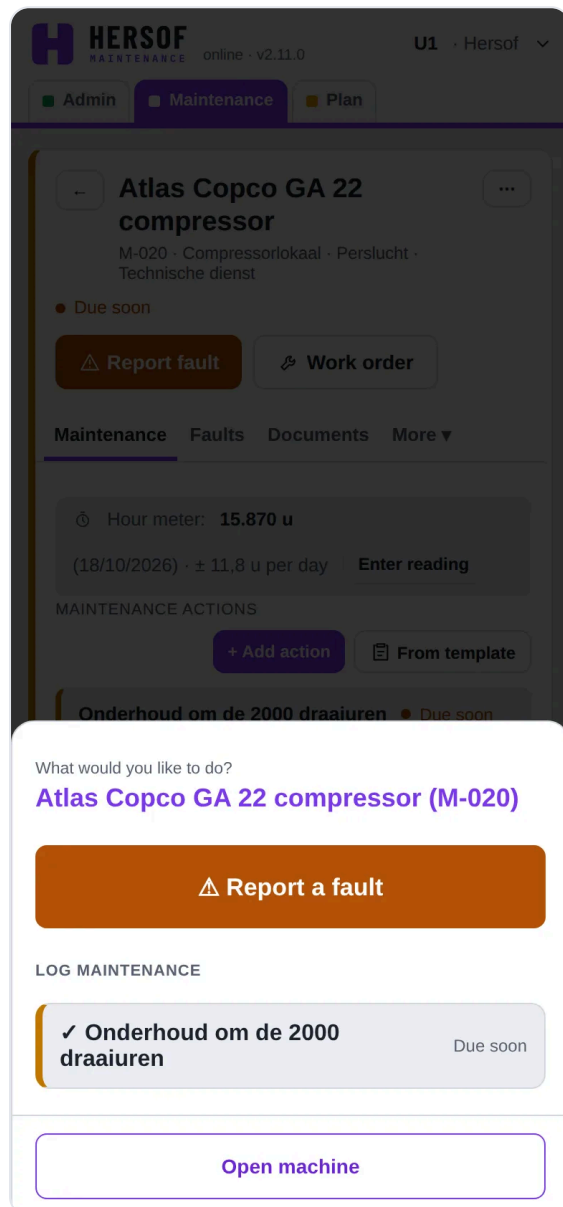
Work orders

A work order is planned work that is not routine maintenance (e.g. a repair, a modification). Administrators and technicians create one with the **Work order** button (on a machine, in Faults or in Planning). Enter the same details as for a fault, plus **Planned for** (empty = no date yet). A work order ends with the status **Completed**.

Reporting faults without an account from Team

Do you want people without a login (e.g. temporary workers, visitors) to be able to report a fault via the QR code as well? Then turn on the option **Reporting faults without an account** in **Company** → **Settings**. Anyone who scans without being signed in then enters their name and the fault; in the app they appear as "*name (no account)*". This is off by default.

QR code on the machine



After scanning (technician)

Scan the label with your phone's camera:

- **Administrator or technician** — you choose: **Report fault**, view the documents, open an open fault, record the maintenance that is due now, or open the machine.

- **Operator** – the report form opens straight away.
- **Not signed in** – you sign in first and then go to the machine. If *reporting faults without an account* is on, you can report straight away.

Printing QR labels

Print QR labels

All labels on A4 sheets. Stick them on the machines: scan = report a fault or view maintenance.

CATEGORY

All categories ▼

DEPARTMENT

All departments ▼

► Which labels should I buy?

SIZE

24 per sheet · 70 × 33.8 mm (3 × 8) ▼

Choose the same size as on the packaging of your labels. The app remembers your choice.

☐ TEST PRINT ON PLAIN PAPER (WITH FRAMES)

The frames show where each label goes. Switch this off when printing on the real labels.

PARTLY USED SHEET? CLICK THE FIRST FREE POSITION

▶	2	3
4	5	6
7	8	9
10	11	12
13	14	15
16	17	18
19	20	21
22	23	24

Printing from position 1.

► Print shifted? Adjust

15 machine(s) · 1 sheet(s)

Close
Print

Printing QR labels on A4 label sheets

1. Go to **More** → **Print QR labels** (or via ⋮ for a single machine). Optionally choose a category or department.
2. Choose the **size** of your label sheets (the same size as on the packaging): 24, 21, 12 or 8 per A4 sheet. Under *Which labels should I buy?* you will find tips: A4 without gaps, preferably polyester or vinyl (more resistant to oil and moisture).
3. First do a **test print on plain paper** (with frames) and lay it on top of a label sheet.
4. A partly used sheet? Click the **first free position**.

5. Print at **100 % scale, margins: none**, with headers and footers off. Is everything slightly shifted? Open **Print shifted? Adjust** and move it a few mm.

My tasks and planning

My tasks shows what is assigned to you, in three blocks: **Now** (overdue, today, urgent faults), **This week** and **Later**. Nothing assigned? Then you can view overdue maintenance or open faults from there.

The screenshot displays the Hersof Maintenance software interface. The top navigation bar includes the Hersof logo, version information (online - v2.11.0), and tabs for Admin, Maintenance (selected), and Plan. The right side of the header shows the user profile (Enterprise U1 Administrator) and the company name (Hersof). The left sidebar contains a menu with categories: DAILY (Machines, My tasks, Faults, Planning), FOLLOW-UP (Inspections, Reports, Parts, Log), and MANAGEMENT (Company, Print QR labels, Import machines). The main content area is titled 'Planning' and shows a weekly view for the period 19/10/2026 to 25/10/2026 (Week 43). It features a list of overdue tasks (7 total) and a calendar grid for the week. The overdue tasks include: 'Smering en olieniveau controleren' (Doosan Lynx 2100 draaibank - M-002), 'Filter koelvloeistof vervangen' (DMG Mori CMX 600 V - M-004), 'Filters luchtdroger vervangen' (Luchtdroger Atlas Copco FX 12 - M-021), 'Keuring hijstoestel (3-maandelijks)' (Bovenloopkraan 5 ton hal 2 - M-031), 'Smering en olieniveau controleren' (Mazak QT-250 draaibank - M-001), 'Toorts en draadaanvoer reinigen' (Kempfi X8 MIG 500 - M-010), and 'Zaagblad en geleiding nakijken' (Bandzaag Bomar Ergonomic 320 - M-040). The calendar grid shows dates from Mon 19 to Sun 25, with a work order for 'Smering en olie...' on Fri 23. A legend at the bottom indicates that blue represents maintenance, purple represents work orders, and green checkmarks represent completed tasks. A note states that ± means estimated from running hours.

The weekly planning

Planning shows all maintenance and work orders per week or per month. Filter by person (everyone, only me, a colleague, unassigned) and browse with **◀ Today ▶**.

- At the top: what is **overdue**.
- Click **+** on a day to create a work order for that day.
- Click maintenance to record it straight away, or a work order to open it.
- At the bottom: **no date** – work orders without a date and running-hours maintenance for which there are not yet enough meter readings. A $\pm$ means: estimated from the running hours.

Inspections

The screenshot shows the HERSOF MAINTENANCE web application. The top navigation bar includes the HERSOF logo, version information (online - v2.11.0), and user roles (Admin, Maintenance, Plan). The sidebar on the left lists navigation options: DAILY (Machines, My tasks, Faults, Planning) and FOLLOW-UP (Inspections, Reports, Parts, Log). The main content area is titled 'Inspections' and displays a list of periodic inspections for all machines. The list includes three entries: 'Keuring hystoestel (3-maandelijks)' (Overdue), 'Periodieke keuring heftruck' (Due soon), and 'Keuring drukvat compressor' (OK). Each entry shows the last inspection date, the due date, and the interval. There are buttons for 'Overdue + next 90 days', 'Excel (CSV)', and 'Print'.

All inspections together

The **Inspections** screen shows the periodic inspections of all machines: by default what is overdue and what falls due within 90 days (or only overdue, or everything). For each inspection you see the last inspection, the due date and the interval, with **✓ Done** to record the certificate. Export the list to Excel (CSV) or print it, e.g. for an audit. You get a notification 30 days before the due date (push notification and weekly email).

Documents

For each machine you store documents in the **Documents** tab → **+ Add document**: PDF, photo, Word, Excel, drawing (DWG/DXF) or ZIP, up to 50 MB per file. Choose the type (manual, diagram/drawing, inspection/certificate, photo, other) and a title. For an inspection/certificate you enter **valid until**: if it has expired or expires within 30 days, you see a warning on the machine.

With  you link the same document to other machines (e.g. one manual for five identical forklifts); the file is stored only once. The storage space depends on the plan: Starter 1 GB, Team 10 GB, Pro 50 GB, Enterprise unlimited.

Parts and stock from Team

The screenshot shows the HERSOF MAINTENANCE software interface. The top navigation bar includes the HERSOF logo, version information (online - v2.11.0), and user roles (Admin, Maintenance, Plan). The sidebar on the left lists various maintenance tasks and reports. The main content area is titled 'Parts' and features a search bar, a '+ Add part' button, and a table of parts. The table has columns for NAME, LOCATION, SUPPLIER, PRICE, STOCK NOW, MINIMUM, ORDER QUANTITY, and USED FOR. Each row represents a part and includes a '+ Receipt' button. The parts listed are:

NAME	LOCATION	SUPPLIER	PRICE	STOCK NOW	MINIMUM	ORDER QUANTITY	USED FOR
△ Contacttip 1,2 mm (doos 10) CT12-M8	Hal 2 – kast	Lasmaterialen Mertens	€ 18,00	3	5	10	2 action(s)
△ Hydraulische olie HLP 46 (20 l) HLP46-20	Magazijn rek 3	Oliehandel Van Damme	€ 89,00	2	3	4	1 action(s)
△ LuchtfILTER GA 22 2914 9304 00	Compressorlokaal	Atlas Copco	€ 64,00	1	1	2	1 action(s)
△ Oliefascheider GA 22 2914 8700 00	Compressorlokaal	Atlas Copco	€ 138,00	0	1	1	1 action(s)
△ Oliefilter Mazak MZ-OF-1188	Magazijn rek 1	Mazak Belgium	€ 42,00	1	2	4	1 action(s)
Zaagblad 27 x 0,9 bimetaal M42 ZB2709-3380	Hal 1 – materiaalinslag	Bomar Benelux	€ 46,00	2	1	2	1 action(s)

Parts with stock and order list

- **+ Add part** – name, number/reference, supplier, location in the store, stock, **minimum**, **order quantity** and price per piece. If you leave the stock empty, it is not tracked.
- Link parts to a maintenance action; when the work is recorded they are automatically deducted from stock.
- **+ Receipt** – book in a delivery (quantity, price, a remark such as the delivery note number).
- **On a phone** – one card per part with the location, the stock and the minimum (in red when you need to reorder) and the **+ Receipt** button.
- **Order list** – everything at or below the minimum, per supplier, with print, Excel and **Email** (opens an email with the order lines).
- **Movements** – every use, receipt and correction is tracked automatically. A change to the stock in the part itself counts as a correction (stock count).

from Team

Departments and access Pro

By default everyone sees all machines. With departments (e.g. per hall or per site) you can restrict this per person. Go to **Company** → **Departments and access**: create departments (or have them created from your machines' locations) and choose for each technician or operator **All departments** or **Only**: with tick boxes. An administrator always sees everything.

Log Pro

The **Log** (administrator only) shows every change: who, when and what. It is kept by the database itself and cannot be changed or erased — useful for an audit. Filter by period, type and search term, or export to Excel. For a single machine, open the log via ...

Company and users

HERSOF MAINTENANCE online - v2.11.0

Admin Maintenance Plan

Enterprise U1 Administrator · Hersof

Company

Plan: **Enterprise** Administrators + technicians: 1 / 50 Documents: 0 MB of unlimited

Menu
Choose the groups of the menu on the left, put the items in the order that suits your company and hide what you don't use. This applies to everyone in your company.
Arrange menu

Users
Administrators + technicians: 1 / 50 · Operators: 0 (unlimited)

U1 (you) active Administrator

Invite a new user

NAME	EMAIL ADDRESS	ACCESS LEVEL	LANGUAGE	
		Operator	English	Invite

Administrator: everything, including users and company settings. Technician: log maintenance, follow up faults, edit machines. Operator: report faults and view machines — free and unlimited. One personal login per colleague: the log then shows who did what.

Settings
INTERNAL HOURLY RATE (€ PER HOUR)
e.g. 45
For the reports: duration × hourly rate = internal cost. Applies to the whole company; only the administrator can change it.

Departments and categories

Company (administrator only)

- **Plan** — which plan you have, how many administrators + technicians you use and how much document storage.
- **Users** — change the access level for each person, or **Deactivate**: that person can no longer sign in, but everything they did is kept. You can always reactivate them. You invite new colleagues here (see [step 5](#)).
- **Settings** — *reporting faults without an account* and the *internal hourly rate*.
- Manage **Departments and categories**.

One login works for all the Hersof apps in your account. You will find the same user management in Admin and Plan.

My settings, language and appearance

My settings

LANGUAGE

English

☒ WEEKLY OVERVIEW EMAIL (MONDAY MORNING)
Every Monday an email with what is overdue, what is due within 14 days and the open faults — only when there is something to report.

☒ EMAIL ME IMMEDIATELY WHEN A MACHINE IS DOWN
For every new "machine down" fault on a machine you have access to.

NOTIFICATIONS ON THIS DEVICE
Notifications are blocked for this site. Allow them in your browser settings (padlock next to the address) and try again.
A notification on your phone or computer, even when the app is closed. Turned on per device.

☒ NOTIFY WHEN A MACHINE IS DOWN

☒ NOTIFY WHEN SOMETHING IS ASSIGNED TO ME

Recycle bin and your data

Whatever is deleted stays in the recycle bin for 30 days. You restore it yourself, exactly as it was. After that it is gone for good.

0 deletions in the recycle bin

One zip file with all your data from this app (opens in Excel) and the files. Keep it in a safe place. Never downloaded.

Open the recycle bin

Download my data

Close

Save

My settings

Via **More** → **My settings** (everyone chooses this for themselves):

- **Language** — Nederlands, Français, English or Deutsch.
- **Weekly email** (Monday morning) — what is overdue, what is due within 14 days and the open faults; only if there is something to report.
- **Email me immediately when a machine is down.**
- **Notifications on this device** — turn on push notifications per device (phone, PC). Choose whether you want a notification for *machine down* and *when something is assigned to me*. Use **Test notification** to check that it works. On an iPhone this only works after you have added the app to the home screen (see below).

Email and push notifications are available to administrators and technicians. In the menu under your name you choose the **appearance** (light, dark or same as your device) and the language; that choice applies in all Hersof apps.

Recycle bin and your data

Deleted something by mistake? Don't panic: it stays in the **recycle bin** for 30 days. Only the administrator sees the recycle bin, in **My settings** → **Recycle bin and your data**.

Deleting — when the administrator deletes a fault, action, machine, entry or part, it happens immediately; the message contains **Undo** to restore it. Only for a machine or action with history does the app ask first. A technician always gets the question first, because only the administrator can restore.

- **Restore** — one click brings it back, exactly as it was (number, date ...), together with whatever was removed with it (e.g. the operations of an order). Whatever exists again is never overwritten; if something fails, you see why.
- For each deletion you see when, by whom and until when it stays in the recycle bin. After 30 days it is gone for good, photos and attachments included.
- **Download my data** — one zip file with all your data from this app (opens in Excel) and the photos, attachments and documents. That way you always have your own copy. Keep it in a safe place. If your last download is more than 3 months ago, the administrator gets a reminder.

Installing as an app and working offline

Hersof Maintenance works in the browser, but you can also **install it as an app** (its own icon, opens faster, needed for push notifications on an iPhone):

- **PC (Edge or Chrome)** – **More** → **Install as app**: one click.
- **Android (Chrome)** – menu ☰ → *Install app* or *Add to Home screen*.
- **iPhone (Safari)** – Share button → *Add to Home Screen*.

No connection for a while? You will still see the most recently loaded data (up to 14 days), with a message at the top. You can only make changes once you are back online. When you sign out, that data is erased from the device.

Together with Hersof Plan

Do you also use [Hersof Plan](#)? Then maintenance actions and work orders get the field

Estimated duration (hours): the number of hours the machine is not available for production.

Scheduled maintenance, inspections and work orders then appear in Plan's load view (including running-hours maintenance, with the estimated date). Empty = the average of previous times.

To make this work, link each Plan machine in Plan to the right Maintenance machine.

Plans and trial period

	STARTER	TEAM	PRO	ENTERPRISE
Administrators + technicians	3	10	25	50
Operators and machines	unlimited			
Document storage	1 GB	10 GB	50 GB	unlimited
Maintenance, inspections, faults, planning, QR labels, documents	✓	✓	✓	✓
Parts, stock and order list	–	✓	✓	✓
Costs and reports	–	✓	✓	✓
Reporting faults without an account	–	✓	✓	✓
Departments and access restrictions	–	–	✓	✓

Log

- - ✓ ✓

Prices are on [the Hersof Maintenance page](#). A feature that is not included in your plan has a padlock; click it for an explanation. The administrator sees the plan via the label next to their name or in **Company**.

Trial period – for the first 30 days you work with all the Pro features. From 7 days before the end, the administrator sees a message at the top. After that you simply carry on with your plan: anything that is only in a bigger plan is locked, but what you have already created stays visible.

Need help?

Email herwig@hersof.be. Something going wrong in the app? In the menu under your name, click **Info for support**, copy what it shows and paste it into your email: that way we immediately see your version, your device and the latest error messages. Errors in the app are also reported to Hersof automatically.