

How to use Torque

Simple steps with pictures. Every picture has red numbers. Step 1 explains red number 1, step 2 explains red number 2, and so on.

1. What Torque is and who does what

Torque keeps all maintenance work of your company in one place: machines and buildings (assets), repairs and services (work orders), regular services (PM plans), spare parts, purchasing and reports. It works on a computer and on a phone, in Georgian, English and Russian.

Every person signs in with their own e-mail. What they can do depends on their level:

Level	What this person does	Price
Admin	Everything: settings, users, billing, and all work.	Paying user
Planner	Creates and plans work, PM plans, parts and purchasing.	Paying user
Technician	Does the work: starts and finishes tasks, adds photos and readings.	Paying user
Viewer	Sees everything and sends work requests ("something is broken"). Cannot change records.	Free

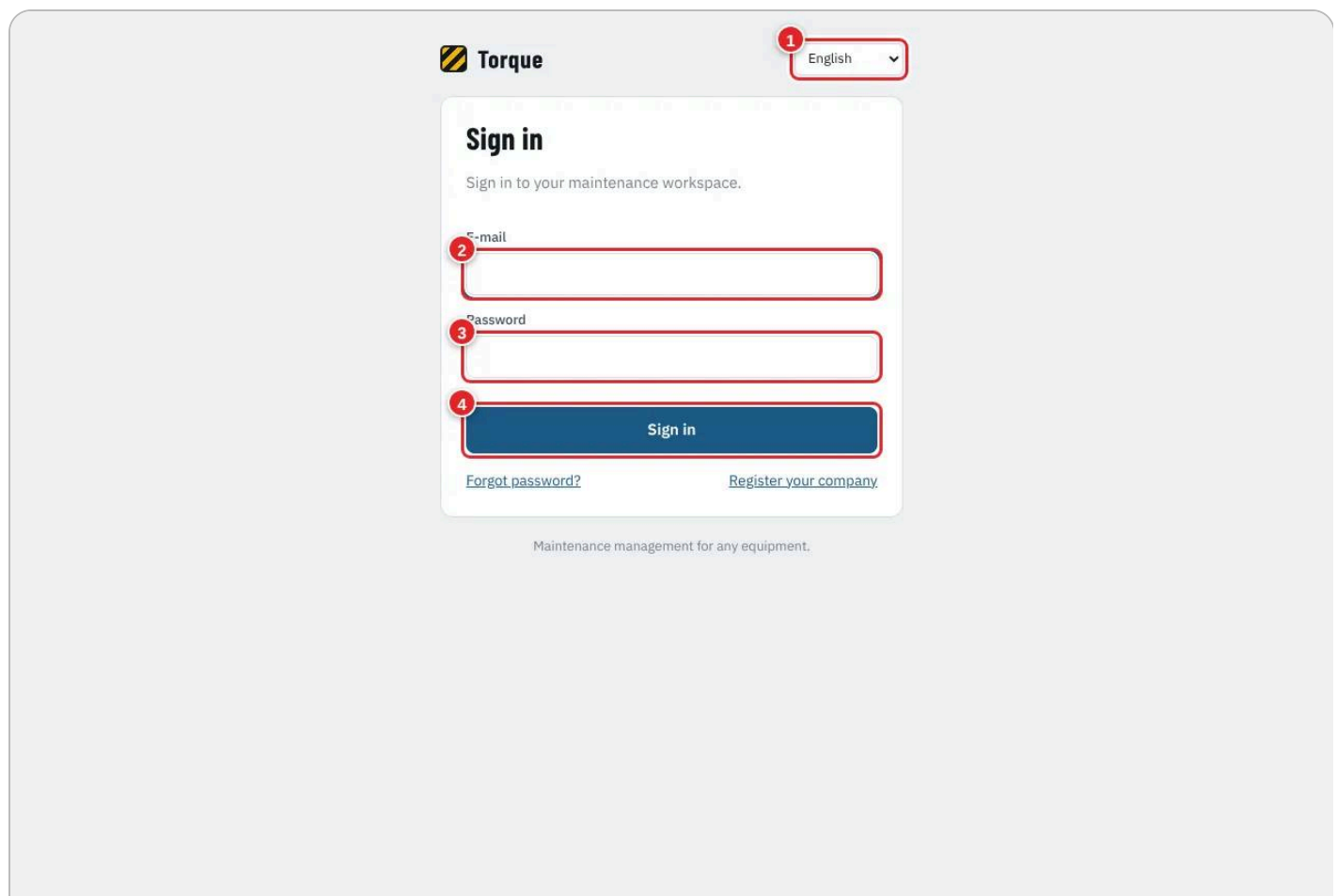
Good to know

- Plans: Lite has all the daily work and the full export of your data. Pro adds the AI assistant, advanced reports, costs and budgets, API integration and priority support. The free trial has every Pro feature.

2. Sign in and choose your language

Who can do this: Everyone

Open cmms.ge in Chrome, Edge, Safari or Firefox and press "Sign in". New company? Press "Register a company" instead, fill in the form and confirm your e-mail.



The screenshot shows the Torque web application's sign-in page. At the top left is the Torque logo. At the top right is a language dropdown menu labeled 'English' with a red circle '1' next to it. The main content area is a white box titled 'Sign in' with the subtitle 'Sign in to your maintenance workspace.' Below this are three input fields: an email field labeled 'E-mail' with a red circle '2', a password field labeled 'Password' with a red circle '3', and a blue 'Sign in' button with a red circle '4'. Below the button are two links: 'Forgot password?' and 'Register your company'. At the bottom of the white box is the text 'Maintenance management for any equipment.'

PICTURE 1 The sign-in page

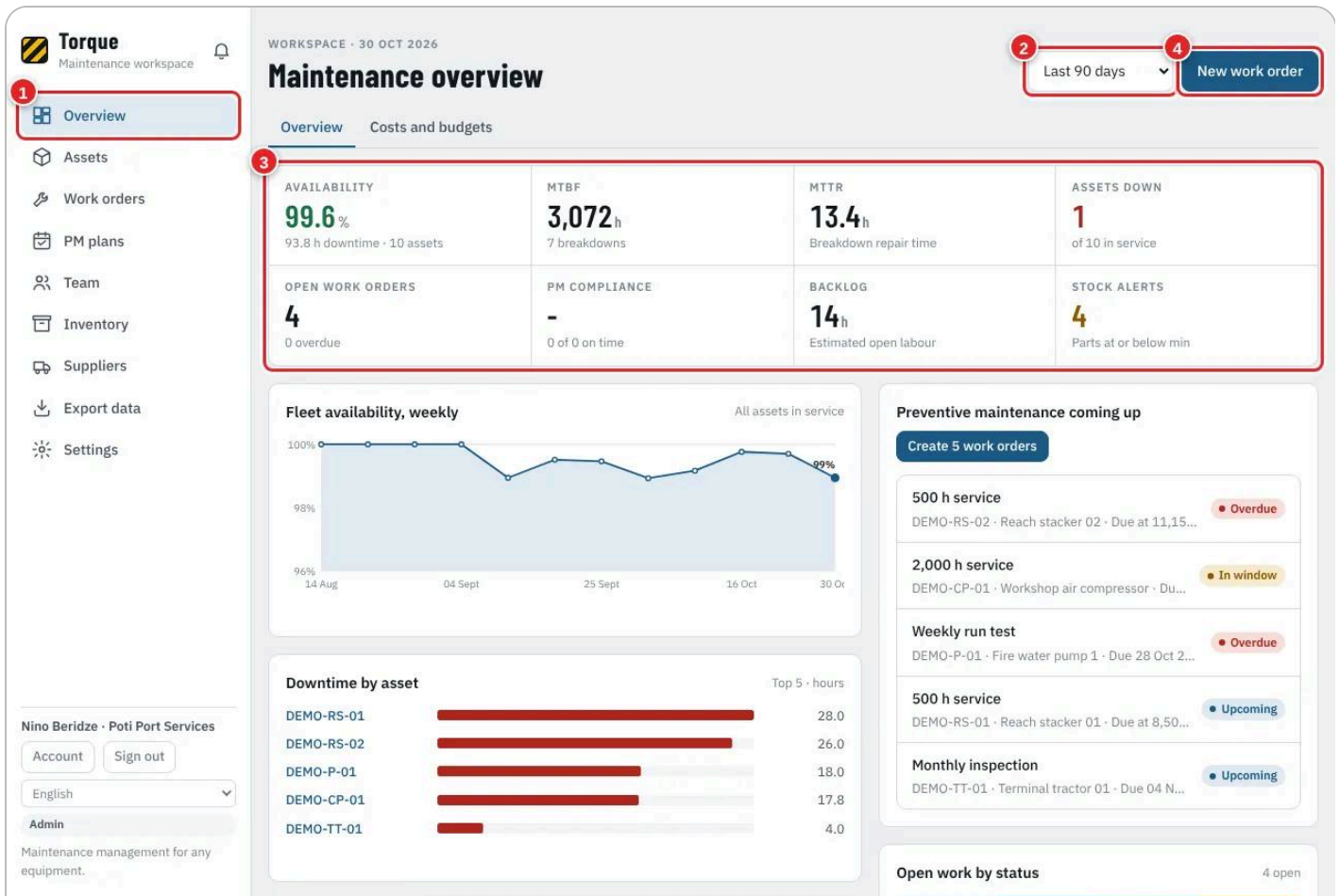
- 1** Choose your language here. Torque remembers it.
- 2** Type your e-mail address.
- 3** Type your password. Forgot it? Press "Forgot your password?" under the button and follow the e-mail.
- 4** Press "Sign in".

Good to know

- Invited by your company? Open the invitation e-mail, press the link and choose your own password. Then sign in as above.
- Install Torque like an app. Android (Chrome): menu ☰ > "Install app" or "Add to Home screen". iPhone (Safari): Share button > "Add to Home Screen". The Torque icon appears on the phone screen.
- No internet in the yard? Torque keeps working on a phone or computer that opened it before. Changes are sent when the connection returns.

3. The main screen (Overview)

Who can do this: Everyone



PICTURE 2 Overview: the state of maintenance on one page

- 1 The menu. Press a name to open that part: Overview, Assets, Work orders, PM plans, Team, Inventory, Suppliers, Export data, Settings. On a phone the menu is at the bottom of the screen.
- 2 Choose the period for the numbers: last 7 days, 30 days, 90 days or 12 months.
- 3 The key numbers: availability, MTBF (time between failures), MTTR (time to repair), assets down, open work orders, PM done on time, backlog and stock alerts. Red means: look here.
- 4 Press "New work order" to report or plan a job from anywhere.

Good to know

- The bell at the top shows your notifications. Your name, "Account" (password, two-step sign-in) and "Sign out" are at the bottom of the menu.

4. First day for the Admin: settings and users

Who can do this: Admin

Do this once, before the team starts. It takes about 15 minutes.

Torque
Maintenance workspace

WORKSPACE

Settings

1 Workspace Users and access Billing Security Integrations Notifications Support

Company and lists

Company name
Company or plant name

Time zone
Asia/Tbilisi
Used for PM due dates and daily summaries.

2 Sites
Main site

Employee types
Mechanic
Electrician
Hydraulic technician
Auto electrician
One per line. Every task needs one.

Equipment classes
Pump
Electric motor
Compressor
Generator
One per line. Any equipment type: pumps, vehicles, cranes, buildings.

Problem codes
Will not start
Leak
Overheating
Abnormal noise

Cause codes
Wear
Lubrication
Contamination
Misalignment

Remedy codes
Replaced
Repaired
Adjusted
Cleaned

☐ Require a signature when a work order is completed

☒ Require every checklist item before a task can be finished

3 Save settings

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Account Sign out

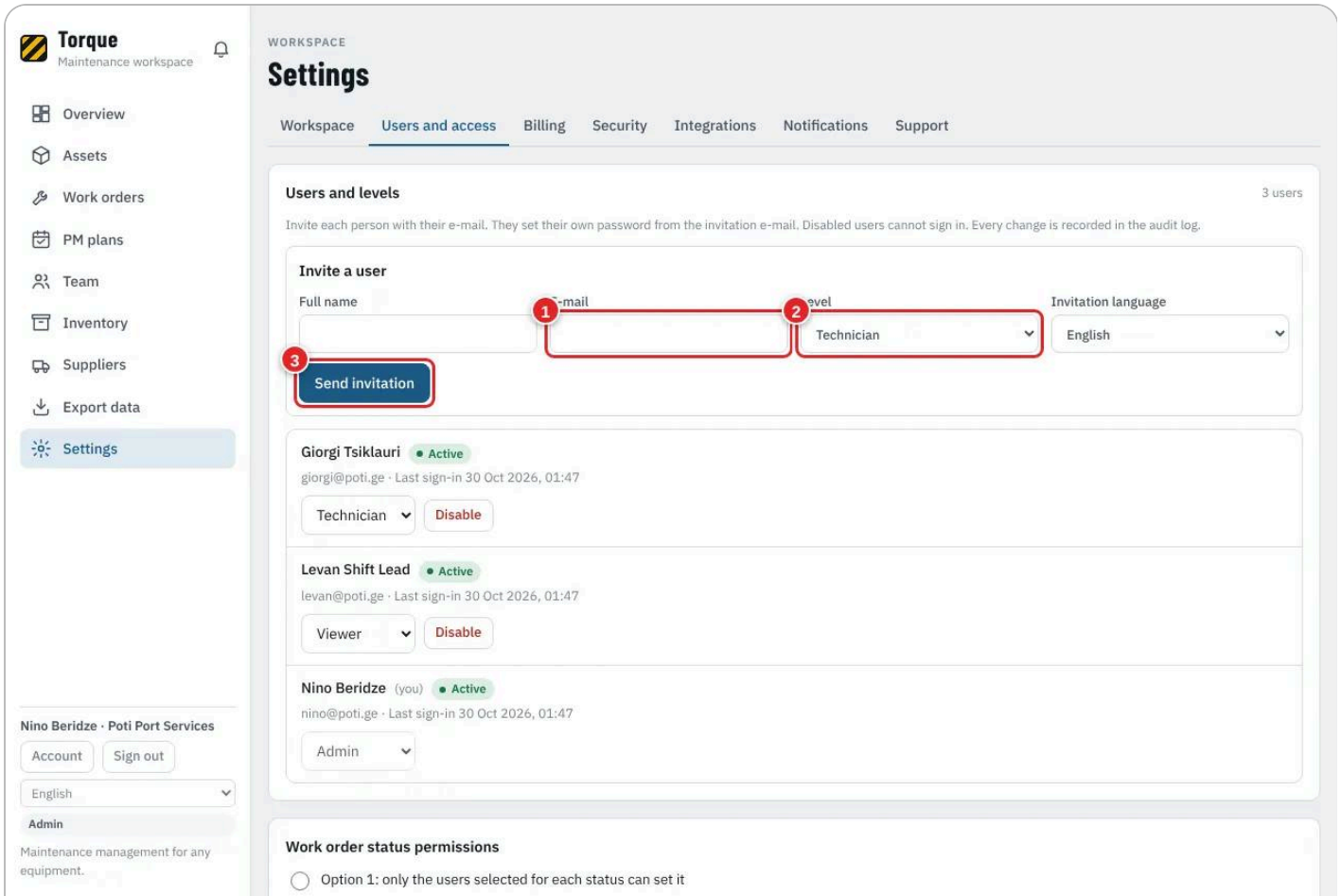
English

Admin

Maintenance management for any equipment.

PICTURE 3 Settings > Workspace

- 1 The tabs of Settings: Workspace, Users and access, Billing, Security, Integrations, Notifications, Support.
- 2 Write your lists, one item per line: sites, employee types (mechanic, electrician...), equipment classes, problem, cause and remedy codes.
- 3 Press "Save settings".



PICTURE 4 Settings > Users and access: invite people

- 1 Type the person's full name and e-mail.
- 2 Choose the level: Admin, Planner, Technician or Viewer (free).
- 3 Press "Send invitation". The person gets an e-mail and sets their own password.

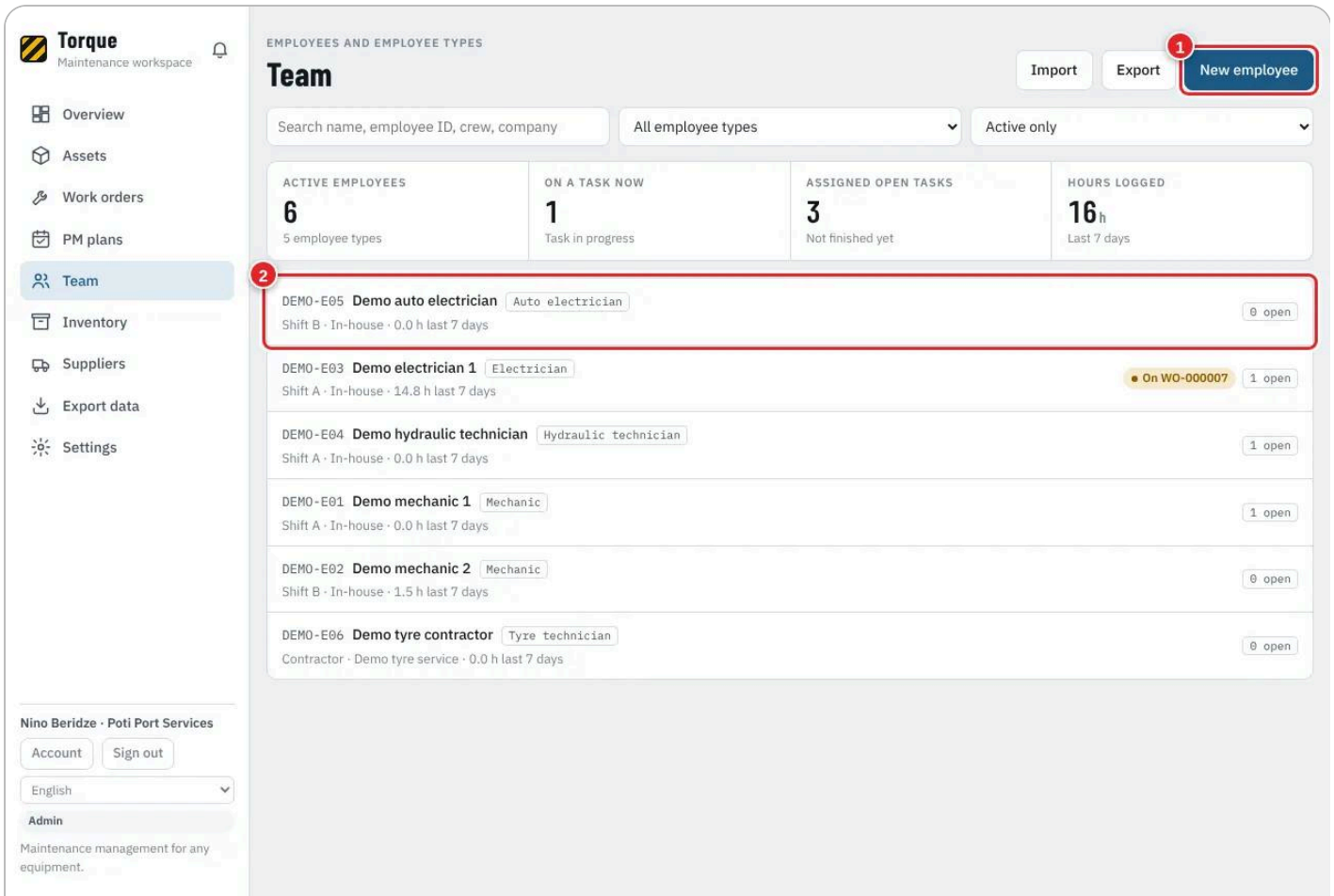
Good to know

- A disabled user cannot sign in, but their history stays. You can change a level at any time in the same list.
- Below the user list you choose who may set each work order status (for example: only Planners may close a work order).
- Settings > Security: require two-step sign-in (a code from Google or Microsoft Authenticator) for Admins or for everyone.
- Want to try first? Settings > Workspace > "Load demo fleet" fills Torque with example machines and work. "Remove demo records" deletes them later.

5. Team: the people who do the work

Who can do this: Admin, Planner

Team is the list of employees and contractors who get tasks. A person in Team does not need a user account, but linking one sends them notifications for their work.



PICTURE 5 Team

- 1 Press "New employee" to add a person.
- 2 Press a person to see or change their record.

Torque
Maintenance workspace

EMPLOYEES AND EMPLOYEE TYPES

Team

Import Export New employee

New employee

1 Full name

Employee ID
E-1042

2 Employee type
Choose type

Crew or shift
Shift A

Company
In-house or contractor

3 Hourly rate

Phone

Email

4 User account
Not linked

Link to the person's sign-in, so they get notifications for their work.

5 Contract hours per day
8

Working days
☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☐ Sat ☐ Sun

Available hours for labor utilization = contract hours on each ticked working day. Use 24 for round-the-clock shifts.

☒ Active (can be assigned to tasks)

Cancel Save employee

PICTURE 6 New employee

- 1 Full name.
- 2 Employee type (trade). Every task asks for one.
- 3 Hourly rate. Used to count labor costs.
- 4 User account: link the person's sign-in so they see "my work" and get notifications.
- 5 Contract hours per day and working days. The planning board uses them to show free and full days.
- 6 Press "Save employee".

6. Assets: your machines, vehicles and buildings

Who can do this: Admin, Planner

Torque
Maintenance workspace

EQUIPMENT REGISTER

Assets

Search code, name, make, model, All classes All sites Any status

10 assets - shown as hierarchy

- DEMO-SITE **Demo terminal yard** Building - Main site B ● Operating
- DEMO-CAR-01 **Service van** Car - Main site - Toyota Hiace C ● Operating
- DEMO-CP-01 **Workshop air compressor** Compressor - Main site - Atlas Copco GA 37 B 1 open ● Down
- DEMO-PH-01 **Fire water pump house** Building - Main site A ● Operating
- DEMO-P-01 **Fire water pump 1** Pump - Main site - Grundfos NKG 150 A ● Operating
- DEMO-M-01 **Pump 1 motor** Electric motor - Main site - ABB M3BP 315 A ● Operating
- DEMO-RS-01 **Reach stacker 01** Reach stacker - Main site - Kalmar DRG450 A 1 open ● Operating
- DEMO-RS-02 **Reach stacker 02** Reach stacker - Main site - Konecranes SMV 4531 A ● Operating
- DEMO-TT-01 **Terminal tractor 01** Terminal tractor - Main site - Terberg RT223 B ● Operating
- DEMO-TT-02 **Terminal tractor 02** Terminal tractor - Main site - Terberg RT223 B 2 open ● Operating

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Account Sign out

English

Admin

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PICTURE 7 Assets: the equipment register

- 1 Press "New asset" to add one machine, vehicle, building or system.
- 2 Search by code, name, make, model or serial number. Filters next to it: class, site, status.
- 3 Press an asset to open its page. Sub-assets are shown under their parent (a pump under its pump house).
- 4 Press "Import" to bring many assets at once from Excel or CSV (see chapter 15).

The screenshot shows the 'New asset' form in the Torque CMMS interface. The form is titled 'New asset' and has a close button (X) in the top right corner. It contains several input fields and dropdown menus, each highlighted with a red box and a numbered callout (1-7). The fields are: 1. Asset code (text input, value: RS-07), 2. Name (text input, value: Reach stacker 07), 3. Class (dropdown menu, value: Pick or type a class), 4. Parent asset (dropdown menu, value: None (top level)), 5. Criticality (dropdown menu, value: B - important), 6. Meter unit (dropdown menu, value: No meter), and 7. Save asset button (blue button). Other fields include Site (Main site), Location (Yard B, pump house 2), Status (Operating), Make, Model, Serial no., Year, Current meter reading, Technical attributes (Capacity: 45 t, Engine: Volvo TAD1150, Flow: 120 m3/h), and Notes. The background shows the Torque CMMS interface with a sidebar menu and a list of assets.

PICTURE 8 New asset

- 1 Code: a short unique name, for example RS-01.
- 2 Name: for example Reach stacker 01.
- 3 Class: the type of equipment (from your Settings list).
- 4 Parent: the bigger asset it belongs to, if any.
- 5 Criticality: A (most important), B or C.
- 6 Meter unit: hours, km or cycles, if the machine has a counter. Needed for PM by meter.
- 7 Press the save button at the bottom.

Torque
Maintenance workspace

Overview

Assets

Work orders

PM plans

Team

Inventory

Suppliers

Export data

Settings

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Assets

DEMO-RS-01

Reach stacker 01

Meter reading

Edit

New work order

STATUS	AVAILABILITY	MTBF	MTTR	DOWNTIME	OPEN WOS
Operating	98.7% Last 90 days	711 _h 3 breakdowns	9.3 _h	28.0 _h Last 90 days	1 0 overdue

Details

CLASS	CRITICALITY	SITE
Reach stacker	A	Main site
LOCATION	PARENT	MAKE
-	DEMO-SITE	Kalmar
MODEL	SERIAL NO.	YEAR
DRG450	-	-
METER	METER READ	USAGE RATE
8,420 h	29 Oct 2026	15.3 h/day
LIFTING CAPACITY		
45 t		

Demo record

Documents and photos

No photos or files yet.

Take photo

Add file

PM plans

500 h service

Every 500 h · Due at 8,500 h (now 8,420), est...

Upcoming

Add plan

Work history

4 work orders

P3 W0-000010 Repeat hose failures review

Scheduled

Reliability · DEMO-RS-01 · Reach stacker 01 · Demo mechanic 1 · tasks ...

P2 W0-000003 Spreader twistlock fault

Completed

Breakdown · DEMO-RS-01 · Reach stacker 01 · Demo electrician 1 · tas...

P1 W0-000002 Engine will not start

Completed

Breakdown · DEMO-RS-01 · Reach stacker 01 · Demo auto electrician · ...

Spare parts list

Add part

PART	QTY
DEMO-FLT-OIL Engine oil filter	
DEMO-FLT-HYD Hydraulic return filter	critical
DEMO-HOSE-12 Hydraulic hose 1/2 in assembly	critical
DEMO-TYRE-18 Tyre 18.00-25	critical

PICTURE 9 The page of one asset

- 1 Enter a new meter reading (hours, km). PM plans by meter use it.
- 2 Report a problem or plan a job for this asset.
- 3 Add photos, manuals and certificates.
- 4 Add a PM plan for this asset.
- 5 Make the spare parts list of this asset.

Good to know

- The numbers at the top (availability, MTBF, MTTR, downtime) are calculated by Torque from the work orders. You do not type them.

7. Work orders: report and create a job

Who can do this: Technician, Planner, Admin (Viewers: see chapter 11)

Torque
Maintenance workspace

Overview
Assets
Work orders
PM plans
Team
Inventory
Suppliers
Export data
Settings

CORRECTIVE, PREVENTIVE AND IMPROVEMENT WORK

Work orders

Import history Export Export tasks **New work order**

List **Planning board**

Search number, title, asse **Open** All types All priorities Any employee

4 work orders

P2 W0-000007 **Compressor trips on high temperature** In progress
Breakdown · DEMO-CP-01 · Workshop air compressor · Demo mechanic 2 · tasks 1/2 · Due 03 Nov 2026

P3 W0-000010 **Repeat hose failures review** Scheduled
Reliability · DEMO-RS-01 · Reach stacker 01 · Demo mechanic 1 · tasks 0/2 · Due 30 Oct 2026

P3 W0-000008 **Air conditioning not cooling** Approved
Corrective · DEMO-TT-02 · Terminal tractor 02 · tasks 0/2 · Due 01 Nov 2026

P4 W0-000009 **Replace worn seat** Requested
Corrective · DEMO-TT-02 · Terminal tractor 02 · tasks 0/1 · Due 02 Nov 2026

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Account Sign out
English
Admin
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PICTURE 10 Work orders

- 1 Press "New work order".
- 2 Filter the list by status (open, overdue, completed...).
- 3 Press a work order to open it.
- 4 The "Planning board" tab: see chapter 9.

PICTURE 11 New work order

- 1 Title: what is wrong or what to do, in a few words. Example: "Hydraulic leak at mast cylinder".
- 2 Asset: which machine.
- 3 Type: Breakdown, Corrective, Preventive, Inspection and others. Breakdowns count as failures in the reports.
- 4 Priority: P1 urgent, P2 high, P3 normal, P4 low.
- 5 Responsible: the person who leads the job (optional).
- 6 Due date: when it must be done.
- 7 Tick this if the machine is stopped because of this job. Torque counts the downtime.
- 8 Press "Create work order". Then add the tasks (next chapter).

8. A work order from start to finish

Who can do this: Planner, Admin, Technician

Every work order moves through these steps. You see where it is on the bar at the top of the work order.



In progress can pause at Waiting for parts · or stop at any time Cancelled

Torque
Maintenance workspace

Work orders
WO-000009 · Corrective

Replace worn seat

Requested P4 P4 Low

Requested Approved Scheduled In progress Completed Closed

Tasks 0 of 1 done · 2.0 h planned · 0.0 h worked

10 Replace driver seat Not started

EMPLOYEE TYPE	EMPLOYEE	STARTED
Mechanic	-	-

FINISHED	HOURS
-	- worked · 2.00 planned

Details

ASSET	RESPONSIBLE	DUE
DEMO-TT-02 · Terminal tractor 02	-	02 Nov 2026

PLANNED START	ESTIMATED	ACTUAL
-	2 h	-

REQUESTED BY	CREATED	DOWN FROM
Nino Beridze	28 Oct 2026, 07:30	-

BACK IN SERVICE	DOWNTIME	COMPLETED
-	-	-

Demo record

Photos and files
No photos or files yet.
Take photo Add file

Costs 0.00 GEL

LABOR	PARTS ISSUED
0.00 GEL · 0.0 h	0.00 GEL

EXTERNAL 0.00 GEL

Add external cost

Labor = task hours × hourly rate. Parts at current unit cost.

Spare parts Planned per task
No parts planned. Add spare parts inside each task.

Delete work order

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Admin
Maintenance management for any equipment.

PICTURE 12 A new request: check and approve

- 1 Press "Approve" when the job is needed. ("Cancel" if not.)
- 2 Press "Add task" for each piece of work and each trade (mechanic, electrician...).
- 3 Press "Edit" on a task to change it.
- 4 Press "Edit" at the top to change the work order itself (title, priority, dates).

Task 20 · WO-000007

1 Task description
Test temperature sensor and trip circuit

Each task in a work order must be different.

2 Employee type
Electrician

3 Assigned employee
Demo electrician 1 · Electr

4 Planned hours
2

5 Planned for
mm/dd/yyyy

Started at
10/29/2026, 11:00 AM

Finished at
mm/dd/yyyy, --:-- --

Spare parts for this task
No parts. Add each part this task consumes.

6 Add spare part

Checklist
Readings outside min and max are flagged when the task is finished.

7 Add check

Notes

8 Delete task Cancel Save task

PICTURE 13 A task: who does what

- 1 Task description: what exactly to do.
- 2 Employee type (trade).
- 3 Assigned employee: who does it.
- 4 Planned hours.
- 5 Planned for: the day.
- 6 Add spare parts the task needs. They are reserved in stock.
- 7 Add checks: readings with min and max (for example oil pressure). Values outside the limits are flagged.
- 8 Press "Save task".

Torque
Maintenance workspace

Work orders
W0-000007 · Breakdown

Compressor trips on high temperature

In progress **P2** P2 Urgent

Requested Approved Scheduled In progress Completed Closed

Tasks 1 of 2 done · 3.5 h planned · 16.3 h worked

10 Clean cooler and check fan **Done**

EMPLOYEE TYPE	EMPLOYEE	STARTED
Mechanic	Demo mechanic 2	29 Oct 2026, 08:30

FINISHED 29 Oct 2026, 10:00 **HOURS** 1.50 worked · 1.50 planned

Edit

20 Test temperature sensor and trip circuit **In progress**

EMPLOYEE TYPE	EMPLOYEE	STARTED
Electrician	Demo electrician 1	29 Oct 2026, 11:00

FINISHED - **HOURS** 14.79 worked · 2.00 planned

1 Finish **Edit**

Add task

Photos and files
No photos or files yet.
Take photo **Add file**

Costs 0.00 GEL

LABOR	PARTS ISSUED
0.00 GEL · 16.3 h	0.00 GEL

EXTERNAL 0.00 GEL

Add external cost

Labor = task hours × hourly rate. Parts at current unit cost.

Spare parts Planned per task
No parts planned. Add spare parts inside each task.

Details

ASSET	RESPONSIBLE	DUE
DEMO-CP-01 · Workshop	Demo mechanic 2	03 Nov 2026

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Account **Sign out**
English
Admin
Maintenance management for any equipment.

PICTURE 14 Work in progress

- 1 The technician presses "Start" on a task when he begins and "Finish" when he is done. Torque writes the times and hours.
- 2 Press "Waiting for parts" if the job must wait for spare parts.
- 3 When all tasks are done, press "Complete".

Maintenance workspace

- Overview
- Assets
- Work orders
- PM plans
- Team
- Inventory
- Suppliers
- Export data
- Settings

Nino Beridze · Poti Port Services

Account Sign out

English

Admin

Maintenance management for any equipment.

Work orders

W0-000007 · Breakdown

Compressor trips on high temperature

In progress P2 P2 Urgent

Requested Approved Scheduled In progress Completed Closed

Tasks

1 of 2 done · 3.5 h planned · 16.3 h worked

10 Clean cooler and check fan Done

EMPLOYEE TYPE	EMPLOYEE	STARTED
Mechanic	Demo mechanic 2	29 Oct 2026, 08:30
FINISHED	HOURS	
29 Oct 2026, 10:00	1.50 worked · 1.50 planned	

Edit

20 Test temperature sensor and trip circuit In progress

EMPLOYEE TYPE	EMPLOYEE	STARTED
Electrician	Demo electrician 1	29 Oct 2026, 11:00
FINISHED	HOURS	
-	14.79 worked · 2.00 planned	

Finish Edit

Add task

Photos and files

No photos or files yet.

1 Take photo Add file

Costs

0.00 GEL

LABOR	PARTS ISSUED
0.00 GEL · 16.3 h	0.00 GEL
EXTERNAL	
0.00 GEL	

2 Add external cost

Labor = task hours × hourly rate. Parts at current unit cost.

Spare parts

Planned per task

No parts planned. Add spare parts inside each task.

Details

ASSET	RESPONSIBLE	DUE
DEMO-CP-01 · Workshop	Demo mechanic 2	03 Nov 2026

PICTURE 15 Photos and costs

- 1 Press "Take photo" (on a phone the camera opens) or "Add file".
- 2 Add costs from outside, for example a contractor invoice. Labor and parts are counted by themselves.

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Complete WO-000007

1 Completed at: 10/30/2026, 01:47 AM

2 Actual hours: 16.25

3 Problem: Choose

4 Cause: Choose

5 Remedy: Choose

6 Completion notes: What was done, findings, follow-up needed

7 Complete work order

PICTURE 16 Complete the work order

- 1 Completed at: when the job ended.
- 2 Actual hours: filled from the task times, change if needed.
- 3 Problem: what was wrong.
- 4 Cause: why it happened.
- 5 Remedy: what was done.
- 6 Completion notes: findings and follow-up work.
- 7 Press "Complete work order". If needed, the asset goes back to "Operating" by itself.

Good to know

- Problem, cause and remedy feed the failure analysis report. Fill them every time: in a few months you will see which failures repeat.
- After checking, a Planner or Admin closes the work order ("Closed"). Closed work cannot be changed by mistake.

9. Planning board: who works on what, which day

Who can do this: Planner, Admin

 **Torque**
Maintenance workspace

Overview

Assets

Work orders

PM plans

Team

Inventory

Suppliers

Export data

Settings

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Account Sign out

English

Admin

Maintenance management for any equipment.

WHO DOES WHAT, WHEN

Work orders

ListPlanning board

All employee types

3

This week

1

Not planned

6

Drag a task to a person and a day, or tap it to plan it. Drag back here to unplan.

2

P2 | W0-000007/20

Test temperature sensor and trip circuit

DEMO-CP-01 · 2.0 h

P3 | W0-000010/10

Collect hose failure history and photos

DEMO-RS-01 · 2.0 h

P3 | W0-000010/20

Inspect hose routing and clamps

DEMO-RS-01 · 2.0 h

P3 | W0-000008/10

Check refrigerant pressure and leaks

DEMO-TT-02 · 2.0 h

P3 | W0-000008/20

Replace V-belt if worn

DEMO-TT-02 · 2.0 h

P4 | W0-000009/10

Replace driver seat

DEMO-TT-02 · 2.0 h

2

	MON 26 OCT	TUE 27 OCT	WED 28 OCT	THU 29 OCT	FRI 30 OCT
Demo auto electrician Auto electrician	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h
Demo electrician 1 Electrician	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h
Demo hydraulic technician Hydraulic technician	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h
Demo mechanic 1 Mechanic	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h
Demo mechanic 2 Mechanic	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h
Demo tyre contractor Tyre technician	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h	0.0 / 8 h

PICTURE 17 Work orders > Planning board

- 1

Tasks that have no person or day yet. Drag a task onto a person and a day (on a phone: tap it and choose).
- 2

The week: one row per person, one column per day, with hours planned out of their contract hours. A full day is easy to see.
- 3

Move to the previous or next week, or back to "This week".

Good to know

- Drag a task back to the left column to unplan it.

10. PM plans: regular service that creates work by itself

Who can do this: Planner, Admin

A PM plan says: "do this service on this asset every 30 days" or "every 500 hours". Torque creates the work order before it is due, so nothing is forgotten.

The screenshot shows the Torque Maintenance workspace interface. On the left is a sidebar with navigation links: Overview, Assets, Work orders, PM plans (highlighted), Team, Inventory, Suppliers, Export data, and Settings. The main content area is titled 'PM plans' and includes a sub-header 'TIME AND METER BASED, WITH START AND FINISH WINDOWS'. At the top right of the main area are buttons: 'Import', 'Run scheduling now', 'Create plans for many assets' (callout 2), and 'New PM plan' (callout 1). Below these is a tab bar with 'PM plans' (callout 5) and 'Task lists'. A search bar and a status filter dropdown (set to 'Any status') are present. A summary table shows: OVERDUE (2, Past latest finish), IN WINDOW (1, Between earliest start and latest finish), UPCOMING (2, Work order created, window not open), and PM COMPLIANCE (-, Done inside window, 90 days). A note explains that work orders are created automatically before the earliest start, by each plan's lead time (default 7 days). Below this is a list of plans, each with a status indicator: '500 h service' (Overdue, callout 4), 'Weekly run test' (Overdue), '2,000 h service' (In window), '500 h service' (Upcoming), 'Monthly inspection' (Upcoming), and '15,000 km service' (OK). The bottom left shows user information for Nino Beridze, Poti Port Services, with links for Account, Sign out, and Admin.

PICTURE 18 PM plans

- 1 Press "New PM plan".
- 2 Press "Create plans for many assets" to give the same plan to many machines at once.
- 3 Overdue, in window, upcoming and PM compliance (done inside the window).
- 4 Press a plan to open or change it.
- 5 The "Task lists" tab: ready lists of tasks you can reuse.

Torque
Maintenance workspace

TIME AND METER BASED, WITH START AND FINISH WINDOWS

New PM plan

1 Plan name: 500 h service

Plan status: Active (creates work orders)

Inactive plans create no work orders.

2 Asset: Choose an asset

3 Repeat by: Calendar days

4 Interval: 30

Estimated hours: Total of tasks

5 First due date (calendar plans): 10/30/2026

Last done on: mm/dd/yyyy

Meter at last service

Scheduling window

6 Earliest start, before due: 10% of interval

7 Latest finish, after due: 10% of interval

8 Create work order, days before earliest start: 7

Next due counts from: Actual completion

Choose an asset and an interval to see the next cycle.

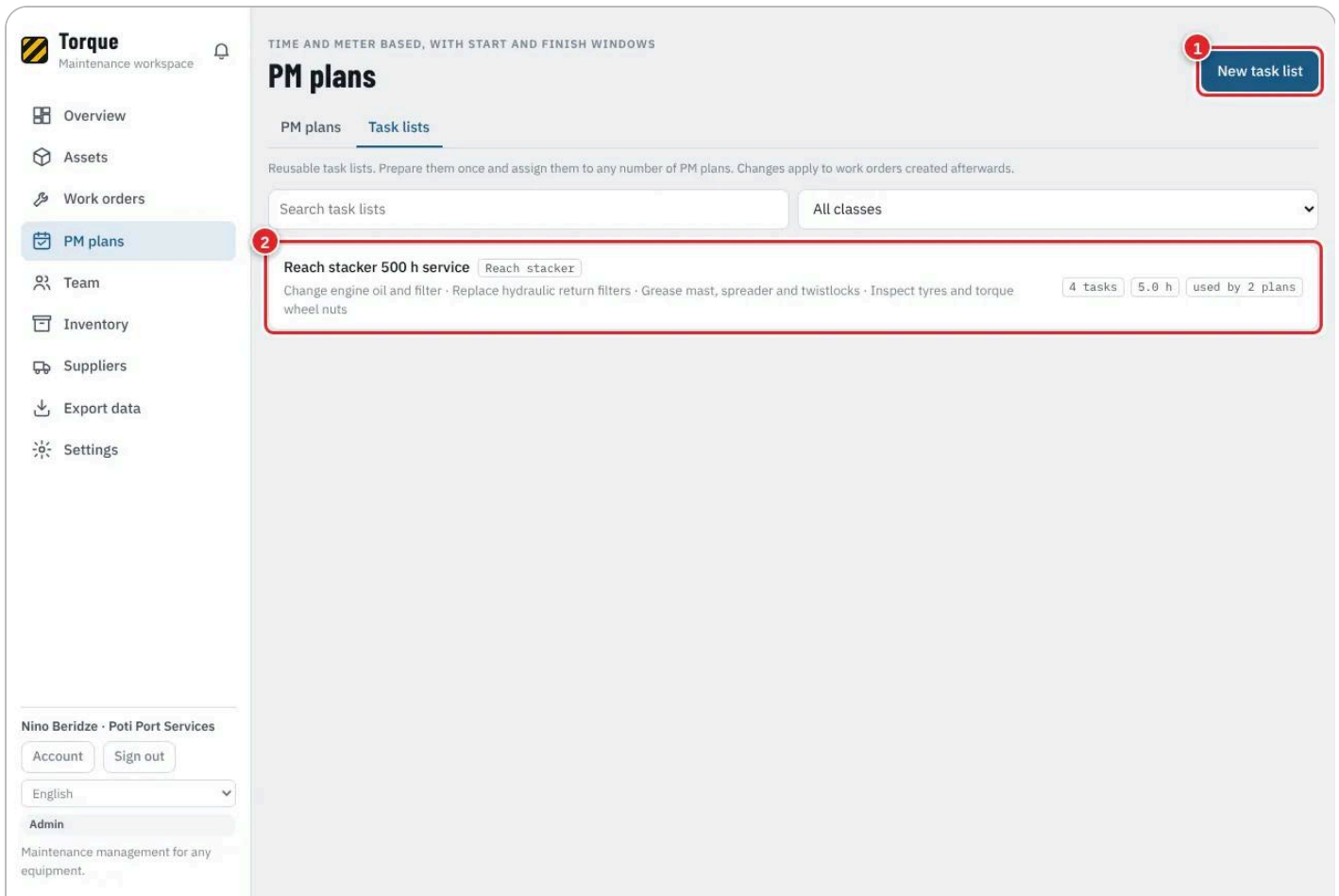
Task list

Copied into every work order this plan creates

9 Cancel Save plan

PICTURE 19 New PM plan

- 1 Plan name, for example "500 h service".
- 2 Asset.
- 3 Repeat by: calendar days, or meter (hours, km, cycles).
- 4 Interval: every how many days or hours.
- 5 First due date (calendar plans).
- 6 Earliest start: how early the work may be done.
- 7 Latest finish: how late it may be done.
- 8 Create the work order this many days before the earliest start (default 7).
- 9 Press "Save plan".



PICTURE 20 Task lists

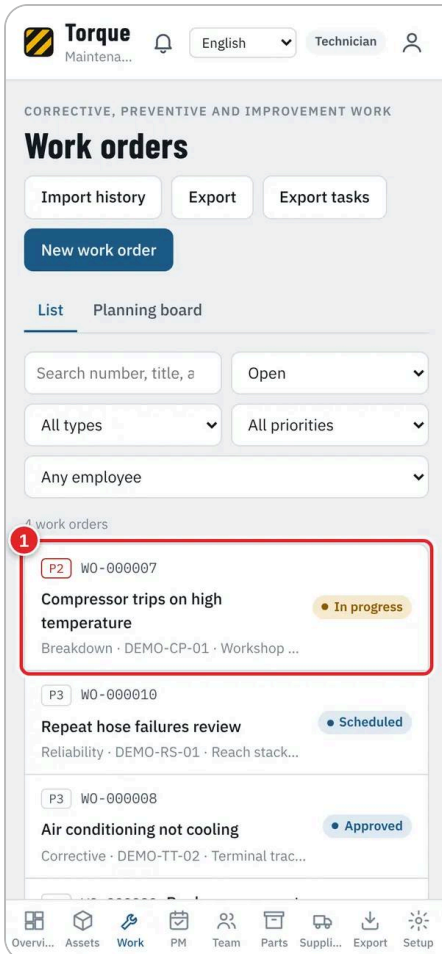
- 1 Press "New task list" to prepare the tasks of a service once (for example "Reach stacker 500 h service").
- 2 Press a list to change it. Changes apply to work orders created afterwards.

Good to know

- Choose a task list in the PM plan, and every work order the plan creates gets those tasks, trades, hours, parts and checks.
- The server checks the plans every hour, even when nobody has Torque open. "Run scheduling now" checks at once.

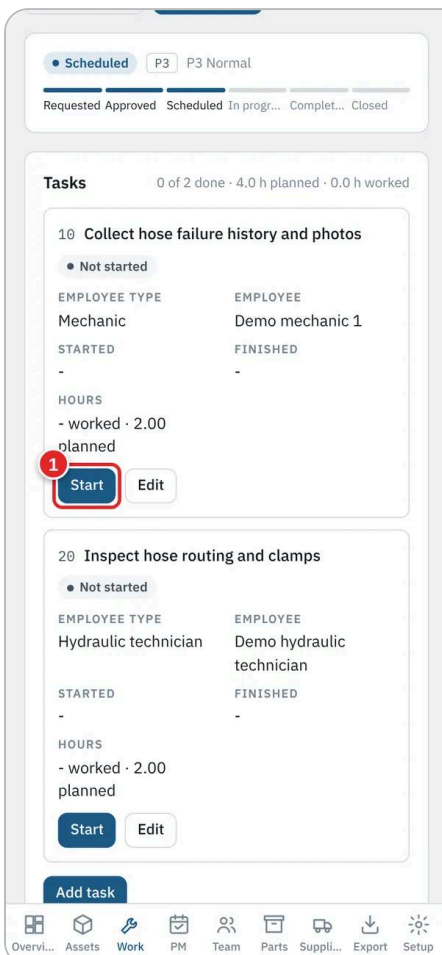
11. On the phone: technicians and free Viewers

Who can do this: Technician, Viewer



PICTURE 21 Technician: my work

- 1 Open "Work" at the bottom and tap your work order.



PICTURE 22 Technician: start and finish a task

- 1 Tap "Start" when you begin the task. When you are done, tap "Finish". Fill in the checks if asked. Add a photo of the result.

Torque
Maintenance...

English Viewer

CORRECTIVE, PREVENTIVE AND IMPROVEMENT WORK

Work orders

Import history Export Export tasks

New work order

Request work

Describe the problem. A planner reviews the request and turns it into work.

1 Asset
Choose

2 What is the problem?

Type
Breakdown

3 Priority
P3 Normal

Description

4 Cancel Send request

PICTURE 23 Viewer: report a problem (free)

- 1 Asset: which machine has the problem.
- 2 What is the problem? Write it in a few words.
- 3 Priority: how urgent it is.
- 4 Tap "Send request". A planner checks it and turns it into work. You see its status in the list.

Good to know

- Viewers open this form with "New work order" in Work orders.
- Turn on notifications (Settings > Notifications) so the phone tells you about new work.

12. Spare parts, purchase requests and orders

Who can do this: Planner, Admin

Torque
Maintenance workspace

SPARE PARTS AND STORES

Inventory

Import Export **Purchase request from reorder list** **New part**

Parts Purchase requests Purchase orders Warehouses

Search code, description, OEM number, bin All parts All warehouses

STOCK VALUE	PART NUMBERS	AT OR BELOW MIN	OUT OF STOCK
4,140 At unit cost	8 5 critical	4 Reorder candidates	1

DEMO-BELT-B64 V-belt B64	Bin W1-BEL · 9.00 per ea	5 ea · 1 reserved min 2 · max 10
DEMO-BRG-6312 Bearing 6312-2RS critical	Bin W1-BRG · 55.00 per ea	0 ea min 2 · max 4
DEMO-FLT-HYD Hydraulic return filter critical	Bin W1-FLT · 65.00 per ea	1 ea min 2 · max 6
DEMO-FLT-OIL Engine oil filter	Bin W1-FLT · 18.00 per ea	6 ea min 4 · max 12
DEMO-HOSE-12 Hydraulic hose 1/2 in assembly critical	Bin W1-HOS · 42.00 per ea	3 ea min 2 · max 8
DEMO-OIL-15W40 Engine oil 15W-40	Bin W1-OIL · 3.20 per L	180 L min 100 · max 400
DEMO-SEAL-KIT Mechanical seal kit critical	Bin W1-SEA · 320.00 per ea	1 ea min 1 · max 2
DEMO-TYRE-18 Tyre 18.00-25 critical	Bin W1-TYR · 4.50 per ea	2 ea min 1 · max 2

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Account Sign out

English

Admin

Maintenance management for any equipment.

PICTURE 24 Inventory

- 1 Press "New part".
- 2 Filter: all parts, at or below minimum, out of stock, critical.
- 3 Press "Purchase request from reorder list": Torque fills a request with every part below its minimum.
- 4 The "Purchase requests" tab: what the team needs.
- 5 The "Purchase orders" tab: what you ordered from suppliers.

PICTURE 25 New part

- 1 Code.
- 2 Description.
- 3 On hand: how many you have now.
- 4 Min: below this, Torque warns you to reorder.
- 5 Max: how many to have after reordering.
- 6 Unit cost: used for stock value and work order costs.
- 7 Critical: tick it for parts that stop a machine when missing.
- 8 Save.

PICTURE 26 New purchase request

- 1 Choose the part (or "Other" and describe it) and the quantity. "Add line" for more.
- 2 Deliver to: which warehouse.
- 3 Needed by: the date.
- 4 For work order: link the job that needs it (optional).
- 5 Press "Save".

PICTURE 27 New purchase order

- 1 Supplier (add suppliers in the Suppliers menu).
- 2 Receive into: which warehouse.
- 3 Expected delivery date.
- 4 Lines: part, quantity, unit price (without VAT).
- 5 Press "Save". When the goods arrive, open the order and press "Receive": stock goes up by itself.

Good to know

- Parts used in a task leave the stock when the task is finished, and their cost is added to the work order.

13. Reports in Excel

Who can do this: Planner, Admin

Torque
Maintenance workspace

Overview
Assets
Work orders
PM plans
Team
Inventory
Suppliers
Export data
Settings

EXCEL REPORTS
Export data

From: 08/02/2026 To: 10/30/2026 Site: All sites Class: All classes

Period 02 Aug 2026 to 30 Oct 2026 (89 days) · All sites, all classes · 10 assets in scope. Every report opens in Excel with filters, frozen headers, totals and print setup.

Summary 1 reports

KPI summary
Key maintenance KPIs for the selected period and scope, with the definition used for each figure.

Export .xlsx

Reliability 6 reports

Reliability by asset
Availability, MTBF, MTTR and downtime per asset, sorted by downtime. **Export .xlsx**

Reliability by class
Availability, MTBF and MTTR per equipment class. **Export .xlsx**

Reliability trend by month
Monthly availability, breakdowns, MTBF, MTTR and downtime for the assets in scope. **Export .xlsx**

Downtime events
Every work order with downtime in the period, with duration and failure codes. **Export .xlsx**

Failure analysis
Breakdown and corrective work grouped by problem, cause and remedy, plus the assets with the most failures. **Export .xlsx**

Checklist readings
Every checklist item recorded on tasks finished in the period, with values, limits and results. **Export .xlsx**

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PICTURE 28 Export data

- 1 From: the first day of the period.
- 2 To: the last day. You can also filter by site and class.
- 3 Press "Export .xlsx" on one report.
- 4 Or press "Export all reports" to get all of them at once.

Good to know

- 24 Excel reports: KPI summary, reliability, downtime, failures, backlog, PM compliance, labor, costs, stock, purchasing, budgets, audit log and more. Each has filters, frozen headers, totals and print setup.
- On Lite the work order, PM, stock and purchasing reports are included; reports marked "Pro" need the Pro plan.
- Admins can download everything (all records with photos and files, ZIP) in Settings > Workspace > "Download everything", on every plan.

14. Notifications

Who can do this: Everyone

Torque
Maintenance workspace

Workspace Users and access Billing Security Integrations **Notifications** Support

Settings

Phone and desktop notifications
Notifications are blocked for this site in the browser settings.
[Send a test](#)

What to send

EVENT	PHONE / DESKTOP	E-MAIL
Work assigned to me	☒	☒
Status changes on my work orders	☒	☐
New work requests (Planners and Admins)	☒	☒
PM work orders created (Planners and Admins)	☐	☐
Purchase requests	☒	☒
Daily summary: overdue work and low stock	☒	☒

Work is "assigned to you" when an employee record in Team is linked to your user account and that employee is responsible for a work order or a task.

[Save](#)

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[Account](#) [Sign out](#)
English
Admin
Maintenance management for any equipment.

PICTURE 29 Settings > Notifications

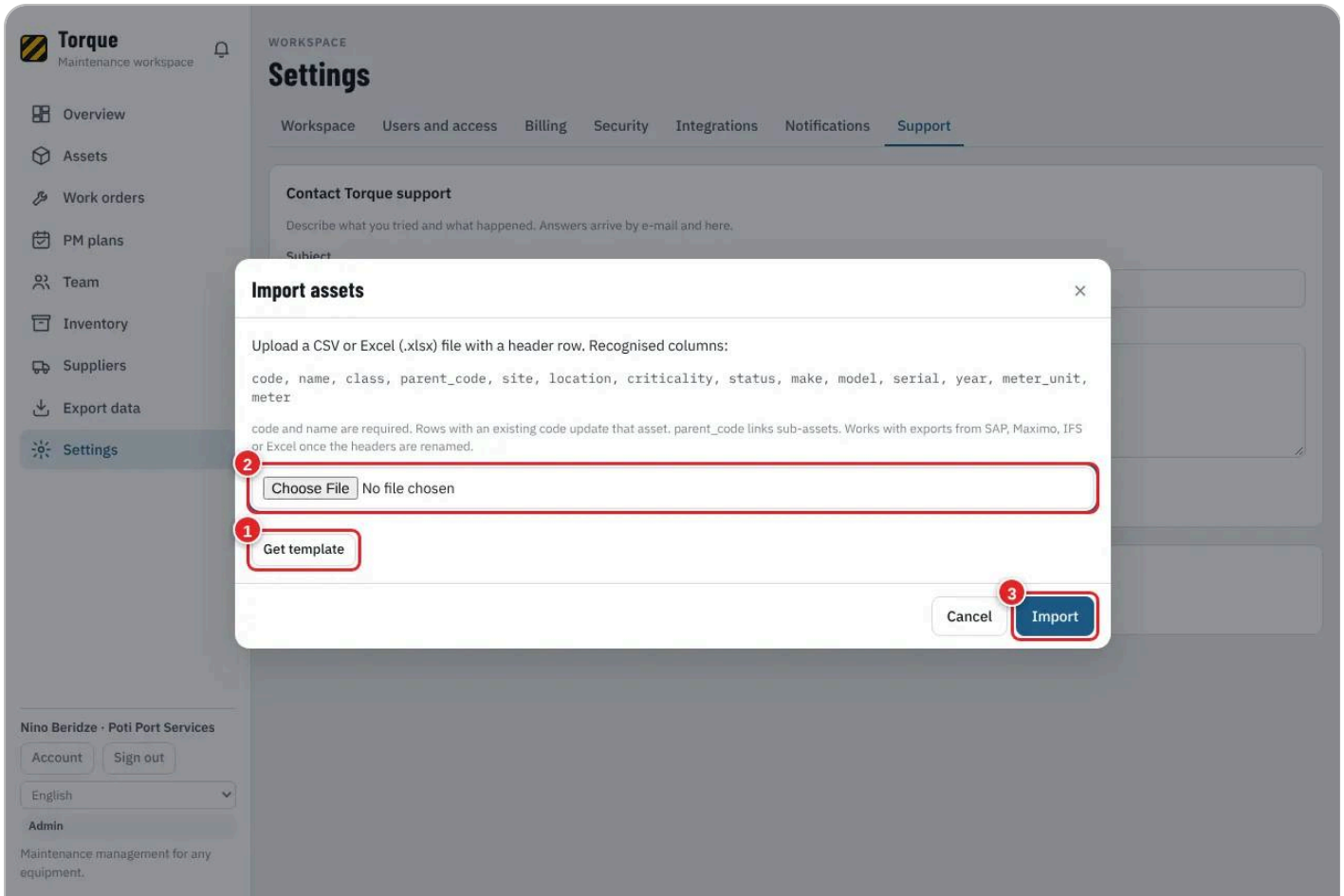
- 1 Tick what you want to receive on the phone or computer, and by e-mail: work assigned to you, status changes, new requests, PM work orders, purchase requests, daily summary.
- 2 Press "Save". Press "Send a test" to check that it works.

Good to know

- If the page says notifications are blocked, allow them for cmms.ge in the browser settings (the lock icon next to the address). On iPhone, first add Torque to the Home Screen.

15. Bring your existing data from Excel

Who can do this: Admin, Planner



PICTURE 30 Import (example: assets)

- 1** Press "Get template" to download an empty file with the right columns. Or take one from the Downloads page.
- 2** Fill it in Excel, save it, and choose the file here.
- 3** Press "Import". Torque shows how many rows were added or updated.

Good to know

- Import works for assets, spare parts, employees, PM plans and old work orders. Rows with a code that already exists update that record, so you can import again safely.
- Exports from SAP, Maximo, IFS or 1C work too: rename the column headers like in the template.

16. Plan and payment

Who can do this: Admin

Maintenance workspace

Overview

Assets

Work orders

PM plans

Team

Inventory

Suppliers

Export data

Settings

WORKSPACE

Settings

Workspace

Users and access

Billing

Security

Integrations

Notifications

Support

SUBSCRIPTION

Active

until 30 Oct 2027

PLAN

Pro

109.00 GEL per user per month + VAT 18%

USERS

2

of 25 seats

Viewers are free

FILE STORAGE

0 MB

of 5 GB

Renew the subscription

Pays for all current users (2) for the chosen period, starting after the current paid period.

Plan

Pro · 109 GEL

Period

12 months

Pro adds the AI assistant, all Excel reports, costs and budgets, API integration and priority support. 12 months: 15% discount.

2 users × 92.65 GEL × 12.00 months (15% discount) = 2,223.60 GEL + VAT 400.25 GEL = 2,623.85 GEL. Period 31 Oct 2027 - 30 Oct 2028.

Create invoice

Add user seats

For more users before the paid period ends. Priced for the days left in the period.

Extra seats

1

1 users × 109.00 GEL × 12.02 months = 1,310.18 GEL + VAT 235.83 GEL = 1,546.01 GEL. Period 30 Oct 2026 - 30 Oct 2027.

Create invoice

Invoices

Pay by card or by bank transfer. Bank transfers are confirmed by the platform owner, usually within one working day.

No invoices yet.

Bank transfer: [COMPANY NAME], [BANK NAME], IBAN [IBAN]. Write the invoice number as the payment reference.

Billing details

Printed on invoices.

Legal name

Tax ID

Legal address

Invoice e-mail

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Account Sign out

English

Admin

Maintenance management for any equipment.

PICTURE 31 Settings > Billing

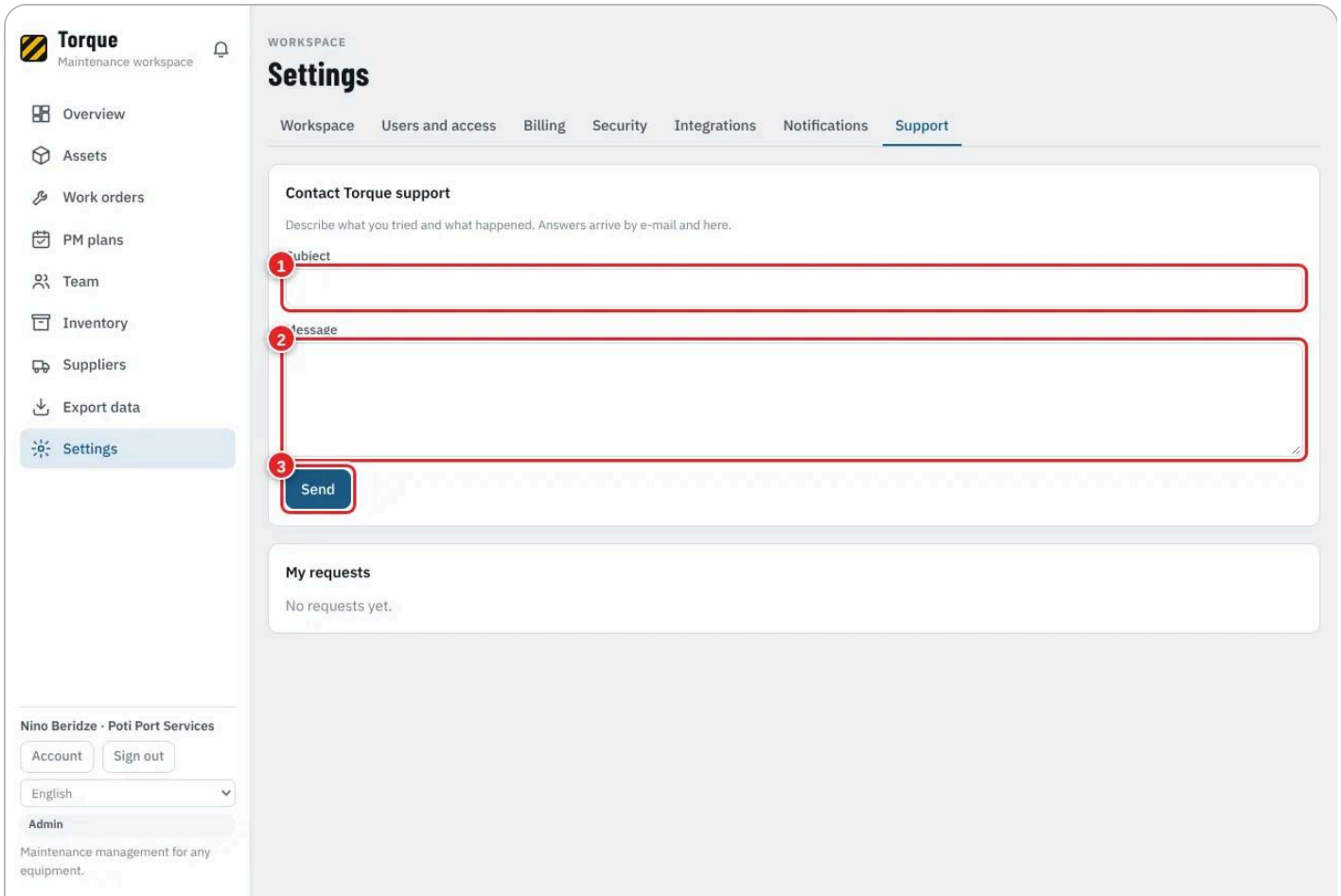
- Plan: Lite or Pro.
- Period: 1 to 12 months. 12 months are cheaper (the discount is shown).
- Torque shows the exact amount: users × price × months, plus VAT.
- Press "Create invoice". Pay by card or by bank transfer with the invoice number as reference.

Good to know

- You pay only for Admins, Planners and Technicians. Viewers are free.
- Need more people in the middle of a period? "Add user seats" charges only for the days left. "Upgrade to Pro" works the same way.
- Moving from Pro to Lite starts after the paid period ends.

17. Help and support

Who can do this: Everyone



PICTURE 32 Settings > Support

- 1** Subject: a short title of the problem.
- 2** Message: what you did, what happened, which work order or asset.
- 3** Press "Send". The answer comes by e-mail and in the same place.

18. Quick answers

I forgot my password.

On the sign-in page press "Forgot your password?", type your e-mail and follow the link in the e-mail.

How do I change the language?

In the menu at the bottom left (on a phone: at the top). Each person chooses their own.

A technician cannot press "Complete".

The Admin decides who may set each status: Settings > Users and access > Work order status permissions.

I cannot add a new user.

All paid seats are used. The Admin adds seats in Settings > Billing. Viewers need no seat.

Can I undo a mistake?

Edit the record and save it again. Every change is written in the audit log, so you always see who changed what.

How do we leave and keep our data?

Admin: Settings > Workspace > "Download everything". You get all records, photos and files.

Still stuck? Write to us in Settings > Support or at support@cmms.ge. We answer within one working day.