

WARRANTY POLICIES AND GUIDELINES



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JLG NEW PRODUCT WARRANTY AMERICAS

JLG Industries, Inc. ("JLG") warrants its new products made by it to be free from defects in material or workmanship for twelve (12) months from the warranty start date.

In addition, JLG further warrants the structural elements of each new Boom Lift, Scissor Lift, Vertical Mast, Telehandler, Power Tower, Trailer, and Trailer Boom (JLG LiftPod product excluded) made by it, as defined in its then current warranty policies and procedures, to be free from defects in material or workmanship for five (5) years from the warranty start date.

JLG further warrants the powertrain of each of the new telescopic handlers made by it, as defined in its then current warranty policies and procedures, to be free from defects in material and workmanship for twenty-four (24) months or 2,000 hours, whichever occurs first.

JLG agrees only to repair or replace at its own expense, F.O.B. (E.X.W.), the place or places of manufacture, any part or parts of the product found to be defective in material or workmanship, provided JLG is notified of such defect or defects within the applicable warranty period and given a reasonable time to correct the defect. In no case shall any warranty extend to defects in materials, components, or services furnished by third parties. Defects caused by chemical action or the presence of abrasive materials and defects arising following the operation beyond rated capacity or the improper use or application of any products shall not be considered defects within the scope of this warranty. If any repairs or alterations are made or any parts are replaced during the applicable warranty periods by anyone other than JLG or an entity authorized by JLG in accordance with authorized JLG service manuals or with parts, accessories, or attachments other than authorized by JLG for use in its products, customer shall pay for such repairs or parts without recourse against JLG, and JLG shall be relieved of responsibility for fulfillment of this warranty with respect to such repairs, alterations, or replacements so made. JLG's obligations under this warranty shall at all times be subject to its then current warranty policies and procedures. The above-mentioned warranty shall not apply to replacement or service parts made and sold to a customer by JLG. Routine maintenance, routine maintenance items (including paint and decals), and minor adjustments are excluded from this warranty. Certain components, including, but not limited to, engines, tires, and batteries, which may be a part of the product are not manufactured or warranted by JLG. Any applicable warranty for such components is provided through the original manufacturer of the component or its distributor organization.

JLG further warrants that each unit is designed, built, and equipped to meet United States Environmental Protection Agency ("EPA") and, where applicable, California Air Resources Board ("CARB") emissions requirements in effect on the date of manufacture. JLG further warrants that the unit is free from defects in material and workmanship that might prevent the unit from meeting applicable EPA and CARB requirements. Policy holders may obtain such emissions warranty service at no cost, including parts, labor, and diagnostic services, for their equipment from an authorized JLG Servicer or any authorized servicer of the Engine OEM. Please also note that this Emissions Control System Warranty is required by EPA, and in certain equipment applications, by CARB, and is a distinct and additional warranty from the general commercial warranty described herein that JLG and its engine suppliers provide to customers who purchase JLG equipment and associated engines. Please refer to the "JLG Emissions Warranty Guidelines," available for download at www.JLG.com, for additional details specific to your machine. End users may also perform their own repairs of emissions-related components, although the cost of labor and diagnostic services provided by other than an authorized JLG servicer or OEM are outside the scope of this warranty and will not be paid for by JLG free of charge. The proper performance of routine maintenance by the customer or a third-party service shall not invalidate this emissions warranty.

JLG NEW PRODUCT WARRANTY NORTH AMERICA

JLG Warranty Policy covers Parts, Labor, and Travel costs as outlined in JLG's then current warranty policies and procedures. JLG LiftPod Product is excluded from Travel coverage.

JLG Warranty Policy does not cover any duties, taxes, environmental fees, including without limitation, disposal or handling of tires, batteries, and petrochemical items.

Under no circumstances shall JLG be liable for any consequential or special damages which any person or entity may incur or claim to incur as a result of any defect in the product or in any correction or alteration thereof made or furnished by JLG or others. "Consequential" or "special damage" includes, but is not limited to costs of transportation, lost sales, lost orders, lost profits, lost income, increased overhead, labor and material costs, and cost of manufacturing variances and operational inefficiencies. JLG's maximum liability under this warranty shall be the purchase price paid to JLG with respect to the product to which such warranty is claimed. The limitation of liability provisions herein shall apply to any and all claims or suits brought against JLG, including any claim based upon negligence, breach of contract, breach of warranty, strict liability or any other theories upon which liability may be asserted against JLG.

This warranty constitutes JLG's entire and exclusive warranty as to the product and is the sole and exclusive remedy for product defects in material and workmanship. JLG does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. **JLG EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND WHATSOEVER AS TO THE PRODUCT FURNISHED HEREUNDER, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTIES, EXCEPT FOR THE EXCLUSIVE WARRANTY PROVIDED HEREIN, OR IMPLIED WARRANTIES AS TO MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.**

This warranty shall be void, if, upon the occurrence of any incident involving any product made by JLG and resulting in any personal injury or property damage, customer shall fail to notify JLG within 48 hours of such occurrence or permit JLG and its representatives to have immediate access to such product and all records of or within the control of customer relating to the product and occurrence.

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GENERAL WARRANTY COVERAGE

WARRANTY OVERVIEW

JLG's warranty provides owner protection for product and part defects in material and workmanship during a specified period of time or product usage. The warranty also protects JLG and its Account Holders from unreasonable claims.

The commitments and limitations outlined in JLG's Warranty Statement are not subject to change or alteration. JLG's Warranty Statement is provided to JLG Account Holders and is included in Section A of this manual.

In response to valid warranty claims, JLG has the option of furnishing replacement part(s), crediting cost of part(s), or paying reasonable costs to repair any defective part(s).

JLG's product warranties are country or region specific and may be different from country to country. The warranty that applies is dependent on the country or region where the product is originally manufactured or sold.

WARRANTY STATEMENT DISCLAIMER

The Warranty Statement contains a disclaimer that you should read carefully and note. Two important points in the JLG Warranty Disclaimer are: 1) no other warranty or promise can be implied except for what is expressly stated; and 2) any incidental and consequential damages experienced in connection with the use of a machine or product are specifically excluded.

WARRANTY REGISTRATION

Warranty Registration Forms MUST be completed and received within six (6) months of the ship date for machines purchased with a Standard Warranty. Warranty Registration Forms are included with the packet of materials shipped with each machine and can also be found on Online Express. Completed forms can be mailed via U.S. Mail, postage prepaid to JLG Industries, Attn: Warranty Department; faxed to 717-485-6032; or e-mailed to JLGWarranty@jlg.com. Warranty registrations can be submitted online through Online Express as well.

If the Warranty Registration Form is not timely received, the machine ship date of the unit will be used as the Warranty Start Date

WARRANTY COVERAGE

JLG processes warranty claims globally for:

- Standard Warranty
- Parts Warranty
- Structural Warranty
- Extended Warranty
- Reconditioned Warranty
- Service Campaign
- Safety Campaign

The warranty tab selection located on Online Express will direct you to the warranty module, which allows you to enter and inquire about warranty claims, return parts, and create and print reports. Paper submittal of claims is also available, although a service fee may be applied for any claim not submitted online. Warranty claims cannot be completed or processed over the phone.

WARRANTY COVERAGE *Continued*

Claim submittal and processing is performed through an Electronic Warranty System:

<http://onlineexpress.jlg.com> or www.servicebench.com.

STANDARD WARRANTY

JLG's Standard Warranty provides the following coverage for defects in material and workmanship in JLG products:

- AWP – 12 months parts, labor, and travel
- Trailers – 12 months parts, labor, and travel
- Telehandlers – 12 months parts, labor, and travel
- LiftPod – 12 months parts and labor only on each component that makes up the LiftPod: platform, mast, and base.

In administering the warranty policy for valid claims, JLG reserves the right to furnish replacement part(s), credit the cost of the part(s) based on the net price paid by the Account Holder or pay reasonable cost to repair the defective part(s). If a repair is made by an outside dealer, an invoice is required at the time of submission of the claim. Parts and components requested to be returned to JLG in connection with a warranty claim shall be returned to a location designated by JLG. Any and all such components and parts shall become property of JLG.

Labor reimbursement will be in accordance with JLG's current warranty Labor Guidelines and with credit based on percentage assigned according to the Sales & Service Agreement.

Travel time will be reimbursed based on the percentage assigned according to the Sales & Service Agreement. The maximum travel allowance permitted for reimbursement is three (3) hours per eligible repair. Repairs completed at the Account Holder's repair facility are not eligible for travel reimbursement. Account holders must maintain valid work orders containing the travel time being requested. Travel reimbursement is not available for LiftPod warranty claims.

POWERTRAIN WARRANTY

Powertrain Warranty applies only for JLG telehandler products and provides coverage for defects in material and workmanship for 24 months or 2,000 hours, whichever occurs first, from the Warranty Start Date. Powertrain Warranty covers the following components: Axle Housing, Drive Hub, Differential, Drive and Axle Shaft, Piston Pump, Power shift Transmission/Torque Converter and Drive Motor, and other components that are supplied as part of a Transmission Assembly. You must contact your JLG Representative prior to any powertrain repairs to verify warranty coverage and proper repair procedures.



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GENERAL WARRANTY COVERAGE *CONTINUED*

STRUCTURAL WARRANTY

All new JLG Products have a Structural Warranty covering the structural weldments of the unit for a sixty (60) month period from the Warranty Start Date. Structural components include

- Platform Support Weldments
- Boom Section Weldments
- Frame Weldments
- Extendable Axle Weldments
- Outrigger Weldments
- Scissor Arm Weldments
- Scissor Platform Deck Weldments
- Rear Axle Weldments
- Transfer Carriage
- Vertical Production Mast Section

Warranty reimbursement during the Structural Warranty period will be made for the replacement or repair of the defective component to the Account Holder. Your JLG Representative must be contacted for the proper repair procedures prior to any structural repairs. Labor and travel reimbursement will be compensated as described in the Standard Warranty Policy shown above. All structural claims estimated at \$5,000.00 and above will require either a return of defective part(s) or pictures of the defective part(s) at JLG's discretion.

NEW PARTS WARRANTY

New Parts Warranty provides coverage for a replacement part that was installed on a unit and failed within six (6) months of installation. Labor and inbound shipping reimbursement is not available in connection with Parts Warranty claims.

We may require that parts and components be returned for diagnosis. If so, please refer to the Warranty Return Parts section for proper return information. All returned components and parts shall become property of JLG.

It is recommended that only genuine JLG replacement parts be used for any repairs on JLG units. This will ensure the parts meet JLG engineering design and quality control standards.

RECONDITIONED PARTS WARRANTY

JLG's Reconditioned Parts Warranty provides coverage for reconditioned part(s) for defects in material and workmanship for a twelve (12) month period from the date of part installation. All reconditioned/remanufactured parts contain an EX at the end of the part number. All Reconditioned Warranty Parts claims can be filed through JLG's Electronic Warranty System.

USED MACHINE WARRANTIES

JLG currently offers several types of used warranty programs which involve a basic inspection of the unit as identified below:

- RECONDITIONED MACHINE WARRANTY – machines go through a comprehensive re-haul and are warrantied for three years/ 3,000 hours from purchase date.
- CERTIFIED MACHINE WARRANTY – machines go through an elevated inspection and are warrantied for two years/2,500 hours from purchase date
****All used machine claims \$5000.00 or more require photos and pre-approval.*

EXTENDED WARRANTY

Extended Warranty coverage is based on the terms defined at the time of purchasing the unit. JLG's Extended Warranty Manual provides more details on Extended Warranty coverage.

SERVICE CAMPAIGNS

Service Campaigns are notifications of product enhancements or improvements to specific models or product lines. In some circumstances, reimbursement for parts or labor may be allowed. Reimbursement and time for completion vary from campaign to campaign. Warranty Reimbursement will be honored in accordance with the release if completed within the specific time allotted for completion.

SERVICE CAMPAIGNS

Service Campaigns are notifications of product enhancements or improvements to specific models or product lines. In some circumstances, reimbursement for parts or labor may be allowed. Reimbursement and time for completion vary from campaign to campaign. Warranty Reimbursement will be honored in accordance with the release if completed within the specific time allotted for completion.

SAFETY CAMPAIGNS

JLG may issue Safety Campaigns (letter campaigns, field memos, or letters) to address safety-related issues on certain units manufactured by JLG. JLG policy strictly follows the guidelines set forth by the safety campaign.

Reimbursement and time for completion vary from campaign to campaign and are honored in accordance with the release of the safety campaign.

Safety Campaigns must be completed in the time period as provided in the campaign.



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NON-WARRANTY

MAINTENANCE & PDI'S

Routine maintenance, maintenance items (such as lubrication, filters, wear pads, crawler tracks, switches, and buttons), and pre-delivery inspections are not covered under the warranty policy. Pre-delivery inspections are conducted to verify the unit is operating properly prior to delivery to the account holder's customer.

Minor adjustments – such as loose fittings, loose hardware (bolts, nuts, screws), loose connections, recalibrations, and machine settings – are only covered under warranty when detected and repaired during initial machine delivery or 30 days after initial delivery from JLG.

ENGINES, TIRES, AND NON-LITHIUM BATTERIES

The following components are excluded from JLG warranty: engines (except for GM engine), tires, and non-lithium batteries. We advise all Account Holders to contact the OEM suppliers directly for warranty repair consideration and coverage.

For lithium battery and GM engine installations contact JLG for warranty claims

The Account Holder is responsible for following any applicable OEM policies and procedures in administering warranty claims. Warranty consideration will be determined and honored by each OEM supplier.

Always refer to each respective OEM's Warranty Policies and Procedures for specific information and guidelines in Section G of this manual.

In the event you do not receive adequate response or assistance from an OEM, or for a current list of the excluded components, contact the JLG Warranty Team at 1-877-554-5438.

When filing warranty claims for engines, generators, and welders, ensure that the following information is readily available for the applicable OEM:

- Local Account Holder's Name and Contact Person
- Local Account Holder's Phone Number
- S/N of Component
- S/N of JLG Product
- Hours of Use
- A description of the Complaint/Failure

DIAGNOSTIC & TROUBLESHOOTING TIME

Warranty Reimbursement covers defects in material and workmanship. Determining the problem or failure on the unit through diagnostic and troubleshooting time is not eligible for reimbursement. Analyzers are available along with troubleshooting guides, and training seminars to assist in performing diagnostics and troubleshooting failures. All fault code guides (model specific) along with the Service & Parts Manuals are also accessible through Online Express to assist in troubleshooting.

Online Express: <http://onlineexpress.jlg.com>

NORMAL WEAR, NORMAL MAINTENANCE, IMPROPER HANDLING, ENVIRONMENTAL CONDITIONS

JLG's warranty policy does NOT cover:

- Any failures caused by abuse, use in improper application, or use above rated capacity (e.g., hour meter/tachograph/odometer that has been tampered with, altered, or disconnected).
- Exposure to chemical, electrical, or radioactive elements or situations.
- Improper installation, use, fuels, lubricants, operation, maintenance, transportation, or packing.
- Improper preservation of unit due to exposure to abusive environmental conditions.
- Liability for bodily injury or property damage caused directly or indirectly by a machine failure or malfunction.
- Loss or damage caused by theft or any attempted theft.
- Loss or damage caused by events, such as war, invasion, acts of foreign enemies, acts of terrorism, hostilities, or warlike operations.
- Loss or damage resulting from external causes, such as, but not limited to, collision(s) with any object, dirt, earthquake, fire, flooding, hail, sand, windstorm, an Act of God, or exposure to weather conditions.
- Normal maintenance, service or the replacement or repair of parts required in the course of normal maintenance service.
- Normal wear and tear, contaminants exposure, corrosion, or prolonged or improper storage (i.e., paint and decal damage).
- Premium charges for overtime and shift labor.
- Repairs completed by Non-Account Holders.



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NON-WARRANTY *CONTINUED*

Other Excluded Items

In addition to diagnostic, maintenance, inspections and troubleshooting, the following items are also excluded from JLG Warranty Policy:

- Conducting of all inspections and daily walk-around inspections.
- Consequential, incidental, or special damages.
- Duties, shop supplies, taxes, environmental fees, and disposal and handling fees.
- Emergency order change(s).
- Equipment transport and part freight cost(s).
- Minor adjustments and modifications.
- Attachments and Carriages purchased after the initial sale of the machine.
- Oil/hydraulic fluids (machine fluids).
- Recalibrations/machine settings, personality settings.

VOIDING WARRANTY

While JLG cannot void or cancel its product warranty, it can elect to not provide warranty coverage for a failure that was caused by misuse or modification (i.e., altered, added to, misadjusted), deemed not a result of a defect in factory material or workmanship, or if invalid or untrue information is submitted on a claim.

Customers must contact JLG's Product Safety and Reliability Department before making any modifications, alterations, or added adjustments to machines.

Email: productsafety@jlg.com

Call: 1-877-JLG-SAFE.

Account Holders can complete a Product Modification and Application Request form online through Online Express.

There may be times when circumstances dictate issuing credit for an apparent warranted repair before a complete or thorough analysis of the failed part can be performed. If, upon return of the requested part(s) to JLG and completion of the analysis, the parts do not prove to be defective, the repair will not be covered under warranty and a debit invoice will be issued for the previously allowed credit against the submitted claim.



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GENERAL WARRANTY FILING

INTRODUCTION TO WARRANTY FILING

Each product line has a model-specific Warranty Guideline that provides information regarding the allowable amount of time to be spent for any given repair and/or replacement. If Warranty Repairs require labor or hours in excess of those stated in Warranty Guidelines, you can provide a detailed description in the "cause for replacement" portion of the warranty claim. Claims filed with excessive warranty labor hours requested will automatically be subject to manufacturer's review. Therefore, it is imperative that a detailed description of the claim is provided so that appropriate warranty coverage can be determined. When applicable, this can include analyzer readings, flash codes, pressure settings, and other pertinent technical and troubleshooting information. Labor-only claims require a valid JLG part number associated to the specified machine and cause of failure for processing.

Summarize the description of repair to include the "3-C's":

- Complaint – Description of failure
- Cause – The cause of the failure
- Correction – Action taken to correct the defect

ESTABLISHING LABOR RATES

New Account Holders must fill out and return the Account Holder Labor Rate form found in this manual to establish a labor rate with JLG before submitting claims. JLG labor rates are not reimbursed dollar for dollar at the account holder's labor rate, instead they are established by using both the Account Holder's classification and the Account Holder's individual Sales & Service Agreement with JLG.

Account Holders may request a labor rate review once annually by completing and returning the labor rate form found in this manual.

WARRANTY RETURN PARTS/DEFECTIVE PARTS

Parts should be retained at the Account Holder location until the warranty claim has been processed as JLG may require parts to be returned for evaluation. All such components shall become property of JLG.

When entering a claim into JLG's Electronic Warranty System, and where a part(s) is required to be returned, the system will prompt the user to print a packing slip and to return the part for warranty consideration. The packing slip will designate the address where the part should be shipped. The packing slip documentation should be printed and must be returned with each part to the designated location within twenty (20) days of submittal of a claim.

- When preparing part(s) for return, JLG requires the following:
- All packages must include the packing slip inside the box
- All freight shipments must include packing slip securely attached in sealed waterproof envelope
- All returns should include the warranty claim number written on the outside of the box/packaging
- All parts must be thoroughly and adequately packaged to avoid in-transit damage

- Small components must be packaged in plastic bags, not loose in the box
- Parts on pallets/in crates must be properly banded and safely secured to avoid any shifting
- Machined surfaces must be well protected to avoid rusting, corrosion, and physical damage
- Complete assemblies should not be disassembled or tampered with
- Parts such as wire harnesses and joysticks must have all wires intact
- Intentionally cut wires will result in a denied warranty claim (ex. Cutting wire harness to remove part from the machine)
- All parts containing fluids (hydraulic fluid, diesel fuel, oil, DEF, etc.), must be properly drained and ports/plugs must be sealed to avoid contamination
- Part date code and/or serial number sticker/tags indicating date of manufacture must be intact and legible

Parts received at JLG or a supplier location with obvious in-transit damage because of inadequate protection or packaging will result in no warranty coverage. Parts not requested to be returned must be held for 45 days before disposing.

JLG may request that parts be returned to a supplier for evaluation. On occasion, the supplier may request a digital photo instead of the actual part.

Suppliers are required to evaluate parts within thirty (30) days of receiving parts at their location. Additional time may be required to perform evaluations. The timeframe for evaluations may change depending on the agreed-upon timeframe between JLG and the supplier. To speed up processing time, it is important to provide the supplier with the essential claim information by following the 3 "C's" concept noted above: Complaint, Cause, and Correction.

Explanations, such as "unit won't work, inoperable, component defective, changed," will only prolong proper analysis of the component and will constitute grounds for rejection of warranty coverage for the failed component for lack of enough information. The serial number of the component for a warranty repair is also necessary for processing a claim, as it assists the supplier in determining if the component falls within the warranty timeframe. If the component is evaluated and determined to be non-warranty issue (no fault found, abuse, out of warranty or component disassembled), the Account Holder will be notified, and the claim will be rejected.

All components have a date code or serial number sticker/tag that indicates the date of manufacture. If a part returned is outside of the supplier warranty period, the component will be rejected as "out of warranty".

To ensure the correct components are being returned, properly tag components removed from a unit when a warranty repair is being submitted.



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GENERAL WARRANTY FILING *CONTINUED*

ELECTRONIC VS. PAPER CLAIMS

JLG's Electronic Warranty System can accept warranty claims 24 hours a day, 7 days a week. The system was designed to streamline the processes for JLG and its Account Holders. JLG will accept paper claims for entry and processing; however, all paper claims are subject to a \$15.00 handling fee, per claim. This fee will be deducted from the warranty credit invoice.

TIME LIMIT FOR FILING CLAIMS

All claims must be submitted within twenty (20) days of repair. Any claims filed after that time will be denied. All claims must be escalated within ten (10) days after denial for additional consideration. At times, JLG Warranty will request documentation such as pictures, work orders, and/or invoices to aid in the review of a claim. Failure to provide requested documentation after two attempts will result in rejection of the claim.

TIME LIMIT FOR REPAIRS

Any claims submitted for repairs that occurred more than forty-five (45) days after failure are subject to potential denial.

FREIGHT

Inbound freight is the responsibility of the Account Holder. Freight will not be reimbursed under warranty coverage, except for parts that are requested to be returned for analysis. Returned part freight charges are reimbursed at ground delivery rates only and may require the submission of an accompanying return freight invoice. Following part inspection and claim approval, return freight will be reimbursed through the claim. If a received part is damaged from shipment, a claim must be entered with the freight carrier. Any issues surrounding damage to items occurring from shipment are to be handled directly with the party responsible for transportation.



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ACCOUNT HOLDER RESPONSIBILITIES

INTRODUCTION TO ACCOUNT HOLDER'S RESPONSIBILITIES

The "Account Holder's Responsibilities" section contains guidelines whose sole purpose is to assist Account Holder personnel comply with established policies, procedures and obligations specified in the Sales & Service Agreement. It is the Account Holder's responsibility to take any additional action necessary to ensure the highest levels of customer satisfaction by providing the best possible service on every JLG product.

ACCOUNT HOLDER/PRODUCT OWNER/END USER LIAISON

The Account Holder should maintain close contact with the equipment owner and/or end user to address all service, parts, and sales issues. Communication between Account Holders and the Product Owner/End User will ensure that Account Holder personnel are immediately aware of any service or safety-related problems and can increase the chances of an early discovery of an improperly operated or serviced product. It is important that every conceivable effort be made to inform any JLG product user of any such condition or servicing deficiency that may render the equipment unsafe or inoperable.

OPERATION AND MAINTENANCE INSTRUCTIONS

It is imperative that the Product Owner/End User receive detailed instructions of proper product operation, use, and maintenance. Instructions must be given by the Account Holder at the time of product delivery, and must include a review of all applicable safety, operating and service procedures, handbooks, and manuals supplied with the product. Account Holders must ensure that the Product Owner/End User sign an acknowledgement showing receipt of proper instruction and all applicable manuals for all JLG products received.

PRODUCT SERVICE

The Account Holder shall provide prompt and competent service support by maintaining sufficient service facilities, trained personnel, and an adequate inventory of service parts. The Account Holder must utilize trained and qualified service personnel only to perform repair and maintenance procedures on JLG products. In the event the Product Owner/End User personnel maintain the product, the Account Holder must be prepared to supply all necessary technical assistance. The Account Holder is afforded the discretion to make – and shall take responsibility for – decisions related to product service, such as whether to repair or replace parts. All information should be considered when making the decision including, but not limited to, the most economic and timeliest approach.

Account Holders should always consult with their JLG service representative when the best decision is not clear.

PRODUCT RECORDS

Detailed records for each JLG product must be maintained from the date of delivery to the Account Holder and for as long as the product remains in use. Such records should include a general indication of the product's condition and provide the Account Holder with information required to establish a suitable repair, preventative maintenance, and inspection schedule. All subsequent service and maintenance dates must be preserved by the Account Holder and must be available for inspection by authorized JLG personnel or other OEMs.

REPORT OF ACCIDENTS

It is the Account Holder's responsibility to immediately report to JLG any accident in which a JLG product is involved. The reporting of an accident should not be delayed on the basis that some information or facts are unknown. Depending on the report given, JLG may immediately make arrangements for an on-site investigation. The Account Holder shall use best efforts to accommodate any such investigation.

IMMEDIATELY UPON BECOMING AWARE OF THE ACCIDENT, CONTACT JLG'S PRODUCT SAFETY AND RELIABILITY DEPARTMENT.

Email: productsafety@jlg.com

Call: 1-877-JLG-SAFE.

DETERMINE COVERAGE

To determine if a service repair is covered by warranty, account holders must answer the following two inquiries:

First, identify what the product is. Is it an Aerial Work Platform, Telehandler (SkyTrak, Lull, JLG), Vertical Mast Product, Trailer, or Towable Boom Lift?

Second, identify the warranty category. Is it a Standard Warranty, Structural Warranty, Reconditioned Warranty, Parts Warranty, or Service/Safety Campaign?

Knowing the product line and warranty category will determine applicable warranty coverage.

PURCHASING PARTS FOR WARRANTY REPAIR

The Account Holder may be prompted to consult the factory when purchasing parts for warranty repair. The factory will provide additional information so that the Account Holder can offer a timely and efficient repair. Failure to follow the guidelines set forth in the Consult Factory could result in delayed credits or exclusion from warranty consideration. Contact the JLG Warranty Team at 877-JLG-LIFT with any questions or concern



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ACCOUNT HOLDER LABOR RATE FORM

COMPANY NAME _____

JLG ACCOUNT NUMBER _____ SERVICEBENCH ID _____

LABOR RATE _____

PLEASE ATTACH THREE (3) SHOP RATE CUSTOMER INVOICES THAT SUPPORT REQUESTED LABOR AMOUNT

ADDRESS _____

STREET _____

CITY _____ STATE/PROVIDENCE _____ ZIP CODE _____

PHONE NUMBER _____ FAX NUMBER _____

EMAIL ADDRESS _____

WARRANTY ADMIN/MANAGER NAME _____

IS YOUR WARRANTY HANDLED THROUGH A CENTRAL FILING LOCATION? YES NO

IF YES, WHERE IS CENTRAL FILING LOCATION? _____

DO YOU HAVE MORE THAN ONE LOCATION FOR FILING CLAIMS? YES NO

IF YES, DO THE CREDITS GO TO THE CORPORATE OFFICE OR BRANCH LOCATION? _____

PLEASE SEND COMPLETED FORM TO:

EMAIL: _____ OR MAIL TO:
JLGWarranty@JLG.com JLG Industries
ATTENTION: Warranty Department
1 JLG Drive
McConnellsburg PA, 17233

*JLG reserves the right to reject rate increase requests if proper documentation is not provided



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INSPECTIONS

DELIVERY INSPECTIONS

The carrier is responsible for any damage that has occurred on the machine during transit.

Upon delivery of a new product to a facility, a visual walk around inspection should be completed before accepting the unit from the carrier. If any damage is found, the carrier MUST be advised via the bill of lading.

Under NO CIRCUMSTANCES should the Account Holder sign the Bill of Lading or CMR without noting the damage on the form.

If the Bill of Lading or CMR is signed without designating the damages, the carrier has the right to deny repair reimbursement, and JLG reserves the right to deny any related warranty claims. Freight damage is the responsibility of the carrier.

COUNTRY REQUIRED INSPECTIONS

Machine inspections vary from country to country. The Account Holder has the responsibility to verify the countries requirements on certifications and inspections and complete the inspections as required.

NEW MACHINE INSPECTIONS (NMI)

New Machine Inspections (NMI) is required upon arrival of the unit at the Account Holder's location and used to monitor the quality of the unit upon arrival. All discrepancies should be noted on the form, detailing the location and type of discrepancy. The NMI is in the manual packet supplied with each unit.

You may request additional forms by contacting the JLG Warranty Department at 1-877-JLG-LIFT.

OR

NMI forms are available on Online Express:

<http://onlineexpress.jlg.com>

ANNUAL MACHINE INSPECTIONS (ANSI)

The American National Standards Institute (ANSI) requires that the owner of an aerial work platform perform an inspection of each unit owned on an annual basis. Although JLG does not require Annual Machine Inspection forms to be submitted to JLG, it does provide forms for Account Holders.

*Forms are available through JLG Parts Department
OR*

ANSI forms are available on the JLG website: <http://www.JLG.com> under the Service and Parts tab.

ANSI FORM PART NUMBERS

Boom Lift, Trailer, Trailer Mounted Boom Lift	3124166
Scissor	3124167
Vertical Products, VP, VPSP, DVL, DVSP, SSV, MSP	3124169
TF6-42, Material Handler	3124107
LiftPod	3126620

NMI FORM PART NUMBERS

Scissor	3124178
Boom	3124178
Vertical Mast	3124177
Telehandler	3124290
Trailer	3124178
LiftPod	3126620

Submittal of a New Machine Inspection form does not start the warranty on a unit



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JLG RECONDITIONED PRODUCT WARRANTY AMERICAS

JLG Equipment Services ("JLG") shall repair and/or replace defects in material or workmanship in its reconditioned products for three (3) years from the warranty start date or 3000 hours whichever comes first.

JLG agrees only to the repair or the replacement of any part or parts of the product (as defined by JLG in its Certified Used Warranty manual) which fail during the Coverage Period, provided JLG is notified of such failure within the applicable Coverage Period. In no case shall any warranty extend to defects in materials, components, or services furnished by third parties. Defects caused by chemical action or the presence of abrasive materials and defects arising following the operation beyond rated capacity or the improper use or application of any products shall not be considered defects within the scope of this warranty. If any repairs or alterations are made or any parts are replaced during the applicable warranty periods by anyone other than JLG or an entity authorized by JLG in accordance with authorized JLG service manuals or with parts, accessories, or attachments other than authorized by JLG for use in its products, customer shall pay for such repairs or parts without recourse against JLG, and JLG shall be relieved of responsibility for fulfillment of this warranty with respect to such repairs, alterations, or replacements so made. JLG's obligations under this warranty shall at all times be subject to its then current warranty policies and procedures. Routine maintenance, routine maintenance items (including paint and decals), and minor adjustments are excluded from this warranty. Certain components, including, but not limited to, engines, tires, transmissions*, axles* and batteries, which may be a part of the product are not manufactured or warranted by JLG. Any applicable warranty for such components is provided through – and will only be provided by – the original manufacturer of the component or its distributor organization, without any recourse to JLG. *Units rebuilt by JLG are warranted by JLG.

JLG's Warranty Policy covers Parts, Labor, and Travel costs as outlined in JLG's then current warranty policies and procedures. Genuine JLG parts must be used in all repairs to be eligible for warranty reimbursement.

JLG Warranty Policy does not cover any duties, taxes, environmental fees, including without limitation, disposal or handling of tires, batteries, and petrochemical items.

Under no circumstances shall JLG be liable for any consequential or special damages which any person or entity may incur or claim to incur as a result of any defect in the product or in any correction or alteration thereof made or furnished by JLG or others. "Consequential" or "special damage" includes, but is not limited to costs of transportation, lost sales, lost orders, lost profits, lost income, increased over head, labor and material costs, and cost of manufacturing variances and operational inefficiencies. JLG's maximum liability under this warranty shall be the purchase price paid to JLG with respect to the product to which such warranty is claimed. The limitation of liability provisions herein shall apply to any and all claims or suits brought against JLG, including any claim based upon negligence, breach of contract, breach of warranty, strict liability or any other theories upon which liability may be asserted against JLG.

This warranty constitutes JLG's entire and exclusive warranty as to the product and is the sole and exclusive remedy for product defects in material and workmanship. JLG does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. **JLG EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND WHATSOEVER AS TO THE PRODUCT FURNISHED HEREUNDER, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTIES, EXCEPT FOR THE EXCLUSIVE WARRANTY PROVIDED HEREIN, OR IMPLIED WARRANTIES AS TO MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.**

This warranty shall be void, if, upon the occurrence of any incident involving any product made by JLG and resulting in any personal injury or property damage, customer shall fail to notify JLG within 48 hours of such occurrence or permit JLG and its representatives to have immediate access to such product and all records of or within the control of customer relating to the product and occurrence.

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JLG CERTIFIED USED PRODUCT WARRANTY AMERICAS

JLG Equipment Services ("JLG") shall repair and/or replace defects in material or workmanship in its reconditioned products for two (2) years from the warranty start date or 2500 hours whichever comes first.

JLG agrees only to the repair or the replacement of any part or parts of the product (as defined by JLG in its Certified Used Warranty manual) which fail during the Coverage Period, provided JLG is notified of such failure within the applicable Coverage Period. In no case shall any warranty extend to materials, components, or services furnished by third parties. Failures caused by chemical action or the presence of abrasive materials and failures arising following the operation beyond rated capacity or the improper use or application of any products shall not be considered failures within the scope of this warranty. If any repairs or alterations are made or any parts are replaced during the applicable warranty periods by anyone other than JLG or an entity authorized by JLG in accordance with authorized JLG service manuals or with parts, accessories, or attachments other than authorized by JLG for use in its products, customer shall pay for such repairs or parts without recourse against JLG, and JLG shall be relieved of responsibility for fulfillment of this warranty with respect to such repairs, alterations, or replacements so made. JLG's obligations under this warranty shall at all times be subject to its then current warranty policies and procedures. Routine maintenance, routine maintenance items (including paint and decals), and minor adjustments are excluded from this warranty. Certain components, including, but not limited to, engines, tires, transmissions*, axles* and batteries, which may be a part of the product are not manufactured or warranted by JLG. Any applicable warranty for such components is provided through – and will only be provided by - the original manufacturer of the component or its distributor organization, without any recourse to JLG. *Units rebuilt by JLG are warranted by JLG.

JLG's Certified Used Warranty covers Parts, Labor, and Travel costs as defined in JLG's then current warranty manuals, policies, and procedures. Genuine JLG parts must be used in all repairs to be eligible for warranty reimbursement.

JLG's Certified Used Warranty does not cover any duties, taxes, environmental fees, including without limitation, disposal or handling of tires, batteries, and petrochemical items.

Under no circumstances shall JLG be liable for any consequential or special damages which any person or entity may incur or claim to incur as a result of any failure in the product or in any correction or alteration thereof made or furnished by JLG or others.

"Consequential" or "special damage" includes, but is not limited to costs of transportation, lost sales, lost orders, lost profits, lost income, increased over head, labor and material costs, and cost of manufacturing variances and operational inefficiencies. JLG's maximum liability under this warranty shall be the purchase price paid to JLG with respect to the product to which such warranty is claimed. The limitation of liability provisions herein shall apply to any and all claims or suits brought against JLG, including any claim based upon negligence, breach of contract, breach of warranty, strict liability or any other theories upon which liability may be asserted against JLG.

This warranty constitutes JLG's entire and exclusive warranty as to the product and is the sole and exclusive remedy for product defects in material and workmanship. JLG does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any product covered by this warranty. **JLG EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND WHATSOEVER AS TO THE PRODUCT FURNISHED HEREUNDER, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTIES, EXCEPT FOR THE EXCLUSIVE WARRANTY PROVIDED HEREIN, OR IMPLIED WARRANTIES AS TO MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.**

This warranty shall be void, if, upon the occurrence of any incident involving any product made by JLG and resulting in any personal injury or property damage, customer shall fail to notify JLG within 48 hours of such occurrence or permit JLG and its representatives to have immediate access to such product and all records of or within the control of customer relating to the product and occurrence.

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TERMS & DEFINITIONS

Account Holder

A company who has signed a Sales & Service Agreement with JLG Industries, Inc. to represent and provide quality representation of the JLG brand. Account Holders can be classified as an IRC (Independent Rental Contractor), a contracted dealer, national account, service agent, service dealer, or service provider. Account Holders maintain close contact with the Product Owner or End User to address all service, parts, and sales issues. Account Holders provide instructions at the time of product delivery that must include a review of all applicable safety, operating, and service procedures. The Account Holder also reports any accidents in which a JLG product is involved.

Aerial Work Platform

Commonly abbreviated as "AWP." An Aerial Work Platform is a manually or self-propelled device that has an adjustable position platform, supported from ground level by a structure. Annual Machine Inspection – Commonly abbreviated as "AMI." An American National Standards Institute (ANSI) required annual inspection for all Account Holders/Product Owners of Aerial Work Platforms (AWP) and model TF6-42 telehandlers.

Consequential Damages

Consequential or special damages includes – but is not limited to – cost of transportation, lost sales, lost orders, lost profits, lost income, increased overhead, labor and material costs, lost rental, compensatory rental, inventory carrying charge and cost of manufacturing variances and operational inefficiencies. Under no circumstances shall JLG or any OEM be liable for any consequential or special damages, which any person, firm, corporation, or other entity may suffer or claim to suffer or incur or claim to incur as a result of any defect in the product or in any correction or alteration thereof made or furnished by manufacturer or others.

Electronic Warranty System

Web based electronic warranty module that allows filing of warranty claims, inquiries, and return of defective parts for evaluation and disposition.

End of Warranty

Date on which warranty coverage expires.

End User

Person who uses the product.

Escalation

A queue in the Electronic Warranty System that allows the Account Holder to add additional claim information. The escalation button will only appear after a claim has either been saved or submitted. Claims not escalated within 10 days following adjudication cannot be reviewed.

Excluded Items

Items disallowed under warranty reimbursement.

Extended Warranty

Additional warranty purchased that extends the duration of Standard Warranty terms.

Incidental Damages

Damages to property.

Independent Rental Center

Commonly abbreviated as "IRC." A privately-owned company.

Inspection Date

The date an inspection is completed.

Labor

Time allowed under warranty reimbursement to complete necessary repairs.

New Machine Inspection Forms

Commonly abbreviated as "NMI." This form is used as a quality tool to inspect the unit(s) and to report discrepancies of the unit(s) when arriving at an Account Holder's location. Completion of the form is the responsibility of the Account Holder.

Original Equipment Manufacturer

Commonly abbreviated as "OEM." The OEM provides parts and labor coverage to cover the cost of certain expenses incurred for warrantable repairs to OEM components. The failures of an OEM component must be the result of verified and actual defects in material and/or workmanship and have taken place within the limitations of the warranty coverage. Refer to the OEM warranties for specific coverage.

Online Express

(<http://onlineexpress.jlg.com>) a web-based hub used to access Electronic Warranty System, parts research and ordering, forms, manuals, and other information.

Parts Warranty

Warranty coverage on a replacement part installed on a unit by an Account Holder. Coverage includes part cost only and is only applicable when parts are purchased through JLG by the Account Holder.

Power Train Warranty

The warranty that covers axle housing, drive hub, differential, drive and axle shaft, power shift transmissions/torque converter, and drive motor for defects in material and workmanship.



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TERMS & DEFINITIONS

Pre-Delivery Inspections

Commonly abbreviated as "PDI". Inspection completed on units prior to delivery of unit to an End User.

Product Owner

The registered owner of a unit.

Reconditioned Warranty

Reconditioned Warranty coverage will extend only to parts that are reconditioned or replaced.

Rejected Claims

Claims that were denied for reasons including, but not limited to, the following: abuse; modifications without JLG approval; minor adjustments; routine maintenance; expired warranty; or evaluated to be not as a result of material defect or workmanship.

Repair Date

Date any repairs are completed on the unit. Claim(s) must be submitted within twenty (20) days of the repair date.

Returned Parts

Original components that are replaced on units during the warranty period and returned to JLG for evaluation. All returned parts are evaluated before claims can be processed.

Safety Campaign

Safety Campaigns are conducted, as required, to address safety-related issues on certain units manufactured by JLG.

Sales & Service Organization

A wholly-owned JLG operation providing sales and support of new and used equipment to Account Holders. This includes the supply of service parts, technical support, training, and workshop and field-based equipment repair and inspection services. Commonly abbreviated as "SSO."

Service Campaign

A notification from JLG of a product enhancement or improvement that may require action by the Account Holder. Service Information notices are distributed to all JLG Account Holders and must be completed within the allotted timeframe as provided in the bulletin.

Service Memo

A notification by JLG of a product enhancement or improvement to specific models or a product line. A Service Memo is only distributed to the defined group of units specified in the memo.

Standard Warranty

A warranty that covers defects in material and workmanship as specified in a written policy.

Structural Warranty

A warranty that covers material defects and workmanship on the main structural weldments of a unit, as specified in a written policy.

(Main) Structural Weldments

The following parts of a unit are considered main structural weldments: platform support weldments, boom section weldments, turntable weldments, frame weldments, extendable axle weldments, outrigger weldments, scissor arm weldments, scissor platform deck weldments, rear axle weldments, and transfer carriages.

Telehandler Products

Commonly abbreviated as "TMH," a telehandler is a machine with an extendable boom used for lifting materials supported from ground level to a structure or area above ground level.

Travel – Allowed travel time to evaluate or repair a unit for warranty reimbursement (Maximum 3 hours per claim).

Used Equipment

Pre-owned equipment marketed and sold by JLG for which no Standard Warranty coverage is given at point of sale.

Warranty Registration Forms

A form is used to register the unit for warranty and that must be filled out and sent to JLG within six (6) months from ship date for machines purchased with a Standard Warranty, and within two (2) months for machines purchased with an Extended Warranty.

Warranty Repair – A repair that restores the product to its operating condition prior to the failure and is performed during the specified warranty period of the product.

Warranty Start Date

The date the warranty for a unit commences, as decided by the date on which a warranty registration is sent or the machine ship date of the unit if the warranty registration is not timely received.



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