



WARRANTY POLICIES AND GUIDELINES

EMEA | EFFECTIVE JAN 1, 2022



Warranty Policies and Guidelines - Contents

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Terms & Definitions ^(A)

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.

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, labour 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 may not 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.

Labour – Time allowed under warranty reimbursement to complete necessary repairs.

Labour Guideline – Guide utilised by JLG to determine the amount of allowable time for the repair or replacement of components. The allowable times can change depending on the description of repair provided.

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 labour 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://onlineexpress2.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.

Terms & Definitions (Continued)

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 Organisation – 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.

Task Force Package – The packet of materials (inspection forms, contact list, policy and procedures handbook, and manuals) provided by JLG to all new JLG Account Holders.

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.

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.

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.

JLG NEW PRODUCT WARRANTY EMEAIR

JLG Industries, Inc. ("JLG") shall repair and/or replace defects in material or workmanship in its new products for twelve (12) months from the warranty start date. JLG further warrants its new Telehandler products for twenty-four (24) months from the warranty start date. Telehandler Powertrain coverage will cease at 2000 hours of use or at the end of twenty-four (24) months, whichever comes first.

In addition, JLG shall repair and/or replace defects in the structural elements of each new Boom Lift, Scissor Lift, Vertical Mast, Telehandler, 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 agrees only to repair or replace at its own expense, 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 authorised by JLG in accordance with authorised JLG service manuals or with parts, accessories, or attachments other than authorised 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, tyres 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. Exception to this are the Lithium batteries in machine models EC450AJ, EC520AJ and AE1932, which are covered by JLG for 5 years.

JLG Warranty Policy covers Parts, Labour, 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 tyres, 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, labour 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.

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 authorised 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.

General Warranty Coverage (c)

WARRANTY OVERVIEW (C.1)

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 B 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 (C.2)

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 (C.3)

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 717-485-6417; or e-mailed to JLGWarranty@jlg.com. Machines can be registered online at <http://onlineexpress2.jlg.com> by logging in and choosing the "JLG Product/Warranty Registration" or "Liftpod Product/Warranty Registration" options.

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 (C.4)

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. The warranty module requires an additional log in and password. The credentials required to log in to the warranty module can be obtained by contacting the JLG Warranty Team at JLGWarranty@jlg.com. Paper submittal of claims is also available, although a service fee may be applied for any claim not submitted online.

Claim submittal and processing is performed through an Electronic Warranty System: <http://onlineexpress2.jlg.com>

STANDARD WARRANTY (C.5)

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

- **AWP** – 12 months parts, labour and travel
- **Trailers** – 12 months parts, labour and travel
- **Telehandlers** – 24 months parts, labour and travel (up to 2000 hours on Powertrain*)
- **LiftPod** – 12 months parts and labour **only** on each component that makes up the LiftPod: platform, mast, and base.

Pre-approval is required for any claim on engines, batteries, and tyres.

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). 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.

Labour reimbursement will be in accordance with JLG's current warranty Labour 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. **Travel reimbursement is not available for LiftPod warranty claims.**

*POWERTRAIN WARRANTY (C.6)

Powertrain Warranty applies **only for JLG telehandler products** and provides coverage for defects in material and workmanship for 2000 hours or 24 months from the Warranty Start Date, whichever ever comes first. Powertrain Warranty covers the following components: Axle Housing, Drive Hub, Differential, Drive and Axle Shaft, Power shift Transmission/Torque, Hydrostatic transmission, Converter and Drive Motor.

STRUCTURAL WARRANTY (C.7)

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. Labour and travel reimbursement will be compensated as described in the Standard Warranty Policy shown above.

PARTS WARRANTY (C.8)

Parts Warranty provides coverage for a replacement part that was installed on a unit and failed within six (6) months of installation. Labour reimbursement is **not** available in connection with Parts Warranty claims. Parts replaced under the terms of a Standard Warranty are covered by the standard machine warranty for the remainder of the original standard warranty period for labour and travel reimbursement.

We may request that parts and components be returned for diagnosis. If so, the parts must be tagged and shipped to the designated location on the packing slip. All 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.

General Warranty Coverage ^(C) (continued)

RECONDITIONED WARRANTY (C.9)

Reconditioned Warranty provides coverage for reconditioned part(s) or unit(s) for defects in material and workmanship for a twelve (12) month period from the date of delivery of the reconditioned product. All Reconditioned Warranty claims can be filed through JLG's Electronic Warranty System.

A Reconditioned Warranty process involves a basic inspection of the unit with repairs as required and agreed. Applicable reimbursements will be provided at the same rate(s) noted in the Standard Warranty.

EXTENDED WARRANTY (C.10)

Extended Warranty coverage is based on the terms defined at the time of purchasing the unit.

SERVICE CAMPAIGNS (C.11)

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

SAFETY CAMPAIGNS (C.12)

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 honoured in accordance with the release of the safety campaign.

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

MAINTENANCE & PDI'S (C.13)

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 that 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 from JLG.

DIAGNOSTIC & TROUBLESHOOTING TIME (C.14)

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. Analysers 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://onlineexpress2.jlg.com>

NON-WARRANTY COMPONENTS (C.15)

Engines, Tires, and Batteries

JLG's warranty policy does NOT cover engines, tires, or batteries.

Note: The Lithium batteries in machine models EC450AJ, EC520AJ and AE1932 are covered by JLG for a 5 year period starting at the in-service date of the machine.

NON-WARRANTY COMPONENTS (continued)

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

Contact JLG Warranty at 1-877-554-5438 or warranty@jlg.com to obtain OEM contact information for your Engine, Battery, or Tires.

In the event you do not receive adequate response or assistance from an OEM, contact the JLG Warranty Team at 1-877-554-5438 or at JLGWarranty@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. a hourmeter/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 (ie. paint and decal damage).
- Premium charges for overtime and shift labour.
- Repairs completed by non-Account Holders.

Other 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, taxes, environmental fees, and disposal and handling fees.
- Emergency order change(s).
- Equipment transport and part freight cost(s).
- Minor adjustments and modifications.
- Oil/hydraulic fluids (machine fluids).
- Recalibrations/machine settings, personality settings.

Warranty Guidelines (D)

INTRODUCTION TO WARRANTY GUIDELINES (D.1)

Each part has a specific system guideline that restricts the allowable amount of time to be spent for any given repair and/or replacement. If Warranty Repairs require labour or hours in excess of those enforced by the system, you can provide a detailed description in the "cause for replacement" portion of the warranty claim. Claims filed with excessive warranty labour 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 analyser readings, flash codes, pressure settings, and other pertinent technical and troubleshooting information.

Summarise 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 LABOUR RATES (D.2)

Labour rates are established by the Account Holder's classification through the Sales & Service Agreement. To properly ensure the correct warranty reimbursement labour rate for your facility, complete the Account Holder Labour Rate Form enclosed.

WARRANTY RETURN PARTS/DEFECTIVE PARTS (D.3)

Parts should be retained at the Account Holder location until the warranty claim has been processed. **We highly recommend the following:**

- All parts must be thoroughly and adequately packaged to avoid in-transit damage and rust. Small components should be packaged separately in plastic bags. Do not ship in a box loose with foam packing material or shredded paper.
- Complete assemblies being returned should not be disassembled.
- Identify all parts by part number and include the packing slip. (printed from the Warranty System).
- No parts should be returned without authorisation.
- Provide adequate protection and ensure extreme care is taken to protect machined surfaces from rusting, corrosion and damage. All hydraulic ports must be sealed.
- Store all warranty parts inside until shipment.

Parts and components to be returned to JLG in connection with a warranty claim shall be returned to a location designated by JLG. All such components and parts shall become property of JLG. Parts received at JLG or a supplier location with obvious in-transit damage as a result 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. 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.*

Suppliers are required to **evaluate parts within ten (10) 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.

WARRANTY RETURN PARTS/DEFECTIVE PARTS (continued)

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 sufficient 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.

ELECTRONIC VS. PAPER CLAIMS (D.4)

JLG's Electronic Warranty System is capable of accepting 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 €10 handling fee, per claim. This fee will be deducted from the warranty credit invoice.

TIME LIMIT FOR FILING CLAIMS (D.5)

All claims must be submitted within forty-five (45) days of repair. Any claims filed after that time are subject to denial. All claims must be escalated within ten (10) days after denial for additional consideration.

TIME LIMIT FOR REPAIRS (D.6)

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

FREIGHT (D.7)

Freight will not be reimbursed under warranty coverage, with the exception of parts that are returned for analysis, which are reimbursed at ground delivery rates only. 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. *Inbound freight is the responsibility of the Account Holder.*

VOIDING WARRANTY (D.8)

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) or deemed not a result of a defect in factory material or workmanship.

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.

Warranty Guidelines (continued)

ACCOUNT HOLDER LABOUR RATE FORM (D.9)

Company Name _____

Street Address _____

City _____ State/Province _____ Postal Code _____

Warranty Admin/Manager _____

Phone Number _____

Fax Number _____

Email Address _____

Account Number _____

Account Holder Labor Rate _____

Is your warranty handled through a central filing location? Yes No

If yes, where is your 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 locations?

Corporate Office _____ Branch Location _____

Return this form to:

JLG Industries, Inc
ATTN: Warranty Department
1 JLG Drive
McConnellsburg, PA 17233

Account Holder's Responsibilities (E)

INTRODUCTION TO ACCOUNT HOLDER'S RESPONSIBILITIES (E.1)

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 (E.2)

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 (E.3)

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 (E.4)

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 utilise 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 (E.5)

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 authorised JLG personnel or other OEMs.

REPORT OF ACCIDENTS (E.6)

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.

DETERMINE COVERAGE (E.7)

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.

To differentiate between product lines, JLG uses the first three (3) characters of a 10-digit serial number. Serial numbers with a first character of "0" are manufactured in the U.S.A. Serial numbers with a first digit of "1" "A", "E", or "C" are manufactured in Europe. Serial numbers with a first character of "B" are manufactured in China.

- 020 Scissor Lift
- 030 Boom Lift
- 090 & 013 Vertical Mast Product
- 016 Telehandler
- 005 Trailer
- 003 Towable Boom Lift
- 120 Scissor Lift (European)
- 130 Boom Lift (European)
- 116 Telehandler (European)
- A30 European Manufactured Vertical Mast
- E30 Boom Lift (European)
- C17 Crawler Boom (European)
- B20 Scissor Lift (China)

Older SkyTrak and Lull Telehandlers utilise a 5-digit serial number.

The format for JLG's standard LiftPod product serial number is as follows:

Dig																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Assembly Part Number										Vendor Code			Assembly Revision		Build Data					

Digit(s):

- 1-10 Assembly Part Number (10 digit alphanumeric)
- 11 Assembly Revision (1 digit alphanumeric)
- 12-13 Vendor Code (2 digit alphanumeric)
- 14-15 Build Year (2 digit numeric)
- 16-18 Build Day (3 digit numeric)
- 19-21 Build Day Serial (3 digit numeric)

PURCHASING PARTS FOR WARRANTY REPAIR (E.8)

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 or JLGWarranty@jlg.com with any questions or concerns.

IMMEDIATELY UPON BECOMING AWARE OF THE ACCIDENT,
CONTACT JLG'S PRODUCT SAFETY AND RELIABILITY DEPARTMENT.
Email: productsafety@jlg.com or Call: 1-877-JLG-SAFE.

Inspections ^(F)

DELIVERY INSPECTIONS (F.1)

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.

NEW MACHINE INSPECTIONS (NMI) (F.2)

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 located 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 at JLGWarranty@jlg.com.

Form part numbers are as follows:

- Scissor: P/N 3124178
- Boom: P/N 3124178
- Vertical Mast: P/N 3124177
- Telehandler: P/N 3124290
- Trailer: P/N 3124178
- LiftPod: P/N 3126620

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

COUNTRY REQUIRED INSPECTIONS (F.3)

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.

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