

# EXTENDED WARRANTY PROTECTION PLAN



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# EXTENDED WARRANTY

## INTRODUCTION

JLG has developed a cost-effective Extended Warranty Protection Program to help our customers enhance their profitability. Whether selling extended warranties to end-user customers or utilizing them to control rental fleet costs, our Extended Warranties will help you add to your bottom line.

We are pleased to be able to offer different levels of protection for your equipment, depending on the preferences and needs of our customers. With the different types of coverage available, you will be sure to find the plan to best suit your needs.

For questions or more information on the Extended Warranty Protection Plan, please feel free to contact us:

### Warranty Department

JLG Industries, Inc.  
1 JLG Drive  
McConnellsburg, PA 17233  
Toll Free: 877-JLG-LIFT  
Email: [JLGWarranty@JLG.com](mailto:JLGWarranty@JLG.com)

### Sales Department

JLG Industries, Inc.  
1 JLG Drive  
McConnellsburg, PA 17233  
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# EXTENDED WARRANTY

## BENEFITS

- Avoid large, unforeseen repair costs
- Be protected from rising travel and repair costs
- Have increased peace of mind for major purchases
- No deductible
- Increase your machine's resale value
- Extended Warranty is fully transferable with no transfer fee. The Extended Warranty stays with the machine.
- Terms and Conditions are the same as JLG's Standard Warranty. Refer to JLG Warranty Policy or Warranty Manual for details.
- Warranty claims are processed using JLG's electronic warranty system the same as Standard Warranty claims.
- No 3rd Party to deal with. The interface and support for Extended Warranty is the same as it is under the Standard Warranty period.
- Seamless transition from the Standard Warranty period into the Extended Warranty period.



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### COVERAGE OPTIONS

With the JLG Extended Warranty Protection Plan, customer will have different options for extending warranty on their units. Extended Warranties can now be purchased for different extended time periods. For example, a 3-year Extended Warranty is equal to the Standard 1-year warranty, plus 2-years extended/additional.

The Extended Warranty will expire at the end of the additional years purchased OR when the machine hours exceed the hours covered under the respective plan; whichever occurs first.

*NOTE: The Warranty Start Date for all units purchased with an Extended Warranty will be the same as the machine's original warranty start date.*

The current offerings are as follows for selected models:

- 2-Years up to 2000 hours: FULL MACHINE
- 3-Years up to 3000 hours: FULL MACHINE
- 4-Years up to 4000 hours: FULL MACHINE
- 5-Years up to 5000 hours: FULL MACHINE
- 

The JLG Extended Warranty Protection Plan policy mirrors the JLG Standard Warranty Policy. The Extended Warranty Protection Plan is an extension of the Standard Warranty for a chosen period.

*\*Extended Warranty cannot be reversed or credited once invoiced.*

*\*\*Extended Warranty can only be purchased once. No other extended warranties can be added to the unit once invoiced.*

*\*\*\*Extended Warranty cannot be purchased once the standard warranty on a machine expires.*



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# EXCLUSIONS

## Maintenance and 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

Engines, tires, and non-lithium batteries are excluded from warranty coverage in both Standard and Extended Warranty. We advise all Account Holders to contact the original manufacturer directly for warranty repair and coverage consideration.

The Account Holder is responsible for following any applicable Original Manufacturer policies and procedures in administering warranty claims. Warranty consideration will be determined and honored by each Original Manufacturer, not by JLG.

### Engine Manufacturer Numbers and Dealer Locator Websites

Manufacturer	Phone #	Dealer Locator Website
Deutz	1-800-241-9886	<a href="https://www.deutzusa.com/service-locator">https://www.deutzusa.com/service-locator</a>
Cummins	1-800-286-6467	<a href="https://locator.cummins.com/GlobalLocator/">https://locator.cummins.com/GlobalLocator/</a>
Fiat FPT	1-833-458-1378	<a href="http://www.fptindustrial.com/en/DealerLocator">www.fptindustrial.com/en/DealerLocator</a>
John Deere	1-800-533-6446	<a href="https://dealerlocator.deere.com/servlet">https://dealerlocator.deere.com/servlet</a>
Kubota	1-847-955-2500	<a href="http://www.kubotaengine.com/find-sales-service">www.kubotaengine.com/find-sales-service</a>
Honda	770-497-6400	<a href="https://engines.honda.com/dealer-locator">https://engines.honda.com/dealer-locator</a>
Ford	800-220-2700	EMAIL: <a href="mailto:warranty@edi-dist.com">warranty@edi-dist.com</a>



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### Diagnostics and 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, troubleshooting guides, and training seminars are available to assist in performing diagnostics and troubleshooting failures. All fault code guides (model specific) along with Service and Parts Manuals are accessible through Online Express to assist in troubleshooting also, <http://onlineexpress.jlg.com>.

### Normal Wear, 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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### Other Excluded Items:

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

- Conducting of all inspections and daily walkaround 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.

*JLG Reserves the right to require verification that the machine has received proper maintenance as detailed in the Service Manual. JLG reserves the right to require verification that the failure occurred due to failure of material or workmanship. Customer misuse or neglect is not covered under any JLG Warranty Policy.*



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## FREQUENTLY ASKED QUESTIONS

### **Are there ANY differences between Extended and Standard warranty coverage?**

- Yes, there are hourly limits with Extended Warranty

### **Is a 3-Year Extended Warranty 3 ADDITIONAL years?**

- No, 3-year Extended Warranty is 3 years TOTAL: 1 year Standard plus 2 years Extended.

### **What different types of Extended Warranty coverage are there?**

- Yearly Intervals: 2-, 3-, 4-, or 5- years
- Hourly Usage: 1000 hours per year

### **Is Extended Warranty transferable if machine is sold?**

- Yes, the Extended Warranty will stay with the machine until it expires.
- Make sure to update Owner Information with JLG.

### **Is there a separate Extended Warranty Policy or contract offered?**

- No, JLG is confident in the longevity of our machines. We support these extended options 100%.

### **Does Extended Warranty replace Standard Warranty?**

- No, 1-year Standard & 5-year Structural Warranty are still in effect.
- Any extensions purchased with the machine are in addition to the above terms.

### **How will warranty claims be submitted and honored?**

- An authorized JLG account holder will submit warranty claims for machines covered by Extended Warranty as they submit Standard Warranty claims.
- Claims will be honored by JLG exactly as they are for Standard Warranty.

### **How will I know which machines in my fleet are covered by Extended Warranty?**

- If Extended Warranty is purchased with the machine, it will show on the original invoice like any other option. The order acknowledgement will include the Extended Warranty option as well.
- If Extended Warranty is purchased after the machine purchase but before the Standard Warranty expiration date, the Entitlement of each machine can be checked by the machine owner using JLG's online warranty system, ServiceBench, or by contacting JLG's Warranty department.

### **Are there limits to the number of units that can be purchased with Extended Warranty?**

- No, customers are permitted to purchase Extended Warranty for any unit bought from JLG. NOTE: Extended Warranties must be purchased before the existing Standard Warranty of the machine expires.

### **Does Extended Warranty extend the 5-year Structural Warranty?**

- No, the 5-year Structural Warranty remains the same.



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## PRICING

JLG Extended Warranty Protection Plans will be sold at a percentage of the machine selling price, or Dealer Net Price after any applicable discounts. For example, if a customer buys a machine with a net price of \$100,000 and purchase a warranty that cost 5%, the cost will be 5% of the \$100,000 or \$5,000.

All pricing matrices provided below reflect the percentage to multiplied by the Dealer Net Price paid.

Please connect with your JLG Sales Representative or contact JLG Inside Sales for more information and detailed pricing.

*\*Prices are subject to change.*

*\*\*Not all models shown are available for purchase.*

*\*\*\*Extended Warranty cannot be reversed or credited once invoiced.*

*\*\*\* Extended Warranty cannot be purchased once the standard warranty on a machine expires.*



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# BOOM LIFTS

## ARTICULATING BOOM LIFTS

### ENGINE POWERED

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
340AJ	0.920%	1.150%	2.290%	2.520%
450AJ	0.980%	1.250%	2.490%	2.670%
450AJ_HC3	0.980%	1.250%	2.490%	2.670%
600AJ	0.980%	1.250%	2.490%	2.670%
600AJ_HC3	0.980%	1.250%	2.490%	2.670%
800AJ	1.090%	1.340%	1.570%	1.930%
800AJ_HC3	1.090%	1.340%	1.570%	1.930%
1250AJP	0.910%	1.116%	2.310%	2.470%
1500AJP	0.910%	1.116%	2.310%	2.470%

### ELECTRIC & HYBRID

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
H340AJ	0.920%	1.150%	2.290%	2.520%
E300AJP	2.340%	3.890%	5.190%	5.450%
E400AJPN	2.020%	3.360%	4.470%	4.700%
E400AN	2.020%	3.360%	4.470%	4.700%
E450AJ	2.030%	3.380%	4.500%	4.730%

## TELESCOPIC BOOM LIFTS

### ENGINE POWERED

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
460SJC	0.910%	1.160%	2.310%	2.470%
400S	0.910%	1.160%	2.310%	2.470%
400S_HC3	0.910%	1.160%	2.310%	2.470%
460SJ	0.910%	1.160%	2.310%	2.470%
460SJ_HC3	0.910%	1.160%	2.310%	2.470%
660SJC	0.810%	1.150%	1.730%	1.960%
600S_T4F	0.810%	1.150%	1.730%	1.960%
600S	0.810%	1.150%	1.730%	1.960%
600S_HC3	0.910%	1.116%	2.310%	2.470%
660SJ	0.810%	1.150%	1.730%	1.960%
660SJ_HC3	0.910%	1.116%	2.310%	2.470%
670SJ	0.810%	1.150%	1.730%	1.960%
800S_T4F	0.590%	0.840%	1.270%	1.430%
800S	0.590%	0.840%	1.270%	1.430%
800S_HC3	1.090%	1.340%	1.570%	1.930%
860SJ	0.590%	0.840%	1.270%	1.430%
860SJ_HC3	1.090%	1.340%	1.570%	1.930%
1200SJP	0.910%	1.116%	2.310%	2.470%
1350SJP_T4F	0.910%	1.116%	2.310%	2.470%
1350SJP_US	0.910%	1.116%	2.310%	2.470%
1500SJ_T4F	0.910%	1.116%	2.310%	2.470%
1500SJ	0.910%	1.116%	2.310%	2.470%
1850SJ	0.910%	1.116%	2.310%	2.470%

### ELECTRIC & HYBRID

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
EC600SJ	1.130%	1.870%	2.490%	2.620%
EC600SJP	1.130%	1.870%	2.490%	2.620%
H600SJP	1.130%	1.870%	2.490%	2.620%



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# COMPACT CRAWLERS, TOUCAN, TOW PRO, VERTICALS

## COMPACT CRAWLERS

### ARTICULATING

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
X430AJ/15JP	1.000%	1.300%	1.600%	1.900%
X500AJ/17JP	1.050%	1.360%	1.670%	1.990%
X540AJ/X18J	1.050%	1.360%	1.670%	1.990%
X600AJ/20JP	0.850%	1.100%	1.350%	1.600%
X770AJ/26JP	0.630%	0.820%	1.000%	1.190%
X1000AJ/X33JP	1.050%	1.360%	1.670%	1.990%

### TELESCOPIC

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
X660SJ	0.850%	1.100%	1.350%	1.600%

## TOUCAN

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
20E	1.150%	2.300%	4.590%	4.970%
26E	1.590%	2.850%	5.700%	6.020%
32E	1.860%	2.660%	3.980%	4.510%

## TOW PRO SERIES

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
T350	1.970%	2.470%	4.930%	5.420%
ET350	1.970%	2.470%	4.930%	5.420%
T500J	2.090%	2.990%	4.480%	5.080%
ET500J	2.090%	2.990%	4.480%	5.080%

## VERTICAL LIFTS

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
1230ES	2.000%	3.000%	4.000%	5.000%



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# SCISSORS

## SCISSORS - ENGINE POWERED

### RT SERIES

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
RT2669	1.420%	1.600%	1.700%	2.420%
RT3369	1.570%	1.890%	2.200%	2.520%
RT3394	1.570%	1.890%	2.200%	2.520%
RT4069	1.000%	1.300%	1.600%	1.900%
RT4394	1.000%	1.300%	1.600%	1.900%
RT4769	1.000%	1.300%	1.600%	1.900%
RT5394	1.000%	1.030%	1.200%	1.370%

## SCISSORS - ELECTRIC

### ES SERIES

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
ES1330L	2.420%	3.020%	4.000%	4.230%
ES1530L	2.420%	3.020%	4.000%	4.230%
ES1932	2.600%	3.120%	3.650%	4.170%
ES2632	1.450%	1.810%	2.170%	2.530%
ES2646	1.410%	1.760%	2.110%	2.460%
ES3246	1.120%	1.400%	1.680%	1.960%
ES4046	2.420%	3.020%	3.620%	4.230%

### R SERIES

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
R1932	2.420%	3.020%	3.620%	4.230%
R1932_TJN	2.420%	3.020%	3.620%	4.230%
R1932_NOB	2.420%	3.020%	3.620%	4.230%
R2632	1.450%	1.560%	1.670%	1.990%
R2646	1.410%	1.760%	2.110%	2.460%
R3246	2.420%	3.020%	3.620%	4.230%
R4045	2.420%	3.020%	3.620%	4.230%

### ERT SERIES

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
ERT2669	1.420%	1.600%	1.700%	2.420%
ERT3369	1.570%	1.890%	2.200%	2.520%
ERT4069	1.330%	1.600%	1.870%	2.130%
ERT4769	1.330%	1.600%	1.870%	2.130%

### DAVINCI

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
AE1932	2.420%	3.020%	3.620%	4.230%



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# TELEHANDLER

## JLG

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
313	2.490%	4.140%	4.260%	6.030%
E313	2.490%	4.140%	4.260%	6.030%
519	2.490%	4.140%	4.260%	6.030%
742	1.800%	3.590%	4.130%	6.120%
943	1.790%	2.980%	3.060%	4.330%
1043	1.460%	2.910%	3.010%	4.470%
1055	1.790%	2.980%	3.060%	4.330%
1075	1.790%	2.980%	3.060%	4.330%
1255	1.680%	2.790%	2.870%	4.070%
1644	1.930%	2.940%	3.940%	4.940%
1732	2.180%	3.190%	4.190%	5.190%
2733	2.180%	3.190%	4.190%	5.190%

## SKYTRAK

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
3013	2.190%	3.990%	4.130%	6.120%
6034	2.190%	4.380%	4.530%	6.720%
6042	2.000%	3.990%	4.130%	6.120%
8042	2.490%	4.140%	4.260%	6.030%
10042	2.480%	4.130%	4.250%	6.020%
10054	1.970%	3.280%	3.370%	4.780%
12054	1.970%	3.280%	3.337%	4.780%

## ROTATORS

MODEL	2 YR %	3 YR %	4 YR %	5 YR %
R1370	2.490%	4.140%	4.260%	6.030%
R1385	2.490%	4.140%	4.260%	6.030%
R11100	2.490%	4.140%	4.260%	6.030%
R13100	2.490%	4.140%	4.260%	6.030%



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