

# METRO LED

Introducing the new  
JLG Lighting Tower

## WINTER SAVINGS EVENT

### 1850SJ ULTRA BOOM

### TELEHANDLER TALK WITH "THE HEFF"



**S  
E  
C  
E  
R**

6

H340AJ:  
A true hybrid

8

MAJOR INSPECTIONS:  
Operate at peak  
performance

9

CYCLING:  
The new golf

**ISSUE 13** | 2015

A PUBLICATION  
BY JLG AUSTRALIA



# Contents

Hire Performance Reaches New Heights with JLG1850SJ Ultra Boom .....	3
Telehandler Talk with "The Heff" .....	4
When You Want a True Hybrid That Does Anything a Diesel Can Do .....	6
Online Ordering System .....	7
Service Major Inspections .....	8
On Your Bike .....	9
Winter Saving Event .....	10
Staff Profile .....	11

# Welcome

**Welcome back to JLG Access, the magazine for JLG Industries' customers throughout Australia and New Zealand.**

You will notice that JLG has had a few changes since our last edition. Not only have we adopted 'Reaching Out' as part of our global brand positioning; but since our first edition of this magazine was published in 2007, it was also time to lift the look of Access into a new era with a refreshed quarterly magazine delivered to you via email.

With another financial year coming to a close, I hope you were able to navigate the many challenges that we faced over the past twelve months. Nevertheless, there is a busy 12 months ahead and I hope that you are as optimistic about the horizons ahead as we are.

HIRE15 in May gave JLG the opportunity to announce a number of new product releases. This edition highlights three of our key new products; the New Metro LED Lighting Tower, True Hybrid H340AJ Boomlift and the World's largest self-propelled Boomlift the 1850SJ.

Also featured is Telehandler talk with "The Heff" - Stephen Heffernan JLG's newly appointed telehandler specialist, how you can order parts from your phone with Online Express, a focus on Major Inspections to keep your equipment in top condition and our 'Winter Savings' parts specials to save you money throughout June and July.

I hope you enjoy this edition of Access and I welcome any suggestions or feedback you may have for the next issue.

Bob Mules

General Manager  
Australia and New Zealand



Cover image  
Metro LED Lighting Tower

# HIRE PERFORMANCE REACHES NEW HEIGHTS WITH JLG 1850SJ ULTRA BOOM

ADDING TO ITS ALREADY EXTENSIVE FLEET OF OVER 500 JLG MACHINES, ALFASI HIRE HAS NOW TAKEN POSSESSION OF THE LATEST AND LARGEST JLG MACHINE MADE, THE JLG1850SJ ULTRA BOOM® – THE FIRST IN AUSTRALIA.

The largest self-propelled boom lift in the industry, JLG's 1850SJ offers a host of features that make it the ideal machine to deliver the enhanced work envelope and application diversity required by Alfasi Hire's customers in mining and construction.

**alfasi hire**

These include a 56.56m maximum platform height with 24.38m of horizontal reach; the largest work envelope in the market with over 82,000 cubic metres of reachable space; a highly manoeuvrable telescopic jib for exceptional reach and 'up & over' capabilities, and a five-section, fully proportional boom delivering smooth operation for confidence at height.

The JLG1850SJ is equipped with a powerful Deutz T4i turbo diesel engine, situated on a swing-out tray for ease of servicing. The engine contributes to improved productivity by powering the boom from ground to maximum height elevation in under 5 minutes. An LCD panel in the platform provides new levels of operator and service interaction, and hydraulically pivoting axles retract to 2.48m for ease of transport on a standard width trailer.

The many benefits of the JLG 1850SJ, along with JLG's proven capacity to offer nationwide support, were core factors in Alfasi's choice of the machine, as Gary Murphy, Alfasi Hire's General Manager, explained.

"JLG is a major supplier of EWP's in our fleet, with a national footprint for support; that and the fact this model leads in its size category and has a better chart against competitors were key to our choosing the product," Mr Murphy said.

"The JLG 1850SJ complements our existing large boom fleet, which now has large booms ranging from 100ft through to 185ft, but the major benefit is that it opens us up to new applications on projects – quite literally taking us to new heights."

Alfasi Hire is one of Australia's leading dry hire rental companies, with over 1,500 EWP's, forklifts, telehandlers and a large fleet of cranes. The company is also renowned for providing highly specified equipment with a full complement of options and accessories on every machine, supported by exceptional customer service.

"Our two companies are well-matched in our ability to provide market-leading machines and expert service and support for our customers across Australia and this has led to a productive partnership that has lasted over 10 years," said Scott Daly, JLG's Director of Sales - Australia & New Zealand.

"We look forward to assisting Alfasi and their clients across Australia in reaping the benefits of this market-leading machine."

For more on the JLG1850SJ Ultra Boom and the full range of innovative JLG access equipment, visit [www.jlg.com](http://www.jlg.com) or call 131 554 today.



**access**



# TELEHANDLER TALK

---

## WITH "THE HEFF"

---

People often ask me "Why does JLG have such a strong presence in the Telehandler market"? Well, the truth is JLG Industries is one of the largest Telehandler producers in the world, manufacturing in the USA and Europe under four separate brand names, with a large range of models. "You are making a sound investment in machines from a company that has a strong commitment to engineering and testing." - Stephen Heffernan - Telehandler Sales & Support

JLG Telehandlers are designed to offer optimal productivity, reliability and enhanced performance in heavy duty environments. Single joystick control provides ease in boom positioning, while a variety of attachments help create that additional versatility you need. From commercial, residential construction, steel work, framing to agricultural applications, there are two types to choose from: JLG Compact Telehandlers with hydrostatic transmission will get you around crowded work areas to get the job done and JLG PS Series Telehandlers with power shift transmission are built to take on the toughest of applications.

We know that when you're on the job, you need machines that are going to stand up to the challenges of the day. That's why our equipment is manufactured to the highest standards and has some of the highest resale values in the industry. Because downtime is simply not an option, JLG is dedicated to providing high-performing, quality equipment you can rely on day after day.

Your job becomes easier when you have a clear view of the job site. The engine position, boom pivot and cab position make for better visibility. A wrap-around dashboard and easy-to-read display let you know exactly what you're doing and where you need to be. Designed with the operator in mind, the spacious cab with suspension seat allows the operator to work in comfort, which results in greater productivity.

Our modern test facility is designed to provide the most realistic working environment possible. Advanced reach and load placement technologies are tested and refined to improve capacity, boom

speed and accuracy. Steering and drive performance are tested on the limestone steering course and in fording our mud pit. Durability and extended driving are tested using our crosstie, pothole and high speed roading courses. Our engineers and technicians conduct these tests, and more, so they understand what you're experiencing on the job site.

JLG Telehandlers are factory built and tested to the stringent Australia/NZ Standard - AS1418.19 and the solid overall design of these Telehandlers means you can depend on them to carry loads up to 4000kgs capacity at maximum lift height, and still have enough power to handle the biggest jobs. Greater stability results in greater operator confidence. No matter what your task or application, you can trust that our Telehandlers will help you reach greater heights of performance.

Our range of attachments extends the versatility and performance of your Telehandler, so you can handle an even wider variety of jobs faster and with greater ease.

### JLG Telehandlers - Benefits

- Low maintenance components reduce downtime
- Comfortable air-conditioned cab to reduce operator fatigue
- Tight turning radius to maneuver through crowded jobsites
- Fuel efficient Deutz Engines
- Variety of attachments for versatility in handling jobsite challenges
- Impressive visibility, adjustable seating and steering column, customized controls, onboard diagnostics.
- Single joystick controller helps provide smooth and precise control for all handling tasks.
- Choose from various models with capacities ranging from 2,400 to 4,000 kg and heights up to 16.7 m

# LIGHTS. LOW FUEL USAGE. ACTION.

48 VDC EXTRA-LOW  
VOLTAGE SYSTEMS

MORE THAN 180 HOURS OF  
USE BETWEEN REFUELING

## AN EFFICIENT WAY TO EXTEND PRODUCTIVE HOURS.

Whether you need to get on the job before the sun comes up or work into the evening to stay on schedule, the new JLG® Metro-LED Lighting Tower lights the way. With 130L capacity fuel tanks, the Metro-LED combines extra-low voltage, high-output LED lights with efficient engines, allowing units to run longer between refueling. Other features include quieter running engines and new exhaust systems for reduced noise levels on-site.

Learn more at [www.jlg.com/en-au/131jlg](http://www.jlg.com/en-au/131jlg)

**JLG**<sup>®</sup>  
reachingout<sup>®</sup>



## WHEN YOU WANT A TRUE HYBRID THAT DOES ANYTHING A DIESEL CAN DO

The H340AJ is a four-wheel, AC direct electric drive boom lift unlike any machine on the market. The H340AJ offers lower cost of ownership and access right at your fingertips.

- Diesel-like performance - four independent electric-drive motors and a Tier 4 Final diesel-powered generator provide exceptional terrainability on par with its diesel counterpart
- Versatility - the power of a diesel machine combined with hybrid efficiency allows you to work both inside and outside
- Low emissions - experience reduced emissions, noise and maintenance
- Fuel savings - less fuel consumption\* thanks to on-board generator

### KEY SPECS

- Platform Height — 10.28 m
- Platform Capacity — 230 kg
- Horizontal Reach — 6.06 m

\* Compared to a diesel-powered JLG 340AJ under similar test conditions. Actual results may vary.

JLG DELIVERS ON COMMITMENT  
TO CUSTOMERS WITH DELIVERY OF

# ONLINE ORDERING SYSTEM

CUSTOMERS OF JLG INDUSTRIES HAVE FURTHER SUPPORT FROM THE COMPANY WITH JLG'S ONLINE EXPRESS, A CONVENIENT ONLINE ORDERING SYSTEM OFFERING A RANGE OF FEATURES TO BENEFIT CUSTOMERS AND MAKE ORDERING PARTS MUCH FASTER AND EASIER.

By registering with Online Express, customers will be able to quickly order parts by downloading the Online Express app to smart phones and tablets or by logging in on their computer browser.

They will then be able to view interactive parts manuals for parts identification, plus their machine specifications, and order the products they need at any time, from anywhere, for delivery to any location in Australia.

Michael Buxton, JLG's National Inventory Manager, sees Online Express as a valuable tool for customers and says development is ongoing as JLG adds more offerings to the system.

"Our customers can now enjoy interactive parts viewing 24/7, look at parts availability and pricing and quickly and conveniently order the parts they need for prompt delivery," Michael said.

"We are already working to expand the Online Express system, adding features including purchase and service history searches to ensure Online Express delivers a range of real benefits to our customers now and into the future."

Online Express is further evidence of JLG's ongoing commitment to bringing superior service, technologies and support to their

customers and complements the Ground Support field service initiatives and workshop capabilities that JLG has been introducing over the past couple of years.

These have included the fast roll-out of more specialist vans featuring JLG's industry-leading FSM Field service mobility system into an increasing number of regional centres, seven workshops including our newly opened Darwin facility with repair and rebuild capabilities and a doubling of the number of factory-trained service technicians in the field to provide better service and coverage for customers.

"Ground Support is all about JLG being responsive to our customers' needs, whether it be servicing or breakdowns or, in the case of Online Express, easier access to the parts they need as and when they need them," JLG General Manager, Bob Mules, said.

"To this end, JLG is constantly focussing on our infrastructure to ensure we are where our customers need us to be, in the field and online, delivering valuable services that genuinely assist their businesses."



TO DOWNLOAD THE APP, SEARCH FOR 'JLG ONLINE EXPRESS' OR TO REGISTER VISIT 'MYJLG' AT [WWW.JLG.COM.AU](http://WWW.JLG.COM.AU)

# SERVICE MAJOR INSPECTIONS

Keep your machines operating in top condition while meeting the requirements under the Australian Standard AS2550.10 by having JLG Ground Support perform your major inspections.

We've developed a methodical and cost effective process that assures compliance and reduces your risk of liability. Our Ground Support team will work with you to schedule your machine at a time that minimizes disruption to your operations while providing you with peace of mind knowing that your machines meet critical standards.

## MACHINE APPRAISAL

Thorough examination to determine overall condition.

- Stability test performed on-site at JLG® service center to evaluate any areas of wear throughout the machine
- Full function test to gauge integrity of all hydraulic and electrical systems
- Numerous other checks to accurately and thoroughly evaluate and record all aspects of condition and operation

## NON-DESTRUCTIVE EXAMINATION

- Comprehensive structural testing comprised of three methods – magnetic particle, eddy current and visual inspection
- Due to complexity of work, JLG outsources testing to a professional organization

## FINAL INSPECTION

- Machine reassembly
- Final thorough inspection
- Load test to ensure proper assembly and machine functionality
- Another full function test performed with times compared to original test

# JLG ULTRA BOOM

## MORE THAN 15 YEARS OF EXPERIENCE PERFORMING MAJOR INSPECTIONS

- Factory-trained technicians and mechanics
- Access to machine manufacturing data
- Thorough understanding of each model's trigger points

## SIX-MONTH WARRANTY

- On parts and service work performed

## NATIONAL FOOTPRINT WITH EIGHT SERVICE CENTERS

- Tooling investment at each location to meet the standards
- Convenient locations reduce freight cost
- 55 service vehicles

## ACHIEVE COMPLIANCE WHILE MINIMIZING DOWNTIME

Keep your machines operating in top condition while meeting the requirements under the Australian Standard AS2550.10 by having JLG Ground Support perform your major inspections.



We've developed a methodical and cost effective process that assures compliance and reduces your risk of liability.

Our Ground Support team will work with you to schedule your machine at a time that minimizes disruption to your operations while providing you with peace of mind knowing that your machines meet critical standards.



# ON YOUR BIKE

In Australia, cycling seems to have sprung from nowhere, but world-wide it's well on its way to usurping golf's pre-eminent position as the weekend pastime of choice for businessmen.

Never in recorded history have so many men swapped a leisurely and tranquil pursuit for one that's strenuous and fast-paced (unless you count war as a recreational pastime). For the first time in living memory the fairways, greens and bars of exclusive golf clubs are being challenged for their position as the place to network, impress clients or suck-up to the boss.

Of course cycling isn't limited to men and neither do you have to wear Lycra or ride in packs – sorry, pelotons – and aggravate motorists. Cycling does, however, whip golf for a variety of reasons, including cost, practicality and health benefits. For example, most adults know how to ride a bike, so you don't need lessons from a pro. And most suburban garages have an old bike in a corner that can be dusted off and pressed back into service. You can nip down to the shops on a bike and ride it day or night, plus you don't pay through the nose every time you want to go for a ride.

So where, then, does cycling fit in as the New Golf in regards to business? Well, cycling clubs and Bicycle User Groups (BUGs) can be found everywhere and new members are always welcome. Networking starts the moment you join because as a novice it's best to seek and heed the advice of experienced members and you'll usually find a wide range of professionals and business people amongst the ranks.

Regular riders remember the difficulties when you first set out, but if you stick with it you'll receive encouragement and advice as you transform your body from chubby to chiselled. And although you can spend a lot of

**CYCLING IS THE NEW GOLF AND BUSINESSMEN ARE SWAPPING THE RACE TO THE 19TH HOLE FOR A RACE TO CAFES IN TOWNS AND CITIES ACROSS THE COUNTRY.**

money on a top-level bike, must-have accessories and designer clothing, the bottom line is no matter how much you spend you still have to pedal it. So there's no escaping the exercise – and resulting health benefits.

Group rides are also great levellers and everyone in the bunch is essentially equal. It's first names and mutual respect earned through shared physical effort, which is a good basis to get to know anyone from. And on occasions when you don't feel much like riding, the other riders will lift your spirits and you'll soon be in the groove (unlike a bad day on the golf course). At the end of the ride a good coffee or cold drink while you sit around and 'shoot the breeze' with your riding mates is not only good fun, it's an excellent way to network.

So there you have it: cycling is the new golf. Pack away those woods and irons, find a two-wheeled friend or colleague and get on your bike. Whether you do it for networking or just fun you'll get fitter, lose weight and never have to worry about that pesky little white ball again (which has to be reason enough in its own right). To find out more visit [www.bicycles.net.au](http://www.bicycles.net.au) where you'll find information and links for beginners and experienced riders alike.

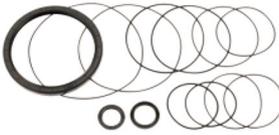
Enjoy!

# WINTER SAVING EVENT

## JLG COMPETITIVE PARTS

TAKE ADVANTAGE OF SPECIAL PRICING ON SELECT COMPETITIVE PARTS OFFERED BY JLG.

For a limited time, JLG is cutting prices on some of its most widely used Genie™ competitive parts. Order now and save money on every item listed below. Ask us about our increasing range of competitive parts. Sale Dates: May 15th, 2015 to July 15th, 2015. For more information call 131 JLG.

<p><b>GN101005</b> <b>GN-CONTROLLER</b> JLG Part # 70041089</p>  <p><b>\$210.00 AUS</b> <b>\$294.00 NZD</b></p> <p>Used on models: S40, S45, S60, S65, S80, S85, S100, S120, Z40, Z45, Z60, Z135 (Boom)</p>	<p><b>GN101174</b> <b>GN-CONTROLLER</b> JLG Part # 7041524</p>  <p><b>\$190.00 AUS</b> <b>\$249.00 NZD</b></p> <p>Used on models: S40, S45, S60, S65, S80, S85, S100, S120 (Boom)</p>	<p><b>GN101175</b> <b>GN-CONTROLLER</b> JLG Part # 7040133</p>  <p><b>\$160.00 AUS</b> <b>\$226.00 NZD</b></p> <p>Used on models: S40, S45, S60, S65, S80, S85, S100, S120 (Boom)</p>	<p><b>GN102126</b> <b>GN-SEAL KIT, DRIVE HUB</b> JLG Part # 70041221</p>  <p><b>\$40.00 AUS</b> <b>\$44.00 NZD</b></p> <p>Used on models: S40, S45, S60, S65 (Boom)</p>
<p><b>GN105739</b> <b>GN-CHARGER</b> JLG Part # 7041410</p>  <p><b>\$380.00 AUS</b> <b>\$390.00 NZD</b></p> <p>Used on models: GR8, GR12, GR15, GR20, GS1530, GS1532, GS1930, GS1932, GS2032, GS2046, GS2632, GS2646, GS3232, GS3246, TZ34, TZ50 (Scissor)</p>	<p><b>GN73233</b> <b>GN-FOOT SWITCH ASSY</b> JLG Part # 70041231</p>  <p><b>\$110.00 AUS</b> <b>\$128.00 NZD</b></p> <p>Used on models: S60, S65 (Boom)</p>	<p><b>GN44743</b> <b>GN-MANUAL BOX W/ DECALS</b> JLG Part # 0860520</p>  <p><b>\$10.00 AUS</b> <b>\$11.00 NZD</b></p> <p>Used on most Booms and Scissors</p>	<p><b>GN07.4501.0067</b> <b>OIL FILTER</b> JLG Part # 7016331</p>  <p><b>\$5.95 AUS</b> <b>\$7.30 NZD</b></p> <p>Used on models: S45, S65, Z45, Z135/70, ZX135/70AU, Z60/34, Z80/60, S85, GS4390 RT, GS539 RT, GTH3007 AU2</p>

# DAVID MORRIS

## SALES EXECUTIVE - NZ

Having an extensive background in Operations and Sales, David has spent many years working in the Automotive and Industrial Equipment industries.

An opportunity with JLG Industries arose 10 months ago which would enable David to utilize his previous selling skills in promoting the range of Product, Service and Parts.

**“It’s all about building relationships and knowing my customers business. Identifying their needs is what comes first, I like to take the honest approach and offer what is realistic. Finding out what the customers’ expectations are, is critical in delivering the promise.”**

Exciting times are ahead at JLG, with the introduction of new products such as the – R6 Scissor Lift, H340AJ Hybrid Articulating Boom lift, and the 1850SJ Ultra Series Boom Lift that complement our already extensive range of products. This coupled with our market leading after sales support and service allows me to provide our customers with the complete access solution for their needs. The construction industry in New Zealand is buoyant and with the introduction of these new products, JLG will be lifting customers to new heights.

Our participation at the upcoming HIANZ trade show in Christchurch in July highlights our ongoing commitment and support to the Hire and Rental Industry in New Zealand. I look forward to meeting many of our customers in Christchurch, so please come by and let me introduce myself and show you the range of products and services from JLG.



# LUKE SCHUBERT

## TECHNICAL SERVICES MANAGER

Joining JLG Industries in Port Macquarie in 1999 as an electrical fitter, Luke’s time in various roles, from Field Service, Technical Support and Training has given him an appreciation and understanding of what is required to deliver a high level of customer service and support.

**“Being a part of JLG Ground Support enables you to support customers through the complete life cycle of the machines. It’s all about the services you provide whether it be technical, parts , preventative maintenance, major repairs or inspections, its ensuring reliability and safety throughout the process.”**

The role is challenging and evolving as we look at ways to improve the JLG experience for our customers. Providing technical support to both our external and internal customers, managing field service bulletins, product safety and reliability, technical training and internal workshop reference manuals are the key areas that Luke oversees. Recently Luke has also been involved with the Australian Standards and has been JLG’s representative at a number of industry forums.

With all of these areas of responsibility, Luke has direct access to JLG’s Global support network and works closely with the teams in the United States and Europe to ensure the highest level of service is provided.

The technical support group has been instrumental in working with the Port Macquarie manufacturing facility in designing/developing more efficient product and processes for the new Metro LED and LED 6 Lighting Towers.

Our team is always looking at ways of improving our customers experience when dealing with JLG, so any feedback our customers provide, can only help us to improve.

# PUTTING YOUR WORK ABOVE EVERYTHING



When it comes to JLG Ground Support it's all about you: your productivity, profitability and uptime – from the purchase of your first piece of equipment through to training, parts and maintenance.

Your needs. Your uptime.

JLG is on the job to fulfill your every need, from repair, reconditioning, same-day parts and much more. We're here to support you.

## CONTACT YOUR JLG AUSTRALIA OR NZ BRANCH ON:

JLG BRANCH	STATE MANAGER	SALES EXECUTIVE	SERVICE MANAGER
<b>Queensland</b>	<b>Martin DeHaast</b>	<b>Owen McInnes</b>	<b>Dennis Meechan</b>
Phone	07 3309 9111	07 3309 9111	07 3309 9111
Email Address	mdehaast@jlg.com	ojmcinnes@jlg.com	dmeechan@jlg.com
<b>New South Wales</b>	<b>Jamie Konz</b>	<b>Grant Tunks</b>	<b>Jamie Konz</b>
Phone	02 8718 6300	02 8718 6300	02 8718 6300
Email Address	jkonz@jlg.com	gtunks@jlg.com	jkonz@jlg.com
<b>Victoria</b>	<b>Stephen Noney</b>	<b>Daniel Reeve</b>	<b>Roger Lancaster</b>
Phone	03 9554 4333	03 9554 4333	03 9554 4333
Email Address	sanoney@jlg.com	djreeve@jlg.com	rdlancaster@jlg.com
<b>South Australia</b>	<b>Ray Green</b>	<b>Josh Pascoe</b>	<b>Ray Green</b>
Phone	08 8259 8777	08 8259 8777	08 8259 8777
Email Address	rggreen@jlg.com	jbpascoe@jlg.com	rggreen@jlg.com
<b>Northern Territory</b>	<b>Ray Green</b>	<b>Josh Pascoe</b>	<b>Ray Green</b>
Phone	08 8259 8777	08 8259 8777	08 8259 8777
Email Address	rggreen@jlg.com	jbpascoe@jlg.com	rggreen@jlg.com
<b>Western Australia</b>	<b>Michael Still</b>	<b>Damian Lane</b>	<b>Lee French</b>
Phone	08 6253 1222	08 6253 1222	08 6253 1222
Email Address	mstill@jlg.com	dalane@jlg.com	lrfrench@jlg.com
<b>New Zealand</b>	<b>Murray Wilkinson</b>	<b>David Morris</b>	<b>Murray Wilkinson</b>
Phone	64 9276 1728	64 9276 1728	64 9276 1728
Email Address	mwilkinson@jlg.com	dmorris@jlg.com	mwilkinson@jlg.com