

JLG 2016 SUPPLIER OF THE YEAR - ACCESS

**HIRE TOWERS -
FIRST RATE HIRE IN NZ**

**VIC ACCESS - DELIVERING
WINNING HIRE**

METRO LIGHTING TOWERS



Supplier

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SKYGUARD NOW ON
ALL JLG BOOMS

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NZ SKIING

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BY JLG AUSTRALIA

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Welcome

Thank you for taking the time to read JLG Access - the magazine for JLG Industries' customers throughout Australia and New Zealand.

It was nice to again see many familiar faces at HIRE16 on the Gold Coast. The convention was a jam packed two days and it was great to catch up with colleagues and friends to view the best of the Hire and Rental industry and wind-down at our 'JLG by the Sea' event at Broadbeach.

JLG was fortunate to have the opportunity to showcase our new Metro-POD LED Lighting Tower and redesigned Toucan T10E on our stand. Purpose-built and designed in Australia, the Metro-POD is the direct result of feedback which highlighted the need for a lighting tower that had proven reliability, prompt supply of parts and transportability over long distances – and we are excited to be introducing the Metro-POD to the Australian and New Zealand markets.

I would like to personally thank you, our customers, for your continued support this year and for helping JLG win the Supplier of the Year – Access division. This is the 4th time, JLG have been the recipient of this prestigious award and alongside the award of Best Stand (over 40sqm) is a great honour for myself and the team to be rewarded by our customers and the industry at large.

Post HIRE16, our continued focus is on developing new customer service initiatives and product development. Our most recent product improvement has been to implement Skyguard®, our Enhanced control panel protection system as standard on all Boom Lifts as of July production. We have a number of new products being launched in the coming 12 months, so stayed tuned as we will provide additional information closer to the time of release.

In this issue we look at our new National Parts Call Centre, profile customers Vicaccess and Hire Towers and take a quick snapshot of ski resorts in NZ as we brace ourselves for winter.

In each edition we strive to bring you the latest JLG news and developments to not only keep you informed but to make sure you, our customers are very much part of the JLG journey with us. If there is any stories you would like to see in Access Magazine, please don't hesitate to get in touch.

Bob Mules
General Manager
Australia & New Zealand



JLG HELPS VICACCESS DELIVER WINNING ACCESS HIRE

WITH THE 'V' IN THEIR LOGO A SALUTE TO THEIR PROUD SPORTING STATE, IT'S NOT SURPRISING THAT THE TEAM AT VICACCESS PRIDE THEMSELVES ON FAIRNESS IN ALL THEY DO AND APPRECIATE THE GREAT SUPPORT JLG BRINGS TO THE GAME.

Based in Highett, 16km south east of the Melbourne CBD, and providing access equipment hire, sales, transport and training across the Melbourne metro area, regional Victoria and interstate, Vicaccess, is a family-owned business that prides itself on service, quality, quick response and fairness.

Which explains why Vicaccess owner, Tim Hille, appreciates the quality of the equipment and the support JLG provides for his business which, in turn, helps his customers' projects run smoothly and cost-effectively.

The strong relationship Tim has had with JLG for over 20 years is definitely reflected in the fact that the 230-machine Vicaccess fleet is comprised of at least 70 per cent JLG machines.

"Our relationship with JLG is great - we like dealing with them because their products are good," Tim stated. "A large proportion of our fleet is JLG because we love their electric scissor range and their boom lifts."

"We have 1230ES Mast Boom Lifts, probably their smallest machine, along with their whole electric scissor range, and everything from 340AJs up to the 860SJ - which is probably the biggest boom we have. Most recently, we purchased a 660SJ Telescopic Boom Lift."

Vicaccess originally started as an access equipment training business with one or two machines before moving more toward equipment hire and now only delivers training for hire customers.

"Predominantly our business is now hire, but we have always provided training so naturally we are very focused on meeting the highest standards," Tim said. "Meeting the highest standards is what makes JLG superior – and a great partner for Vicaccess."

"Sometimes we pay a little more for a JLG product but we know that the quality is there and the resale value is good; we like to rotate our equipment pretty regularly, so that's important."

As a successful, home-grown Aussie business, Tim says Vicaccess also appreciates the confidence engendered by JLG's strong regional presence and investment in infrastructure and ground support for its customers.

"JLG's investment in their operations reassures us that they're always going to be here in Australia to support us, and that's a comforting feeling...it makes a real difference," Tim said.

"And day-to-day, JLG is excellent to deal with," he concluded. "The service and customer support provided by Stephen Noney is fantastic, and Roger Lancaster, who we speak to in regards to field service and technical support, is a great operator."

"It makes a big difference having a good equipment supplier like JLG behind us to support us in delivering on-time, 24/7, as we promise."

Speaking to JLG's State Manager – VIC, Stephen Noney, it's clear he also appreciates the strong business relationship JLG and Vicaccess enjoy.

"It's a good partnership where we work together to make doing business as easy as possible and mutually beneficial for both businesses and Vicaccess's customers," Stephen said.

COVER IMAGE: JLG Industries 2016 Winners: Supplier of the Year - Access Division and Best Stand (over 40m²) at HIRE16 on the Gold Coast.





HIRE16

THURSDAY MAY 5 & FRIDAY MAY 6

THE ANNUAL HRIA CONVENTION IS ALWAYS A GREAT OPPORTUNITY FOR THE JLG TEAM TO CONNECT WITH OUR CUSTOMERS AND IT'S AN EVENT WE LOOK FORWARD TO EACH YEAR.

HIRE16 returned to the Gold Coast and the trade-show was jam packed with JLG's showcase of new equipment, product demonstrations and a chance for the team to say thank you to all our customers at our annual customer event.

The JLG indoor stand featured our new Australian made Metro-POD and redesigned T10E Toucan Vertical Lift. The Metro-POD Lighting Tower is the latest progression in the JLG lighting tower range and features three shrouded LED pod lights atop a 5.5m mast. The T10E Toucan Vertical Lift with fly jib, is lighter than the previous model and with a direct AC electric drive which ensures batteries last longer. The JLG team were also on hand to discuss

Skyguard – our control panel protection system which is now available as standard on all JLG boom lifts, Online Express our online parts ordering system and our range of ground support capabilities.

After a busy first day, the team and our customers joined together to kick back and relax at the 'JLG by the Sea' event at the Broadbeach Surf Life Saving Club. The beach-themed evening featured a roving magician who had more than a few people scratching their heads with his bag of tricks, a caricaturists who drew us in ways we'd never imagined, while a live acoustic band entertained the 150-strong gathering.



In keeping with the coastal character of the night, the lucky door prize was a custom designed JLG surfboard which was won by Mark Burton at Barossa Valley Hire - apparently it will be giving the word boardroom a whole new meaning when it takes pride of place on the wall at Mark and Patricia Burton's Nuriootpa headquarters.

The second day of HIRE16, Friday May 6, went by in a flash as we once again manned the stands to take visitors and customers through products and specs, talk through new JLG equipment and services and demonstrate our Boom Lifts, Scissor Lifts and Telehandlers in action on our Outdoor Stand.

After a big two days, it was finally time to gather together with the who's-who of the access industry at the annual Hire Industry Excellence Awards Dinner, where we were thrilled and greatly honoured to be named Supplier of the Year – Access Division for the fourth time and to again receive the Best Exhibitor Stand (over 40sqm) award.

Such awards mean a great deal to us all at JLG - particularly as these accolades are from those who mean the most to us, our customers – and inspire us to work even harder to meet their needs by providing the best and most innovative products and ground support solutions.

So thank you to all our customers – for honouring our efforts and joining us for a great time at HIRE16 – and congratulations to all the JLG team on a job well done throughout the year and during the conference.

TELEHANDLER TALK

WITH "THE HEFF"



THE VERSATILITY OF A TELEHANDLER

A TELEHANDLER IS A VERY VERSATILE TYPE OF LIFTING PLANT THAT HAS A TELESCOPIC BOOM FITTED WITH A LIFTING ATTACHMENT.

The typical lifting attachment used is a carriage with fork tynes, but other attachments are used depending on the load lifted. Telehandlers can vary in function - from their primary use as a telescopic forklift to lifting suspended loads similar to a crane or being used as an elevating work platform (EWP) by using a work platform attachment.

On a construction site telehandlers can be used for material handling including:

- multi storey elevation of materials – with forks or jib/hook
- unloading trucks – with forks or jib/hook
- handling brick/block pallets – with forks
- bin emptying – with rotating forks
- Handling materials with height restrictions - basement and tunnel work
- general lifting – crane work – with jib/hook
- light earthmoving or site clearing – with GP or 4 in 1 buckets
- personnel elevation – with an EWP/ work platform attachment



- With lift capacities from 2.5 tonne to 4 tonne and lift heights from 6 metres to 17 metres there is a JLG telehandler to suit most construction sites.

A TELEHANDLER versus other machinery

- A Telehandler can place a load higher and at a greater forward reach than a skid steer and wheel loader
- A Telehandler can carry loads in a basement and into building levels unlike a crane
- Can carry a variety of loads and perform multiple tasks with different attachments
- Can travel over rough terrain – 4WD
- Can travel at faster speeds – less time lost on large sites
- Can manoeuvre better – crab steer, 4 wheel steer, front wheel steer
- Can carry loads under a roof, in a basement and into building levels with a long Jib
- Can carry out more than one task
- Does not need a large area to work in
- Is more cost effective to operate, own and hire than larger cranes and wheel loaders
- Can empty a standard bucket at a greater height than a wheel loader

Why use a telehandler?

- It's a versatile machine that can be used for multiple jobs
- It has combined features from several different machine types can save time and money
- It has 4WD rough terrain capabilities and a compact design that can be used onsite from start to finish.
- Site costs can be reduced and safety increased with less machines onsite.
- Safety – the units are designed with load indicating and limiting devices and comply Australian Standard – AS 1418.19.



SKY GUARD®

Enhanced control panel protection system will be standard across the JLG portfolio of Booms Lifts in July 2016



When activated, the revolutionary SkyGuard® system stops all functions in use at the time, then temporarily reverses most functions that were in use when the system was activated. This reverse functionality is the only feature of its kind in the market.

**WHEN IT CAN'T
BE DONE BY DAY.**



WE HAVE A QUIETER, BRIGHTER, EFFICIENT WAY.

Metro-MH

Metro-POD

Metro-LED

The bright new idea in lighting, JLG's Metro Series Lighting Towers offer a host of benefits to make light work of night projects. The Metro Series has reduced noise levels thanks to the new hood design coupled with better engine and exhaust system technologies. Customers can expect a brighter output of 3 x 610 W LED lights on the Metro-Pod and 340 W LED lights on the Metro-LED; while the Metro-MH boasts 1000 W Metal Halide light heads. Auto start/stop controllers and fuel efficient engines mean fuel consumption is greatly reduced and the units run longer between refuelling. Designed for side-by-side loading on trucks, transport is made easy and once onsite they are easily positioned and setup by one person, making for further savings in time and labour. And best of all, the Metro Series is designed and built in Australia with ISO9001 certification and is backed by JLG's industry-leading Ground Support network.



Australia - 131 JLG New Zealand - 09 276 1728

www.jlg.com/en-au/equipment/lighting-towers/metro-lighting-towers

JLG ANSWERS THE CALL FOR EASY PARTS ACCESS

WITH THE LAUNCH OF ITS NEW NATIONAL SPARE PARTS CALL CENTRE IN EARLY MAY, JLG IS WELL AND TRULY 'REACHING OUT' ACROSS AUSTRALIA TO ENSURE ITS CUSTOMERS HAVE THE SPARE PARTS THEY NEED - WHERE AND WHEN THEY NEED THEM.

Offering an increased number of spare parts interpreters to answer calls and with extended hours of operation from 7.30am to 7pm AEST, the new call centre is already popular with customers according to JLG National Parts Manager, Jarrod Oakes.

"Feedback I've received is that customers like ringing JLG spare parts because the person who answers the phone knows the JLG parts the customer is after," Jarrod explained.

"Our seven spare parts interpreters collectively have over 30 years' experience in JLG spare parts so they're extremely well-informed and helpful - and our people are local, which is also something our customers appreciate."

Speaking to Jarrod, it's evident that JLG has spared nothing to ensure their customers have the most comprehensive and convenient spare parts support possible.

"Customers can quickly reach a spare parts interpreter simply by calling their local branch or 131 JLG (131 554) to be put through to the Spare Parts Call Centre - and with the new, extended operating hours they can do it more conveniently wherever they may be across the country," he explained.

"Our spare parts interpreters will provide skilled support in accessing the parts they need from JLG's national inventory of over \$8 million worth of spare parts stock - over 13,000 SKUs in all and not only JLG spare parts.

"We have an ever-growing range of spare parts for all makes of access equipment because our customers have mixed fleets; we're here to make it easier for them to get the parts they require, so we're becoming a one-stop shop for all their EWP needs - it's absolutely about convenience for our customers."

Jarrod also noted that, along with the national Spare Parts Call Centre, JLG have also made spare parts access easier with Online Express, their convenient online parts ordering system which offers a range of benefits for customers.

"By registering with Online Express and downloading the Online Express app to smart phones and tablets, or logging in on their computer, customers can view interactive parts manuals and machine specifications 24/7, look at parts availability and pricing, quickly order the parts they need for prompt delivery anywhere in Australia - and also receive a further 3% discount on items ordered," he explained.

Once ordered, JLG's continued investment in national infrastructure comes into play as the spare parts are quickly and efficiently supplied.

"Underpinning it all we have world-class parts distribution centres in Sydney and Perth with a first time fill rate currently running at just over 95 per cent," Jarrod said.

"We can offer same-day service on time-sensitive parts, however most parts service is next day delivery; we use five different freight forwarders from our two parts distribution centres so we've definitely got Australia - and our customers' spare parts needs - covered."



JLG FIRST CHOICE FOR FIRST-RATE ACCESS HIRE FIRM

WITH THEIR DEDICATION TO MAKING DIFFICULT ACCESS JOBS EASIER FOR CUSTOMERS, IT CAME AS NO SURPRISE TO DISCOVER THAT NEW ZEALAND ACCESS HIRE SPECIALIST HIRE TOWERS HAS A FLEET MADE UP ALMOST ENTIRELY OF JLG MACHINES.

Based in Onehunga, eight kilometres south of Auckland's city centre, Hire Towers has been serving the greater Auckland area and surrounding regions since its establishment in 1962 and is known as a specialist in access equipment for a wide range of industries.

Since buying into the business 25 years ago, Hire Towers' Director Kerry Farmer has been a driving force in maintaining the company's stellar reputation and a key decision maker in purchasing the 83 JLG machines that make up the majority of the Hire Towers fleet.

"Hire Towers acquired its first JLG machine in 1994, a couple of years after I entered the business," Kerry said. "We have 85 machines in the fleet now, booms and scissor lifts, and 83 of them are JLG – which says a lot about our belief in JLG equipment."

"We pride ourselves on our service and equipment being the highest standard, and guarantee our machines will complete the work efficiently to save our customers' time and money, and you can really only do that when you do provide the best."

Delivering as they do equipment designed to make difficult access jobs easier, Hire Towers' most recent fleet addition was the JLG 520AJ Articulating Boom Lift; offering fast lift speeds for increased work efficiency plus an industry-leading work envelope and capacity, it was the ideal machine to add to the hard-working Hire Towers fleet.

Along with the quality and performance of his many JLG machines, Kerry Farmer was also pleased with the service and spare parts support Hire Towers receives from JLG.

"We do have a service technician on staff, but primarily JLG does the servicing and they do a good job with that...their service and their parts supply is very good and we strictly use JLG parts," he said.

For his part, JLG Sales Executive – NZ, David Morris, says JLG is extremely proud of the fact that the Hire Towers fleet is some 98% JLG and pleased to be in a relationship with a fellow business dedicated to quality and outstanding service.

"Hire Towers is a great company and a great team to work with and our relationship is going from strength to strength as we work to meet their needs and support their promise of excellence," David said.

Echoing David's sentiments, Kerry Farmer said he too appreciates the Hire Towers-JLG partnership.

"We're very proud of our reputation for service, on-time delivery and safety...and JLG helps us in delivering that," Kerry concluded. "Our relationship with JLG...it's good and we'll stick with them."

"We have 85 machines in the fleet now, booms and scissor lifts, and 83 of them are JLG – which says a lot about our belief in JLG equipment."

NEW ZEALAND SKIING

WITH A SEASON THAT RUNS THE LONGEST IN AUSTRALASIA AND TERRAIN OPTIONS CATERING FROM THE ULTIMATE BEGINNER THROUGH TO OFF-PISTE POWDER HOUNDS, NEW ZEALAND IS THE ULTIMATE SNOW DESTINATION.

The South Island is home to 3 main ski destinations and has 9 commercial ski fields within reach of Queenstown and Christchurch. Mackenzie, home to Mt Cook has two uncrowded ski areas ideally suited to beginners at Round Hill and Mt Dobson – and is accessible halfway between Queenstown and Christchurch.

A snapshot of some of the resorts you can visit are below.

SKI QUEENSTOWN

Treble Cone

- Approx. 90mins drive from Queenstown
- Longest run: 4kms
- 2 learner carpets, 6 chairlifts, 2 terrain parks

The Remarkables

- Approx. 35mins drive from Queenstown
- Longest run: 1.5kms
- 3 learner carpets, 4 chairlifts, 3 terrain parks

Coronet Peak

- Approx. 20mins drive from Queenstown
- Longest run: 2.4kms
- 4 learner carpets, 3 chairlifts, 1 T-bar, 2 terrain parks

Fly into Queenstown to access The Remarkables and Coronet Peak and then Cardrona and Treble Cone ski fields towards the lakeside town of Wanaka

SKI CHRISTCHURCH

Mt Hutt

- Approx. 90mins drive from Christchurch
- Longest run: 2.kms
- 1 learner carpet, 14 chairlifts
- 4 terrain parks

Fly direct into Christchurch to ski Mt Hutt and Porters Ski Area

The North Island's Mt Ruapehu, with its two commercial fields, is the country's only skiable volcano and has the largest ski area within NZ.

SKI CENTRAL NORTH ISLAND

Whakapapa Ski Area

- Approx. 4hr drive from Auckland, 1hr 15min drive from Taupo
- Longest run: 2.8kms
- 3 chairlifts, 3 T-bars

Turoa Ski Area

- Approx. 4hr drive from Wellington, 2hr drive from Taupo
- Longest run: 4kms
- 3 chairlifts, 3 T-bars

Fly direct into Wellington or Auckland to access Whakapapa and Turoa Ski Areas



AFTERMARKET PARTS

JLG 6 Volt AGM Battery

Part #70010531S

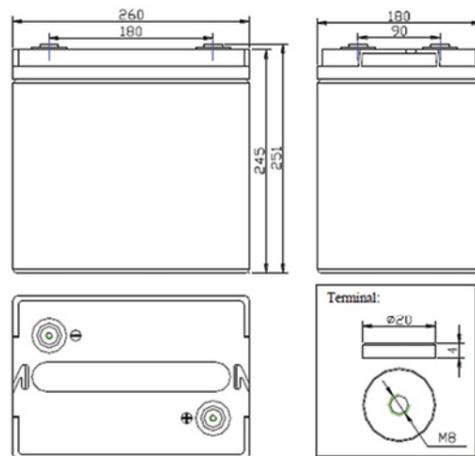
- T105 replacement
- Maintenance free, sealed AGM deep cycle battery
- Durable copper and stainless steel terminals allow for higher conductivity
- Sealed technology helps to avoid spill and corrosion
- Thicker plates help protect the batteries against deep discharge damage
- Higher charger retention rate of 97% to 99% per month

Characteristics

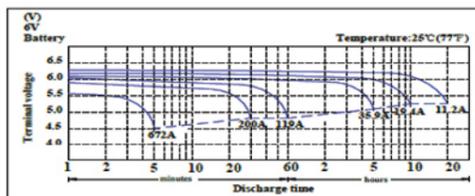
Capacity 77°F (25°C)	20 hour rate (11.2A to 5.25 volts)	224AH
	10 hour rate (19.4A to 5.25 volts)	19.4AH
	5 hour rate (35.9A to 5.1 volts)	179AH
Internal Resistance	Full charged 77°F (25°C)	1.7m Ω
	Capacity affected by temperature (20 hour rate)	
	77°F (25°C)	102%
Self Discharge 77°F (25°C)	32°F (0°C)	85%
	5°F (-15°C)	65%
	Capacity after 3 month storage	91%
Standard terminal	Capacity after 6 month storage	82%
	Capacity after 12 month storage	64%
	M8	
Max discharge Current 77°F (25°C)	2000A (5s)	
	Reserve capacity @ 25Amps	441 Min
Reserve capacity (Minutes to 5.25V at 80°F (27°C))	@ 75Amps	113 Min
	Charging (Constant Voltage)	Cycle
Float		6.8V-6.9V/77°F (25°C)

Specifications

Nominal voltage	6V	
Rated capacity (20 hour rate)	224AH	
Dimension	Total height (with terminals)	251mm (9.88 inches)
	Height	245mm (9.64 inches)
	Length	260mm (10.24 inches)
	Width	180mm (7.09 inches)
Weight	Approximately 31.0kg (68.34lbs)	



Discharge Characteristics 77°F (25°C)



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131 JLG



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JLG
reachingout™

DANIEL REEVE

SALES EXECUTIVE - VICTORIA AND TASMANIA

As a valued member of the JLG team for the past 10 years, Daniel has worked in roles ranging from Workshop Technician and Spare Parts Coordinator, to his current role of Sales Executive which he has held since March 2013. Before joining JLG in 2006, Daniel was in the Automotive Mechanics industry specialising in Auto Transmissions.

As the first point of contact for JLG customers in Tasmania and Victoria, Daniel supports customers with a wide range of services.

"Regardless of whether the customer is after a fleet purchase or is a one man owner operator, the aim is to satisfy all of our customers' requirements to create a greater user experience".

Daniel can assist customers by providing a total JLG solution ranging from Accessories, Finance Options, Trade-in Packages, Flexible Purchase Offerings, After-Sales Packages and more, making for a greater customer experience and the added confidence in JLG.

"My focus is to maintain a high level of customer contact to ensure any and all of our customers' needs and requirements are met."



DENNIS MEECHAN

NATIONAL SERVICE MANAGER

As National Service Manager for JLG, it goes with the territory that Dennis lives and breathes customer service each day. His former life in military aviation spanned over 20 years with 12 years in the RAAF, 7 years as an advisor in the Middle East and 10 years in Material Handling.

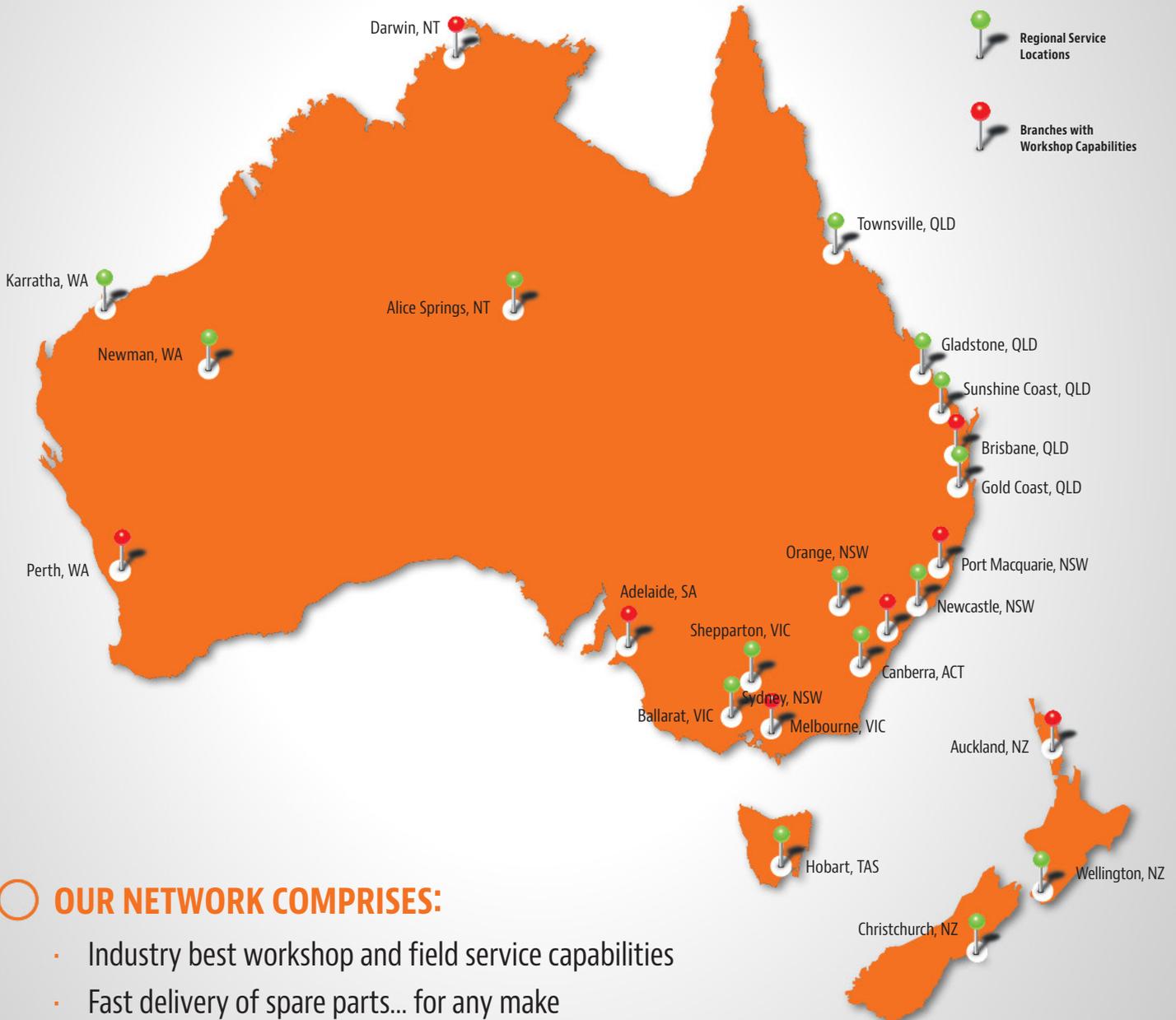
Since joining JLG in 2014, Dennis has also held positions as the QLD Service Manager and National Project Manager.

Day to day, Dennis and his team are committed to developing and implementing systems and processes that can meet the needs of customers in a competitive market.

"We have been reviewing and exploring every facet of how we manage our customers – including not only how we fix the machines but at every stage of the customer experience with JLG."

As a result, customers will reap the benefits with the rollout of new developments. "This will be in the way reporting and information is supplied back to customers on our performance and how this fits in with their business needs - so importantly we can adapt to their requirements".

GROUND SUPPORT



OUR NETWORK COMPRISES:

- Industry best workshop and field service capabilities
- Fast delivery of spare parts... for any make
- Unrivalled technical support
- Training
- Equipment repair, refurbishment and inspection services

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