

Supporting You With
**ADVANCED
LIFECYCLE
SOLUTIONS**
JLG® PARTS, SERVICE & SUPPORT



JLG®

You expect premium equipment from JLG, so why expect anything less from our service and support? Our team of knowledgeable technicians, trainers and customer solutions representatives deliver the highest quality service the industry has to offer. We partner with you, helping you be productive by increasing uptime, enhancing performance and supporting your individual needs.

We offer a full range of services, including:

- Online and classroom training options
- Service at your facility or ours
- Responsive customer support
- Three parts lines, including competitive parts
- A simple telematics platform
- Reconditioned, certified pre-owned and as-is used equipment
- Full customer reconditioning services



YOUR BOTTOM LINE IS OUR TOP PRIORITY

Equipment utilization and uptime directly impact your revenue. That means factors beyond your initial investment, like operational costs, resale value and machine reliability, can impact your bottom line. We understand the big picture impact of total cost of ownership, so we're committed to developing machines that are reliable and easy to service.

BUT WE DON'T STOP THERE

We deliver advanced lifecycle solutions, from proactive R&D to single-source parts. We create new technologies with a global perspective and a customer focus. JLG® machines feature similar parts, controls and designs for easier service and training. And when unexpected downtime does occur, our responsive service and support gets you back on the job as quickly as possible.

Trust the team dedicated to supporting you long after the sale.



JLG® TRAINING

BE CONFIDENT & COMPLIANT

With new ANSI and CSA standards about to be released, it's more important than ever to be properly trained. Not only do you want confident operators working for you, but you also want to be confident they'll get the work done safely and efficiently. We provide you with the resources and classes you need to be well-informed and compliant.

80+ COURSES OFFERED EACH YEAR

Get the maximum return on your equipment investment with boom lift, scissor lift and telehandler training courses through JLG University. Courses are offered in three formats:

- Traditional classroom settings at the JLG® training center in McConnellsburg, PA, and at customer locations around the country
- Self-paced online learning where instruction is given electronically without an instructor
- Instructor-led online learning where an instructor facilitates the course electronically

LEARN MORE ABOUT THE TRAINING
PROGRAMS WE OFFER AT
jlg.com/training-programs

NATIONWIDE ACCESS TO HIGH-QUALITY TRAINING

With proper telehandler, boom lift and scissor lift training, you can walk onto the job site knowing you have the right credentials. The AccessReady program connects operators with JLG-qualified trainers nationwide and offers the following benefits:

- Online and classroom learning options
- Exclusive app to track familiarizations
- Searchable network of qualified instructors
- ANSI- & OSHA-compliant instruction



Become an AccessReady Trainer

Our Train-the-Trainer course teaches participants to train MEWP or telehandler operators. Train-the-Trainer graduates are invited to join the AccessReady program as a trainer. They can build their business by boosting visibility, increasing credibility and generating leads through the portal.



JLG® Training Simulator

Virtual reality creates a fully immersive experience to give operators a better understanding of real-world conditions. At our training center, you can operate a virtual machine from an actual boom platform using actual controls.

JLG® SERVICE

GET BACK ON THE JOB, FAST

Your productivity begins and ends with a fleet that works at full capacity. Our factory-trained technicians can inspect, maintain, troubleshoot, repair and even overhaul your JLG® equipment to keep your fleet running at peak performance. Our service team provides:

- Annual inspection services
- Emergency response for down equipment
- Technical expertise for hard downs in your shop
- Fixed quotes for all service and repairs
- Fully equipped service vehicles
- Heavy repairs to factory standards
- Planned, preventive maintenance
- 6-month parts and labor warranty on repairs

MORE CONVENIENT LOCATIONS

The skilled experts at our service centers take a comprehensive approach to maintaining and repairing your equipment. Along with several dedicated JLG® service centers, there are also JLG® authorized service locations throughout the U.S. and Canada.

USE OUR SALES AND SERVICE LOCATOR TO FIND
THE AUTHORIZED LOCATION NEAREST TO YOU.

jlg.com/locator



LESS DOWNTIME

Reduce downtime and increase equipment life by keeping up with required inspections. MEWPs and telehandlers need periodic inspections and maintenance, and the frequency is outlined in their manuals. Required inspections also help you comply with ANSI and CSA standards.

400+ qualified,
trained technicians

SOLUTIONS DELIVERED STRAIGHT TO YOU

When response time is critical, our technicians come to you for on-site service, repairs and maintenance. Your nearest JLG® service provider will send a technician with a fully equipped vehicle to your location, so you can get back on the job sooner.

150+ mobile
service vehicles



TECH CENTER SUPPORT

Our team of experts works with you to quickly solve your most difficult part or repair issues. Contact us today at 877-JLG-LIFT (554-5438).

80+ parts and
service experts



JLG® PARTS

ALWAYS FIND THE PARTS YOU NEED

Don't search multiple places for the parts you need. Save time and money by sourcing parts for your entire fleet from one place.

Optimized delivery times from our East and West Coast parts distribution centers make it easy to get the parts you need, fast. Plus, we offer simple, 24/7 online ordering through Online Express.

We have the industry's largest inventory of original equipment manufacturer (OEM) and competitive parts.

ORDER ONLINE TODAY AT
jlg.com/order-parts

18K+
SKUs



71
MANUFACTURERS



1PLACE

MAXQUIP™ FROM JLG

When you're managing a mixed fleet, juggling parts sources can be a challenge. You need the best pricing, best quality and best availability. With MaxQuip from JLG, you can purchase high-quality parts for your entire fleet from a single, industry-leading source.

MaxQuip™

PARTS CATEGORIES

This expansive parts line carries over 18,000 SKUs across 50+ product categories and 71 equipment manufacturers. These high-quality parts have the same form, fit and function as parts from original equipment manufacturers (OEMs).

EQUIPMENT BRANDS

We make purchasing parts for a mixed fleet as simple as possible. Over 60 competitive models, including boom lifts, scissor lifts and telehandlers, are covered.

Six-month warranty.



JLG GENUINE

Maximize the value of your JLG® equipment with parts that are thoroughly tested by JLG engineers to ensure original specs are met. This line of factory-approved parts sets the JLG standard for superior performance.

Six-month warranty.

JLG
GENUINE



JLG REMAN PARTS

Remanufactured parts are an economical way to keep machines in working order. JLG Reman offers reliable, factory-approved parts that are ideal for repairing older equipment. We also have remanufactured competitive parts.

One-year warranty

JLG
REMAN

CLEARSKY™ TELEMATICS

GET ACTIONABLE DATA THAT DRIVES YOUR FLEET

Tracking, securing and maintaining your fleet can be difficult. And complicated telematics platforms don't make it any easier. ClearSky™ telematics from JLG is a different kind of platform. It translates complex data into usable solutions, so you can anticipate problems and maximize productivity.

CLEARSKY™



Proactively Manage Fleet Health

Keep up to date on routine maintenance and limit time lost due to low batteries and unexpected failures.



Increase Uptime & Utilization Rates

Know when, where and how your equipment is used, so you can maximize your fleet's utilization rates.



Enhance Security & Visibility

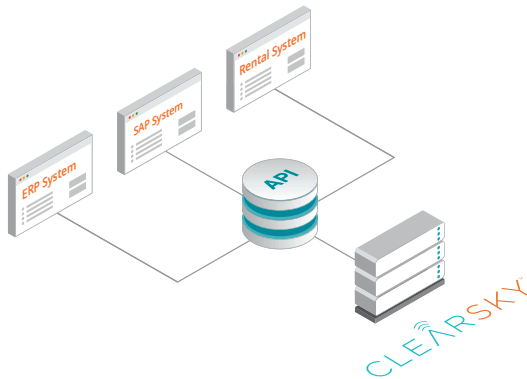
Set up geofences and timefences to protect your fleet and save time by always knowing the location of your equipment.

TO LEARN MORE ABOUT ADDING
CLEARSKY TO YOUR FLEET, VISIT

jlg.com/clearsky

FLEXIBLE SOLUTIONS

ClearSky gives you the actionable data you want but lets you decide how you receive it. It can be used as a standalone solution with our user-friendly portal, or it can be integrated into your existing ERP, SAP or other business system.



DATA ONLY PLAN

Your IT team and the ClearSky team work together to develop an API connection that delivers raw data directly to your existing business system. This secure connection allows seamless downloading of the latest machine information into your system, so you get all the benefits of ClearSky fleet data without having to learn new software or retrain your employees.



DATA & PORTAL PLAN

Your machine data is aggregated into our user-friendly portal. It comes with a default dashboard that shows all the basic data you need with the option to create a customized dashboard. See all the data points you care about on desktop, tablet or mobile device.

HARDWARE OPTIONS

ClearSky offers factory-installed and retrofit telematics solutions for most JLG® products. There are three types of hardware available: ClearSky Locate, ClearSky CAN and ClearSky Dual CAN. Both the Data Only and Data & Portal plans are available regardless of the hardware installed on your machines.



ClearSky Locate



ClearSky CAN



ClearSky Dual CAN

JLG® RECONDITIONING

RESTORE YOUR FLEET TO LIKE-NEW CONDITION

Sometimes, buying a brand-new machine isn't an option. When now isn't the time for new, extend the life of your fleet with reconditioning. It's a cost-effective way to maximize your ROI and get the most out of your equipment.



MACHINES THAT UNDERGO THE JLG® RECONDITIONING PROCESS:

- Are completely torn down and restored to their original specifications in as little as 11 days
- Pass the required ANSI annual machine inspection
- Meet other ANSI standards
- Come with a best-in-class three-year warranty
- Are reassembled in a VPP Star Site Certified facility

LEARN MORE ABOUT THE
RECONDITIONING PROCESS AT
jlg.com/reconditioning

JLG® CERTIFIED PRE-OWNED EQUIPMENT

WHEN VALUE MATTERS

We created the industry's first certified pre-owned equipment program, which offers you a cost-effective way to update your fleet when buying new isn't an option. Our certified machines receive updates and repairs that can extend their usable life several years. They also come with a two-year parts and labor warranty and a three-year warranty on Deutz engines.



INDUSTRY-LEADING
WARRANTY



PREMIUM
VALUE



FACTORY-APPROVED
UPDATES



BROAD
OFFERING

OUR CERTIFIED EQUIPMENT PROGRAM INCLUDES:

- ES Series scissor lifts
- Diesel telescopic and articulating boom lifts
- Electric articulating boom lifts



LEARN MORE ABOUT PURCHASING
CERTIFIED PRE-OWNED EQUIPMENT AT
jlg.com/certified



WARRANTIES

DEMAND THE BEST COVERAGE FOR YOUR EQUIPMENT

JLG is committed to designing and building equipment that will deliver excellent productivity and long service life. And we back all our equipment with a strong warranty program.

Mobile Elevating Work Platforms

1 and 5 Warranty

One-year standard warranty on parts and five-year structural warranty on structural components

Telehandlers

1, 2 and 5 Warranty

One-year standard warranty on parts, two-year or 2,000-hour warranty on drivetrain and five-year warranty on structural components

WARRANTY MAINTENANCE

Let us complete your warranty repair and service work for you. Whether you're short-staffed, behind on rental fleet maintenance or just need some help, we can get the parts, perform the work and process the claim for you. All you have to do is make the call.

JLG account holders must use Online Express to file a warranty claim. All others may contact one of our highly qualified warranty coordinators at 877-JLG-LIFT (877-554-5438).

KEEP UP WITH THE LATEST ACCESS INDUSTRY INFORMATION

We have plenty of online resources to help you stay up to date on recent access industry trends, equipment, regulations and news. Visit the Parts & Services section on jlg.com. Join the conversation on social media. And subscribe to our emails to have information delivered straight to your inbox.



#DIRECTACCESS

STAY INFORMED. STAY CONFIDENT.

DIRECTACCESS: OUR ACCESS INDUSTRY RESOURCE CENTER

Push your business to new levels of success with direct access to content from our experts. On DirectAccess, you can watch helpful service videos, read technical articles and find the latest industry news about the topics that matter to you. Explore content and subscribe now at jlg.com/directaccess.



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**In This Issue**

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- ClearSky™ Telematics
- Trivia Challenge

TECH TIP
JLG® Service, Operator and Parts Manuals Available Online

Access JLG® manuals online to view, download and print the information you need whenever and wherever you need it.

Explore the following **online manuals** today:

- Inspection forms
- Service and maintenance manuals
- Operator manuals
- Parts manuals
- Supplemental and quick reference guides

Manuals can also be found at JLG.com under the Resources or Parts and Services tabs.

Please contact your Regional Service Manager or a **JLG® service representative** if further information is required.

Still need tech support? Call 877-JLG-LIFT (554-5438).

VIEW, DOWNLOAD AND PRINT

SIGN UP FOR GROUND SUPPORT E-NEWS

Ground Support is our customer-support-focused e-newsletter that includes helpful tech tips, parts and training information. This bimonthly newsletter also features parts promotions with special discounts and programs to help you save money. Sign up today at jlg.com/e-news.



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