

# JLG SERVICE PROVIDER PROGRAM GUIDE



OSHKOSH CORPORATION CLASSIFICATION: HIGHLY RESTRICTED



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## JLG Service Provider Concept

JLG will establish a network of independent service operations that will provide equipment repair, warranty, maintenance, inspections, parts and other support services to JLG Customers. These operations will have responsibility for JLG Customers within a serviceable radius. These operations will be primarily focused on service work. These businesses will work towards servicing all brands and all types of equipment for JLG Customers.



## JLG Service Provider Mission

### Mission:

To provide a world class service and support solution to JLG's customers throughout the entire life of the product.



## Service Providers Meet Customer Needs by Providing:

### Warranty Service

JLG Service Providers help JLG customers save time and money by completing warranty work on their JLG units. This includes processing both the claim paperwork and the repair.

### Local Parts Support

Uptime is critical! Having same day parts availability can help JLG customers save time, money, and preserve relationships versus losing a rental or having to deliver a backup machine.

### Inspection Service

There are various inspection services that our customers value such as pre-delivery, annual and boom inspections. JLG Service Providers can assist with scheduling, completing, and documenting this work to help them meet the requirements of machine ownership.

### Mobile & In-Shop Repair Service

JLG customers have limited and overtaxed in-house service capabilities and find significant value outsourcing repairs to keep their shop efficient. A JLG Service Provider can offer JLG customers a dependable, cost effective resource that keeps JLG equipment operational in the field.

### Maintenance/Repair

JLG customers have an ongoing need for preventive maintenance and repairs on JLG and competitive lift equipment products within their operations. JLG Service Providers are a consistent and reliable option to provide these services as and when needed.



## **JLG Supports JLG Service Providers With:**

### **Wholesale Access to JLG Parts**

As an Authorized JLG Service Provider, you will have the opportunity to buy parts at a discounted, competitive rate.

### **JLG Access to Customers**

JLG is recognized as the world leader in lift equipment with the largest access equipment machine population. These qualities provide maximum service, repair and parts opportunities.

### **JLG Training**

The JLG Training Department offers comprehensive product training for all models of JLG aerial work platforms and telescopic handlers. In addition, JLG has a team of District Service Managers that can keep your shop and mobile mechanics current on JLG equipment. JLG offers training for technicians via local, regional hands on classroom training as well as online training via JLGU.

### **Marketing Support to Grow Your Business**

JLG provides various programs to assist JLG Service Providers in generating new business opportunities with the JLG Service Provider locator feature on [www.jlg.com](http://www.jlg.com). In addition, JLG offers a Co-op Marketing Program with provided branding guidelines and financial support to our JLG Service Providers.

### **In-Field Personnel to Support Your Business**

JLG's field personnel are there to support your business. Whether you need help reducing your administrative costs, planning your parts spend, developing a growth plan or assisting with your sales efforts, the JLG field service and sales representatives are on call.

### **Access to JLG Support Systems**

JLG's world-class systems are available to enhance all aspects of our JLG Service Providers business. With a call or email, JLG Service Providers can access assistance with technical issues, troubleshooting support as well as extensive parts information via our contact center. Additionally, JLG Online Express, JLGU and Service Bench are also available 24/7 to JLG Service Providers.

### **Number of JLG Customers/Customer Locations**

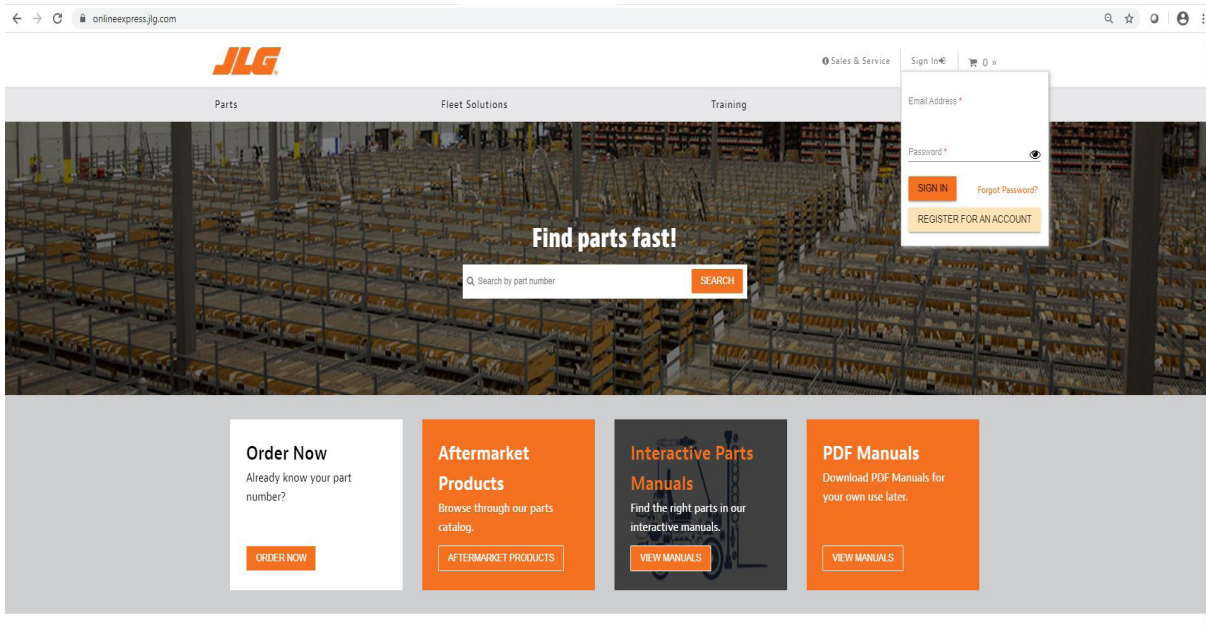
JLG will provide JLG Service Providers a list of JLG customers in their market complete with full addresses. Customers and customer locations will be broken down by the following customer categories:

- National Rental Companies
- Independent Rental Companies
- End User Companies
- Determine Radius

# PROGRAM PARAMETERS, JLG PARTS

JLG Service Providers have access to the industry's largest resource for JLG Original Equipment Parts as well as a comprehensive inventory of competitive and aftermarket lift industry parts.

As a JLG Service Provider, you will have access to the JLG Online Express parts ordering system.



At the onset of the JLG/JLG Service Provider relationship, JLG Service Providers will be given a parts discount for all JLG parts purchased including JLG Genuine, JLG Reman, MaxQuip and MaxQuip Reman Parts.

Specific details of parts discount will be included in the JLG Service Provider Agreement.

When it comes to maintaining the quality and maximum value of a JLG machine, there is no substitute for genuine parts. JLG Genuine parts are guaranteed to match the machine's original specifications, ensuring the right fit to quickly get you back up and running. JLG also offers a wide variety of accessories, retrofit kits and attachments to help tackle any job or site requirement.

These parts are competitively priced and are stocked at our Parts Distribution Centers or conveniently shipped direct from our supplier partners.



- Accessories
- Attachments
- Batteries
- Engine Parts
- Filters
- Forks and Fork Pins



## SAVE TIME AND MONEY WITH JLG REMAN PARTS

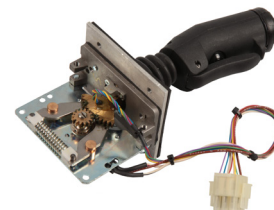
JLG Reman offers a low cost alternative to buying new with an extensive line of remanufactured programs that save you time and money. Let JLG do the work and take advantage of reman parts that are ideal for repairing older equipment.

### Each JLG Reman Part:

- Is remanufactured to original specifications and factory-approved
- Carries a one year warranty unless otherwise noted
- Is easily combined with other orders through Online Express

- Alternators and Starters
- Controllers
- Dana Axles and Transmissions
- Engines - Deutz, Ford
- Hydraulic Cylinders

- Rotators and Swivels
- Sevcon Powerpaks
- Generators
- Smart System Controllers
- ZF Axles and Transmissions



When your fleet is comprised of multiple brands of equipment, MaxQuip from JLG saves you time and money with all of your parts available from a single source. MaxQuip includes a wide variety of parts from several brands for different types of equipment, such as boom lifts, scissor lifts, telehandlers and forklifts to name a few. We stock Genie, SkyJack, Snorkel, MEC, Terex, Gehl, JCB, Ingersoll Rand and Dana, Haulotte, Case and much more. With over 18,000 parts stocked from more than 70 different manufacturers, you can count on us to have what you need.



## MaxQuip Features:

- Over 18,000 part numbers in stock
- Extensive replacements parts availability for specific models of competitive aerial equipment
- Components for over 70 other OE manufacturers
- Parts spanning over 50 different categories, from alarms to wheels
- Competitive pricing compared to OE manufacturer

## Qualifies towards/for:

- Economy orders
- Annual buyback calculations
- JLG sponsored programs

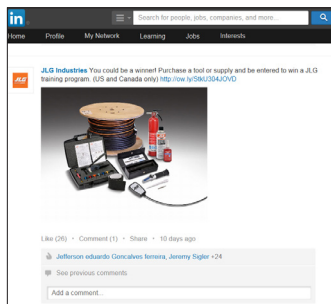


- Alternators and Starters
- Controllers
- Dana Axles and Transmissions
- Engines - Deutz and Ford
- Generators
- ZF Axles and Transmissions

The JLG.com website features a dedicated section to maintenance, parts and service. Within this section as well as on the JLG.com home page, there is a service locator for site visitors to easily identify the JLG Service Provider nearest to their place of business and/or equipment location. Visitors can obtain contact information and directions to all JLG Service Providers by entering their zip code in the locator.

The image displays two overlapping screenshots of the JLG website. The top screenshot shows the main navigation menu with categories like Equipment, Industries, Parts & Services, Training, News & Events, Resources, About JLG, and JLG Used. A featured banner for 'Crank it up' highlights the EcoLift Series. Below this are icons for various lift types: Engine Powered Boom Lifts, Electric & Hybrid Boom Lifts, Low-Level Access, Vertical Lifts, Stock Pickers, and Scissor Lifts. There are also buttons for 'Equipment Selector' and 'Find My Model'. The bottom screenshot shows the 'Maintenance & Service' section, which includes a 'Locate Dealer or Service Provider' form with a search field and checkboxes for 'Sales' and 'Service'. A callout box titled 'Find a JLG Location' provides a detailed view of the search interface, including a search radius dropdown set to '100 Miles', an 'Advanced Search' section with filters for 'Service Locations' and 'Authorized Service Provider', and a 'New Search' button.

JLG also takes advantage of social media to spread the word about products, parts and services. JLG is active in monthly postings and interactions on Facebook, G+, LinkedIn and Twitter.



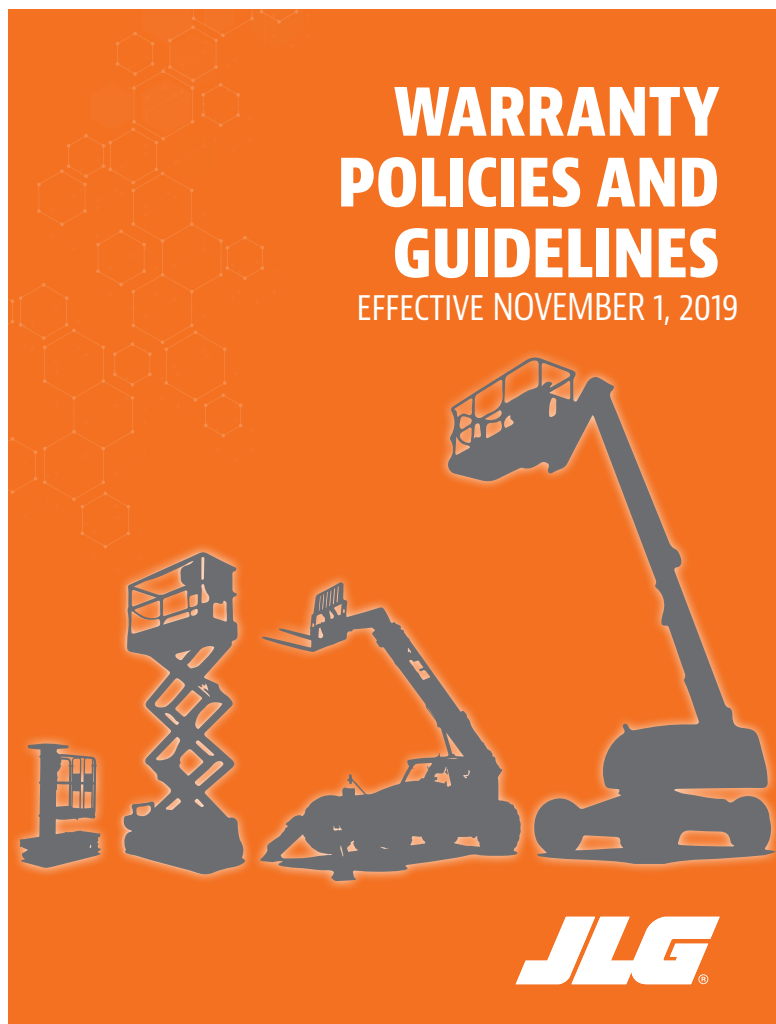
## PROGRAM PARAMETERS, JLG WARRANTY

JLG's provides warranty 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.

Each product line has a model-specific Warranty Guideline that provides information regarding the allowable amount of time to be spent for any given repair and/or replacement.

The commitments and limitations outlined in JLG's Warranty Statement are not subject to change or alteration.

Specific details regarding warranty will be included in the JLG Service Provider Agreement.



An up-to-date version of this contact list can be found on Online Express.

## **TOLL FREE 877-554-5438**

### **Inside United States**

#### **Parts Contact Center**

Hours of Operation: 8:00AM – 6:00PM EST

Phone: 717-485-6472

Fax: 800-733-8939 or 717-485-6441

Email: [jlgparts@jlg.com](mailto:jlgparts@jlg.com)

Parts Research, Orders, Etc.

Email: [onlineexpress@jlg.com](mailto:onlineexpress@jlg.com)

JLG Online Express Info and Issues

#### **Service Contact Center**

Hours of Operation: 8:00AM – 7:00PM EST

Phone: 717-485-6657

Fax: 717-485-6488

Email: [service@jlg.com](mailto:service@jlg.com)

#### **Machine Sales Contact Center**

Hours of Operation: 8:00AM – 4:45PM EST

Phone: Toll Free 877-554-7355

Direct 717-485-6560

Fax: 717-485-6661

#### **Warranty**

Hours of Operation: 8:00AM – 4:45PM EST

Phone: 717-485-6527

Fax: 717-485-6032

Email: [jlgwarranty@jlg.com](mailto:jlgwarranty@jlg.com)

Warranty Claims, Warranty Information

#### **Product Safety**

Hours of Operation: 8:00AM – 4:45PM EST

Phone: Toll Free 877-554-7233

Direct 717-485-6591

Fax: 301-745-3713

Email: [productsafety@jlg.com](mailto:productsafety@jlg.com)

Safety Concerns, ID Plate Replacement

**DIRECT 717-485-5161 Opt. 3**

### **Outside the United States**

#### **Product Management (Parts)**

Hours of Operation: 8:00AM – 4:45PM EST

Email: [reman@jlg.com](mailto:reman@jlg.com)

Rebuilt / Remanufactured Program

Email: [compparts@jlg.com](mailto:compparts@jlg.com)

Competitive Parts Program

Email: [partsprograms@jlg.com](mailto:partsprograms@jlg.com)

Product and Program Management

#### **Training**

Hours of Operation: 8:00AM – 4:45PM EST

Phone: 717-485-6438

Fax: 717-485-6013

Email: [training@jlg.com](mailto:training@jlg.com)

JLG Training Classes, Materials, JLGU

Website: <http://jlg.u.jlg.com>

#### **Used Equipment**

Hours of Operation: 8:00AM – 4:45PM EST

Phone: Toll Free 844-554-8733

Direct 717-485-2147

Email: [used.equipment.sales@jlg.com](mailto:used.equipment.sales@jlg.com)



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