

PARTS, SERVICE AND WARRANTY



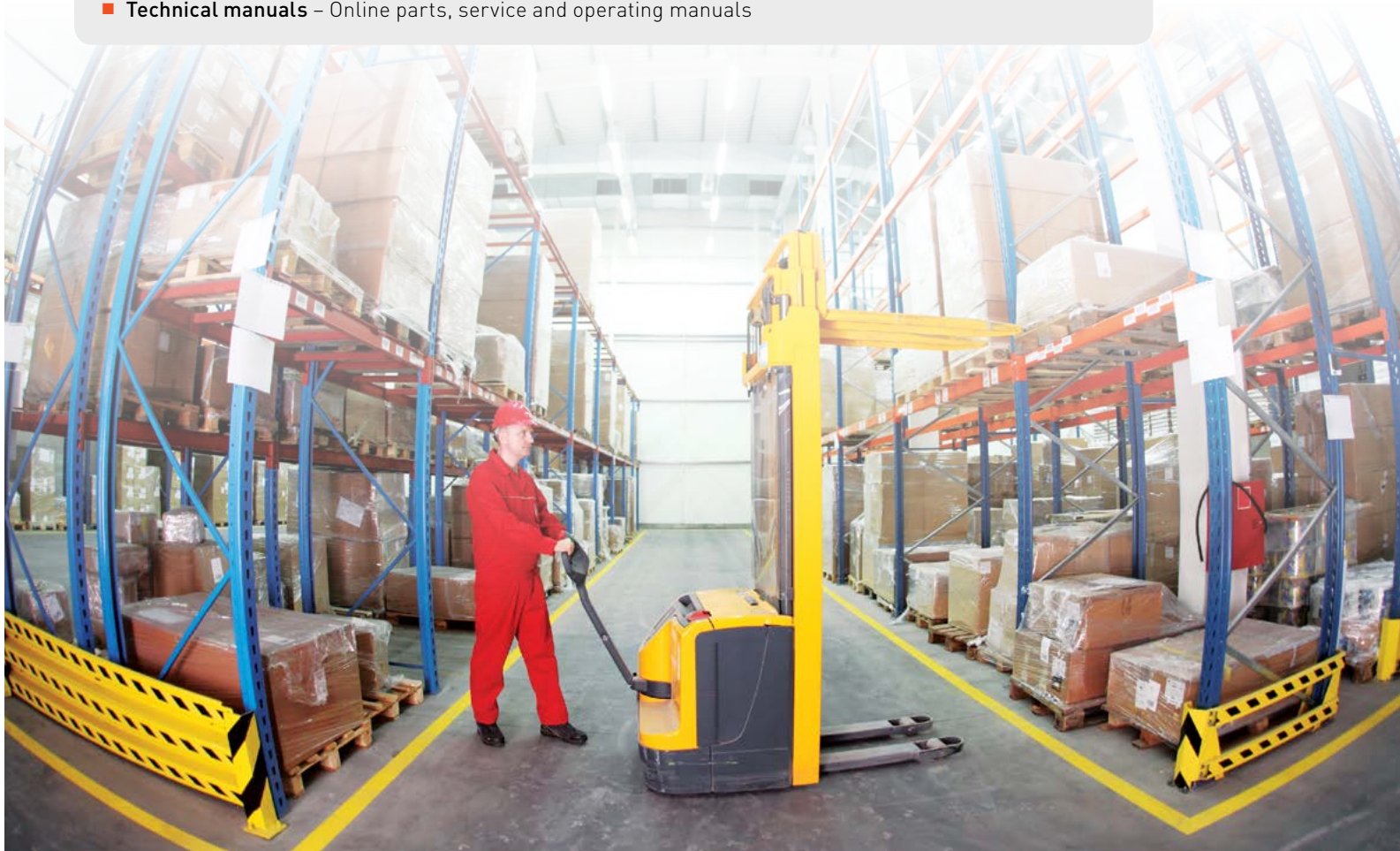
SKYJACK[™]
simply reliable

WELCOME TO THE SIMPLY RELIABLE WORLD OF SKYJACK

Having manufactured over 250,000 machines, we are proud to say that there are an increasing number of rental companies throughout the world that have and continue to depend upon our products daily.

Our products have a simple design and employ proven technology. We are proud to support our customers, standing by each product throughout its lifetime.

- **Parts support** – Original parts direct from Skyjack
- **Technical service training** – Free courses that allow you to maximize utilization
- **Service bulletins** – Communicating required equipment modifications (safety or non-safety related)
- **Service advisories** – Advising, clarifying and expanding upon processes and procedures associated with required inspections and maintenance
- **Tech tips** – Informative, detailed overviews related to equipment operation, scheduled or recommended maintenance, troubleshooting and other valuable technical product information
- **Warranty and service** – Industry leading warranties
- **Technical manuals** – Online parts, service and operating manuals



PARTS SUPPORT

DIRECT ACTION

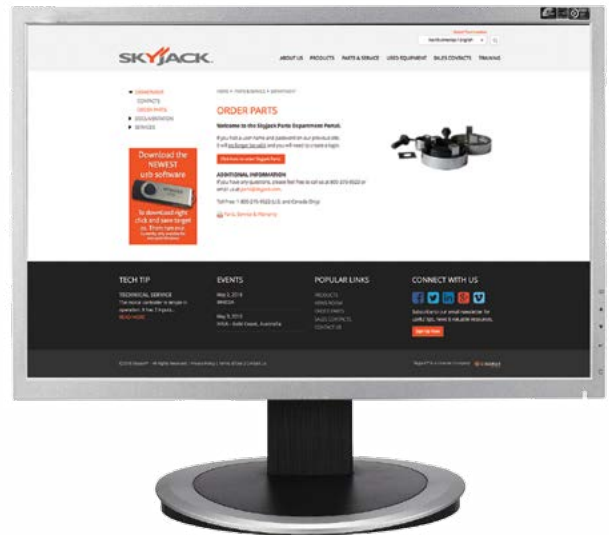
The effective way to maintain your aerial work platforms.

Quality and reliability are the hallmarks of Skyjack's solid reputation. We have become an industry leader by providing machines that combine durability, quality, and serviceability, making our products world renowned for reliability. Because of this we believe Skyjack's products offer the rental industry's best life cycle value through low cost of ownership, ease of service and maintenance while retaining high residual values. Today with over a quarter million units manufactured, Skyjack's experience is built into every machine we make and the product support we offer.

■ **97% SAME DAY SHIP RATE**

Take **DIRECT ACTION** and call us for all your parts needs now!

Ordering Skyjack parts is simple. Visit www.skyjack.com/order-parts and register today.



Toll Free 1 800 965 4626

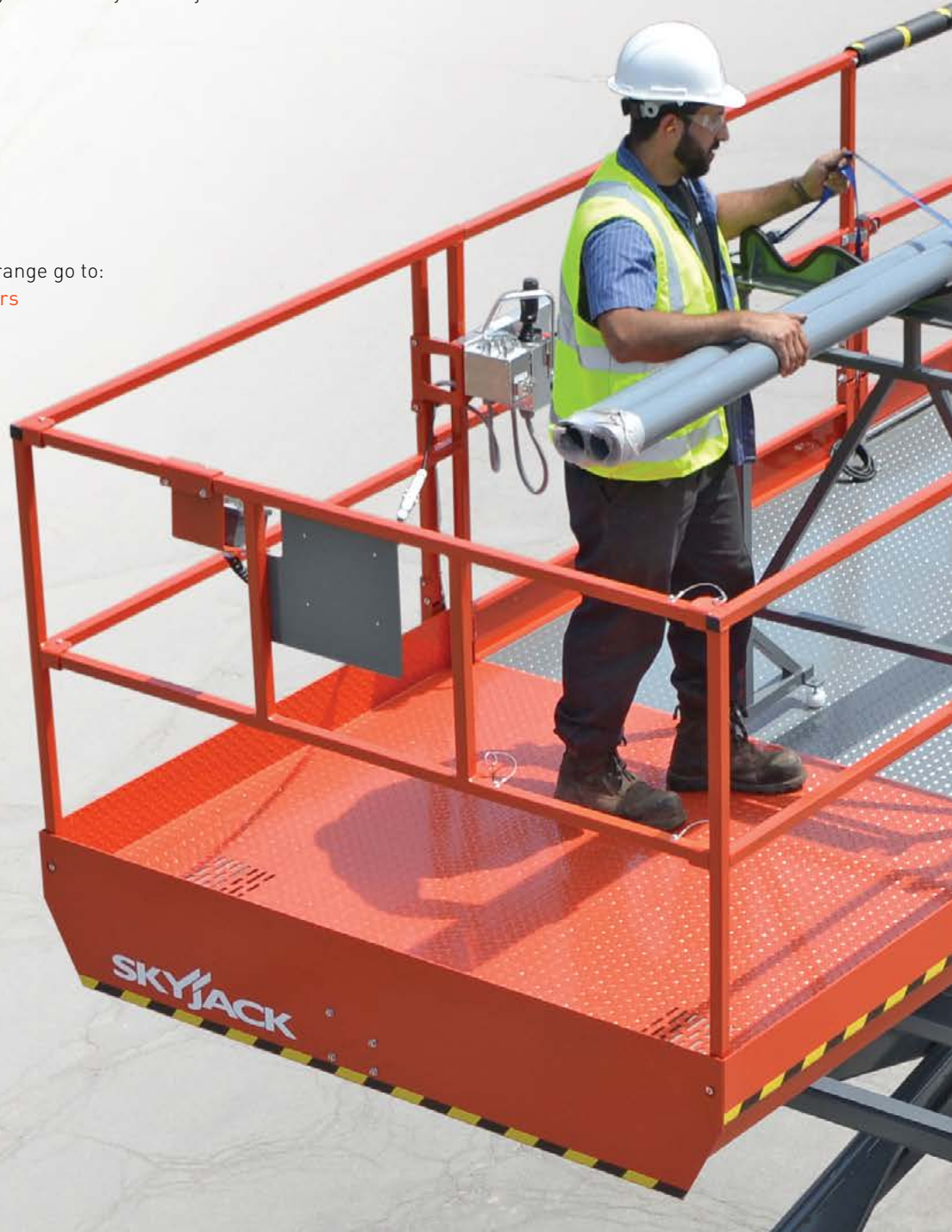
ACCESSORYZERS™

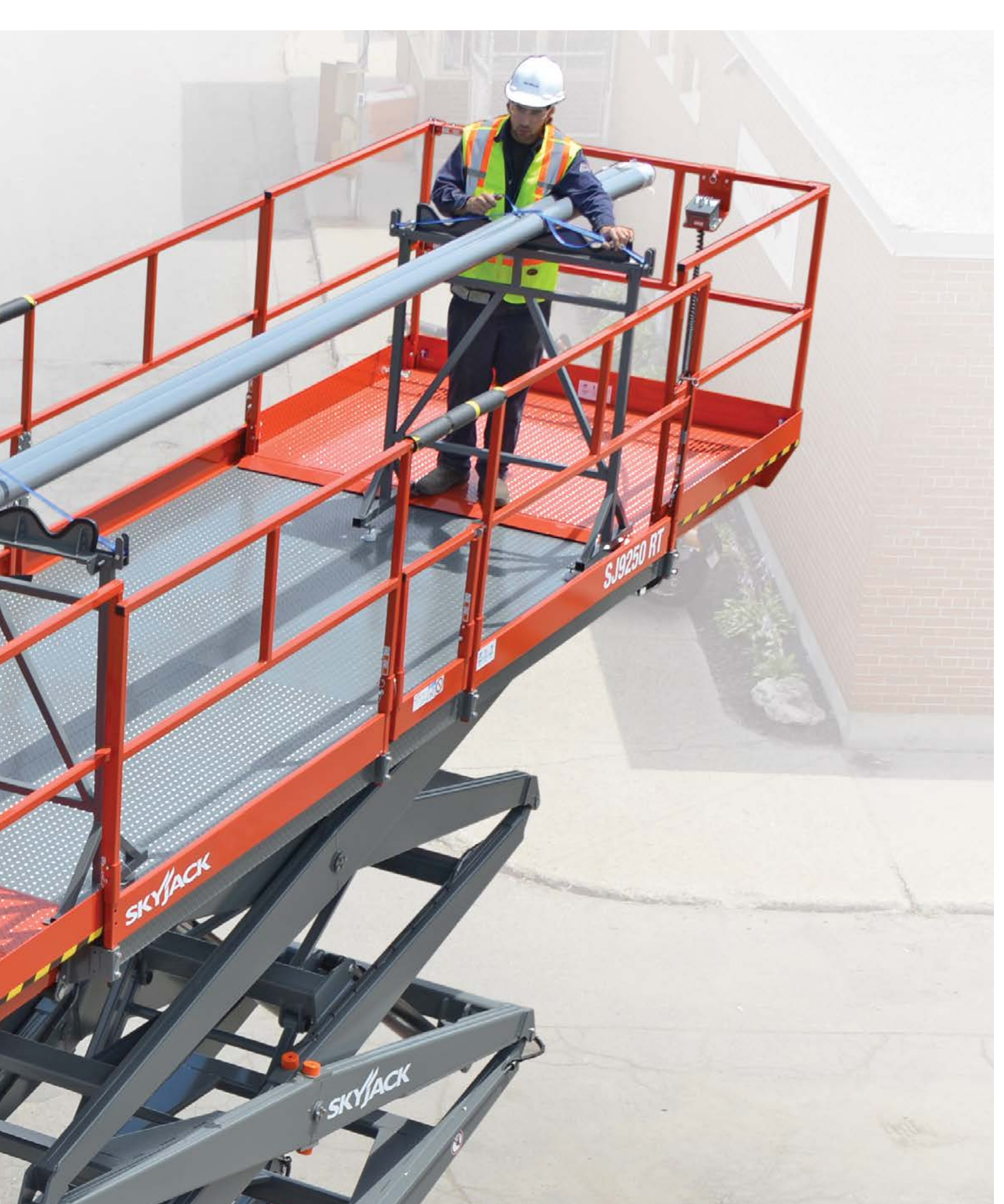
Skyjack offers a full line of accessories to help improve your productivity. These factory-approved accessories are designed to add functionality to your machine and convenience for the operator. Whether it's helping you get materials to the work site, protecting equipment from the weather, or enhancing productivity, Skyjack has the right accessory for the job.

- Glazier kits
- Board carriers
- Tool carriers
- Pipe racks
- And many more

For the latest Accessoryzers™ range go to:

www.skyjack.com/accessoryzers





Toll Free 1 800 965 4626

FREE TECHNICAL SERVICE TRAINING

Factory trained technicians are essential to minimize downtime on your equipment. Give them the “tools” and knowledge to properly diagnose, repair and maintain your Skyjack fleet. Less down time means more profit!

Skyjack believes that this service is so fundamental to your business, that it is offered **FREE!*** Courses are available for all currently manufactured products:

- Vertical Mast Lifts
- Telescopic Boom Lifts
- Electric Scissor Lifts
- Articulated Boom Lifts
- Rough Terrain Scissor Lifts
- Telehandlers

AT YOUR LOCATION

Skyjack Service Training can be performed at your facility. The classes are tailored to be suitable for an entry level technician as well as the experienced lift technician. Skyjack’s unique, flexible format allows our experienced instructors to provide valuable information that not only covers common troubleshooting and problems, but also addresses issues that may only affect specific geographic areas.

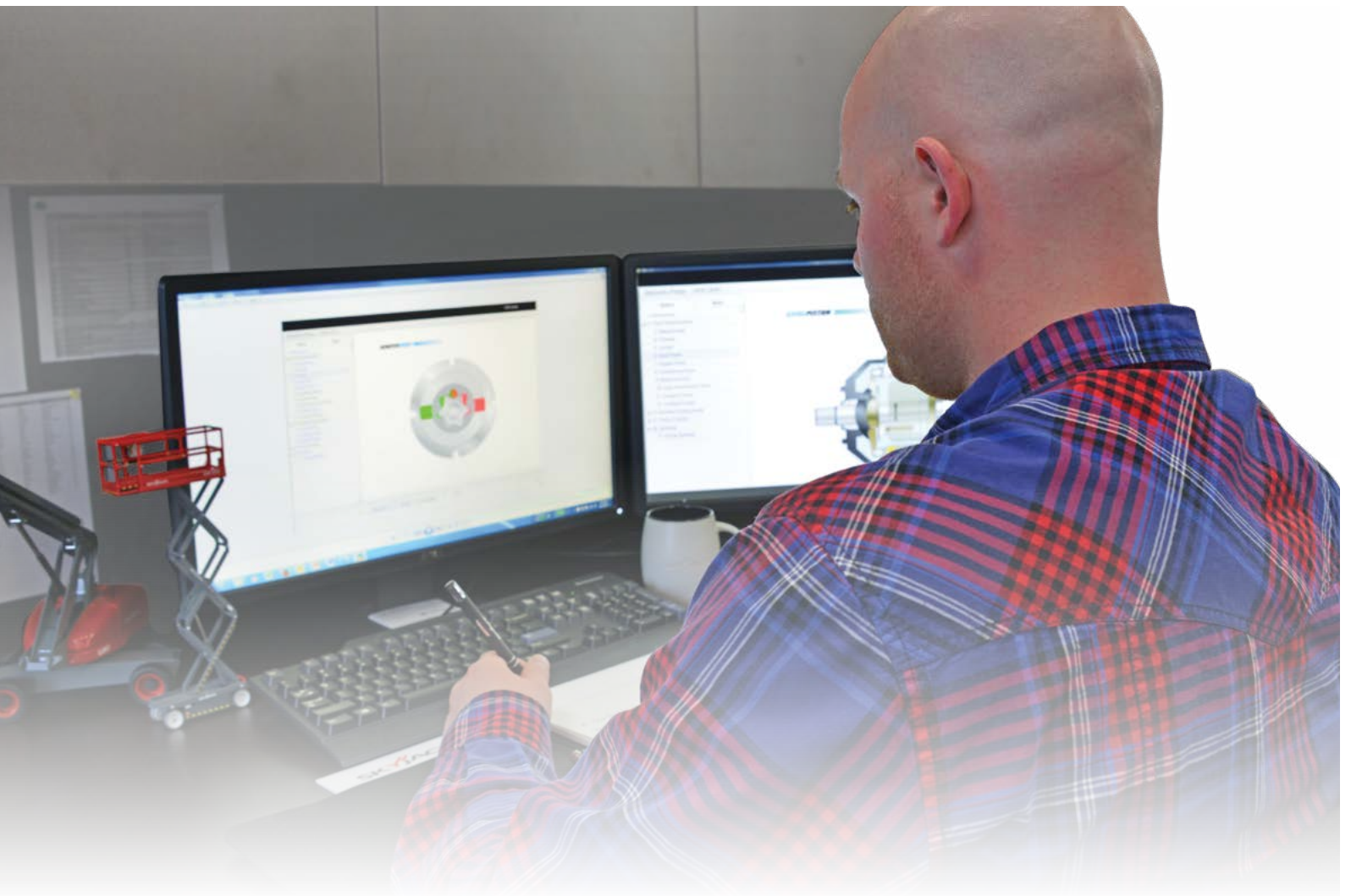
The technical training courses are specific for each Skyjack family model and will involve a full day formal classroom session. The classroom covers:

- Electrical and hydraulic symbol identification
- Component operation
- Hydraulic and electrical schematic reading
- Schematics are defined and traced out for each function, reviewed in detail providing your technician with a better understanding of the operation of the equipment.
- Troubleshooting scenarios to enhance the technicians understanding, and to provide familiarity with the common components between Skyjack family models.

Each student receives a certificate and workbook so that information can be referenced later.

*Certain course requirements may apply





LEARN ONLINE

Skyjack offers a web-based learning platform that provides access to technical skills and product related courses, assessment tests, and on-the-job training guides.

Designed for both the individual and organizations, it is available 24-hours a day, 365 days a year from virtually anywhere when users have access to the internet using a web-based browser. For individuals, it allows you to sharpen your current product and maintenance skills or learn new skills by studying the courses needed to meet your career goals and aspirations. Companies can use the online training as a central learning management system.

To access online training, please visit:
www.skyjack.com/online-training

In addition to Skyjack's Tech-online, customers can review the following at www.skyjack.com/parts-service-contacts.

- **Service Bulletins** – Communicating required equipment modifications (safety or non-safety related)
- **Service Advisories:** Advising, clarifying and expanding upon processes and procedures associated with required inspections and maintenance
- **Tech Tips:** Informative, detailed overviews related to equipment operation, scheduled or recommended maintenance, troubleshooting and other valuable technical product information
- **Technical Manuals:** Online parts, service and operating manuals
- **Parts Promotions** - Offering monthly sales on parts and ACCESSORYZERS™

Toll Free 1 800 965 4626



SAFETY TRAINING

Promoting safe and effective use of access equipment and telehandlers.

Operators trained in Skyjack's Safety Training program make their workplaces safer for everyone. We offer a variety of training and training resources, such as:

- IPAF Aerial Work Platform Operator, Evaluator or Instructor training
- Web-based resource center
- Skyjack Telehandler Operator training
- Skyjack Registered Instructor training for Aerial Work Platforms (AWPs) or Telehandlers
- Training Kits for Skyjack AWP or Telehandler Registered Instructors or Operators

Skyjack offers two distinct training programs, IPAF or Skyjack Operator or Instructor training:

IPAF AWP TRAINING

- **IPAF Operator Training** – Certified to be in compliance with the ISO Standard 18878 Mobile elevating work platforms and leading to the issue of a Powered Access License (PAL). Theory delivered either in-class or with E-learning option.
- **IPAF Evaluator Training** – Training to be able to administer theory test, familiarization and practical training to complete E-learning operator training.
- **IPAF Instructor Training** – Program to become an IPAF certified instructor.



SKYJACK AWP OR TELEHANDLER TRAINING

- **Skyjack AWP or Telehandler Registered Instructor Training** – Instruction regarding the proper use and delivery of the Skyjack AWP Operator Training Program or Telehandler Operator Training Program.
- **Skyjack Telehandler Operator Training** – Training regarding the safe operation of Telehandlers.

Skyjack and IPAF Training Programs are generic and applicable to all brands of machines. Training is available at either of our Training Centers:

Skyjack Head Office - Guelph, ON, Canada
Skyjack Parts & Service - St. Charles, IL, USA

In addition to these two locations, Skyjack offers on-site training, subject to appropriate facilities and equipment. For more information:

Website: www.skyjack.com/safety-training
Email: safetytraining@skyjack.com
Toll-free: 1-800-265-2738

Toll Free 1 800 965 4626

WARRANTY

2 YEAR GOLD LEAF PROTECTION: AERIAL WORK PLATFORMS



SKYJACK INC., warrants that each new aerial work platform ("AWP") will be free of defective parts and workmanship for two years (24 months) from the date the product was invoiced to the purchaser or from the date the product was first put into service, whichever comes first. For the following 36 months, structural components found to be defective will be replaced or repaired at no charge.* For further clarity AWP products include vertical mast lifts, scissor lifts and boom lifts.

2 YEAR GOLD LEAF PROTECTION: TELEHANDLERS



SKYJACK INC., warrants that each new Telehandler manufactured by Skyjack Inc. will be free of defective parts and workmanship for two years (24 months or 3000 Hrs. which ever comes first) from the date the product was invoiced to the purchaser or from the date the product was first put into service, whichever comes first. For the following 36 months, structural components found to be defective will be replaced or repaired at no charge.*

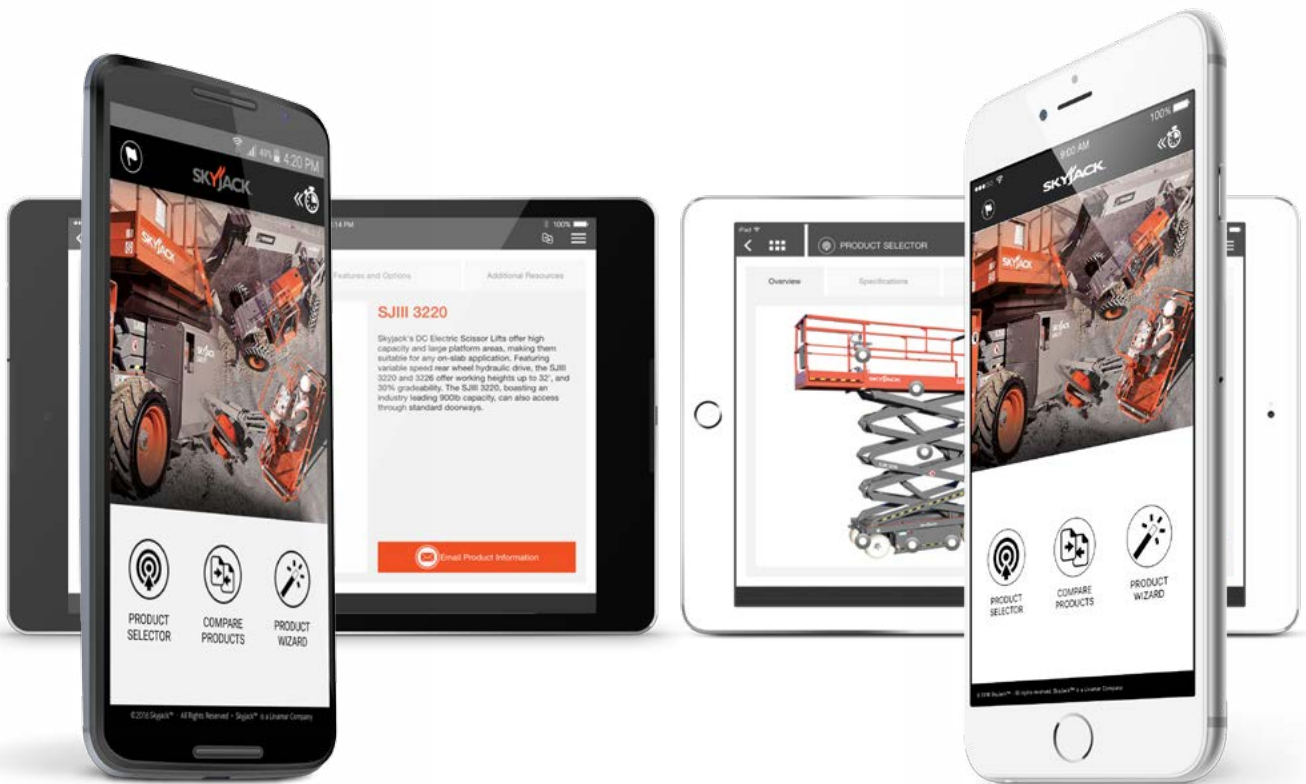
*SKYJACK INC. will repair or replace, at it's option, the defective part or workmanship at its factory or authorized service center. The above warranty statement is exclusive and no other warranty whether written, oral or implied shall apply. Skyjack Inc. excludes any implied warranty of merchantability and fitness and accepts no liability for consequential damages or for others negligence.



For more information, please visit www.skyjack.com/warranty-service

www.skyjack.com

Keep yourself up to date with
the FREE Skyjack APP or
www.skyjack.com



Available For iOS and Android

www.skyjack.com

Skyjack Parts & Service

3451 Swenson Ave.
St. Charles, IL 60174 USA
Phone: 630-262-0005
Toll Free: 1-800-275-9522
Fax: 630-262-0006
Email: service@skyjack.com
parts@skyjack.com
warranty@skyjack.com

Skyjack North America, Head Office

55 Campbell Road,
Guelph, ON Canada N1H 1B9
Sales Inquiries: 1-877-755-4387 (1-877-SJLIFTS)
Main Switchboard: 1-800-265-2738
Phone: 519-837-0888
Fax: 519-837-8104

www.skyjack.com

ANSI 05/16

