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TECHNICAL SERVICE

On the rare occasion that a Skyjack product has a problem, the service technician may need information to help troubleshoot and repair the machine. Just call Skyjack Product Support at 1-800-275-9522, and follow the prompts to get to technical support. Skyjack employs field experienced technicians that are able to answer questions and assist with any issue that you may have regarding your Skyjack product.

When you call, please have some information ready so our technicians can assist you accurately and quickly.

Please speak clearly and provide the following:

Your Name, Company, and location

Model and Serial number

Hour meter reading

An accurate description of the problem

In order for us to provide assistance in troubleshooting a problem, an accurate description of the problem is vital. A good practice is to operate all the functions and note which do not work. Many times, multiple functions that do not work will be related and can be a clue to where the problem exists. Then check the basics; make sure that all wires are connected, all relays are in their bases, the fuel tank has fuel, etc., - before you call. Many problems are solved by finding a loose connection.

As a technician, you are required to be familiarized with the operation of the equipment you work on. Please review the operator's manual, which is required by ANSI to be in the manual box on every machine at all times.

Basic tools and test equipment are also important to have. A multimeter and hydraulic pressure gauges are essential testing tools. One of the best tools is the service manual for the model and serial number of the unit being repaired. Service manuals are easily accessed on our website www.skyjack.com or available on a USB flash drive – part number 167847 available from our parts department.

When performing an annual inspection, please contact technical support to find out if any service bulletins are open for the serial number of the machine you are inspecting. Completing all the service bulletins is necessary to satisfy the annual inspection.

We at Skyjack Product Support make it our goal to provide you with the best technical support in the industry. One of the keys to both your success and ours is effective communication. Using this information as a guide will help us help you. Please call 1-800-275-9522 or email service@skyjack.com for assistance with your Skyjack product.