

# WELCOME TO SKYJACK



# IMPORTANT CONTACTS

## SALES

Name:

Phone:

Email:

Name:

Phone:

Email:

## TECHNICAL SUPPORT & WARRANTY

[www.skyjack.com/product-support](http://www.skyjack.com/product-support)

All technical questions and assistance should be directed to our call center M-F 7am - 5pm CST

Phone: +1 630-262-0005

Toll Free: +1 800-275-9522

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

[warranty@skyjack.com](mailto:warranty@skyjack.com)

Dan Woodruff, Service Manager

Phone: +1 630-797-3206

Email: [Dan.Woodruff@skyjack.com](mailto:Dan.Woodruff@skyjack.com)

## TECHNICAL TRAINING

[www.skyjack.com/training#onsite](http://www.skyjack.com/training#onsite)

Phone: +1 630-262-0005

Toll Free: +1 800-275-9522

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

Phone:

Email:

Phone:

Email:

## PARTS

[www.skyjack.com/order-parts](http://www.skyjack.com/order-parts)

Phone: +1 630-262-0005

Toll Free: +1 800-275-9523

Email: [parts@skyjack.com](mailto:parts@skyjack.com)

Phone:

Email:

Scott Pettinger, North American Parts Manager

Phone: +1 630-262-0005 x60910

Email: [scott.pettinger@skyjack.com](mailto:scott.pettinger@skyjack.com)

## FINANCIAL SERVICES

[www.skyjack.com/lease-or-finance](http://www.skyjack.com/lease-or-finance)

Phone: +1 630-262-0005

Toll Free: +1 800-265-2738

Email: [sfs@skyjack.com](mailto:sfs@skyjack.com)

Joel Robinson, Managing Director

Phone: +1 630-797-8165

Email: [joel.robinson@skyjack.com](mailto:joel.robinson@skyjack.com)



### **VERTICAL MAST LIFTS**

from 12ft to 20ft platform heights



### **DC SCISSOR LIFTS**

from 13ft to 40ft platform heights



### **ROUGH TERRAIN SCISSOR LIFTS**

from 26ft to 64ft platform heights



### **ARTICULATING BOOM LIFTS**

from 30ft to 85ft platform heights



### **TELESCOPIC BOOM LIFTS**

from 40ft to 86ft platform heights



### **TELEHANDLERS**

from 5,500lbs to 12,000 capacities

# TECHNICAL SUPPORT & WARRANTY

[www.skyjack.com/product-support](http://www.skyjack.com/product-support)

Phone: +1 630-262-0005 Toll Free: +1 800-275-9522

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

All technical questions and assistance should be directed to our call center M-F 7am - 5pm CST

Dan Woodruff, Service Manager

Phone: +1 630-797-3206

Mathew Symons, Call Center/Warranty Supervisor

Phone: +1 630-797-3128

Mike Small, East Field Technical Supervisor

Phone: +1 630-797-3242

Tilar Pleas, West Field Technical Supervisor

Phone: +1 630-797-3248

## FIND A SERVICE REPRESENTATIVE

Select your location

- CLICK TO FIND A SERVICE REP NEAR YOU -



## TECHNICAL TRAINING

[www.skyjack.com/training#onsite](http://www.skyjack.com/training#onsite)

Factory trained technicians are essential to minimize downtime on your equipment. Our team believes this service is so fundamental to our customers that we offer it free of charge (certain course requirements may apply). Both online and on-site training are available.

Contact your local service representative to setup a training session for your team.

## SERVICE ADVISORIES

[www.skyjack.com/service-advisories](http://www.skyjack.com/service-advisories)

Service Advisories act as useful guidance that outlines information pertinent to the reliable operation of Skyjack equipment.



## ELEVATE

[www.skyjack.com/elevate](http://www.skyjack.com/elevate)

To register for ELEVATE telematics packages, [click here](#).

**ELEVATE**

# WARRANTY

[www.skyjack.com/warranty-service](http://www.skyjack.com/warranty-service)

Phone: +1 630-262-0005 Toll Free: +1 800-275-9523

Email: [warranty@skyjack.com](mailto:warranty@skyjack.com)

## 2 YEAR GOLD LEAF PROTECTION PROGRAM

### MOBILE ELEVATING WORK PLATFORMS

Subject to the terms and conditions hereof, SKYJACK INC. (“Skyjack”) warrants to the original buyer (“Buyer”) that each new mobile elevating work platforms (“MEWP”) will be free of defective parts and workmanship under normal use and service for two years (24 months) from the date the product was invoiced to the Buyer 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, MEWP Products include only Vertical Mast Lifts, Scissor Lifts and Boom Lifts.\*



### TELEHANDLERS

Subject to the terms and conditions hereof, SKYJACK INC., warrants to the Buyer that each new Telehandler manufactured by Skyjack Inc. will be free of defective parts and workmanship under normal use and service for (a) 3,000 hours of use; (b) two years (24 months) from the date the Telehandler was invoiced to the Buyer or (c) two years (24 months) from the date the Telehandler was first put into service, whichever comes first. For the following three years (36 months), structural components found to be defective will be replaced or repaired at no charge.\*

## SERVICE BULLETINS

[www.techpub.skyjack.com/bulletins](http://www.techpub.skyjack.com/bulletins)



It is important that Service Bulletins are read thoroughly and understood prior to attempting the required modification, inspection, or repair. Skyjack distributes Service Bulletins to the registered and last known owners of the equipment affected.

It is crucial that owners register their machines with us so this distribution of Service Bulletins can occur. We ask that companies who sell or transfer any Skyjack equipment promptly inform us of the new owner’s contact information, so current owners receive the bulletins.

Service Bulletins are also available for download on the Skyjack website. These Service Bulletins also provide our customers with step-by-step instructions on how to complete the required action items. Our Service Bulletins are divided into two categories: safety related, and non-safety related.

# PARTS

[www.skyjack.com/order-parts](http://www.skyjack.com/order-parts)

Phone: +1 630-262-0005    Toll-Free: +1 800-275-9523  
Accounts Receivable    Toll-Free: +1 800-275-9522

Email: [parts@skyjack.com](mailto:parts@skyjack.com)  
Email: [ar.parts@skyjack.com](mailto:ar.parts@skyjack.com)

Scott Pettinger, North American Parts Manager  
Randy Scarbro, Parts Customer Service Manager  
James Rankin, Supervisor, Customer Service - Canada  
Clint Ortiz, Warehouse Manager - West Chicago  
Stephen McBlackwell, Warehouse Supervisor - West Chicago

Phone: +1 630-262-0005 x.60910  
Phone: +1 630-262-0005 x.60909  
Phone: +1 630-262-0005 x.60925  
Phone: +1 630-262-0005 x.60840  
Phone: +1 630-262-0005 x.60840

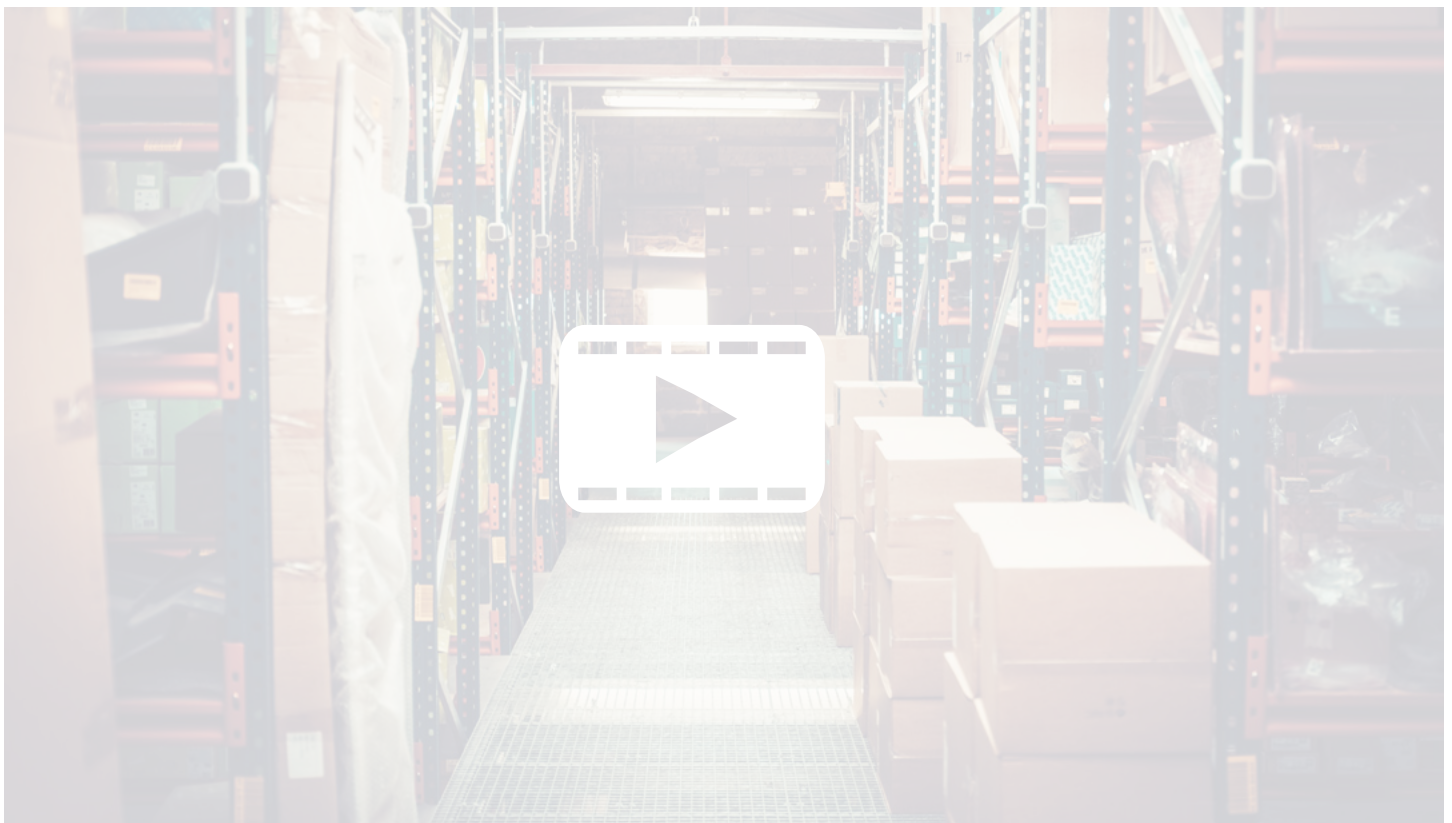
## ORDERING PARTS

[www.skyjack.com/order-parts](http://www.skyjack.com/order-parts)

Phone:                      Email:

PARTS ACCOUNT #:

How to order parts:





# RECOMMENDED SERVICE PARTS LIST

[www.techpub.skyjack.com](http://www.techpub.skyjack.com)

When ordering replacement parts, the complete part number and description should be used to ensure proper identification and delivery of the desired item. Please see the machine's specific Parts Manual for a Recommended Service Parts List.

## PARTS PAYMENT TERMS AND ACCOUNT DETAILS

As a Skyjack customer, you are entitled to certain discounts on all MEWP (Mobile Elevating Work Platform) and Telehandlers parts purchased from Skyjack.

NOTE: Discounts are accumulative on an annual basis. This allows customers to take advantage of larger discounts on parts purchased throughout the year. All customers with approved credit rating may purchase parts on a Net 30 basis\*. Discounts may be reduced if payment terms are not met.

All past due accounts will be assessed a 1-1/2% monthly, 18% annual service charge.

All discounts are applicable to current, published retail parts price list. Parts prices are subject to change without notice. If you have any questions or need additional information, please feel free to contact our Parts Department.

(\$75.00 net purchase required for all credit card orders)



### PARTS RETURN

Authorization must be received prior to shipment of any return. All returns must be packaged in a manner to guard against damage.

### SHIPPING ERRORS BY SKYJACK

If incorrect parts are shipped by Skyjack, the customer should report the discrepancy immediately to their Skyjack parts representative. The report must be made within five (5) working days after receipt. Upon authorization, parts should be returned prepaid with a packing list. The return number should be noted on the package. All returns must be packaged in a manner to guard against damage.

### PARTS ORDERED IN ERROR BY CUSTOMER

A return request must be submitted to the Skyjack parts representative within thirty (30) days of shipment. Only active stock parts will be accepted. Upon receipt of authorization, parts must be shipped prepaid with a packing list. The return number must be noted on package. All returns must be packaged in a manner to guard against damage.

### ALL RETURNS ARE SUBJECT TO A 20% RESTOCKING CHARGE

After receipt and final inspection of the parts, credit will be issued at the original invoice price, less a 20% restocking charge. If the original invoice is not provided, Skyjack Parts Department will determine the credit amount.

### ANY RETURN NOT SHIPPED PREPAID FREIGHT WILL BE REFUSED.

### PARTS UNACCEPTABLE FOR RETURN

The following types of parts will not be accepted for return:

- Parts not originally ordered from Skyjack Parts
- Paint, Decals, Railings, Manuals or Special ordered items
- Hardware items (nuts, bolts, washers)
- Any part that will not meet Skyjack's quality specification, and are not in new, resalable condition
- Parts purchased prior to the past 12 mo. Period
- Parts purchased through special price agreement
- Parts from repair kits
- Parts with limited shelf life
- If sold as packs or kits any broken or less than full pack
- Any non-current or non-standard Parts
- Item with extended net value of less than \$25.00

\*Individual accounts may vary

# USED EQUIPMENT

[www.used.skyjack.com](http://www.used.skyjack.com)

Phone: +1 630-262-0005

Email: [skyjackusedequip@skyjack.com](mailto:skyjackusedequip@skyjack.com)

Sign up today to bid on machines and be the first to know about our online auctions

## CREATING AN ACCOUNT

Any prospective buyer has the ability to visit our website to see available listings, but only partner dealers have access to online auctions. Partner dealerships are able to view wholesale pricing and access online auctions by simply logging into their account.

Submit a request to [skyjackusedequip@skyjack.com](mailto:skyjackusedequip@skyjack.com) to receive a username and password.

## FINDING THE RIGHT EQUIPMENT

Machines can be searched by Equipment Type using the Quick Search function or the Advanced Search function. Machines will fall under three different Listing Type categories:

1. Classified: A standard listing showing the retail price to purchase machine.
2. Auction: Machine available for bidding during a window of time specified by Skyjack.
3. Last Call: Machine that is within the final 24 hours of an online auction.



Featured | Auction | Last Call | Recently Added

Quick Search



Advanced Search | Contact Us | Log In

VERTICAL MAST LIFTS

DC SCISSOR LIFTS

RT SCISSOR LIFTS

ARTICULATING BOOMS

TELESCOPIC BOOMS

TELEHANDLERS

PARTS

☐ ☐ Recently Added

### FILTER PROPERTIES

Show Results Clear Filters

Equipment Type >

Specs >

Country >

State/Province >

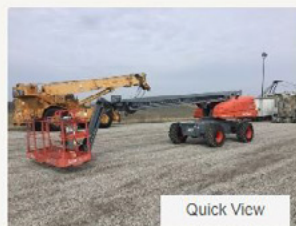
Make >

Model >

Year >

## EQUIPMENT

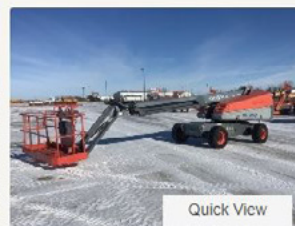
View Sort



Quick View

**2013 SKYJACK SJ66T**

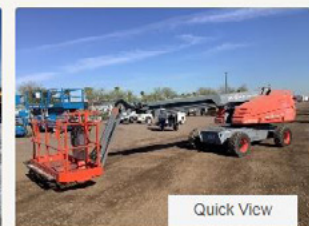
Skyjack Asset ID: 24688  
Location: Odessa, MO, US  
Hours: 4316  
Listing Type: Classified



Quick View

**2011 SKYJACK SJ45T**

Skyjack Asset ID: 24598  
Location: Nisku, AB, CAN  
Hours: 3847  
Listing Type: Classified



Quick View

**2013 SKYJACK SJ45T**

Skyjack Asset ID: 24440  
Location: Phoenix, AZ, US  
Hours: 6475  
Listing Type: Classified



# MARKETING SUPPORT

[www.skyjack.com](http://www.skyjack.com)

Phone: +1 519-837-0888

Toll-Free: +1 800-265-2738

Email: [skyjack@skyjack.com](mailto:skyjack@skyjack.com)

Visit our website for a variety of helpful tools and information



## MEDIA LIBRARY

[www.skyjack.com/media-library](http://www.skyjack.com/media-library)

- Skyjack logos
- Product images
- Videos



## SKYJACK STORE

[www.skyjack.shop](http://www.skyjack.shop)

- Promotional merchandise  
(Speak with your TM about co-branded material)



## LITERATURE LIBRARY

[www.skyjack.com/literature-library](http://www.skyjack.com/literature-library)

- Tear sheets
- Feature & Benefit brochures
- Whitepapers



## PRESS RELEASES

[www.skyjack.com/news-releases](http://www.skyjack.com/news-releases)

- Latest news and updates on all things Skyjack



## LITERATURE REQUESTS

[www.skyjack.com/literature-request](http://www.skyjack.com/literature-request)

- Order pocket guides & tear sheets delivered to your rental store

