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# PARTS, SERVICE & WARRANTY



# WELCOME TO THE SIMPLY RELIABLE WORLD OF SKYJACK

Having manufactured over 450,000 machines, we are proud to say that there are an increasing number of rental companies worldwide that continue to depend upon our products on a daily basis. Our products have a simple design and employ proven technology. We are proud to support our customers, standing by each product throughout its entire life cycle.

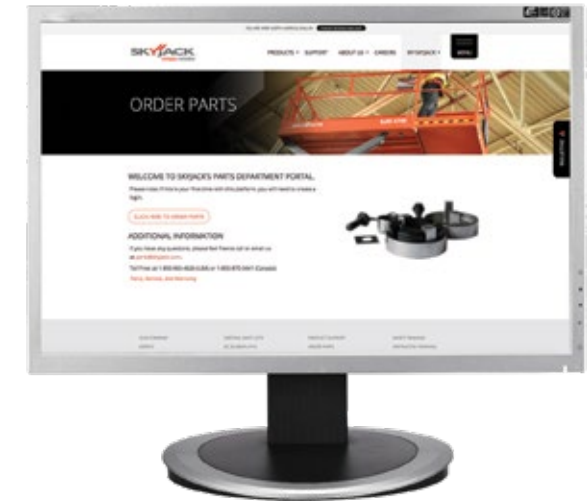


## PARTS SUPPORT

### DIRECT ACTION

The effective way to maintain your mobile elevating 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. Skyjack 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 not only into every machine we manufacture, but also 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](http://www.skyjack.com/order-parts) and register today.



# FREE TECHNICAL SERVICE TRAINING

Factory trained technicians are essential to maximize uptime on your equipment. Give your team the tools and knowledge to properly diagnose, repair, and maintain your Skyjack fleet. More uptime 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
- Electric Scissor Lifts
- Rough Terrain Scissor Lifts
- Telescopic Boom Lifts
- Articulated Boom Lifts
- Telehandlers

## AT YOUR LOCATION

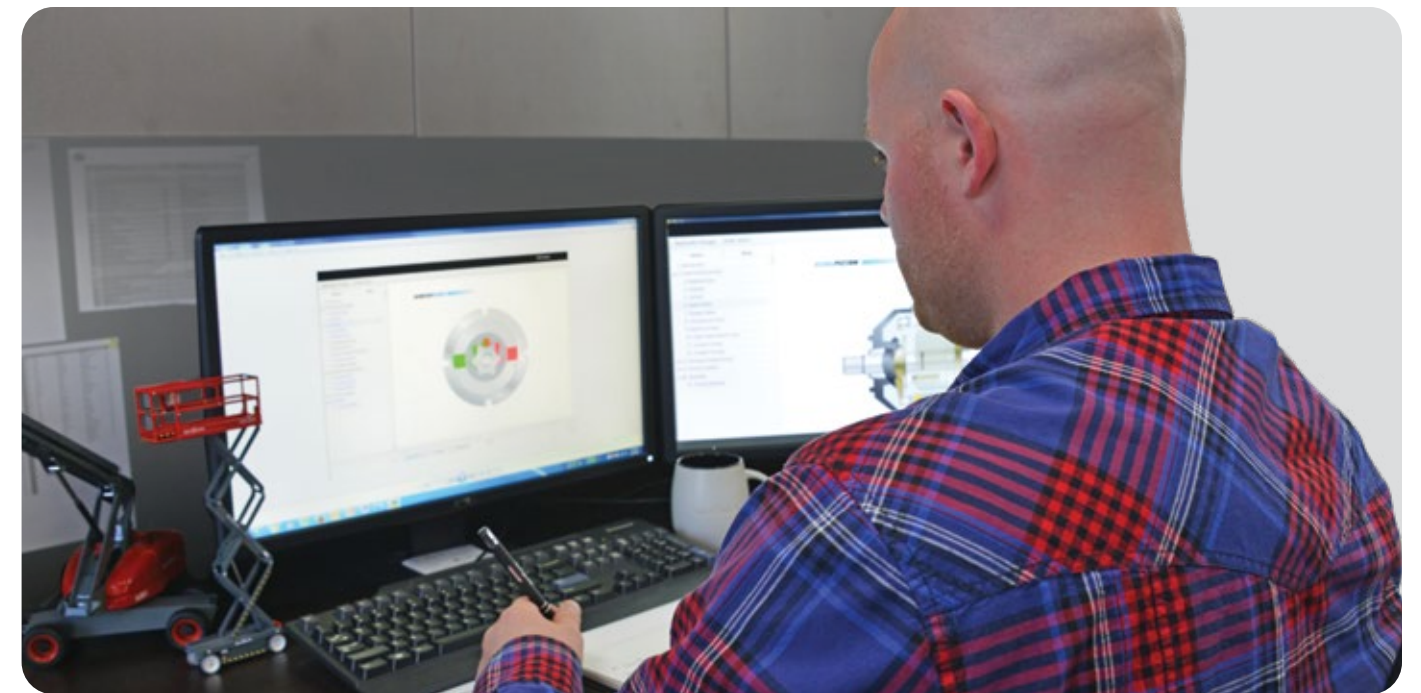
Skyjack Service Training can be performed at your facility. The classes are tailored to your team's skill set ranging from entry-level to experienced technician. Skyjack's unique, flexible format allows our experienced instructors to provide valuable information that not only covers common troubleshooting 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 session 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 an e-learning platform that provides access to technical skills and product-related courses, assessment tests, and on-the-job training guides.

Designed for both the individuals and organizations, it is available 24-hours a day, 365 days a year from virtually anywhere with an internet connection. 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.



Access online training at:  
[www.skyjack.com/online-training](http://www.skyjack.com/online-training)

- **Service Bulletins**  
Communicating required equipment modifications (safety and non-safety related)
- **Service Advisories**  
Advising, clarifying, and expanding 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™

# 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 Mobile Elevating Work Platform Operator, Evaluator or Instructor training
- Web-based resource center
- Skyjack Telehandler Operator training
- Skyjack Registered Instructor training for Mobile Elevating Work Platforms (MEWPs) or Telehandlers
- Training Kits for Skyjack MEWP or Telehandler Registered Instructors or Operators



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

## IPAF MEWP 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 through e-learning.
- **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 MEWP OR TELEHANDLER TRAINING

- **Skyjack MEWP or Telehandler Registered Instructor Training**  
Instruction regarding the proper use and delivery of the Skyjack MEWP 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 IPAF-Certified 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.

# 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 visit:  
[www.skyjack.com/ACCESSORYZERS](http://www.skyjack.com/ACCESSORYZERS)

## WARRANTY



### MOBILE ELEVATING WORK PLATFORMS (MEWP)

2-YEAR GOLD LEAF PROTECTION

Subject to the terms and conditions hereof, SKYJACK INC. ("Skyjack") warrants to the Original Buyer ("Buyer") that each new Mobile Elevating Work Platform ("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

2-YEAR GOLD LEAF PROTECTION

Subject to the terms and conditions hereof, SKYJACK INC., warrants to the Original 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.\*



For more information, please visit  
[www.skyjack.com/warranty-service](http://www.skyjack.com/warranty-service)

\*SKYJACK INC. will repair or replace, at its 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.

## WARRANTY TERMS AND POLICIES (New Skyjack Lifts & Telehandlers):

### 2 YEAR GOLD LEAF PROTECTION: MEWP Products

Subject to the terms and conditions hereof, SKYJACK INC. ("Skyjack") warrants to the original buyer ("Buyer") that each new mobile elevating work platform ("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.

### 2 YEAR GOLD LEAF PROTECTION: 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.

#### Warranty Terms and Policies:

No claims under this warranty shall be valid unless written notice of the defect is provided to Skyjack or its authorized distributor within thirty (30) days after such defect is first discovered, and no longer than thirty (30) days after the end of the applicable warranty period. The failure to follow Skyjack's warranty claim procedures as described herein (and as may be modified by Skyjack from time-to-time) will invalidate the applicable warranty.

Skyjack's sole obligation to the Buyer is limited to the repair or replacement of any products or parts which Skyjack, in its sole discretion, determines to be defective in materials or workmanship, at Skyjack's option. Replacement products or parts may be new or factory approved reconditioned parts, at Skyjack's sole discretion. All repairs or replacement must be performed by technicians trained and qualified in accordance with ANSI standards, using only genuine Skyjack supplied parts, and must be made in accordance with the Warranty Claim Procedures provided herein. Any parts repaired or replaced under the warranty are warranted only for the balance of the warranty period on the part that was repaired or replaced.

Skyjack does not provide any warranty, and specifically disclaims any liability, relating to defective component parts or accessories that are not manufactured by Skyjack (for example, batteries, tires, engines, drive train components); however, Buyer may be entitled to the respective part's Original Equipment Manufacturer (OEM) pass-through warranty, if any (subject to any OEM terms and conditions).

This warranty does not apply to ordinary wear and tear. This warranty also does not apply to negligence; use beyond the products' rated capacity or other misuse or neglect; improper installation, storage or operation; lack of normal maintenance and/or inspections as outlined in Skyjack's Operator's Manual or Parts, Operation and Maintenance Manual, or any Skyjack technical bulletins ("Manuals"); service or repairs other than by

technicians trained and qualified in accordance with ANSI standards, or using parts other than genuine Skyjack supplied parts (unless authorized in writing by Skyjack); electrical failures due to loose wiring or corrosion; alterations to original designs and/or components; accidents, floods, fires or other natural disasters or acts of God; the introduction of foreign materials to the products; or duties, taxes, environmental fees, including without limitations, disposal or handling of tires, batteries, and petrochemical items.

Skyjack's liability with respect to the products sold to Buyer shall be limited to this warranty, which constitutes Skyjack's entire and exclusive warranty as to the products and is the sole and exclusive remedy for defects in material and workmanship. Skyjack does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any products covered by this warranty. In no event shall Skyjack's liability exceed the cost to repair or replace a defective product or part.

**SKYJACK SHALL NOT BE SUBJECT TO ANY OTHER OBLIGATIONS OR LIABILITIES INCLUDING WITHOUT LIMITATION, CLAIMS FOR PERSONAL INJURY, DEATH, DISMEMBERMENT AND/OR PROPERTY DAMAGE (WHETHER ARISING OUT OF BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY)) OR UNDER OTHER THEORIES OF LAW OR EQUITY, OR WHERE THE THEORY OF LIABILITY IS BASED ON THE POSITION THAT THE PRODUCTS SHOULD HAVE EXCEEDED ANY STANDARDS IMPOSED BY APPLICABLE LAW, WITH RESPECT TO PRODUCTS SOLD BY SKYJACK, OR ANY UNDERTAKINGS, ACTS OR OMISSIONS RELATING THERETO.** Without limiting the generality of the foregoing, Skyjack specifically disclaims any liability for property damage, penalties, special or punitive damages, damages for lost profits or revenues, down-time, lost good will, cost of capital, cost of substitute products or services, increased overhead, or for any other types of economic loss, or for claims of Buyer's customers or any third party for any such damages, costs or losses. **SKYJACK SHALL NOT BE LIABLE FOR AND DISCLAIMS ALL CONSEQUENTIAL, INCIDENTAL, INDIRECT AND CONTINGENT DAMAGES WHATSOEVER.**

This warranty shall be void if, upon the occurrence of any incident involving any products made by Skyjack and resulting in any personal injury or property damage, customer shall fail to notify Skyjack within 48 hours of such occurrence or permit Skyjack and its representatives to have immediate access to such products and all records of or within the control of customer relating to the products and occurrence. This warranty shall also be void if parts other than genuine Skyjack supplied parts (or parts authorized in writing by Skyjack) are used.

Buyer's rights hereunder are personal to the Buyer, and may not be transferred or assigned except with the prior written consent of Skyjack or by its authorized distributor as provided in a written distribution agreement between Skyjack and that distributor.

Skyjack requires that all OEM's manufacture and supply components and parts to Skyjack in conformity with all ANSI, CSA and/or other relevant industry standards. Skyjack will not be liable under this warranty or otherwise where the defect is the result of an OEM's failure to meet this requirement.

**EXCEPT FOR THE LIMITED WARRANTY PROVIDED HEREIN, SKYJACK EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) AS TO THE PRODUCTS FURNISHED HEREUNDER, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.**

#### WARRANTY CLAIM PROCEDURES:

\*SKYJACK INC., will repair or replace, at its option, the defective part or workmanship.

The selling distributor shall be responsible for complete handling of customer claims under this warranty.

Here's what to do:

When providing notice of a claim under this warranty, contact Skyjack's Service Department to verify warranty coverage.

NOTE: The complete machine serial number is required to verify coverage.

When Skyjack's Service Department verifies warranty coverage, they may require an RA (Return Authorization) number for the return of the defective component(s).

Fill out the online submission warranty claim form describing the nature of claimed defect, suspected cause, work performed, travel hours and labor hours.

Warranty labor will be paid at established hourly rates. The travel allowance will be paid at the same hourly rate; however, it is limited to a maximum of three hours. Labor rates and travel allowances are subject to change without notice.

If a part has serviceable components, PLEASE replace the bad component. For instance, if you have a bad switch on a controller, please replace the switch. Hydraulic cylinders should be repacked, unless they are damaged beyond repair.

Engine failures or Battery failures should be directed to your local distributor and would be covered, if at all, by that manufacturer's warranty. Be sure to record the Engine serial number.

Warranty claims received with insufficient information will be returned for correction and completion.

Materials returned for warranty inspection must comply with the following procedures:

- Carefully packaged to prevent additional damage during shipping.
- Drained of all contents and all open ports capped or plugged.
- Shipped in a container tagged or marked with the RA number.
- Shipped PREPAID. Any item(s) returned for warranty by any other means maybe refused and returned unless prior written approval from Skyjack is obtained.

#### Freight Damage:

Items shipped to the authorized distributor will be sent freight prepaid and added to the invoice. If machines are received damaged it must be noted on the Bill of Lading prior to signing. The freight company must be contacted and a claim filed with the carrier. For more information contact Skyjack logistics at 1-519-837-0888. Failure to comply with the above procedures may delay approval and processing of warranty claims and could result in the denial of a warranty claim. Skyjack Customer(s) accounts must be kept current to approve and issue warranty credits. Skyjack reserves the right to withhold the issuance of credits to a Customer(s) if their account is not in good standing. This is subject to change without prior notice.