



GROUND SUPPORT BY JLG

EVERYTHING YOU NEED TO WORK SAFELY AT HEIGHT



GROUND SUPPORT BY JLG

**UP
HERE,**

**THEY LIKE TO
KNOW YOU'VE
DONE THE RIGHT
THING ON THE**

GROUND.



INTRODUCING GROUND SUPPORT BY JLG

JLG is the long-term market leader, both globally and locally, for the supply of access equipment. While we are famous for our premium range of equipment, it's our product support that we are most proud of.

We have invested heavily in our support infrastructure in Australia and New Zealand to ensure we are always close by for any support our customers may need. And this infrastructure is the manufacturer – not a dealer network, which means our training, product knowledge and commitment is second to none.

Our investment in R&D ensures we keep our clients at the forefront of technology to ensure they experience optimum productivity and safety.

Because our equipment puts people at heights our major focus is safety. From equipment design and standards compliance to factory trained technicians, we never compromise on anything that could impact on the safety of our customers and our staff.

In Australia and New Zealand, JLG is the only manufacturer to offer complete end-to-end service and support in-house.

- Factory-owned branch network across Australia and New Zealand
- Factory-trained technicians
- 100+ service vehicles
- Major inspection specialist
- Highest quality parts at leading prices
- Proven and customised maintenance plans

SUPPORTING ACCESS EQUIPMENT OWNERS FOR OVER 50 YEARS.



SERVICE

When you're working 45m up, you have to put total trust in those responsible for the maintenance of the equipment. JLG takes this responsibility extremely serious. Our technicians are trained to the highest level and they only use genuine parts that protect the integrity of the equipment.

If you're responsible for people working at heights, talk to JLG about training your technicians or see how cost effective it can be letting the manufacturer take total responsibility for all maintenance.

- Pre-hire, frequent and annual inspections and servicing
- Service and repair all brands and types of EWP's
- Mobile service on many types of equipment such as Lighting Towers, Generators, Rollers, Forklifts, Telehandlers and Excavators

IN-VAN TECHNOLOGY (IVT)

Standard equipment in every JLG service vehicle, IVT connects wirelessly to our Baseplan system software and provides equipment history access and updating, parts ordering and real-time job status to reduce equipment downtime.



WORKSHOP SERVICES

JLG has seven workshop locations around Australia and New Zealand. Our highly skilled factory trained technicians carry out all aspects of service and repair work including:

- All types of major repair work and diagnostics
- Major inspections
- Preventative maintenance and pre-hire inspections
- Stability testing
- Rebuilds and refurbishments
- Paint facilities

SERVICE PLANS

Our Service Plus program takes the guesswork out of servicing your fleet and delivers all the right options to maximise your ROI.

With a range of functionality available, we can tailor the right solution for your business. Options include:

- Meeting compliance
- Regular engine service and filter change
- All inclusive maintenance program at a fixed monthly cost

Service Plus is suitable for businesses of any size, from operations with just a single asset to large companies with fleets numbering in the thousands.



PARTS

GENUINE

Every piece of JLG access equipment is designed as an integrated unit and every component is designed, engineered and tested to ensure the highest levels of safety and reliability.

Non-genuine spare parts are manufactured to a price, not a standard. This can directly compromise safety and serviceability; adversely affect other components and lead to reduced reliability, increased downtime, lost profit – and reputation.

Only genuine JLG spare parts are engineered to the same standards as new JLG access equipment – and only genuine JLG spare parts carry a six-month JLG warranty. Importantly, genuine JLG spare parts incorporate the latest technological and manufacturing upgrades, ensuring compliance with software revisions and guaranteeing the maximum return on investment.

ALL BRANDS

For customers operating mixed fleets of access equipment, JLG now offers a range of popular and high volume aftermarket parts for most major brands. Items such as hydraulic and fuel filters, cables, sensors and battery chargers, for example, can be ordered and supplied through the JLG parts department and are available at very competitive prices.

ONLY JLG GENUINE SPARE PARTS:

- Ensure maximum compatibility – right fit and function
- Incorporate the latest upgrades
- Made to JLG's high standards
- Undergo extensive JLG testing during R&D
- Carry a six-month JLG warranty
- Have access to JLG warehouses around the world





CUSTOMER SERVICE

JLG trained Parts specialists are available to help identify required components and provide all the options to get your equipment up and running in the fastest possible time. The team have access to Global updates, Safety releases and can check stock availability globally and help with special orders. We are here to help!

Find other key information such as:

- Operators and Safety Manuals
- Service & Parts Manuals
- Design Risk Assessments
- Design Registration Numbers
- Accessory Flyers

ONLINE EXPRESS PARTS ORDERING

Know what you need? Getting the parts you need is easy;

- Interactive manuals
- Serial number or PVC number search
- Stock availability and pricing at your fingertips
- Images of parts for key items
- Open all hours – order anytime
- Faster checkout
- Improved search
- Simpler account management tools
- Accessible order history



Scan to access Online Express.

TECHNICAL SUPPORT

JLG's National Technical Support Centre delivers world-class service, information and advice to customers and service technicians, around Australia and New Zealand.

Customers' own service staff can use JLG technical support for a range of purposes, from simple enquiries regarding product information or procedures to in-depth request for detailed assistance with complex tasks.

Similarly, JLG's field service technicians can access the company's entire technical resources, adding an invaluable extra level of resourcing to service or repair jobs undertaken on the job.

In summary you can use our technical call centre to:

- Obtain assistance when troubleshooting a machine fault
- Obtain copies of hydraulic and electrical schematics
- Get assistance with major repair procedures
- Confirm warranty claims
- Check for current and outstanding field service bulletins



TRAINING



In 2012, JLG took access equipment training to a whole new level by introducing the JLG University: an online technical training centre for access equipment service personnel, developed to meet the challenges and demands of our 24/7 world.

Today the JLG University provides a machine-specific, modular learning experience that can be undertaken in the workplace or at home, online and via e-learning, at a pace determined by students individually. It will also provide access to training schedules for our instructor-led course.

Courses are offered in two formats:

- Self-paced online learning where instruction is given electronically without an instructor
- Instructor-led online learning where an instructor facilitates the course electronically



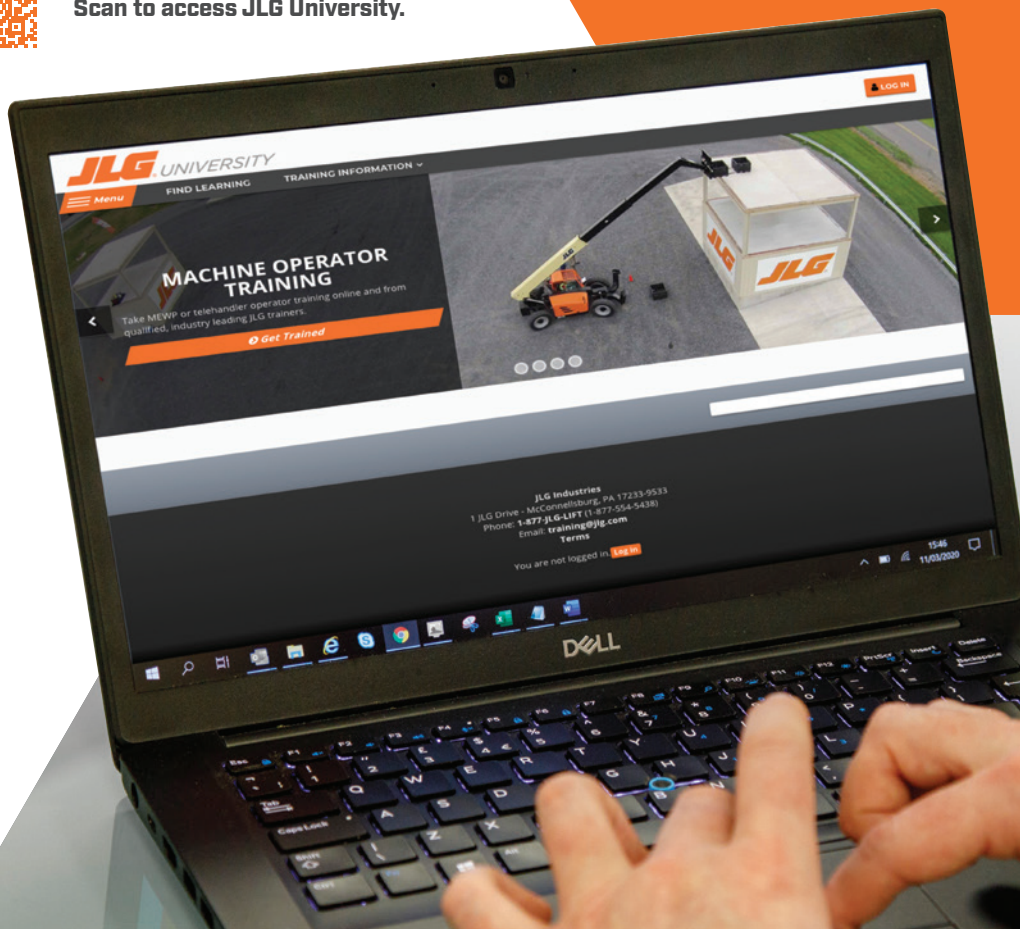
Scan to access JLG University.

FACE TO FACE SERVICE TRAINING IS AVAILABLE NATIONWIDE

- Classroom service training at a JLG Branch
- On-site service training – we can come to you
- Service training can be delivered in OEM structured, model specific sessions or bespoke to suit your needs
- All our trainers are qualified and industry experienced

80+ COURSES OFFERED EACH YEAR

Get the maximum return on your equipment investment with boom lift, scissor lift and telehandler training courses through JLG University.



MAJOR INSPECTIONS

Australian Standard AS 2550.10 requires elevating work platforms in Australia to have a major inspection at 10 years, then every 5 years thereafter. These inspections are thorough and JLG has a team of authorised specialists dedicated to carrying them out.

For added convenience, JLG also inspect and certify other brands of machines. Our Major Inspection program meets or exceeds the applicable standard and is backed by our JLG parts and workmanship warranty.

It is the owner's responsibility to ensure that all recommended service, inspection and maintenance requirements are completed when necessary. JLG Major Inspections ensure you meet your compliance obligations, reduce your exposure and ensure peace of mind.

- Over 25 years' experience performing Major Inspections
- Service designed and developed by the OEM
- Genuine JLG parts
- Completion of outstanding safety and service bulletins
- Options for additional repairs and refurbishment
- Upgrades available to include the latest accessories
- Non destructive testing of identified critical components





REFURBISHMENTS

JLG's refurbishment program is ideal for equipment 5 to 15 years old. The process has several levels of value, depending on your specific needs, and we can tailor solutions from basic reconditioning to more involved processes including engine rebuilds, conversion from two-wheel to four-wheel drive or reconfigurations. All JLG refurbishment work is backed by JLG parts and workmanship warranty.

THE ADVANTAGES OF HAVING YOUR JLG ACCESS EQUIPMENT REFURBISHED INCLUDES:

- Reducing operating costs to like-new levels
- Increasing machine productivity and performance
- Increase resale value and rental rates
- Extending the useful life of your asset
- Preserving capital and equalising fleet age
- More economical than repairing systems individually

DIGITAL ACCESS SOLUTIONS

JLG MOBILE CONTROL

Wireless control for your JLG electric R & ES scissor lifts

- **Operate** your scissor from a distance with Bluetooth enabled technology
- **Position** your machine into tight spots or navigate through areas with low clearance from outside, and away from the platform
- **Load** your machine onto trucks at the end of the work day with ease



Scan the QR code to learn more.

JLG BIM MODELLING

Make informed decisions about job sites

BIM (building information modelling) is an intelligent 3-D model-based process that gives architecture and construction professionals the insight and tools to more efficiently plan, design, construct and manage buildings and infrastructure. BIM is transforming the traditionally siloed architecture, engineering and construction disciplines to work together more efficiently with integrated workflows.

There are multiple benefits to using BIM files:

- **Get immediate updates when plans change**
- **Identify the best machine for the job**
- **Only transport essential equipment to save time and money**
- **Access relevant machine data to make informed decisions**
- **Ensure all equipment meets the highest standards of safety and performance**
- **Increase efficiency across teams with streamlined communication**

Pre-planning with the full library of JLG® BIM models let you anticipate challenges, manage risk and eliminate guesswork in the built environment.

Use our BIM models to help increase efficiency and reduce risk on your next building projects.



Scan to browse the JLG BIM Library.

AUGMENTED REALITY APP

Improve safety, productivity and job site efficiency

JLG's Augmented Reality (AR) App uses next-generation visualisation to enable faster and more accurate project planning and on-site equipment management. With a suite of tools such as machine and accessory visualisation, virtual controls viewer and annual inspection assistant, JLG's AR App can assist with the following:

MACHINE VISUALISATION:

- **Choose** with confidence the machine that best fits your project by virtually testing various pieces of equipment on your job site
- **Reduce** your likelihood of renting or purchasing an incorrect machine therefore preventing downtime caused by exchanges or corrections
- **Utilise** machine visualisation as a helpful tool in meeting the ANSI requirement for a safe use program by ensuring you have the most practical equipment for the job
- **Machine visualisation** available for over 40 different boom, scissor and low-level access models. Coming Soon: Telehandlers, Ultra Booms and Tow Boom

ACCESSORY KIT VISUALISATION:

- **Sample** accessories virtually to see how they fit on equipment for better rental or purchasing decisions
- **Understand** the size and space requirements for storage of optional features for confident kit selection
- **Maximise** time and money by ensuring you're using the most efficient tools available for the job
- **Kit visualisation** available for over 45 different boom and scissor kits and for most telehandler attachments

TO DOWNLOAD: Visit the App Store® or GooglePlay® Store and search for JLG Augmented Reality.





CLEARSKY™ TELEMATICS

Get actionable data that drives your fleet

Tracking, securing and maintaining your fleet can be difficult. And complicated telematics platforms don't make it any easier. ClearSky™ telematics from JLG is a different kind of platform. It translates complex data into usable solutions, so you can anticipate problems and maximise productivity.

- User friendly web portal
- Easier and advanced API
- Machine location GPS and Satellite
- Geofencing
- Machine operating hours
- Engine operation and fault codes
- Machine fault codes
- Battery state of charge
- Access control



Scan the QR code to learn more.



Proactively Manage Fleet Health

Keep up to date on routine maintenance and limit time lost due to low batteries and unexpected failures.



Increase Uptime & Utilisation Rates

Know when, where and how your equipment is used, so you can maximise your fleet's utilisation rates.



Enhance Security & Visibility

Set up geofences and timefences to protect your fleet and save time by always knowing the location of your equipment.



ACCESSORIES

JLG offer an extensive range of OEM approved accessories for your Boom and Scissor lifts.

BOOM ACCESSORIES

Whether you're looking to work safely outside of the platform or keep tools inside it, we've got the accessories you need. Upgrade your boom lifts with kits like bolt-on fall arrest, or platform mesh. We've even got enhanced detection systems like SkySense® and panel carriers like SkyGlazier®. Check out all the options for making your boom lift work even better for the needs of your job site!

SCISSOR ACCESSORIES

Need to fit up into small spaces, or conveniently transport pipes, tools or other materials? Our stock of scissor accessories like material racks, pipe racks and tool trays offers just the accessories you need to simplify your work. These are just a few of the options available to better equip your scissor lift for the job at hand.



KEEP UP WITH THE LATEST ACCESS INDUSTRY INFORMATION

We have plenty of online resources to help you stay up to date on recent access industry trends, equipment, regulations and news.

- Visit the Parts & Services section on jlg.com
- Join the conversation on social media
- Subscribe to our emails to have information delivered straight to your inbox.



Scan to explore content and subscribe now.

DIRECTACCESS

Our access industry resource centre

Push your business to new levels of success with direct access to content from our experts. On DirectAccess, you can watch helpful service videos, read technical articles and find the latest industry news about the topics that matter to you.

#DIRECTACCESS

STAY INFORMED. STAY CONFIDENT.



OUR SAFETY APPROACH

On your site or ours, all JLG's Ground Support services adopt our Safety 365 approach.



KNOW YOUR LIMITS

Recognising a person's physical, mental and psychological limitation

EXCLUSION ZONES

Safe areas around product or processes

STOP & THINK

A deliberate pause to fully assess a task

CHAIN OF RESPONSIBILITY

We all play a role

SAFETY

On the ground and above it

PEOPLE COME FIRST

A JLG core value

Australia - 131 JLG
New Zealand - 0800 4JLG NZ
www.jlg.com.au

