

PARTS, SERVICE & WARRANTY



SKYJACK[™]
simply reliable

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.

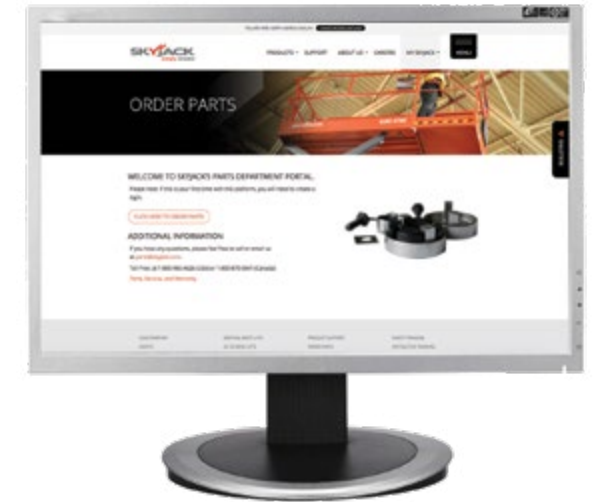


PARTS SUPPORT

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 and register today.



SAFETY TRAINING

Promoting safe and effective use of access equipment and telehandlers.

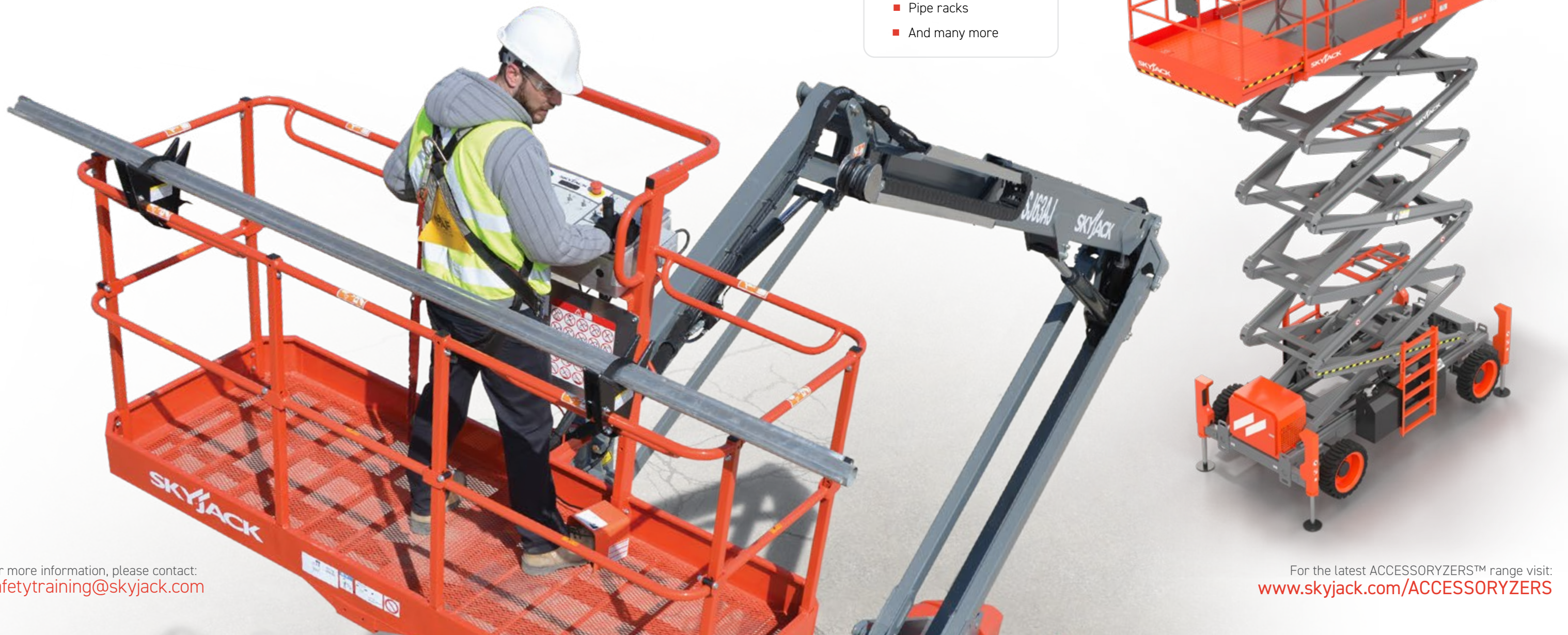
Trained operators make workplaces safer for everyone. Skyjack has a variety of resources available to assist employers with ensuring they have properly trained workers.

- MEWP operator training classes
- Telehandler operator training classes
- Trainer kits and trainer overview courses
- IPAF MEWP operator training
- IPAF MEWP instructor training
- Web-based training and familiarization resources

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 more information, please contact:
safetytraining@skyjack.com

For the latest ACCESSORYZERS™ range visit:
www.skyjack.com/ACCESSORYZERS

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



SALES AND SUPPORT PARTS PURCHASE/RETURN POLICY

Effective JANUARY 1ST, 2025

As a Skyjack customer, you may be entitled to certain discounts on MEWP (Mobile Elevating Work Platform) and Telehandlers' parts purchased from Skyjack. Please contact Skyjack Parts to check your eligibility for a discount at 1-800-965-4626.

NOTE: All customers with approved credit rating may purchase parts on a Net 30 basis. Any 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 toll-free at 800-965-4626.

PARTS AND SERVICE

2525 Enterprise Circle, Suite 1
West Chicago, IL 60185 USA
Tel: (630) 262-0005, Fax: (630) 262-0006
Toll Free: (800) 275-9522, Fax: (888) 782-4825



ORDER PARTS ONLINE AT: www.skyjack.com/order-parts

PARTS RETURN

Authorization must be received prior to shipment of any return. All returns must be packaged in a manner to guard against damage. Additionally, the parcel should contain the RMA# near the shipping label as well as a copy of the RMA paperwork in the box.

SHIPPING ERRORS BY SKYJACK

If incorrect parts are shipped by Skyjack, the customer should report the discrepancy immediately to the Skyjack Parts Customer Service Department. 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, as well as 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 Customer Service Department within thirty (30) days of receipt of shipment, based on tracking information. 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 RETURNED TO THE ADDRESS ON THE SHIPPING LABEL.

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

- Parts not originally ordered from Skyjack Parts
- Paint, Fluids, 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, based on recent invoice dates
- Parts from repair kits or seal 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
- Structural components (boom sections, scissor stacks, base weldments, etc.)

PART ORDER CANCELLATION POLICY

All cancellations are subject to an approval by the Skyjack Parts Customer Service Department.

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. ("Skyjack") warrants to the Original Buyer ("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

*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.

SALES AND SUPPORT WARRANTY TERMS AND POLICIES



1. NEW EQUIPMENT WARRANTY

The warranties described below are provided by Skyjack Inc. ("Skyjack") to the original purchaser ("Purchaser") of new Skyjack mobile elevating work platforms, namely vertical mast lifts, scissor lifts and boom lifts ("MEWP Products"), as well as telehandlers ("Telehandlers", and together with MEWP Products, the "Equipment"). Skyjack's liability with respect to the Equipment shall be limited to the Equipment Warranties (as defined below), which constitute Skyjack's entire and exclusive warranty as to the Equipment and is the sole and exclusive remedy for defects in material or workmanship.

A) Subject to the limitations and exclusions herein and subject to Sections 1(C) and 1(D), Skyjack warrants that, while using the Equipment in the country into which it was originally sold by Skyjack, if any component or part of the Equipment manufactured by Skyjack proves to be defective in material or workmanship within: (i) two (2) years from the date the Equipment was originally invoiced to the Purchaser, was put into service, or 3,000 hours of use, whichever occurs first or (ii) such other warranty period pursuant to any additional warranty purchased by Purchaser from Skyjack or provided by Skyjack in writing (each, a "Limited Equipment Warranty Period"), Skyjack will either repair or replace, at its option, any components or parts covered under this limited warranty which are determined by Skyjack in its sole discretion to be defective during the Limited Equipment Warranty Period, subject to the requirements set forth in Section 4 (the "Limited Equipment Warranty"). If any Structural Component (defined below) of the Equipment manufactured by Skyjack proves to be defective in material or workmanship thirty-six (36) months following the expiry of the Limited Equipment Warranty Period ("Structural Warranty Period"), Skyjack will either repair or replace, at its option, any Structural Components which are determined by Skyjack in its sole discretion to be defective at no charge ("Structural Component Warranty", and together with the Limited Equipment Warranty, the "Equipment Warranties"). "Structural Components" shall be limited to the following, as determined by Skyjack in its sole discretion, and will not include any other parts, components, or subassemblies: base frames and weldments, scissor arm weldments, scissor platform deck weldments (excluding railings and extension decks), boom section weldments, boom platform weldments (excluding railings and kick plates), frame weldments, vertical mast base frame, mast weldments, and vertical mast platform weldments (excluding railings and extension decks). In no event shall Skyjack's liability in respect of a Structural Component or a non-Structural Component exceed the cost to repair or replace the defective component.

B) Skyjack shall have no obligation to make any payments in lieu of repair of the Equipment in satisfaction of the Equipment Warranties, provided however, that Skyjack may elect to reimburse a Purchaser for certain reasonable costs incurred to repair or replace the Equipment covered by the Equipment Warranties, as determined by Skyjack in its sole discretion, which costs may include the Purchaser's labour costs at a rate determined by Skyjack in its sole discretion.

C) The Equipment Warranties are transferable by the Purchaser to subsequent purchasers of the Purchaser's Equipment ("Secondary Purchasers"). The Equipment Warranties assigned to Secondary Purchasers shall continue to be subject to the Limited Equipment Warranty Period, the Structural Warranty Period, and all other terms, conditions, and exclusions set forth herein.

D) Skyjack does not assume or authorize any person (including any distributor or dealer) to give any further warranty on Skyjack's behalf in respect of the Equipment or incur any additional obligation or liability on Skyjack's behalf.

2. LIMITATIONS AND EXCLUSIONS

A) THE EQUIPMENT WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN OR ORAL, AND SHALL CONSTITUTE THE SOLE RECOURSE PURCHASER HAS AGAINST SKYJACK IN CONNECTION WITH ANY DEFECT IN THE EQUIPMENT. SKYJACK DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED BY STATUTE, COMMON LAW, OR EQUITY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. PURCHASER AGREES THAT SKYJACK SHALL NOT BE LIABLE TO PURCHASER UNDER ANY CIRCUMSTANCES FOR ANY CLAIMS ARISING FROM OR ATTRIBUTABLE TO LOSS OF BUSINESS, GOOD WILL, LOSS OF PROFITS, LOSS OF BUSINESS REPUTATION, OR ANY OTHER SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES.

B) The Equipment Warranties do not include coverage for any defects in the following parts and components of Equipment which are warranted separately (the "Supplier Components") by Skyjack's supplier ("Supplier"): (i) engines and engine components, (ii) tires, (iii) batteries, (iv) drive train components, including but not limited to, axles, transmissions, drive shafts, brakes, and brake components, and (v) telematics systems. For greater certainty, Skyjack is not responsible for, and Purchasers and Secondary Purchasers shall have no claim against Skyjack in respect of, any defects in the Supplier Components. Any warranty for the Supplier Components is provided through the original equipment manufacturer of such Supplier Components or its distributor organization.

C) Skyjack is not responsible for, and Purchasers and Secondary Purchasers shall have no claim against Skyjack, whether under the Equipment Warranties, in tort, contract, or equity, in respect of any damage arising from or related to:

- i) Depreciation or damage to the Equipment caused by normal wear and tear;
- ii) Consumables, such as filters, grease, fuel, hydraulic oil, engine oil, fuses, relays and diodes;
- iii) The cost of normal maintenance and replacement of wear items including, but not limited to, lamps, bulbs, wear pads, bushings, glass windows, windshield wipers, and tires;
- iv) Depreciation or damage resulting from accident, floods, fires or other natural disasters or acts of God, improper storage, abuse, rock damage, neglect, harsh environments or from use of the Equipment in a manner not intended by Skyjack;
- v) Electrical failures due to loose wiring or corrosion;
- vi) Duties, taxes, and environmental fees, including but not limited to, disposal or handling of tires, batteries and petrochemical items;
- vii) Third party accessories, including but not limited to welders; and
- viii) Damage resulting from failure to use or maintain the Equipment in accordance with Skyjack's instructions (including Skyjack's Operation Manual, Parts Manual or Service Manual, and any service advisories or bulletins published by Skyjack from time to time), or applicable law or technical standards (ex. ANSI, CSA, CE, SAIA, etc.).

D) Skyjack shall have no obligation to perform the Equipment Warranties or Limited Parts Warranty (as defined below) if:

- i) The Equipment has been operated with any accessory, equipment, component, or part not manufactured by Skyjack or not approved for use by Skyjack;
- ii) The Equipment has been repaired, altered, or modified without Skyjack's approval, or if the Equipment has been operated subsequent to its involvement in a tip over, accident, or breakdown, unless the Purchaser furnishes evidence which, in the sole determination of Skyjack, confirms that such repair, alteration, modification, or operation subsequent to its involvement in an accident or breakdown was not a cause of the defect;
- iii) The Purchaser does not within thirty (30) days from the date of discovery of the defect, and no longer than thirty (30) days after the end of the Limited Equipment Warranty Period, Structural Warranty Period, or Limited Parts Warranty Period (whichever is applicable), provide written notice of the defect in accordance with Skyjack's claim procedure (as described in Section 4). Purchaser shall furnish evidence establishing the date of discovery of the defect, as determined by Skyjack in its sole discretion;
- iv) The Equipment has depreciated or become damaged due to accident, floods, fires or other natural disasters or acts of God, improper storage, abuse, rock damage, neglect or use of the Equipment in a manner not intended by Skyjack;
- v) The Equipment is repaired, refurbished, or modified by someone other than Skyjack or an authorized technician with training and qualification in accordance with applicable laws and technical standards (ex. ANSI, CSA, CE, SAIA, etc.);
- vi) The Equipment has been exported out of the country into which it was originally sold by Skyjack; or
- vii) The hour meter on the Equipment is rendered inoperative or the reading is altered.

E) Nothing in subsection (D) shall prevent Skyjack from performing the Equipment Warranties if the effect of subsection (D) would otherwise cause Skyjack to refuse a means of diagnosis or repair to a Purchaser (including diagnostic and repair information, technical updates, diagnostic software or tools and any related documentation and service parts) in a manner that conflicts with applicable law.

F) Minor adjustments to the Equipment, such as loose fittings, loose hardware (bolts, nuts, screws), loose connections, recalibrations, and machine settings are only covered under the Equipment Warranties when detected and repaired during the initial machine delivery, or within ninety (90) days of the initial delivery of the Equipment to the Purchaser.

3. PARTS WARRANTY

A) Skyjack warrants that if any genuine factory model Skyjack component or part that is not a Supplier Component ("Factory Part") that is installed by Skyjack on Equipment in accordance with the Limited Equipment Warranty proves to be defective in material or workmanship within six (6) months from the date of the Factory Part invoice of such Factory Parts (the "Limited Parts Warranty Period"), or such other time as may be required by applicable law, Skyjack will either repair or replace, at its option, the defective Factory Part ("Limited Parts Warranty"). Skyjack shall have no obligation to make any payments in lieu of its obligation to repair or replace the Factory Part in satisfaction of the Limited Parts Warranty, provided however, that Skyjack may elect to reimburse a Purchaser for certain reasonable costs incurred to repair or replace the Factory Parts covered by the Limited Parts Warranty, as determined by Skyjack in its sole discretion, which costs may include the Purchaser's labour costs at a rate determined by Skyjack in its sole discretion.

B) Notwithstanding Section 3(A), Skyjack shall not be responsible for, and the Limited Parts Warranty shall not include (unless otherwise prohibited by applicable law): (i) any expenses associated with any service call(s) and/or transportation of Equipment to and from the Purchaser's place of business including, but not limited to, postage costs, shipping charges, insurance costs, and freight costs, (ii) any labour costs, and (iii) any service and/or maintenance not directly related to any defect covered under the Limited Parts Warranty.

4. WARRANTY CLAIM REQUIREMENTS

A) Any obligations owed by Skyjack to a Purchaser under the Limited Equipment Warranty, the Structural Components Warranty, and the Limited Parts Warranty (collectively, the "Warranty Services") shall be performed without charge to the Purchaser. All claims for Warranty Services must be submitted through the Skyjack Warranty Portal. If a Purchaser does not have a Skyjack Warranty Portal, they must contact the Skyjack Warranty Department at warranty@skyjack.com or 1-800-275-9522 Extension #4. Purchaser will be required to provide the following information related to the Equipment in order to make a valid claim for Warranty Services: the serial number, machine hours, failure date, description of failure, and any repairs undertaken by Purchaser. Upon request by Skyjack, Purchaser may be required to provide additional documentation, including but not limited to, photographs of the Equipment or Factory Part and/or confirmation of shipment of the Factory Part for Skyjack's further assessment. Purchaser shall be responsible for any costs associated with shipping the Factory Parts to Skyjack. An RMA number issued by the Skyjack Warranty Department is required for all returned parts. Following a complete assessment of the claim, Skyjack shall, at its sole discretion, either accept or reject the claim.

B) Failure to comply with the above procedures may delay approval and processing of claims and could result in the denial of a claim for Warranty Services. Purchaser must create and maintain a current account for the purchase of Factory Parts in order to receive warranty credits from Skyjack. Skyjack reserves the right to withhold the issuance of credits to a Purchaser if their account is not in good standing.

C) If Equipment or Factory Parts are received damaged, it must be noted by the Purchaser on the Bill of Lading prior to signature. For further information regarding Equipment or Factory Parts, please contact Skyjack at warranty@skyjack.com or 1-800-275-9522 Extension #4.

5. IMPROVEMENTS OR CHANGES

Skyjack reserves the right to make improvements or changes in design and specifications to subsequent models, designs, and iterations of the Equipment and Factory Parts at any time in its sole discretion, including through the use of service bulletins and advisories ("Improvements"). Nothing in this Warranty shall obligate Skyjack to fix, replace, upgrade, or modify the Equipment or Factory Parts to include any such Improvements.

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
Email: skyjack@skyjack.com

www.skyjack.com

