



Service and Parts

Managers Reference Manual

Revised March 10, 2016

HI Reach and Boom Truck



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Introduction

The purpose of this manual is to provide a convenient reference to Elliott Equipment Company's (EEC) After Sales Support Policies and Procedures.

This manual is to be used as a supplement to the "Dealer Sales & Service Agreement" that you may have with Elliott Equipment Company.

Note:

If there are any discrepancies between the information contained in this handbook and any provisions in the "Dealer Sales & Service Agreement", the "Dealer Sales & Service Agreement" shall prevail.

Revisions and additions will be issued as necessary to keep your handbook current and usable as a guide to your daily activities as Service Manager or Parts Manager.

Elliott Equipment Company's After Sales Support Organization & Operations

Jerry Monahan – Manager of After Sales Support: Responsible for administering all activities of the Elliott Service Department, Parts Department, Shipping Department, Technical Training, and Warranty Administration.

Service Technicians – Travis Schroeder, Jon Silber and Randy Quick: Provide technical service information and training to dealers and customers.

Parts Representatives - Paul Zuroske and Trevor Wilder: Receive and process customer orders. Assist customers and dealers by providing parts identification, parts pricing, and parts availability. Process parts returns and answer shipping inquiries.

Warranty – Matt Baumker: Receive and process claims in accordance with Elliott Equipment Company's Warranty Policy. Issue and receive Return Goods Authorizations (RGA's)

After Sales Support Contacts

PARTS:

X9624	Paul Zuroske	Parts Sales Rep
X9810	Trevor Wilder	Parts Sales Rep

SERVICE:

X9534	Travis Schroeder	After Sales Support Technician
X9533	Randy Quick	After Sales Support Technician
X9623	Jon Silber	After Sales Support Technician
X9530	Jerry Monahan	After Sales Support Manager

Warranty:

X8938	Matt Baumker	Warranty Coordinator
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Hours of Operation:

Monday–Friday 7:30 a.m. – 4:30 p.m. CST

Phone:

Main:	(402) 592 4500
Aftermarket:	(402) 933 3336
Service/Parts fax:	(402) 935 0313

Email:

Paul Zuroske	paul.zuroske@elliottequip.com
Trevor Wilder	trevor.wilder@elliottequip.com
Travis Schroeder	travis.schroeder@elliottequip.com
Randy Quick	randy.quick@elliottequip.com
Jon Silber	jon.silber@elliottequip.com
Matt Baumker	matt.baumker@elliottequip.com
Jerry Monahan	jerry.monahan@elliottequip.com

Elliott Equipment Company's After Sales Support Objectives and Responsibilities

The After Sales Support Department's primary objective is to obtain high standards of service throughout each dealer's service territory in order to ensure satisfaction by users of Elliott Equipment Company's products. In pursuit of this objective, we at Elliott Equipment Company are committed to providing dealer and customer support as outlined below:

1. Training and assistance to Elliott Equipment Dealers within the framework of our policy to help increase the efficiency and profitability of their service departments.
2. Services to Elliott Equipment users through a dealer organization that will contribute to the user's maximum satisfaction with Elliott Equipment, thereby creating another incentive for users to purchase Elliott Equipment products to meet future requirements.

To accomplish the above support, we have established, and are committed to, the following responsibilities:

1. Maintain a proper staff of management and field specialists to train and assist the dealer organization in their activities in supporting Elliott Equipment Company products
2. Monitor the field performance of Elliott Equipment and initiate necessary actions to improve our products.
3. Provide training by conducting a minimum of two service schools per year covering the following subjects:
 - Maintenance of EEC products
 - Servicing and repair of EEC products
 - Delivery and installation of new products
 - Elliott Equipment Company's policies and procedures
 - Customer relations
4. Provide replacement parts for on-going preventative and corrective maintenance for the normal life of the equipment.
5. Provide the dealer Service Managers with technical information and service literature covering operation, service and maintenance of EEC products, and policies and procedures.

Elliott Equipment Company's After Sales Support Objectives and Responsibilities (continued)

6. Process all warranty claims in a timely manner, provided that dealer has submitted the warranty registration form to Elliott Equipment Company within 30 days of the in-service date, and the proper procedure has been followed by the dealer in preparing the claim, and all parts requested to be returned are done so promptly and correctly.
7. Answer service problems and inquiries as soon as possible through the same communication media, if possible, by which the original requests were made (telephone, fax, email, or letter)
8. Provide a service representative to assist the dealer service department on special or unusual service problems after it has been determined that the dealer's service personnel have exhausted all efforts based on their skills and experience.
9. Review all service reports and monitor problems outlined for corrective measures.

Dealer Service Responsibilities

It is the responsibility of the dealer to ensure customer satisfaction with Elliott Equipment Company's products by providing the best possible service. The dealer must be capable of properly performing the service at reasonable prices, while maintaining adequate facilities and a high level of Elliott Equipment product knowledge.

Complete customer service satisfaction is mandatory on every machine. The following outlines the dealer's basic service responsibilities:

1. Maintain adequate facilities, personnel and Elliott Equipment spare parts to properly service the Elliott product line and train customers.
2. Shall provide prompt and competent service support to all users at all times.
3. Shall provide warranty service within the terms of the warranty and without charge to the customer.
4. Must receive all new equipment at their facilities and complete the in-service inspection as outlined on the Elliott Equipment Company warranty registration form that is sent with each new machine.
5. Report all special or unique service activities to the factory, thereby keeping Elliott Equipment Company informed of service problems and corrective actions.
6. Maintain a history file on each machine in the dealer's service territory.
7. Immediately report all accidents to Elliott Equipment Company involving Elliott Equipment Company's products.
8. File warranty claims with the factory within the allotted time period.
9. Complete any service bulletins or field advisories issued in a timely manner.
10. Establish and maintain a continuing program of service training.
11. Maintain a ready reference library of appropriate manuals to be used by customer's operating and maintenance personnel.

Customer Responsibilities

It is the dealer's responsibility to ensure that each Elliott Equipment customer receives a copy of the Owners Manual and warranty policy. Each Elliott customer is to be made aware of his or her basic responsibilities as outlined below:

1. Establish criteria for the proper operation and maintenance of his or her Elliott product.
2. Train operators in over-all equipment operation and safe operating procedures (refer to the Owner's Manual for assistance)
3. Ensure the equipment is always fully equipped with legible and current capacity and / or range charts and that the operator fully understands the chart, as well as all footnotes.
4. Inspect and maintain the machine in accordance with the manufacturer's recommendations and prescribed in the Owner's Manual and Crane Inspection Log furnished with the equipment.
5. Immediately report any malfunctions or discrepancies of the machine to the authorized Elliott Equipment dealer.
6. Request dealer assistance for training operator and maintenance personnel.

Elliott Equipment Owners

Elliott Equipment Company is committed to maintaining an accurate list of owners of its equipment. A current owner's list is important to Elliott Equipment, the dealer, and the owner to enable us to supply information regarding the following:

1. Product reliability and safety is an important aspect of the personnel and material handling industry and it is imperative that the user be contacted immediately in the areas regarding safety. Prompt action protects the user and limits the liability exposure of Elliott Equipment Company and the dealer.
2. Accurate owner lists are valuable for dealer mailings to promote the sale of parts and product support to the owners.
3. Accurate owner lists are important to the sales efforts in identifying users who could be prospects for a newer model machine. Additionally, owner lists can be important for use as third party referrals in sales to other customers.
4. Accurate owner lists may also provide excellent sources for rental prospects.

We ask each dealer to cooperate by supplying owner information in order to ensure accurate communication between the end-user, the dealer, and the manufacturer.



4427 South 76th Circle, Omaha, NE 68127
Phone: 402-592 4500 - Fax: 402-935-0313

CHANGE OF OWNERSHIP

Please complete this form in full and return to Elliott Equipment Company

Date	Dealer	Dealer Address, City, State, Zip Code	
Equipment Serial Number		Crane Model	Customer Unit Number
Chassis Year	Truck Make & Model		Chassis VIN
New Owner (Individual or Company)			
Mailing Address (Street address or PO Box)			
City, State, Zip Code			
Shipping Address (If different from mailing address)			
City, State, Zip Code (If different from mailing address)			
Phone Number (Please include area code)		Fax number (Please include area code)	
Email Address			
Name of person safety information should be addressed to			

Incident Reporting

It is the dealer's responsibility to promptly report all incidents involving Elliott Equipment products to the factory After Sales Support Department.

Legal action is very possible regardless of the circumstances of the incident; therefore, prompt reporting is mandatory in order to initiate a beneficial investigation. A detailed report on each incident is imperative to protect all involved parties, the customer, the dealer, and the manufacturer.

Should an Elliott Equipment Company's product become involved in a personal injury or property damage incident, please contact the Elliott Equipment After Sales Support Department immediately.

Please report details of the incident including serial number of the equipment involved.

Elliott Equipment Company
4427 South 76th Circle
Omaha, NE 68127
Phone: (402) 592 4500
Fax: (402) 935 0313



4427 South 76th Circle, Omaha, NE 68127
Phone: 402-592 4500 - Fax: 402-935-0313

FIELD INCIDENT REPORT

Type of Incident: Damage to Equipment Personal Injury

Model: _____ Serial Number: _____ Date of Report: _____

Crane Owner: _____ Date of Incident: _____

Address: _____ Time of Incident: _____ a.m. p.m

City & State: _____ ZIP: _____ Temperature _____ F Wind: _____ mph

Telephone: _____ Direction of wind: _____

Crane User: _____ Direction boom pointing: _____

Address: _____ Load Radius: _____

City & State: _____ Boom Length: _____

Telephone: _____ Boom Angle: _____

Number of persons injured: _____ Hospitalized? _____ Yes _____ No

Names of Persons Injured: _____

List Damage to Equipment: _____

List other Property Damage: _____

What Happened? (explain in detail, attach extra pages if necessary):

Description of materials being handled: _____

Description of job being done: _____

Function being actuated at time of incident: _____

How long in operation prior to incident: _____

Weight being lifted at time of incident (use dynamometer to verify actual load if possible): _____

Was load attached, buried, or frozen to the ground: _____

Ground condition at outriggers: _____ Firm _____ Soft _____ Other - describe _____

Operators Name: _____ Employer: _____

Job Foreman's Name: _____ Employer: _____

Information Source: _____ Reported by: _____

Company: _____ Date: _____

Elliott Equipment After Sales Support Training Programs

In an effort to share technical knowledge of Elliott Equipment Company products and procedures with our servicing dealers, the After Sales Support Department conducts annual training schools covering products in current production. Training is becoming more important each year as Elliott makes changes and improvements to more sophisticated hydraulic and electrical systems. The dealer ***must*** maintain trained service personnel to minimize downtime and maintain good customer relations.

FACTORY SERVICE SCHOOLS

Elliott Equipment Company conducts two factory service schools annually. One school covers the HI Reach product and the other covers the Boom Truck products. Each dealer is sent an announcement of the service school schedules along with a student registration form to be returned. Elliott Equipment Company provides this service to its dealers at no charge. The registered students are responsible for travel, lodging, and related personal expenses.

On-Site service and operator training is also available, usually for a minimal fee. Contact the Manager of After Sales Support for cost estimates and scheduling.

Parts Stock

Parts stock inventory is very important to all users of Elliott Equipment products. Immediate parts service provided by dealers of Elliott Equipment is an important factor in the safe operation of our equipment. In addition, sales from parts inventory are a key factor in future equipment sales.

Parts orders will be classified into three categories. **All purchase orders must designate the category required for shipment. Orders not classified will be considered Standard.**

A **Rush order** is an order for parts that is necessary for immediate repairs of a unit that is down. Rush orders are non-cancelable. An Elliott parts representative should be contacted to ensure the part is in stock before the order is placed. If the part is in stock, and the order is received before 2:30 p.m. CST, the part is guaranteed to ship the same day. If the part is not available, and the purchase order is marked RUSH, every effort will be made to expedite the part and ship Next Day Air once the part is available.

A **Standard order** is an order for parts needed for planned maintenance of a unit. Standard orders are not guaranteed to ship the same day but usually within the following day if available and in stock. The order will be shipped standard ground or freight on our standard shipping account unless specified otherwise on the purchase order.

A **Stock order** is an order for parts that a dealer should stock in order to provide normal and routine maintenance on Elliott products. These orders exclude major weldments such as boom sections, turrets, torque boxes, torque frames, outriggers, personnel platforms, and main frames. In an effort to encourage dealers to stock these parts, Elliott Equipment Company offers a one time shipment at no charge for orders that qualify as stock orders. This order will be shipped when all parts to fill the order become available and will be shipped to one address. There is a minimum invoice dealer net dollar amount for orders to qualify as stock orders. (See most recent dealer discount policy) Each dealership may place a stock order twice per calendar year. Once a stock order is placed, the dealership must wait six months from the date that the order was placed before another stock order will be accepted.

- All purchase orders for Rush and Standard orders must contain the Elliott serial number of the equipment being serviced.
- All purchase orders must be received by fax, email, or ordered online off of the Elliott Equipment Company dealer extranet.
- Any purchase order with a total dollar value of less than \$100.00 USD dealer net will be assessed a \$15.00 handling fee.
- No dealer discount will be offered on orders less than \$25.00 USD dealer net.
- Handling fees are not refundable on returned parts.

Parts Stock (continued)

Elliott Equipment Company reserves the right to supply certain parts on a non-cancelable / non-returnable basis. You will be notified in advance of the shipment if you have ordered a part of this nature to allow you to confirm the order. For more information on parts returns, see page 16.

ORDER CHANGE FEE

All orders, regardless of the type (Rush, Standard, or Stock), will reach a "Freeze" point when we can no longer accept additions or changes to the order. If the Elliott Equipment Company shipping department has begun to "pick" the order, we will not allow any further changes to that order without assessment of a \$50.00 order change fee. This requirement is necessary to improve our shipping response.

A new order will have to be assigned to accommodate the addition or change. This second order will require a separate purchase order number and will be subject to the 2:30 p.m. CST cut-off time for same-day shipments and minimum invoice requirements.

ONLINE PARTS ORDERING

Elliott Equipment Company encourages dealers to take advantage of our online parts ordering system. Each dealer is assigned an ID and password in order to access the dealer extranet. If you are having problems or if you have forgotten your ID or password, contact the Manager of After Sales Support. Upon receipt of your online order, you will receive an automated notification that your order has been submitted and received. You will then receive a manual confirmation from one of the parts coordinators that your order has been received and the name of the person that will be processing your order.

SHIPPING

All orders will be shipped using the standard Elliott Equipment Company shipping account unless notified differently on the purchase order. Any shipping account other than Elliott's standard carrier account will be assessed a \$15.00 handling fee. Upon shipment of your order, you will receive an electronic notification to the email address specified on the purchase order that your order has been shipped along with the tracking number.

Parts Return Policy

Parts Returned For Credit

The purpose of this policy is to assist dealers in maintaining a fast-moving parts stock with minimum investment. Conditions on which parts may be accepted for return and the basis upon which credit may be issued are as follows:

Policy

1. No parts or components may be returned without prior written approval from Elliott Equipment Company's (EEC) Parts Department. All returned parts must be accompanied by a Return Goods Authorization (RGA) form and a copy of the original invoice. Failure to comply with this procedure will result in the parts being returned to the dealer, freight collect.
2. All returned items must have been purchased from Elliott Equipment Company's Parts Department; be of EEC manufacture or a manufacturer approved by EEC, and must be in a condition that will allow EEC to restock and sell as new parts.
3. All parts that have been approved to be returned to EEC must arrive at EEC within 30 days of approval, unless special arrangements have been made with EEC's Manager of Parts Operations.
4. All parts must be returned freight prepaid. EEC will not accept parts returned freight collect.

Parts Accepted for Return

1. Parts that have been recommended to new dealers for initial stock and to all dealers for new model stock that have not been sold in the past 18 months may be returned on one annual shipment with pre-authorization. Certain exceptions may be made if approved and agreed upon in advance with the Elliott After Sales Support Manager.
2. All parts returned must be tagged with an EEC part number. Parts returned without an EEC part number will not be accepted.

Parts Return Policy (continued)

Annual Returns

The restock fee for annual return parts is 10% of the price of the part in effect during the month that the part is received at EEC. Restock fees will be waived with submission of an offsetting stock order of equal or greater net value compared to the parts return. The following conditions must also be met when parts are returned to EEC.

1. Requested returned parts must be approved by EEC and an RGA number must be obtained from EEC.
2. Returned parts must meet requirements and must be in a condition that will allow for them to be restocked by EEC.
3. Proper documentation must accompany the returned parts.
4. Each item returned must be labeled and identified with a part number tag. Part number tags may be requested and obtained from the Elliott Parts Department after approval to return the items has been received.

Parts Not Acceptable for Return

1. Parts shipped as part of a complete machine or parts that were given special price consideration upon purchase will not be accepted for return.
2. Parts that have been painted, coated, or protected with something other than the original finish will not be accepted for return.
3. Parts that will not meet EEC's inspection standards or that will not be able to be stocked as new and unused parts will not be accepted for return.
4. An oversupply of active parts will not be accepted for return. They are to be sold by the dealer.
5. Parts that are not tagged with an EEC part number will not be accepted for return.
6. Parts that were not purchased from EEC will not be accepted for return.
7. Some parts are ordered with the prior understanding that they cannot be returned. These parts include cylinders, seals, gaskets, and fasteners.

Parts Return Policy (continued)

Credit Determination

Parts approved for return to Elliott Equipment Company are subject to the following restock charges (credit based on standard dealer discount plus restock percentage):

Parts sent in error by Elliott Equipment Company:

- If received by EEC within 60 days of original invoice ship date = 0% restock fee
- If received by EEC after 60 days of original invoice ship date = 10% restock fee

Parts ordered in error by dealer:

- If received by EEC within 30 days of original invoice ship date = 10% restock fee
- If received by EEC after 30 days of original invoice ship date = 20% restock fee

Note: Return of parts with the net value before restock fee of less than \$100.00 will not normally be processed. We suggest that you hold lower dollar parts until submission of the next annual parts return.

Return Goods Authorization (RGA) Form

The RGA form must be completed in full and prior written approval must be obtained from Elliott Equipment Company before any parts are returned for credit. After proper written approval has been granted, enclose one copy of the RGA form with the parts and return them freight prepaid to the following address:

**Elliott Equipment Company
After Sales Parts Department
4427 S 76th Circle
Omaha, NE 68127**

All parts must be tagged with an EEC part number. One tag is not sufficient for a group of parts; each part must have a separate tag. Parts that are not identified with an EEC part number tag will be returned to the dealer or scrapped at the dealer's request and no credit will be issued.

NOTE: The policies outlined in this document will supersede any previous policies and procedures issued by Elliott Equipment Company and are subject to change without further notice.

Warranty Registration / In-Service Inspection

All new Elliott products are warranted in accordance with the 12-month standard warranty policy and lifetime structural policy provided the warranty registration is properly filled out and returned to Elliott Equipment Company within the specified time period. The warranty registration is a combined form that requires a New Machine Inspection signature and a First Delivery Signature

A New Machine Inspection must be completed on all new machine products. The inspection portion of the warranty registration form must be filled out and returned to Elliott within 30 days of receipt of the new machine.

The registration form, sent with the Owner's Manual, must be completed and signed by the owner at the time the dealer delivers the crane to the customer and completes the "in-service" training. If the registration is not completed at the time of delivery, it is the dealer's responsibility to ensure that the registration is completed and returned to Elliott Equipment Company within thirty (30) days of the in-service date of the machine. The inspection required for a New Machine Inspection and the First Delivery may be completed at the same time under the following circumstances.

- A. When a new Elliott Equipment Company product is shipped direct from Elliott Equipment Company to a retail end-user facility or job site and, within 30 days of receipt of the product, that same product is placed in service by an authorized Elliott Equipment Company Distributor representative.
- B. When a new Elliott Equipment Company product is shipped to an authorized Elliott Equipment Company Distributor facility and that same unit is placed in service within the Distributor's own rental fleet or at a retail end-user's facility or job site within thirty (30) days following receipt of that same unit from Elliott Equipment Company.

This information is vital in the event of a warranty claim. Registration information is kept on file at Elliott to facilitate the mailing of service bulletins or other service information to the owner/end user.

When a dealer sells a machine to a large company or municipality, he or she must indicate on the registration the customer's address to which service information is to be sent. Other information that must be listed on the warranty registration is the Elliott serial number, the truck VIN number, the date of delivery, and the new owner's signature. All applicable boxes should be checked on the form indicating that the dealer has done a complete pre-delivery inspection on the unit.

If the unit is placed into the dealer's rental fleet or used as a demo unit, the warranty registration should be filled out and indicated as such. If, after a short time, the unit is then sold, the dealer should have their service department do a complete annual inspection on the unit and submit another warranty registration to Elliott along with the inspection documents requesting a new warranty start date. The documents should include the current PTO hours and truck engine hours. It will be to the discretion of the Elliott Warranty Manager as to what remaining warranty, if any, will be offered on the unit.

If the warranty registration is not returned within 30 days of the ship date of a new unit, the warranty start date will be recognized as the date that the unit leaves Elliott's property.

**ELLIOTT EQUIPMENT COMPANY
WARRANTY**

Subject to the terms and conditions of this warranty, Elliott Equipment Company ("Elliott") hereby warrants all equipment manufactured by Elliott ("Equipment") to be free from defects in material and workmanship for a period of one year. There are no express or implied warranties, including the warranty of merchantability and fitness for a particular purpose, covering component parts or accessories manufactured or modifications made by someone other than Elliott.

All Equipment shall have a limited one-year warranty ("one-year warranty"), effective from the date that the Equipment is shipped from Elliott and subject to the terms and conditions contained herein. Elliott's sole obligation under the one-year warranty shall be the replacement of the defective part(s), but specifically excludes paint. This one-year warranty is limited to the original purchaser of equipment from Elliott or from an authorized Elliott distributor only and is not transferable to any other person or entity.

In addition to the one-year warranty, the following structural components shall have a lifetime parts-only warranty from the date of shipment from Elliott: Subframe, Turrets and Structural Components of all steel booms ("lifetime warranty"). Elliott's sole obligation under the lifetime warranty is replacement of the defective part(s), but specifically excluding any labor or other costs incurred. This lifetime warranty for structural components excludes hydraulic and electrical components, bed and body components, chassis, jibs, outriggers and platform. This lifetime warranty also specifically excludes any other parts or components, including without limitation seals, gaskets, hydraulic components and exterior coatings. All replacement parts are original equipment parts from Elliott. In the event ownership of the Equipment is transferred to a person or entity other than the original purchaser of the Equipment, the lifetime warranty shall terminate.

The lifetime warranty and one-year warranty as set forth herein apply only to Equipment shipped from Elliott after January 1, 2012.

EXCLUSIONS: No warranty claims shall be valid unless Elliott is notified in writing of the defect within a reasonable time following its discovery. The one-year warranty and lifetime warranty are valid only if an annual service inspection is performed and documented by an authorized Elliott distributor. The one-year warranty and lifetime warranty shall not apply with respect to any claimed defect which in Elliott's sole judgment has arisen from repair, alteration, damage during shipment, accident, negligence, failure to perform routine maintenance, overloading or misuse, including without limitation, an operator's failure to follow the instructions issued with the equipment. The one-year warranty and lifetime warranty are void if any modifications are made to the Equipment.

Elliott reserves the right to make changes in design or construction of its equipment at any time without obligating itself to make such changes on equipment previously manufactured.

LIMITATION OF LIABILITY: ELLIOTT'S LIABILITY FOR ANY LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER, INCLUDING WITHOUT LIMITATION, ELLIOTT'S NEGLIGENCE OR FROM DAMAGED OR DEFECTIVE EQUIPMENT, IRRESPECTIVE OF WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PARTICULAR EQUIPMENT TO WHICH LOSSES OR DAMAGES ARE CLAIMED, OR AT THE ELECTION OF ELLIOTT, THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT. IN NO EVENT SHALL ELLIOTT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION COMMERCIAL LOSSES, LOST PROFITS OR COSTS OF ANY KIND OR FOR ANY DAMAGES FOR WHICH BUYER MAY BE LIABLE TO OTHER PERSONS.

DISCLAIMER: THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND IS ALSO IN LIEU OF ANY OTHER OBLIGATIONS ON THE PART OF ELLIOTT. No agent, employee or representative of Elliott may bind Elliott to any other warranty. In the event any provision of the warranty is for any reason held ineffective, the remaining provisions shall remain full and intact. In particular, the remedy of replacement provided for herein is the exclusive remedy for breach of the one-year warranty and lifetime warranty.

Replacement Part Warranty

ALL PRODUCTS

Any replacement or service part made by and sold by Elliott Equipment Company is not subject to the preceding New Product Warranty. Rather, each replacement or service part shall be warranted to be free from defects in material or workmanship for: (A) if installed on a new product, which at the time of such installation, is subject to the applicable month warranty of the preceding New Product Warranty, then such part shall be warranted for the greater of 6 months from the date of installation or the remaining portion of the 12 month warranty of the preceding New Product Warranty applicable to said product, or (B) if installed on a product, which at the time of such installation, is not subject to the 12 month warranty of the preceding New Product Warranty, then such part shall be warranted for 6 months from the date of installation; provided that under no circumstances shall that warranty period extend beyond a date 12 months from the date of sale of such part by Elliott Equipment Company. The Replacement Part Warranty is subject to the same terms, conditions and limitations as set forth in the New Product Warranty and this Warranty Provision. Also, this Replacement Part Warranty shall not apply to any defect in a replacement part which is the result of the failure to repair, replace, maintain or adjust any other part of the applicable Elliott Equipment Company damage or environmental conditions to any other part of the applicable Elliott Equipment Company product.

Elliott Equipment Company may at any time amend the foregoing form of warranty without prior notice.

Warranty Claim Procedure

General Warranty Statement

The primary purpose of this warranty policy is to maintain customer satisfaction. Each dealer should administer the policy in a fair and equitable manner. Elliott will cooperate to the greatest extent possible to promptly accomplish all genuine warranted repairs. Warranty claims not having adequate information are subject to be returned to the sender.

Definition

A warranty claim is considered to be a request for warranty consideration and payment will be made only after the claim is approved. Elliott does not accept invoices for warranty work. All charges must be submitted on our Warranty Claim and accompanying invoices and documentation must be attached. Blank claim forms are available from Elliott upon request.

Warranty Claim

All warranty claims must contain the following information.

1. Dealer name and address.
2. Owner name and address.
3. Model and serial number of the Elliott Equipment product.
4. In-service date of the Elliott product.
5. Date of failure and date repaired.
6. Quantity, part number (Elliott part number) and description of warranted parts.
7. Elliott's invoice number on which replacement parts were purchased.
8. The number of hours involved in replacing warranted parts and your full shop labor rate.
9. As clearly as possible, state the nature of the failure, the cause (including any contributing factors) and the corrective action taken. Use an additional sheet if more room is needed. Be as informative and specific as possible. Such statements as "defective", "broken", or "wouldn't work", tell little about the cause and are not acceptable as description. Knowing what failed, and why, helps Elliott prevent similar problems in the future.
10. Please provide the name of the person to contact concerning the claim should any questions arise.

Filing the Claim

After the claim is completed, attach supporting documentation and mail, fax, or scan and email the documentation to Elliott Equipment to the attention of "Warranty Manager".

Assume all parts replaced will need to be returned to Elliott. Upon completion of the repair, contact Elliott for an RGA number to return any parts you plan on requesting credit for. At this time, the Elliott representative will determine if the part needs to be sent back or held at your facility for further disposition. If an RGA is issued, make sure you list this RGA number on the warranty claim. Do not discard parts that were replaced until the claim is settled or until contacted by an Elliott representative and requested to do so.

All alleged defective parts must be returned to Elliott within thirty (30) days upon the receipt of the RGA number. Failure to return parts within the thirty-day period may void the possibility of warranty reimbursement. Claims will be rejected if the requested parts are not returned.

Parts for Warranty Repairs

Parts needed for warranty repairs shall be obtained from dealer stock or parts purchased from Elliott. Parts replaced under warranty that are not purchased from Elliott, other than parts such as hoses and/or non-critical fasteners, will not qualify for warranty reimbursement unless pre-approved by the Elliott Warranty Manager.

Warranty Labor

Dealer warranty labor rate is based on 75% of the dealer published shop rate on file with Elliott, provided the rate is competitive with comparable equipment distributor rates in the area.

Changes in shop labor rates must be directed in writing to Elliott's Warranty Manager.

Field Retrofits

In the event it becomes necessary to retrofit certain models, dealers will be notified by letter, or service bulletins, stating the nature of the problem, what corrective measures must be taken and the hours allowed completing the necessary labor. Field retrofits will be handled as if the affected machines were repaired under warranty and warranty claim forms must be submitted by the dealers. The dealer is reimbursed 100% of published shop rate on Field Retro Campaigns initiated by Elliott.



REQUEST FOR WARRANTY

Manufacturer Elliott Equipment Company 4427 S 76th Circle Omaha, NE 68127-1806 Manufacturer's Claim # _____			Dealer Name _____ Address _____ City _____ State _____ Zip _____ Dealers claim # _____			
Owner RGA # _____ Elliott Model Number _____			Address _____ City, State, Zip _____ Chassis VIN # _____ Date of claim _____			
Elliott Serial Number _____ Date Delivered - Machine _____			Date Delivered - Defective Part _____ Date of failure _____		Date Parts Returned _____ Date Parts Replaced _____	
PARTS REPLACED						
QTY	PART NUMBER	DESCRIPTION	REPLACED ON INVOICE NUMBER	LIST EACH	COST OR DISCOUNT	NET AMOUNT
PARTS TOTAL						
REASON FOR CLAIM - DESCRIBE			Labor Subject to Factory Approval	Hours	Rate	Amount
			Labor 75% Shop Rate			
			Parts			
			TOTAL CLAIM AMOUNT			
			Do not write in this space This space for Manufacturer's approval			
			Rec'd by _____	Date _____		
			Insp by _____	Date _____		
			Claim _____			
			Approved By _____	Date _____		
			Rejected By _____	Date _____		

The Undersigned hereby certifies that the above work was performed in accordance with the terms of the current Elliott Equipment Warranty Policy and hereby applies for the credit allowed thereunder based on the information shown hereon.

DISTRIBUTOR AUTHORIZED SIGNATURE _____

Delivering Crane to Customer

When delivering a crane to the customer, it is very important that the customer is properly trained on safe operation and maintenance of the crane. The following in-service outline can be used as a checklist to ensure that all important items are covered.

This format allows the customer to become familiar with the important safety, operating, and maintenance information included in the Owner's Manual. By using the Owner's Manual as a reference for the in-service presentation, the customer will become familiar with where to find this information for future reference.

In-Service Outline for Hi Reach Aerials

MODEL: _____ SERIAL NO: _____ DATE: _____

- Show operators the "Safety & Operation" DVD
- Show operator the Owner's Manual. Explain that the hard copy should be kept with the truck at all times. The DVD should be kept at the customer's place of business.
- Turn to "Aerial Lift Operation" section of manual accompanies the Elliott manual. Explain that this section, along with the "Manual of Responsibilities", along with all of the safety decals on the unit, needs to be read and understood before attempting to operate the equipment. **Emphasize the mandatory requirement of maintaining a clearance of at least 10 feet between any part of the equipment, loadline or load, and any energized electrical power line.**
- Walk around the unit and explain all controls, labels and features of the Aerial device and material handling equipment.
- Referencing the load chart in the manual or on the machine, thoroughly explain the capacity chart, range chart, platform capacity, load deductions, etc. Give the operator an example of an on the job lifting situation to ensure that he or she understands the capacity chart and the lifting limits of the equipment. Remind the operator of their responsibility to know the weight of the load, the load radius, and the position of the boom.
- Explain the boom/outrigger interlock and related components. Explain any optional interlocks that the unit may be equipped with. (rotation interlock, short jack etc.)
- If equipped, explain proper boom sequencing on related components (prox switches & components) Explain the importance of proper boom sequencing and how it relates to the capacity chart.
- Review the winch system operation and use of multiple part lines when required. Also review the rules for operating the winch and the functionality of the Anti-two-block system, ISO link (if equipped) and winch High Speed feature (if equipped)
- Demonstrate the setup and rigging of the jib winch (if equipped). Refer to the capacity chart and repeat the maximum lifting capabilities of the jib winch.
- Demonstrate rigging the winch over the auxiliary sheave on the leveling bracket. (if equipped) Refer to the capacity chart and repeat the maximum lifting capabilities of the auxiliary sheave.
- If equipped, explain the use of the hydraulic load limiter (HLL) system and override switch. Emphasize that the HLL system is an operator aid only and should not be used to determine the weight of the load he or she is attempting to lift.
- If equipped, explain the use of the load moment indicator (LMI) system. Review the LMI operator's manual. Explain the different operating modes and make sure the operator knows the different configurations available on the unit and how to select the proper operating mode. Explain the loadline rigging switch and how to select the correct parts of line.
- Demonstrate the proper use of the emergency pump (if equipped). Make sure he or she understands the proper duty cycle of the pump when operating the emergency lowering system.
- Show the operator the standard hand signal chart and suggest that they study and use these signals when a signal person is required.

In-Service Outline for Hi Reach Aerials

- Review proper use of any additional options. (welder, inverter, load cell, pressure washer etc..)
- Review with operator the Hi-Reach Maintenance section of the manual. Lubrication chart, General Maintenance, Daily Maintenance Schedule, Weekly Maintenance Schedule, Monthly Maintenance Schedule, Proper lubricants, Filter change and checking torque of critical fasteners during the first 40 hrs of operation and frequency thereafter.
- Show the operator the location of the serial number plate on the unit and on the operator's manual
- Make sure the operator is aware of unit specifications: overall height, overall length, front axle weight, GAWRF and GAWRR
- Set up the unit in an open area so that the operator can become familiar with the controls and the general operation of the unit. Make sure the operator understands the purpose and function of all controls. Demonstrate the importance of metering the controls especially at longer boom lengths. Make sure the operator understands the hazards that can result in overloading, side loading, shock loading, pushing or pulling with the boom, or any other mis-use of the aerial device.
- Complete the warranty registration form and have it signed by the customer. Return form to factory.
- Distribute the attached OSHA fact sheet regarding operator certification requirements to the on site Foreman or Manager.

This "In-Service" Check list is provided to enhance crane safety awareness as Elliott products are placed in service to the end user.

Completion of this "In-Service" Check list DOES NOT certify that the recipient is a qualified operator

In-Service Outline for Telescoping Cranes

MODEL: _____ SERIAL NO: _____ DATE: _____

- Show operators the "Safety & Operation" DVD
- Show operator the Owner's Manual. Explain that the hard copy should be kept with the truck at all times. The DVD should be kept at the customer's place of business.
- Turn to "Safety Responsibilities" section of the manual. Explain that this section, along with all of the safety decals on the unit, needs to be read and understood before attempting to operate the equipment. **Emphasize the mandatory requirement of maintaining a clearance of at least 10 feet between any part of the equipment, loadline or load, and any energized electrical power line.**
- Turn to the section titled "Operating Controls" Review all crane controls with the operator. Demonstrate controls on crane pointing out all labels and features of the crane.
- Referencing the load chart in the manual or on the machine, thoroughly explain the capacity chart, range chart, platform capacity, load deductions, etc. Give the operator an example of an on the job lifting situation to ensure that he or she understands the capacity chart and the lifting limits of the equipment. Remind the operator of their responsibility to know the weight of the load, the load radius, and the position of the boom.
- Explain any optional interlocks that the unit may be equipped with. (Rotation stop, short jack, etc..)
- Review the winch system operation and use of multiple part lines when required. Also review the rules for operating the winch and the functionality of the Anti-two-block system and winch High Speed feature (if equipped).
- Review the information on stowing and unstowing the jib (if equipped). Refer to the load chart and repeat how to use the capacity chart when using the jib (Operate by radius with boom fully extended and by angle with boom not fully extended. Do not exceed jib capacities at reduced boom lengths). Emphasize and demonstrate how the jib stow pin system works and how the pin needs to be properly in place in the stow bracket.
- If equipped, explain the use of the hydraulic load limiter (HLL) system and override switch. Emphasize that the HLL system is an operator aid only and should not be used to determine the weight of the load he or she is attempting to lift.
- If equipped, explain the use of the load moment indicator (LMI) system. Review the LMI operator's manual. Explain the different operating modes and make sure the operator knows the different configurations available on the unit and how to select the proper operating mode. Explain the loadline rigging switch and how to select the correct parts of line. Explain the Work Area Definition (WAD) feature (if equipped).
- Demonstrate the proper use of the emergency pump (if equipped). Make sure he or she understands the proper duty cycle of the pump when operating the emergency lowering system.
- Show the operator the standard hand signal chart and suggest that they study and use these signals when a signal person is required.

In-Service Outline for Telescoping Cranes

- Review proper use of any additional options that the crane may be equipped with (ie; auger, welder, man basket, tool circuit(s), etc.)
- Review with operator the Crane Maintenance section of the manual. Lubrication chart, General Maintenance, Daily Maintenance Schedule, Weekly Maintenance Schedule, Monthly Maintenance Schedule, Proper lubricants, Filter change and checking torque of critical fasteners during the first 40 hrs of operation and frequency thereafter. Review the information on wire rope inspection.
- Review the "Crane Inspection Log Book" with the operator.
- Show the operator the location of the serial number plate on the unit and on the operator's manual
- Make sure the operator is aware of unit specifications: overall height, overall length, front axle weight, GAWRF and GAWRR
- Set up the unit in an open area so that the operator can become familiar with the controls and the general operation of the unit. Make sure the operator understands the purpose and function of all controls. Demonstrate the importance of metering the controls especially at longer boom lengths. Make sure the operator understands the hazards that can result in overloading, side loading, shock loading, pushing or pulling with the boom, or any other mis-use of the crane.
- Use a live load to demonstrate the operation of the HLL or LMI system.
- Have the operator deploy the jib, and reprogram the LMI system (if equipped) for jib use. Explain the difference in the boom and jib charts again. Have the operator properly stow the jib.
- Complete the warranty registration form and have it signed by the customer. Return form to factory.

This "In-Service" Check list is provided to enhance crane safety awareness as Elliott products are placed in service to the end user.

Completion of this "In-Service" Check list DOES NOT certify that the recipient is a qualified operator