

JLG Product Safety and Reliability – Overview

BE SAFE! - Your safety is very important to JLG, which is a big part of why we put such a high priority on product reliability. Please review this important safety and product information relating to the ownership, management, servicing, and use of JLG products.

For safety guidelines pertaining to the use and operation of any JLG product, refer to the appropriate Operators & Safety manual for the specific model. For periodic machine inspections and maintenance required by JLG, refer to the appropriate Operation & Maintenance Manual for the specific model.

Inspections – The required inspections are outlined in the Operation & Maintenance Manual for each product. These inspections are required not only by JLG, but may also be required by industry standards and governmental regulations. Forms to use while completing the inspections are available through the "Service" portion of this website under "Forms".

General Safety Inquiries - Any inquiries with regard to standards compliance, design criteria, or overall machine safety should be directed to PS&R. A written request must be submitted in cases where a written response is required. Each request must include all pertinent information (i.e. contact name, telephone number, address, reason for inquiry, machine model and serial number if applicable, etc.). PS&R will evaluate each inquiry and submit an appropriate written response to the originator.

Product Incident Reporting – In all instances where products manufactured by JLG have been in an accident involving injury or death of personnel, or when substantial property damage has occurred, a JLG Incident Report Form must be completed and submitted to JLG via fax at +1 717 485 6573. The procedure for incident reporting can be found under the “Product Safety” portion of this website under “Incident Reporting”.

Owner Update - It is important that JLG has current machine ownership records for the purpose of keeping owners informed through service or safety publications which may affect their units. Upon each change of ownership, ensure that all ownership information is submitted to PS&R using the Owner Update Form. The Owner Update Form can be found under the “Product Safety” portion of this website under “Forms”.

Safety Publications – As deemed necessary, JLG may periodically conduct safety campaigns and distribute safety-related publications affecting certain products manufactured by JLG. The safety publications for Cat branded products manufactured by JLG are listed under the affected model of the machine under "Service Letters". When the campaign is completed on each affected machine, a Campaign Completion Form must be submitted to PS&R.

The Campaign Completion Form can be found under the “Product Safety” portion of this website under “Forms”.

Product Modifications, Repairs, or Applications – Unless approved by the manufacturer, modifying the original product design or using the product in an unauthorized manner may be a violation of Government Regulations and Industry Standards.

For JLG to consider these types of requests, the proper information must be submitted to PS&R for evaluation and consideration for approval. A completed Product Modification and Application Request Form must be completed and submitted to PS&R. This form can be found under the “Product Safety” portion of this website under “Forms”

The information in each Product Modification and Application Request Form must be neatly written or typed and include:

- A detailed description of the request;
- All information necessary to evaluate the request; and
- Photographs or illustrations.

Once received, PS&R will evaluate the proposed modification or application and respond back to you in writing.

Contact Information – PS&R can be contacted by email or telephone:

Email: productsafety@jlg.com

Telephone: +1 717 485 6591 (Direct Dial)

+1 877 JLG SAFE (Toll Free)