

**SERVICE****WARRANTY BULLETIN****Global****Machine**

## Cat® Branded Telehandlers (Manufactured by JLG)

**Overview**

This bulletin addresses warranty practices and procedures for telehandlers which are manufactured by JLG Industries, Inc., under a strategic alliance agreement with Caterpillar Inc., and sold through Cat® Dealers.

As a result of the strategic alliance, telehandler model designations with JLG serial numbers per Caterpillar® format have recently been released. The following chart lists telehandler model designations with new serial number prefixes and the type of engine used in each model.

Cat Branded Telehandlers (Manufactured by JLG)					
Models	JLG S/N Prefix	Engine	Caterpillar S/N Prefix	POD/Pwr Module S/N Prefix	Transmission/Pwr Module S/N Prefix
TL642	TBK	CAT 3054	334	N/A	N/A
TL943	TBL	CAT 3054	334	N/A	N/A
TL1055	TBM	CAT C4.4	444	N/A	N/A
TL1255	TBN	CAT C4.4	444	N/A	N/A
TH220B	TBF	CAT Power Module	MLS	MLS	Use MLS s/n
TH330B	TBG	CAT Power Module	MLS	MLS	Use MLS s/n
TH360B	TBH	CAT C4.4	Use MLS s/n	MLS	Use MLS s/n
TH560B	TBP	CAT C4.4	Use MLS s/n	MLS	Use MLS s/n
TH580B	TBJ	CAT C4.4	Use MLS s/n	MLS	Use MLS s/n
TH255	TBS	CAT C4.4	446	N/A	Use TBS s/n
TH336	TDE	CAT C4.4	446 / 444	N/A	LKT
TH337	TDF	CAT C4.4	446 / 444	N/A	LKT
TH406	TBX	CAT C4.4	446 / 444	N/A	LKT
TH407	TBY	CAT C4.4	446 / 444	N/A	LKT
TH414	TBZ	CAT C4.4	446	N/A	LKT
TH417	TBT	CAT C4.4	446	N/A	LKT
TH514	TBW	CAT C4.4	446	N/A	LKT
THP18s	TDA	N/A	N/A	N/A	N/A
THP45s	TDB	N/A	N/A	N/A	N/A

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<https://warranty.cat.com/wtyguide>  
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► Indicates change.

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Dealer and Dealers are defined as any Cat Authorized Dealer or Cat Authorized Repair Representative.

## NOTICE

**JLG is responsible for warranties for new JLG Manufactured Cat Branded Telehandlers. All telehandler service claims are to be submitted electronically through the Caterpillar Service Claims System. JLG is responsible for administrating machine claims relating to such warranties.**

In this bulletin, all references to “JLG” shall mean JLG Industries, Inc., 1 JLG Drive, McConnellsburg, PA, 17233. **All references to “telehandler” shall mean JLG Manufactured Cat Branded Telehandlers.**

### ► Warranty Registration

The Delivery Service Record form is used to document the date of product delivery to the first user for starting the warranty period. The document needs to be signed by the customer to start the warranty clock. If the unit is a rental, the Dealership signs the form. The following are the 2 options Dealers have for submitting the Delivery Service Record form information to Caterpillar:

- **By electronically entering the information into Caterpillar’s sales reporting system SCORE (Sales Configuration Owner Report System) or,**
- **By electronically entering the information into SIMSi. The delivery date of the machine also establishes the warranty start date for Cat engines and power modules that are part of the machine. Dealer’s must retain on file a copy of the Delivery Service Record for verification, if requested by Caterpillar or JLG.**

In the event the Dealer fails to comply with the establishment of warranty by completing registration through **Caterpillar’s SCORE system**, JLG will consider the date of shipment from the manufacturer as the delivery date to the first user.

### New Transient Machine Repairs

<b>Summary of Reimbursement Practices For New Transient Machine Repairs</b>	
<b>Repair Expense</b>	<b>Allowance &amp; Rate</b>
Cat Parts and Fluids	Reimbursable C/L
Repair Labor	Reimbursable warranty sell rate
Shop Supplies	Not Reimbursable
Outside Expense	Reimbursable at cost
Travel Time & Mileage	Reimbursable warranty sell rate
Freight Charges	Reimbursable at cost

Occasionally a Dealer will be requested to perform repair work on a new telehandler that has been shipped from JLG and is located in a seaport or transportation yard. The expense should be claimed on the Caterpillar Warranty Claim System.

### Transient New Machine Claiming Procedures

Enter the total of all authorized repair costs on a single claim detail page miscellaneous expense line.

**Delivery Date** - 00NIS00

**Comments/Findings** - Transient Machine

**Story Requirements** - Indicate that this is a transient machine repair and include the location of the machine. Provide a description of the repair and breakdown of costs including part numbers, part quantities, labor hours, travel hours, miles traveled and other expenses.

## ► **Telehandler New Product Warranty**

Telehandlers are warranted by JLG against defects in material and workmanship for twelve (12) months unlimited hours from the delivery date to the first user.

### **Americas North & Americas South Only for Machines delivered prior to 01/01/2011**

JLG further warrants the powertrain of each of the new telehandlers to be free from defects in material and workmanship for twenty-four (24) months from the delivery date to the first user. Powertrain consists of axle housing, drive hub, differential, drive and axle shaft, transmission other than Caterpillar transmission and torque converter.

In addition, JLG warrants the structural elements of each of the new telehandler products to be free from defects in material and workmanship for five (5) years from the delivery date to the first user. Structural elements consist of boom section weldments, frame weldments, outrigger weldments and rear axle weldments.

## **Component Manufacturer's Warranty**

Certain components such as tires and batteries which form a part of the end product, are not manufactured or warranted by JLG. Any required warranty reimbursement will normally be recovered directly through the manufacturer and/or Dealer organization. In the unlikely event that a problem should arise in this area, Dealers are encouraged to contact the JLG warranty department for assistance.

New engines and power modules (POD and transmissions) manufactured and serialized by Caterpillar contained in the new products are warranted separately by OEM Solutions and/or Industrial Power Systems.

Refer to the JLG Warranty Statements at the end of this bulletin for the terms and conditions of the JLG warranty.

## **Service Letters**

Service letters issued by JLG can be filed in the Caterpillar Claims system per the instructions in the service letter.

**Note:** If the service letter number format is not accepted by a Dealer's business system, claims can be submitted online through Claimsi at url <https://claims.cat.com>.

## **Contact Information**

### **All Regions**

- **Claim Settlement Help:** Dealers should contact JLG's Warranty Department for claim settlement help such as why the claim is not paid fully, why the claim is rejected, why the claim is partially paid, warranty coverage and warranty parts return questions. JLG's Warranty Department is staffed between 7:00 am-5:00 pm U.S. Eastern Time.

**Phone:** 1-877-JLG-LIFT (1-877-554-5438) or 1-717-485-6527

**Fax:** 1-717-485-6516

**E-mail:** [jlgwarranty@jlg.com](mailto:jlgwarranty@jlg.com)

**Internet:** Cat Branded Telehandlers link in SIS web at url <https://sis.cat.com>.

**Mail:** JLG Industries Inc.  
1 JLG Dr,  
McConnellsburg, PA 17233 USA

## Warranty and Delivery Service For Cat Engines

- Claims for Cat engines should be submitted using the telehandler machine serial number and appropriate Cat engine group and part number. Refer to Engine Expenses and Identification, Bulletin 3.01, for additional details on warranty coverage.

## Warranty For Cat Power Modules (POD and Transmissions) Within TH

### ➤ Models

A power module in the equipment business is a grouping of Cat components sold to other manufacturers called an original equipment manufacturer (OEM) for incorporation into their machines or vehicles. These power modules are sold directly to OEMs by OEM Solutions Group, a division of Caterpillar Inc.

OEM Solutions power modules are warranted by Caterpillar Inc., against defects in material and workmanship for 12 months starting from the date the telehandler containing the power module is delivered to the first user.

For telehandlers, the power module as shipped product configuration of either a) an engine, transmission, radiator cooling package, air cleaner, muffler, intake and exhaust lines, hydraulic hoses, filters, and fuel lines, A/C condenser option, reverse fan option and hydraulic pump; or b) a transmission. Complete as shipped product configuration for any power module can be obtained by using SIMSi product configuration. Type the power module serial number in product configuration to get the appropriate arrangement number. The complete engine bill of material can then be obtained by typing the arrangement number into Technical Marketing Information system (TMI).

Claims related to PODs and Cat transmissions are submitted using the telehandler machine serial number and the appropriate group number or SMCS code explained in the Claim Field Information section below. Claims will be directed to the appropriate group for review. Refer to the Machine Component Power Module Bulletin, Bulletin 2.03, for Standard Warranty terms and information.

## Tire Warranty

Tires are covered by the original manufacturer(s).

## Battery Warranty

Batteries are covered by the original manufacturer(s).

## Replacement Parts Warranty Within Standard Warranty

Any replacement part sold by Caterpillar for telehandlers is not subject to the preceding new product warranty. Rather, each replacement part shall be warranted to be free from defects in material or workmanship for the following:

- Service parts for Cat industrial engines within telehandler TL models have the Caterpillar Standard Parts Warranty term of 6 months, labor not covered.
- Service parts for Cat power modules (POD and transmissions) within telehandler TH models have the Caterpillar Standard Parts Warranty term of 6 months, labor not covered.

All other service parts for telehandlers have the JLG Standard Parts Warranty term of 6 months from the date of installation or the remaining portion of the 12-month warranty. If the machine fails within standard warranty period, please refer to Summary of Reimbursement Practices chart below for applicable labor reimbursement practices.

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 that is the result of the failure to repair, replace, maintain or adjust any other part of the Telehandler **or** the result of the effect of modification, normal wear, abuse, damage or environmental conditions to any other part of the Telehandler product.

**JLG may at any time amend the foregoing form of warranty claim provisions without prior notice.**

## **Dealer Application for New Product Warranty**

In the event that a problem is discovered upon initial delivery inspection of a Telehandler or within the established warranty time period, the problem must be corrected immediately by the Dealer involved. If the problem is the result of defects in material or workmanship, in accordance with the warranty policies the Dealer may request reimbursement for costs incurred, at current JLG published rates. This is accomplished through the use of Caterpillar's Warranty System for Telehandlers. All requests for warranty must be submitted immediately after completion of repairs. Failure to submit claims within a reasonable time frame after completion of repairs, not to exceed 60 days, will constitute grounds for rejection of such claims. Upon completion of warranty claim form, retain a copy for your records.

JLG will attempt to settle warranty claims within 24 hours from either receipt of claim or returned part(s) (see return parts authorization for warranty). For claims returned for additional information, documentation and/or error correction, the time limit for resubmitting claims is 30 days from the date the claim is returned.

**ANY WARRANTY WORK INVOLVING ALTERATION OR MODIFICATION OF A JLG PRODUCT MUST UNDER NO CIRCUMSTANCES BE ATTEMPTED WITHOUT PRIOR WRITTEN AUTHORIZATION FROM JLG.**

## **Parts Return Request (PRR) For Warranty**

Parts removed during warranty repairs may be requested to be return by the manufacturer for evaluation and final disposition. This bulletin provides Dealers guidelines for handling these parts.

### **Parts Return Request Notification**

Dealers will receive the Parts Return Request (PRR) using the same method as for Cat Parts Returns. Dealers can obtain the Claim Register Date by either viewing online their Open claims List via the Dealer Worksheet Index or by viewing online the individual service claim itself.

**NOTE:** Part(s) must be returned within 30 days of notification. Parts not returned within stated time frame will constitute grounds for rejection. No parts are to be returned without authorization. Parts returned that do not comply with conditions of the return parts policy will be returned to Dealers at their expense.

### **Digital Images of Failed Parts**

In select circumstances, digital photos may be sent in lieu of returning parts for disposition. Digital photos must be identified with its' associated claim number and e-mailed to:

JLG Claims Settlement Help - [jlgwarranty@jlg.com](mailto:jlgwarranty@jlg.com)

### **Retention Schedule for Removed Parts**

Dealers must retain all warrantable parts for 90 days after the claim is submitted to ensure proper disposition (e.g. returning a part for evaluation or auditing a failed part at the dealer location).

### **Returned Parts Condition**

Component Assemblies must be fully assembled in "as removed" condition. Component Assemblies that are unassembled or returned with loose parts are unacceptable.

Provide adequate protection and ensure machined surfaces are protected from rusting, corrosion and damage.

All parts should be tagged and identified by part number and claim number.

All hydraulic ports must be sealed.

No parts should be returned without authorization.

### **Packaging and Shipping Instructions**

All parts returned must be accompanied by a PRR Form and shipped to the following address:

JLG Industries Inc.  
Attn: Warranty Returns Area  
2927 East Paradise Street  
Orrville, OH 44667 USA

Parts must be properly protected and packaged for shipment to avoid any damage. Parts received with obvious in-transit damage as a result of inadequate protection or packaging will not be considered for warranty credit.

Parts returned without the appropriate form and not packaged according to the instructions, will be returned to the Dealer, freight collect.

### **Freight Cost**

Freight cost associated with parts returned may be recovered in the following manner.

- For small parts, parts should be shipped freight prepaid. Freight can be entered on the warranty claim with supporting documentation. Return parts shipped freight collect will be refused and returned by JLG to the Dealer at the Dealer's expense.
- For larger parts, such as a boom section, the Dealer can submit freight collect. These must be reviewed by JLG, on a case by case basis.

The shipping cost for the item or items being claimed may then be entered electronically through the Caterpillar Service Claims System.

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## NOTICE

**If return part(s) are requested, Dealers must send return part(s) individually per claim-by-claim basis. Combined or lumped sum warranty return parts will not be accepted by JLG.**

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## **Dealer Reimbursement For Telehandlers**

JLG's new product warranty provides for the repair or replacement of any part found to be defective in material or workmanship subject to the conditions and restrictions stated within the telehandler new product warranty statement. All warranty repairs must be performed by qualified technicians. JLG will not consider secondary claims resulting from incorrect or inadequate repairs made by Dealer or other personnel.

### **➤ 12 Month New Product Warranty (All Regions)**

For a period of 12 months from the establishment of warranty, unless otherwise specified, warranty reimbursement will be made to authorized Cat Dealers for Cat telehandlers built by JLG, excluding engine or power module, per the Summary of Reimbursement Practices Chart below and in accordance with applicable Reimbursement Practices as outlined in Bulletin 1.02 and the exceptions as listed below. New product warranty and reimbursement practices for the Cat engine, power module or transmission can found in Engine Expenses and Identification, Bulletin 3.01 and Machine Component Power Module, Bulletin 2.03. All claims should be submitted under the telehandler machine serial number, regardless of the applicable warranty.

**Outside Repair Expenses** - Outside repair expenses are Dealer reimbursable, if the expense is justified and reasonable. These expenses are for parts and/or labor from an outside vendor. Examples of labor expenses for outside repairs include machining or radiator repair. It is the Dealer's responsibility to ensure that invoice charges for outside repair expenses are reasonable to ensure full reimbursement. For reimbursement of any claim with an outside repair expense, the Dealer must send the hard copy of the outside repair invoice to JLG.

**Emergency Service Charge for Parts Invoiced by Caterpillar (APD & EAME only)** - Service charge for parts obtained on an emergency order for warranty replacement if justified, is exceptionally reimbursable (Fast moving item 8%, Medium 5%).

Service Charges, defined in Management Partsgram PEGH0052, can be recovered for parts obtained on an emergency basis for warranty replacement. The parts concerned and the corresponding parts invoice number must be listed in the claim story. The amount of the charge must be listed in the appropriate box 50 or 52, depending upon the currency used in the related invoice. In the case of partial settlement, the credit for service charges will be prorated accordingly.

### ➤ **24 Month New Product Warranty - Americas North & Americas South**

For a period of 24 months from the establishment of warranty, unless otherwise specified, warranty reimbursement will be made to the authorized Cat Dealers as follows for Cat telehandlers built by JLG, excluding engine or power module, and per the Summary of Reimbursement Practices Chart found below and in accordance with applicable Reimbursement Practices as outlined in Bulletin 1.02 and exceptions as listed below.

For the purpose of this 24-month warranty, powertrain components shall be defined as and limited to the following:

- Axle Housing
- Drive Hub
- Differential
- Drive and Axle Shaft
- Transmission Other Than Caterpillar Transmission
- Torque Converter

**JLG may at any time amend the foregoing form of warranty provisions without prior notice.**

### **60 Month New Product Warranty - Americas North & Americas South**

For a period of 60 months from the establishment of warranty, unless otherwise specified, warranty reimbursement will be made to the authorized Cat Dealers as follows for Cat telehandlers built by JLG, excluding engine or power module, and per the Summary of Reimbursement Practices Chart found below and in accordance with applicable Reimbursement Practices as outlined in Bulletin 1.02 and exceptions as listed below.

For the purpose of this 60-month warranty, structural components shall be defined as and limited to the following:

- Boom Section Weldments
- Frame Weldments
- Outrigger Weldments
- Rear Axle Weldments

### **Customer Purchased Replacement Parts Warranty (Excluding Cat Engines and Cat Power Modules)**

- **JLG warrants purchased replacement parts for defects in material and workmanship, excluding parts for Cat engines and power modules. The warranty period is 6 months, starting from the date the replacement part is installed. JLG reimburses only part cost for replacement parts warranty claims. Details for customer purchased replacement parts warranty for Cat engines and power modules can be found in the Parts Bulletin 4.01.**

➤ **Work Tool Warranty**

JLG warrants telehandler work tools with a new machine or purchased separately for use in new or used machines for defects in material and workmanship. The warranty period is 12 months, starting from the invoice date the tool is purchased by the end user. Details for warranty claim practices can be found in the Work Tool Bulletin 2.02. JLG may at any time amend the foregoing form of warranty provisions without prior notice.

<b>JLG Telehandlers Summary of Reimbursement Practices</b>		
	<b>APD &amp; EAME</b>	<b>Americas North &amp; Americas South</b>
<b>Repair Expenses</b>	<b>Allowance &amp; Rate</b>	<b>Allowance &amp; Rate</b>
Parts	Reimbursable at D/N.	At JLG’s option, furnish replacement part(s), credit cost of part(s) at D/N or pay reasonable cost to repair the defective part(s).
Service Items	Not Reimbursable.	<b>12 Months:</b> Reimbursable at D/N, if made unusable by the failure. <b>24 Months:</b> Reimbursable at D/N, if made unusable by the failure. <b>60 Months:</b> Not Reimbursable.
Repair Labor	Not Reimbursable.	Reimbursable at Cost Labor Rate. Not Reimbursable - Diagnostic and troubleshooting labor.
Salvage Labor	Reimbursable at Cost Labor Rate, if justified.	Reimbursable at Cost Labor Rate, if justified.
Travel Time & Mileage	Not Reimbursable.	Travel Time: Allowance of 3 hrs (max) per claim at Cost Labor Rate.  Mileage: Reimbursable if specified in a written campaign bulletin.
Freight Charges	Not Reimbursable. Parts Return Request Freight is reimbursable at standard ground rates.	Not Reimbursable. Parts Return Request Freight is reimbursable at standard ground rates.
Shop Supplies	Not Reimbursable as an itemized expense.	Not Reimbursable as an itemized expense.
Outside Repair Expenses	Reimbursable, at cost.	Reimbursable, at cost.
Field Service Bulletin Labor & Travel	Reimbursed in accordance with written campaign bulletin.	Reimbursed in accordance with written campaign bulletin.
Parts Service Charges	Service charges for parts obtained on emergency order for warranty replacement, if justified, are exceptionally reimbursable (Fast moving item 8%, Medium 5%).	Not Reimbursable.
Overtime Labor Rate, Meals & Lodging, Hauling Charges and Pre-Delivery & Revisit	Not Reimbursable.	Not Reimbursable.



## Additional Exclusions Applicable To All JLG New Product Warranties

**Warranty will not apply to and no warranty claims will be accepted for the repair or replacement of parts or the rendering of service as a result of the following:**

**Abuse** - Neglect, lack of maintenance, improper operation, operation beyond rated capacity, improper use, application or operation contrary to manuals or instructions.

**Modifications** - Modifications made to a telehandler without having received prior written authorization from JLG.

**Accidents** - Accidents, operator error, improper operation, transportation or storage.

**Environmental Conditions** - Chemicals, chemical action, abrasive materials, dirt, sand or excessive heat and/or moisture.

**Scheduled Maintenance** - Failure to perform or the performance of scheduled and/or routine maintenance including such items as filter, elements, oils, lubricants, torquing and tightening.

**Normal Wear** - As a result of normal wear, including filter elements, wear pads, brakes, pins, bushings, seals and fluids.

**Minor Adjustment** - Failure to perform normal adjustments required to such items as nuts and bolts, controllers, valves and hydraulic leaks on hoses and fittings.

**Diagnostic and/or Troubleshooting Time** - Time required to diagnose and/or troubleshoot a potential warranty failure. Diagnostic labor is included on telehandler power module warranty claims as specified in its applicable warranty bulletin.

**Pre-Delivery Inspection (PDI)** - Performing pre-delivery inspection or preparing a unit for sale, lease, rental or other disposition is not Dealer reimbursable.

**Revisit Inspection** - Performing revisit inspection is not Dealer reimbursable.

**Receipt of Damaged Unit** - The carrier is responsible for damage that has occurred on the machine during transit. Upon delivery of a new product to your facility, a visual walk around inspection should be completed before accepting the unit from the carrier. If any damages are noted, the carrier must be advised via the bill of lading. Under no circumstances should you sign the bill of lading without noting the damage on the form. If the bill of lading is signed without designating the damages, the carrier has the right to deny repair reimbursement. Freight damage is the responsibility of the carrier. In addition, if damages are not noted on the bill of lading before accepting the unit from the carrier, JLG reserves the right to deny the warranty claim.

**Consequential Damages** - Under no circumstances shall manufacturer be liable for any consequential or special damages, which any person, firm, corporation or other entity may suffer or claim to suffer or incur or claim incur as a result of any defect in the product or in any correction or alteration thereof made or furnished by manufacturer or others. Consequential or special damages includes but is not limited to cost of transportation, lost sales, lost orders, lost profits, lost income, increased overhead, labor and material costs, lost rental, compensatory rental, inventory carrying charge, cost of manufacturing variances and operational inefficiencies.

**JLG may at any time amend the foregoing form of warranty provisions without prior notice.**

### ➤ **Claim Field Information For Telehandler Claims (Excluding Tires and Batteries)**

Service claims that are related to telehandlers should be submitted to Caterpillar using the Dealer's normal claim submitting method. These claims are then passed on to **JLG or the appropriate Cat component group for processing.**

The following is the unique claim field information required for submitting service claims on a JLG manufactured Cat branded telehandler, excluding tires and batteries:

**Product ID / Serial No.** - enter the telehandler serial number.

**Group No.** - enter the applicable group SMCS code. A list of these codes will appear in the front of newer telehandler parts books and is available at url <https://smi.cat.com>. **Use a group number if available for Cat engine and transmission related claims.**

**Story** - enter in a description of where the failure took place describing the failure location. Please note the Claim Story entry must include repair information concerning the four C's:

- **C**omplaint
- **C**ause
- **C**orrection
- **C**omplication

Please see claim example in Service Claim Instruction Handbook.

## ➤ **Parts Warranty Claiming Practices For Telehandlers (Including Cat Engines and Power Modules)**

The following is the unique claim field information required for submitting parts warranty claims:

**Parts Start Date** - enter either the sale date of the failed part for over-the-counter purchase or the date of installation for service department purchases.

**Product ID / Serial No.** - for replacement parts, enter the telehandler machine serial number.

**Parts Hr/Mi/Km** - enter the hours on the defective part since it was installed. This number should be less than the number entered in the Product Hr/Mi/Km field.

**Group No.** - enter the applicable group SMCS code **or group number if available for Cat components.**

**Claim Story** - include the actual JLG group number **if the claim is not related to a Cat engine or transmission.**

## **Claiming Practices for Defective Parts Stock Warranty**

**Engines, Power Modules and JLG Telehandlers:** For defective parts stock claiming practices, refer to Bulletin 4.08.

## ➤ **Goodwill Claims**

**The dealer should contact their local Cat representative to confirm the correct Goodwill approval process for their area.**



➤ **JLG Manufactured Caterpillar Branded Telehandlers New Product Warranty  
For North America (NACD) & Latin America (LACD) Regions**

JLG Industries, Inc. (“JLG”) warrants its new Caterpillar Branded Telehandler products (“Products”) manufactured by it and operating within geographic areas serviced by authorized Caterpillar dealers located in North America, Central America, South America, excluding French Guiana, and the Caribbean, excluding the islands of Martinique and Guadeloupe, to be free from defects in material or workmanship for twelve (12) months from the date of delivery to the first user.

In other areas of the world, different warranties may apply. Copies of applicable warranties may be obtained by writing to JLG Industries, Inc., 1 JLG Dr., McConnellsburg, PA USA. 17233.

In addition, JLG further warrants the structural elements of each of the new Products made by it, as defined in its then current warranty policies and procedures, to be free from defects in material or workmanship for five (5) years from the date of delivery to the first user.

JLG further warrants the powertrain of each of the new Products made by it, as defined in its then current warranty policies and procedures, to be free from defects in material and workmanship for twenty-four (24) months from the date of delivery to the first user. New engines and power modules manufactured and serialized by Caterpillar contained in the new Products are covered by the applicable Caterpillar warranty.

JLG agrees only to repair or replace at its own expense, F.O.B. the place or places of manufacture any part or parts of the Product found to be defective in material or workmanship, provided JLG is notified of such defect or defects within the applicable warranty period and given a reasonable time to correct the defect. In no case shall any warranty extend to defects in materials, components, or services furnished by third parties. Defects caused by chemical action or the presence of abrasive materials and defects arising following the operation beyond rated capacity or the improper use or application of any Products shall not be considered defects within the scope of this warranty. If any repairs or alterations are made or any parts are replaced during the applicable warranty periods by anyone other than JLG, a Caterpillar Dealer or an entity authorized by JLG in accordance with authorized JLG service manuals or with parts, accessories, or attachments other than authorized by JLG for use in its Products, customer shall pay for such repairs or parts without recourse against JLG, and JLG shall be relieved of responsibility for fulfillment of this warranty with respect to such repairs, alterations, or replacements so made. JLG’s obligations under this warranty shall at all times be subject to its then current warranty policies and procedures. The above mentioned warranty shall not apply to replacement or service parts made and sold by JLG. Routine maintenance, routine maintenance items and minor adjustments are excluded from this warranty. Certain components including tires and batteries, which may be a part of the Product are not manufactured or warranted by JLG. Any applicable warranty for such components is provided through the original manufacturer of the component or its distributor organization.

**Under no circumstances shall JLG be liable for any consequential or special damages which any person or entity may incur or claim to incur as a result of any defect in the Product or in any correction or alteration thereof made or furnished by JLG or others. “Consequential” or “special damage” includes, but is not limited to, costs of transportation, lost sales, lost orders, lost profits, lost income, increased over head, labor and material costs, and cost of manufacturing variances and operational inefficiencies. JLG’s maximum liability under this warranty shall be the purchase price paid to JLG with respect to the Product to which such warranty is claimed.**

**This warranty constitutes JLG’s entire and exclusive warranty as to the Product and is the sole and exclusive remedy for Product defects in material and workmanship. JLG does not assume (and has not authorized any other person to assume on its behalf) any other warranty or liability in connection with any Product covered by this warranty. JLG EXPRESSLY DISCLAIMS ANY AND ALL OTHER WARRANTIES OF ANY KIND WHATSOEVER AS TO THE PRODUCT FURNISHED HEREUNDER, INCLUDING BUT NOT LIMITED TO ANY EXPRESS WARRANTIES, EXCEPT FOR THE EXCLUSIVE WARRANTY PROVIDED HEREIN, OR IMPLIED WARRANTIES AS TO MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE.**

This warranty shall be void, if, upon the occurrence of any incident involving any Product made by JLG and resulting in any personal injury or property damage, customer shall fail to notify JLG within 48 hours of such occurrence or permit JLG and its representatives to have immediate access to such Product and all records of or within the control of customer relating to the Product and occurrence.

The limitation of liability provisions of this warranty shall apply to any and all claims or suits brought against JLG including any claims based upon negligence, breach of contract, breach of warranty, strict liability, or any other legal theories upon which liability may be asserted against JLG.

JLG Industries, Inc.

## **JLG Manufactured Caterpillar Branded Telehandlers New Product Warranty For EAME, APD and ROW Regions**

JLG Industries, Inc. ("JLG") warrants its new Caterpillar Branded Telehandler products ("Products") manufactured by it and operating within the territories administered by Caterpillar S.A.R.L. dealers in Europe, Africa, Asia, the Pacific area, French Guiana, and the islands of Martinique and Guadeloupe, to be free from defects in material or workmanship for twelve (12) months from the date of delivery to the first user.

In other areas of the world, different warranties may apply. Copies of applicable warranties may be obtained by writing to JLG Industries, Inc., 1 JLG Dr., McConnellsburg, PA USA. 17233.

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