



CustomerCare

SERVICE • SUPPORT • SOLUTIONS



We're there when you need us.

The best CustomerCare

▶ **Genuine peace of mind with Shuttlelift's CustomerCare.**

No one understands your Shuttlelift gantry crane better than our highly dedicated service team of lifting professionals. Trust the experts for convenient service.

▶ **Superior service and repair assistance.**

Our service team is there to help you maintain and repair your equipment and minimize costly downtime. These highly trained and experienced lifting professionals have been hand-picked to provide exceptional customer service with care and integrity.

▶ **Worldwide support.**

By working with our CustomerCare service team, you get the benefit of online parts ordering, customer service and support anywhere in the world you need it.



WHAT'S THE POINT of having the world's best mobile gantry crane if you can't operate it for lack of parts or service? Good service and support shouldn't be an option. That's why Shuttlelift has developed a comprehensive program to support every crane we sell with the best in parts, service, technical training and support. No matter where you are in the world, there's a Shuttlelift dealer and service team ready to

and support in the world. Standard.



provide you with the parts and service you need to get your crane back into operation with a minimum of downtime.

Providing maximum operating efficiency from your Shuttlelift gantry crane requires more than great field support. It also requires operator and service training before the crane is ever put into service. This ensures safer operation and a longer service life. When it comes to training, our staff and dealers are the best.

At Shuttlelift we take great pride in the quality construction of our cranes. That's why we offer a 1-year, 2000-hour limited warranty. Add our outstanding CustomerCare program and you've got the best built, best backed and best supported mobile gantry crane in the world. And it all comes as standard.

▶ **Extensive aftermarket parts inventory.**

We maintain an extensive in-house inventory of parts meaning lead times are drastically reduced to fill parts orders. Expedited shipping is also available anywhere in the world, reducing costly downtime.

▶ **Factory parts technicians.**

Our in-house parts technicians are available to ensure that the correct parts are shipped when you need them.

▶ **Same day order processing.**

Orders are processed immediately to provide faster parts delivery.

▶ **Genuine Shuttlelift parts.**

Shuttlelift replacement parts are made specifically to match the original specifications of your machine. Only genuine Shuttlelift parts are used and each part we sell is warranted for six months.



AT SHUTTLELIFT we make sure that all common wear and proprietary parts are in-stock and ready for immediate shipping. Our parts technicians, order entry process and shipping system are dedicated to getting you the part you need whenever and wherever you need it. What's more, every Shuttlelift replacement part is made to the same exacting quality standards as the original that came with your crane. Shuttlelift also provides a convenient online parts ordering system which extends access to parts ordering information from anywhere in the world, anytime of day.

Technical Support and Service



▶ Local dealer support.

Every crane we sell is backed with Shuttlelift's team of factory experts, who work hand in hand with your local dealer to diagnose and coordinate repairs. We recognize the high cost of downtime and will work relentlessly to get you and your crane back to work.

▶ Field service technicians.

Our highly trained, in-house service technicians are ready to be dispatched rapidly for on-site analysis and repairs.

▶ Machine inspection.

Our field service team is able to inspect your crane and provide detailed recommendations about extending the life of your investment.

▶ Technical phone support.

In-house service technicians are available to answer your questions over the phone. With decades of gantry crane experience, our technical support team will work hand in hand with you and your local dealer to resolve issues and get your crane back to work.

▶ CRM tracking.

Shuttlelift's web-based Customer Relationship Management system ensures that communication between our sales, parts, and service departments are fully integrated to meet the expectations of our customers.



IF YOUR CRANE is out of service it's your money on the line. That's why our CustomerCare program is designed to respond to your needs as rapidly as possible with expert technical assistance either on the phone or on the job site. Our highly trained engineers and technical staff work with our distributors and dealer partners around the world to provide the support you need when you need it.



Training

▶ Operator training.

Our expert trainers are able to teach the fundamentals of rubber tired gantry cranes, including proper usage of all advanced features. Operator training will help you maximize your machine's benefits, increase productivity and lower operating costs.

▶ Maintenance training.

Maintenance training is key to the long life and productivity of your machine. Shuttlelift's in-house factory experts are able to show your service personnel how to properly maintain your Shuttlelift gantry crane.

▶ Upon delivery or at the factory.

On-site training is provided for both operators and maintenance personnel upon delivery. Additional consultation by trained experts is available for an additional cost at the factory or at your site.

▶ Late model machine training.

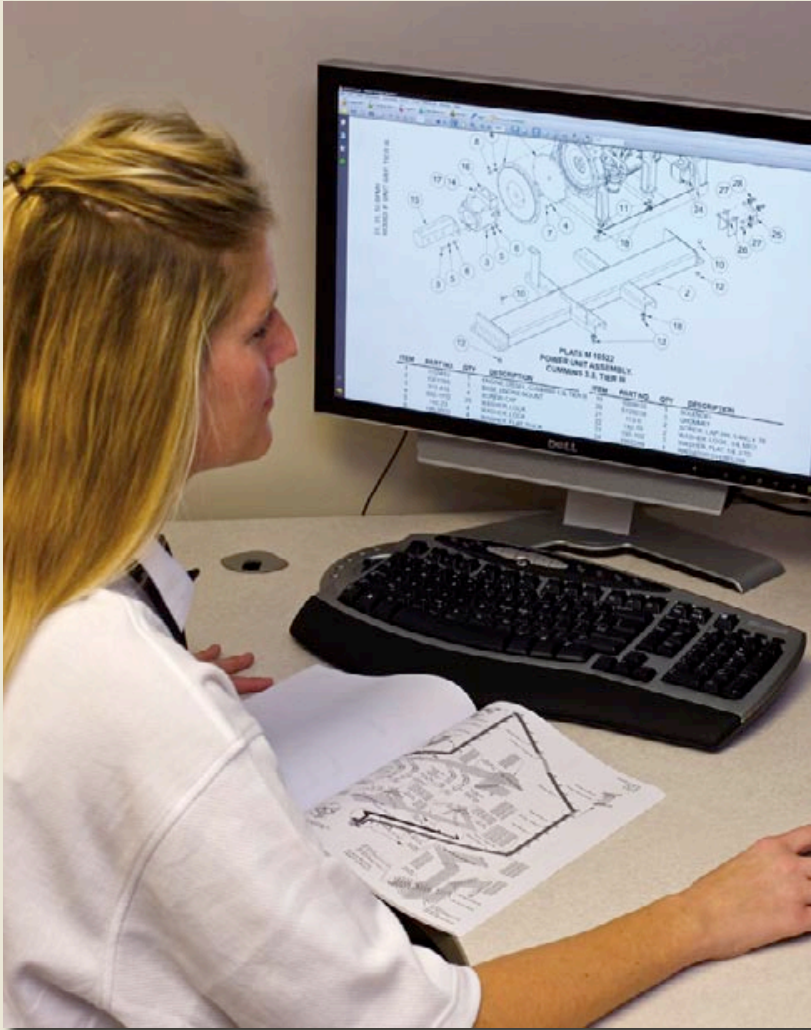
Training is also available for older machines by factory trained technicians with years of experience.



OUR TRAINING STAFF is there to help you improve crane safety and efficiency and to limit downtime caused by inadequate maintenance procedures. Operator and maintenance training can either be scheduled on-site, or at the Shuttlelift factory in Sturgeon Bay, Wisconsin. Shuttlelift also provides operator and maintenance training programs for older machines.



Technical Publications



▶ Operator and maintenance manuals.

Operation and maintenance manuals are valuable tools designed for each specific model. These instructional guides have been created by our factory experts and offer detailed diagrams and troubleshooting procedures for maintenance and repairs.

▶ Illustrated parts manuals.

Anyone who's ever worked on a machine or had to order a part knows the value of an illustrated parts manual. Exploded view drawings of each major component enable you to clearly identify every part to reduce errors when parts ordering.

▶ Online resources.

Shuttlelift has invested in state-of-the-art online tools, including an online library of parts plates and an online parts ordering interface. These tools streamline our ability to support our dealers and customers worldwide.



SHUTTLELIFT MAINTAINS a complete library of operator and maintenance manuals for current as well as older mobile gantry cranes. These manuals provide detailed instructions for operational safety as well as machine maintenance and repair. Exploded view illustrations make it easy to identify individual components and parts, making incorrect parts ordering a thing of the past.



Superior manufacturing and service.

How we build them is why they perform so well.

At Shuttlelift, the attention to detail used when building our machines shows in our finished product. Each of our employees gives the utmost care to building our equipment and our quality control department is always looking out for our customers by discriminating against the slightest defects. When you combine highly focused people with great engineering design, you get the best gantry crane available on the market today. Shuttlelift, you can believe in us!

Technology to streamline support.

By working with your Shuttlelift dealers, you get the benefit of a customer service team that is dedicated to helping you find the right part and coordinate repairs as soon as possible. We have made a substantial investment in information and web technology to improve our customer service and help our customers receive the necessary parts to keep their equipment up and running. Shuttlelift will continue to make investments that add value to our customers in both service and parts capabilities. Our service department is staffed with qualified and experienced people that care deeply about the success of their customers.

Our dealers make the difference.

Shuttlelift has a deeply experienced network of dealers to help install and continue to service your equipment. Our dealers are highly qualified lifting professionals that we have selected distinctly to be on our team. We have chosen these dealers because they embody our beliefs about customer service and commitment. A Shuttlelift gantry crane is an investment for your business and we understand how critical it is that you are up and running when you need to be. We keep this in mind when selecting dealers to represent our product.

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