

JLG

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WORKSHOP

Access

JLG

ON THE MOVE IN BRISBANE



**JLG GROUND
SUPPORT**

Expanding into regional centres

**PERSONAL
PROPERTY REGISTER**

Is your business ready?

**BUYER
BEWARE**

The pitfalls of buying used

Welcome to the sixth edition of Workshop Access: the JLG newsletter dedicated to those who focus on the vitally important task of maintaining access equipment throughout Australia and New Zealand.

The first half of the financial year is already drawing to a close and once again the world has been experiencing serious volatility on financial markets – perhaps the worst since the dark days of the Global Financial Crisis in 2008. Fortunately, the Australian economy is holding up well; buoyed by continuing strong demand from China and India for our raw materials, low unemployment and the ongoing recovery from last summer's double natural disasters in Queensland.

At JLG Industries we're committed to providing the best products and services to help all our customers through difficult times – whatever their cause. A case in point is the story on the opposite page that explains how we're expanding our industry-leading Ground Support program into more regional centres to better help customers across Australia, not just in capital cities.



Speaking of capital cities, be sure to read about our all-new Queensland head office in Brisbane. Larger, better equipped and more conveniently located, it gives us new capabilities and will allow us to take our service in Queensland to a whole new level.

Changes to commercial law affect all businesses so be sure to read our article on the new Personal Properties Securities Register; a major change in Australian commercial law with specific implications for equipment hire businesses.

On the safety front we take a look at how to avoid being trapped while working on or with a mobile elevating work platform; point out some dos and don'ts when buying used access equipment and highlight the new range of JLG re-paint decal kits. For something different, don't miss the fascinating feature on Western Australian-built ships that are leading the world, while I'm sure you'll get a laugh from some technical instructions that were 'Lost in Translation.'

I hope you enjoy this issue of Workshop Access and for those of you who've sent in suggestions for story ideas, a big thank you. Please keep them coming in. I'd also like to wish you a very Merry Christmas and all the best for the New Year. Thanks for your support over the last 12 months and please be assured of our continuing best efforts in 2012.

Bob Mules
General Manager
Australia and New Zealand

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COVER



JLG Queensland's new premises at Eagle Farm

EXPANDS INTO REGIONAL AUSTRALIA

Customer requests for JLG's innovative Ground Support field service in more regional centres around Australia are being answered, with the fast roll-out of more specialist service vans and factory-trained technicians.

In the last year alone, JLG has doubled the number of service technicians in the field.

"One of our key initiatives over the last 18 months has been to expand into regional Australia, to provide better coverage and support for our customers," says JLG Australia General Manager, Bob Mules.



"Ground Support is all about us being responsive to our customers' needs, whether it be servicing or breakdowns and just making sure we are their partner and supplier of choice. We're doing this by putting a focus on infrastructure and making sure we are where our customers need us to be.

"For example, we're now in Karratha in north-west Western Australia; Bunbury, a couple of hours south of Perth; Shepparton in Victoria; Canberra; Mackay in Queensland and also Wellington and the Bay of Plenty in New Zealand.

"In all these areas we're running service vehicles with in-van technology (IVT) and spare parts (except Karratha where we also have a service facility) and in a couple of these locations we have substantial stocks of spare parts on the ground. Of course, we have an overnight parts delivery service for requirements outside of normal servicing.

"There are also a couple of other key locations we're looking to expand into over the next year or so, including some fully-fledged branches that will help maximise our customer reach and service capabilities," Bob said.

JLG's industry-leading IVT provides service technicians with real-time access to equipment service records and parts ordering and provides up-to-date histories that help optimise service efficiency.

To find out how JLG Ground Support can help your business visit www.jlg.com.au or call 131 JLG.

SPARE A THOUGHT: JLG'S PARTS DEPARTMENT IS JUST A PHONE CALL AWAY

Often the unsung hero at JLG, the Parts Department is a vital link in keeping JLG access equipment running safely and efficiently, Australia-wide.

"People don't tend to think about us when they think of JLG Industries, but our work is pivotal to keeping our customers – and their customers – happy," said Michael Buxton, National Parts Manager.

"At our Regents Park Head Office here in Sydney we carry almost \$3.5 million worth of parts and have 9 staff working to take care of everything. Across the country we have more than \$7 million worth of parts in stock, comprising some 10,000 active line items."

Michael is a 22-year veteran of the spare parts side of the heavy equipment industry and has been with JLG in Sydney for almost a year and a half. He fully understands the importance of reliable, efficient and cost-effective spare parts support and is working hard to improve JLG's already-impressive service.

"Our off-the-shelf order-fill rate for retail customers, last year, was 94 percent. This year it's 97 percent and we're working hard to improve that," Michael said.

Within Australia, parts are distributed to company branches and Ground Support service centres overnight and orders can be shipped as late as 5 pm Monday to Friday.

To keep everything running JLG has a shipping container load of parts arriving from the USA about every second week and twice-weekly airfreight deliveries. There's also a three-day FedEx airfreight service from the USA or a four-day UPS delivery service from Europe, for urgent parts.

The JLG advantage

"The opening of our new Brisbane office means we'll be able to carry more parts – especially faster moving items – which is very important because Brisbane is a rapidly growing market for us. We've also got a great new facility in Perth and it too is now carrying more of our faster moving parts.

"Genuine JLG parts are 'will fit' parts; tested and 100 percent guaranteed, unlike aftermarket parts. All JLG parts carry a full 6-month guarantee and always incorporate any design updates from the factory, which are made to improve a machine's service life and durability.

"At the end of the day you know that with genuine JLG parts you're buying quality. They'll fit, do what they're supposed to and we back them up with a JLG factory warranty.

"The problem with non-genuine parts is that despite what the seller tells you, not everything fits or works properly. Some do, some don't – and this can be because the machine design has changed and you're being sold old parts or parts for an older machine.

"The thing we're all about, here at JLG, is making sure our customers have the best possible ownership experience. That includes spare parts; from a price and delivery perspective as well as a suitability and reliability point of view. That's why I'm here and it's my intention to help keep JLG as the best access equipment option in Australia." Michael said.

Customers can order parts directly from their local branch in Australia by calling 131 JLG or 131 554, and in New Zealand by calling 09 276 1728.



PPSR

Personal Property
Securities Register

THE PERSONAL PROPERTY SECURITIES REGISTER IS COMING

Major changes to Australian commercial law will affect all hire and rental businesses

The Federal Government's Personal Property Securities Act 2009 (PPSA) is now due to commence on 30 January 2012.

The new Act will bring the different Commonwealth, State and Territory laws regarding Personal Property Security (PPS) interests under one national system. From 30 January 2012 there will be one national PPS law and one national PPS register.

Hire goods classification

There are two classes of goods to which the new legislation applies, they are;

(a) Goods that must be described by serial number ("serial numbered goods").

Under the Regulations these goods are described as aircraft, certain intangibles (such as trademarks and licences), motor vehicles (including all vehicles that can be driven over 10 km per hour and trailers) and watercraft.

(b) Goods that are non-serial numbered ("non-serial numbered goods").

The Regulations definition of these goods includes items that may in fact have serial numbers but do not come under the description in (a) above. These goods will include items such as generators, scissor lifts, self propelled boom- lifts, compressors, etc.

Registration of hire equipment

Registration of equipment on the PPS register will protect ownership in property such that an owner who registers an item will be given protection over a third party such as a liquidator who claims the right to dispose of equipment left on a site.

However, registration of all of the equipment owned by the average hire company will be expensive at \$3.70 per search and between \$7 and \$8 per item registration.

Risks to the hire industry

Under the new legislation the length of time that goods are left on site under a hire contract is important.

The allowable periods are:

(a) Serial numbered goods (as defined above)

Serial numbered hire equipment that has not been registered and that has been on a customer's site for over 90 days may be subject to a third party such as a liquidator claiming its title, allowing them to sell or dispose of it for their own purposes.

(b) Non-serial numbered goods

The 90 day rule does not apply to non-serial numbered goods that have not been registered and they fall under a 12 month rule and cannot be subject to a third party's claim unless left on a site for over 12 months.

Recommended hire periods

All unregistered hire equipment should be hired out for less than the maximum periods allowed such that it remains within the time

allowed by the legislation and therefore interest in it cannot be claimed by third parties. After expiry of the period the equipment would need to be returned but can then be re-hired under a new contract.

Maximum periods:

(a) Serial numbered goods (as defined above)

Hire contracts should be on terms of less than 90 days

(b) Non-serial numbered goods

Hire contracts should be on terms of less than 12 months

Where returning/re-hire is impractical

Where it is impractical for hire items to be returned and re-hired (such as a generator at a mine site) you of course have the option of choosing whether to register with the PPSR or not. This could be done on a case by case basis in conjunction with a financial risk assessment of the client and the value of goods on hire.

Further information

Complete details including current news related to the Personal Property Security Register is available on the following Government website: www.ppsr.gov.au

Businesses should check to ensure their hire software programs are able to cope with the requirements of the PPS (e.g. warning notification).

The HRIA Standard Terms and Conditions of Hire Contracts are being reviewed to ensure this new requirement is adequately covered for members.

Important: This article is intended only as a guide and every business must seek appropriate professional advice regarding their obligations for compliance. Our thanks to the EWPA for the information provided.



JLG LANDS AT EAGLE FARM

New Brisbane premises give JLG Queensland plenty of room to grow.

In a move designed to improve customer service by providing expansive new premises with state-of-the-art facilities, JLG has moved into a new facility in Brisbane's Eagle Farm.

"We specifically sought out the Eagle Farm side of town because most of our products come in by sea and now we're close to the port facilities, plus the Gateway Motorway and the airport," said Stan New – JLG State Manager, Queensland.

"Sales are going very well here in Queensland, with all the mining and infrastructure work going on around the state.

"We'd outgrown our old site and really needed a larger workshop with overhead cranes to enable us to take our

mechanical servicing capabilities to the next level.

"A key feature of the new premises is a spray booth capable of fitting most of our large equipment into. So instead of contracting painting out we now have our own, in-house operation.

"We also have significantly increased office space, with three distinct office areas: parts, service and administration – and plenty of room for expansion.

"Importantly, all our contact numbers remain the same: phone (07) 3309 9111, fax (07) 3309 9122 or just call 131 JLG," Stan said.



DON'T GET TRAPPED!

Important do's and don'ts to avoid trapping/crushing injuries while working in a mobile elevating work platform (MEWP).

Operators can help to protect themselves from trapping/crushing injuries by following the do's and don'ts listed below. They're intended to be a non-exhaustive reminder or checklist that operators, supervisors, instructors and others can refer to.

Note: This checklist is particularly aimed at the avoidance of trapping/crushing risks and should not be used for general training purposes.

Before moving the MEWP

- Scan the area around the platform for obstructions
- Check the direction of platform movement with reference to the indicators on the MEWP base and the controls before operating the travel controls

Moving the platform or MEWP

- DO**
- Repeatedly scan the area in front and above the platform in the direction of movement
 - Move at speeds that allow full control at all times
 - Use control functions that allow fine control of platform movements when moving the platform close to obstructions and avoid the use of coarser controls
 - Move the platform clear of obstructions before using the MEWP travel or main boom lift/lower and slew controls
 - Take account of the over-run that can occur when controls are released
 - Maintain sufficient vertical clearance between the platform and obstructions when moving the platform or manoeuvring the MEWP

DON'T

- Lean over the guard rails while the MEWP is moving close to obstructions
- Lean over the control panel at any time
- Place objects on the platform control panel

Travelling into, to or from the work area

- DO**
- Adjust the platform position to ensure adequate clearance when passing under overhead obstructions
 - Take account of platform movements due to the see-saw effect when travelling over uneven ground, potholes or steps
 - Take account of risks/hazards when moving from well lit (sunny) areas, into shadow/dark areas

DON'T

- Pass under overhead obstructions that have inadequate clearance, e.g. due to their size or because they have suffered damage

While working at height

DO

- Isolate power to the MEWP whenever possible

Distractions

DO

- Remove objects on the ground that can obstruct MEWP movements (while the MEWP is moving the operator should scan around the platform rather than look at objects on the ground)

DON'T

- Operate on ground that is littered with objects that could cause unexpected platform movements if the MEWP ran over them
- Operate mobile phones while operating the MEWP platform
- Work with loose materials or trailing leads/hoses on the platform floor

Rescue

DO

- Test the ground emergency retrieval system before starting work

DON'T

- Operate a MEWP if there is no nominated person on the ground who is familiar with and has practised the emergency lowering procedures

Training

DON'T

- Operate a MEWP unless you are:
 - Trained to recognised standards
 - Familiar with that type of MEWP
 - Instructed in local hazards and site rules

Before using the MEWP

DO

- Carry out daily checks

DON'T

- Use a faulty or damaged MEWP
- Use a MEWP that has any safety feature or control over-ridden
- Travel or work on ground that is unsuitable for the type of MEWP

Courtesy IPAF, UK.

West Australian shipbuilder, Austal, launched the world's largest aluminium vessel in 2005: the 127 metre Benchijigua Express. The world's first high-speed trimaran, it's capable of moving 1350 passengers, 340 cars and over 400 freight-lane metres at a rate of 40 knots (74 km/h). Constructed for Spanish ferry operator, Fred Olsen, the Benchijigua Express operates long, arduous routes around the Canary Islands.

Since then, Austal has won contracts to build Littoral Combat Ships (LCS) for the US Navy, based on the same trimaran design. Now, they're launching an even more refined version that improves sea-keeping, passenger comfort and fuel efficiency.

Austal recently completed its next generation trimaran: the Auto Express 102. The 102 metre boat launched in October last year and the bald facts are remarkable: it carries 1165 passengers, 245 cars and 190 lane metres for trucks, travels at 39 knots (72 km/h) and has an 1166 km range. As you'd expect, the story behind the ship is just as fascinating.

Monohull v Catamaran v Trimaran

"To achieve real speed and comfort the aim is to make a ship long and thin. But the problem with long, thin ships is they tend to fall over. They lack what naval architects call stability: the ability to come upright. Catamarans get around this beautifully by putting two long, thin hulls side-by-side. And even though there are two, they still have less drag than an equivalent monohull," says Tony Armstrong, Austal's head of R&D.

The inherent stability of a catamaran is, however, its biggest drawback – it rolls very quickly and uncomfortably.

"If you're not careful with the design of a catamaran, the roll-period becomes very similar to the pitch-period and the boat tends to operate like a corkscrew as it goes along, which is most uncomfortable.

"The trimaran is a slightly different approach in that it's long and thin but to stop it from falling over we put 'training wheels' on the side – like a kid's bicycle. It's very slippery in the water with low drag but you don't have the high roll accelerations of a catamaran. It combines the wave cutting ability of a monohull with the stability of a multihull," Tony said.

Unexpected Developments

In developing the trimaran, Austal discovered a number of unexpected pluses. "It's got greater speed for the same cargo weight and power, compared to a monohull or catamaran. It also has better passenger comfort, meaning less sea-sickness. Finally, it's got better sea-keeping ability and is able to operate in higher sea states without something breaking."

"We found the trimaran can operate at high speed in much higher wave heights. When you go out in waves it's better than a catamaran. Of course that's a practical application because, in reality, most boats operate in waves," Tony laughed.

He said he can think of only one disadvantage to the trimaran: "It's shape makes it a little more complex to build, which reflects in increased cost. But we're only talking five percent extra."

Learning from the Benchijigua Express

When Austal delivered the Benchijigua Express it operated for over a year with a lot of instruments on board, gathering data. Fortunately, the same operator runs two catamarans in the same area, so Austal could make direct comparisons.

"Now you've got to appreciate Austal sells both hull designs, but we found power consumption reduced by about 20 percent when operating

in a seaway, compared to a catamaran. It also reduced as much as 50 percent compared with a monohull operating in waves.

"We also found the vertical accelerations, which relate to motion sickness, reduce about 30 percent over a monohull. This plays out in the real world with the ship operator's using only one tenth of the sick-bags on the trimaran that it does on the catamaran," Tony said.

A perfect platform for going to war

According to Tony, the attack on the USS Cole in the Yemeni port of Aden in 2000 led the US Navy to seriously rethink its priorities. Eschewing traditional warships, which are sitting ducks in foreign ports, they decided to pursue the idea of Littoral Combat Ships (LCS): fast, manoeuvrable and relatively small craft able to operate close to shore. Austal's trimaran platform was an obvious choice.

"It has about a three metre draft (depth of hull in water), compared to ten metres-plus for a usual warship, so there's a huge advantage there. But that's just the beginning. Although the LCS is only 120 metres in length, which is quite small compared to other vessels in the US Navy, it has the largest helicopter deck of any of their warships. Its helicopter deck is also the highest above the waterline, which is important because you don't want to ingest spray into helicopter engines."

In the long-term the US Navy wants 55 of these vessels. On top of that, Austal has an order for two JHSV catamaran troop carriers. "If they build all of the boats they're promising to, by 2014 we will have built 20 percent of the US Navy's fleet! Quite an astonishing feat for a West Australian company," Tony enthused.

Coming soon – the new, improved Auto Express 102

A number of refinements will make the new 102 an even better ride. Chief amongst these is the radical use of T-foil stabilisers – horizontal wings on struts that help control pitching – at each 'corner' of the boat.

"In effect, we've got three underwater wings at the apexes of the boat to give us the greatest control over its motion. We have sensors to show when one corner's coming up, so it sends a signal to the wing to provide a force down. All numbers suggest it will give a significantly better ride, compared to even the Benchijigua Express."

Tony and his team also rethought their approach to power. "The new 102 has 3 engines, compared to 4, and we've done that for reasons of fuel economy. Benchijigua carries 750 tons with 36 MW (48,000 hp). The 102 can carry 700 tons with only three-quarters the power, at 27 MW (36,000 hp). Its fuel consumption is significantly reduced, too, despite carrying only 50 tonnes less and it performs in the same area of speed; about 39 knots."

Tony is philosophical about Austal's relative invisibility. "I get a little frustrated that we do some pretty amazing engineering things here and most of the world doesn't know about it. But we go on and design the next one and don't worry about it," he shrugs.

AUSTRALIAN SHIPBUILDER LEADS THE WORLD



BUYER BEWARE

THERE'S NO SUCH THING AS A FREE LUNCH.

There's an old adage that says if something seems too good to be true, it usually is. This holds especially true for prospective purchasers of powered access equipment, as a cheap price can be hiding some major issues, including poor maintenance and even non-compliance with Australian regulations.

Due to its very nature, powered access equipment has the potential to cause injury – or worse – and inflict property damage if operated incorrectly or suffering mechanical failure. Strict Australian standards govern the manufacture, operation and maintenance of all such machines in this country; the product of hard-won experience.

The problem is, not all countries abide by the same standards and it's all too easy to end up buying a cheap lemon. Here are some things to look out for:

- Repaired equipment that has been declared scrap by the manufacturer, but rebuilt and sold without genuine critical component parts
- Equipment sold into different states and territories with altered serial number plates. The manufacturing plate year

of manufacture does not seem to be correct, based on the serial number

- Equipment serial numbers missing and no proof of age, design, registration or specification
- Equipment with service records missing or incomplete and no proof of routine, periodical or annual inspections as per Australian Standard AS2550-10, 2006
- Imported new or used units that do not meet the Australian Standard AS1418-10 requirements for stability and safety devices. These could be ANSI, CE or other standards
- New and used units imported into Australia after March 1st 2011 must have load-sensing installed and meet the safety devices requirement

At the very minimum you should ensure you only buy access equipment from a reputable dealer. For JLG access equipment, contact JLG Technical Services with the serial number and they can advise on the machine's history and details.

STICK TO IT!

Repaint decal kits are now available for every JLG machine.

Decals (stickers) play an important part in the safe operation of all JLG access equipment. Individual decals can highlight parts of machines requiring regular inspection or daily checks, while others play an active role in alerting operators and bystanders to important safety considerations.

Repainting your JLG equipment – either in part or whole – requires the replacement of any decals removed to ensure it complies with all relevant statutory requirements.

The good news is JLG now has complete repaint decal kits available for every machine – available under a single part number.

For example, the kit for a JLG 660SJ Boom lift is part number 1735641 and includes 25 individual decals as well as 3 additional Australian

Standards decals not detailed in the parts manual. Additionally, decals for optional parts/accessories are also available.

Easy to order, complete and cost effective, JLG repaint decal kits are just another way we're exceeding your expectations when it comes to keeping your access equipment in top condition and on the job, safely.

To find out more or place an order call your local JLG branch or 131 JLG, or email sydparts@jlg.com



LOST IN TRANSLATION

TECHNICALLY SPEAKING. ENJOY THESE SNIPPETS OF WISDOM FROM AROUND THE WORLD

Swedish flat-packed cabinet:
It is advisory to be 2 people during assembly.

Sign on hotel hairdryer in Japan:
Not to be used for the other purpose.

Japanese phone card
1. Lift up receiver. 2. Insert phone card.
3. Dial number. 4. Say hello.

Japanese radio:
You will know radio is on by enchanting green light.

CHINESE TOY:
AVOID DISTURBING THE OTHER WHILE ENJOYING THIS ITEM. DURING CUTTING, DO NOT PUT YOUR HEAD TOO CLOSE. THERE IS DIFFERENCE BETWEEN UP AND DOWN. BEWARE OF BEING SWALLOWED BY CHILD, DUE TO SMALL PARTS.

GROUND SUPPORT PUTTING YOUR WORK ABOVE EVERYTHING.



When it comes to JLG Ground Support it's all about you: your productivity, profitability and uptime – from the purchase of your first piece of equipment through to training, parts and maintenance.

Your needs. Your uptime. JLG is on the job to fulfill your every need, from repair, reconditioning, same-day parts and much more. We're here to support you.

FOR ALL YOUR JLG NEEDS INCLUDING:

New Equipment

Used Equipment

Financial Solutions

Parts

Service & Repairs

Refurbishments

Tech Support

Training

CONTACT YOUR JLG AUSTRALIA OR NZ BRANCH ON:

JLG BRANCH	STATE MANAGER	SALES EXECUTIVE	SERVICE MANAGER	SPARE PARTS MANAGER
QLD	Stan New	Owen McInnes	Paul Owens	Nick Beer
Phone	07 3309 9111	07 3309 9111	07 3309 9111	07 3309 9111
Email Address	sanew@jlg.com	ojmcinnes@jlg.com	pcowens@jlg.com	nbeer@jlg.com
NSW	Allan Jones	Stephen Heffernan	Jamie Konz	Michael Buxton
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