



TRUST SENNEBOGEN FOR LIFELONG AFTER-SALES »»»»»»»»»» SUPPORT



**SERVICE &
REPAIR PARTS**



**TECHNICAL
SUPPORT**



**FREE TRAINING
& RESOURCES**



**SENNEBOGEN
ATTACHMENTS**

CUSTOMER DIRECT

SENNEBOGEN is the only Manufacturer that works directly with you for sales and after-sales support.

SENNEBOGEN ATTACHMENTS 4-7

SENNEBOGEN grapples, lifting magnets and clamshells are custom-engineered to get the best from your machine

Grapples, Clamshells, Magnets, Couplers 4-5

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UPTIME & OPTIMIZATION COMMITMENT 8-9

Uptime is priority #1 at SENNEBOGEN and we have developed specialized programs and services to keep you up & running smoothly.

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We offer the industry's most extensive network of factory-trained technicians from SENNEBOGEN Dealers, Authorized Service Providers and Field Service Technicians.

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SERVICE & REPAIR PARTS 14-17

We keep \$55 million in parts in our 100,000 sq.ft. warehouse and have maintained a 98% fill-rate for 10 years. We also offer 24-hour on-call parts service in case your machine is down and you need a part ASAP.

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Your technicians can receive the same online and in-person factory training our Dealers and Authorized Service Providers receive.

Free Factory Training 18-19

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SENNEBOGEN understands it's hard for fleet managers to estimate utilization of their assets over the term of a lease, that's why we developed Lease by the HourSM, a program that provides lease term flexibility based on equipment usage.

Lease By The Hour 22-23





THE RIGHT TOOL FOR EVERY JOB AND APPLICATION

PURPOSE-BUILT, FROM END TO END

Customers know that purpose-built SENNEBOGEN material handlers are the best machines for every job in the yard. Now, with SENNEBOGEN attachments, every application has a 100% SENNEBOGEN solution.

SENNEBOGEN grapples, lifting magnets and clamshells are custom-engineered to get the best from your machine:

- maximum throughput and productivity
- long-life durability and reliability
- matched to the size and capacity of your machine



Orange Peel Grapples

Built to grab and hold large loads efficiently, with easy handling and reliable service

- 4-tine and 5-tine scrap grapples
- From .5 to 5.0 yd³
- Protected hose routings and hose guarding
- Tine tips 44% stronger than Hardox 400
- Fully sealed Rotobec rotator design with 360° rotation
- Self-contained cylinders with integrated guarding



Quick Couplers

- 4 coupling types for quickly changing attachments
- Mechanical quick change bracket
- Simple mechanical mounting bracket allows pin to remain in the stick
- Mechanical coupler for standard stick

Lifting Magnets

Made-in-America magnets engineered to operate 24/7 with consistent lifting strength throughout every working shift

- Deep field and extra deep field models with aluminum or copper coils
- Optimized for true 75% duty cycle
- Available in common sizes from 30" (762 mm) to 72" (1828 mm)
- Balanced for superior lift-to-weight ratios
- Heavy-duty cast or fabricated casings
- High-temperature insulation
- Durable manganese bottom plate



Mag Grapples

Combination 4-tine grapple and magnet to sort and separate scrap metals from mixed loads and debris

- 11 models from .75 to 1.5 yd³
- Magnets from 30" to 44" diameter
- 360° rotation; designed for high radial and axial loads
- Removable cylinder guards for ease of service

Forestry Grapples

Log grapples in standard, heavy-duty and super heavy-duty

- Equipped with Rotobec high-pressure cylinders
- Robust interlocking head structure
- RT-Series watertight rotators

Pulpwood grapples sized from 0.25 to 2 cords of 8' wood

- Optional butt plates and hold-down
- Equipped with 5,000 psi Rotobec cylinders

Combination grapples handle single logs or full cords of pulpwood



Clamshell Buckets

- Light, standard and heavy-duty models
- Sizes from 1.5 yd³ to 14 yd³ capacity
- Rotobec 5,000 psi quad-cylinder design
- Fully sealed 360° rotation
- Bolt-on cutting edges



Waste Grapples

Trash sorting and compaction grapples for waste transfer stations, recycling centers and wood waste handling

- 5,000 psi Rotobec cylinders with integrated guarding
- Durable manganese bottom plate
- Slotted design allows small debris to fall through
- Extra wide jaw and elongated head
- Available with either a dangle rotation or positioned rotations





VARIO TOOL QUICK-CHANGE SYSTEM

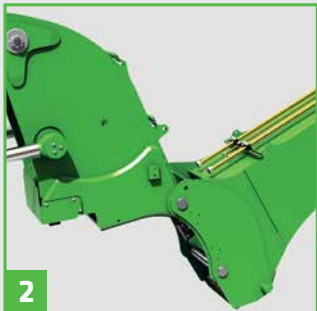
Turn your material-handler into the ultimate multi-function machine.

- Save time switching attachments
- Reduce fleet costs with one machine
- Improve cooling with SENNEBOGEN hydraulics
- Increase performance with purpose-built machines



SMART CONNECT TOOL CHANGE IN 4 STEPS

- ☒ Change tools in seconds without leaving the cab
- ☒ All hydraulic operation; no storage rack needed
- ☒ Easy, automatic attachment coupling
- ☒ Automatic dust-proof valve protection
- ☒ Quick, safe, simple



TAKE 2 MINUTES

See how easily the Vario Tool switches from grapple to shear and back again

MULTI-FUNCTIONAL AND FLEXIBLE

- Sort, cut and load with a single machine
- Fully hydraulic changing system for shears, grapples, magnets, buckets and hooks
- Specifically developed for use in scrapyards and steel mills
- Robust, intelligent, simple

MODEL	825 M	830 M	835 M
Operating Weight	57,600 lb (26,127 kg)	84,900 lb (38,510 kg)	100,900 lb (45,768 kg)
Power	173 HP (129 kW)	225 HP (168 kW)	305 HP (227 kW)
Max Reach	K11 36'9"(11.2 m) K11 ULM 36'9"(11.2 m)	K13 41'8"(12.7 m) K13 ULM 41'8"(12.7 m)	K13 43'5"(13.2 m) K13 ULM 43'5"(13.2 m)
Magnet	15 kW	20 kW	25 kW
Total Hydraulic flow	108 gal/min (410 l/min)	137 gal/min (520 l/min)	195 gal/min (740 l/min)
Hydraulic pressure	5,076 psi (350 bar)	5,076 psi (350 bar)	5,076 psi (350 bar)
Hydraulic flow shear			
Close max. flow	103 gal/min (390 l/min)	119 gal/min (450 l/min)	145 gal/min (550 l/min)
Open max. flow	61 gal/min (230 l/min)	92.5 gal/min (350 l/min)	119 gal/min (450 l/min)
Rotate max. flow	9.3 gal/min (35 l/min)	9.3 gal/min (35 l/min)	9.3 gal/min (35 l/min)
Shear weight	7,055 lb (3,200 kg)	12,400 lb (5,600 kg)	17,200 lb (7,800 kg)

* Ask about additional models with optional boom & stick configurations mounted on crawler tracks and rubber-tired undercarriages



IT TAKES A HEALTHY MACHINE TO BUILD A HEALTHY BUSINESS

TECHNICAL INSPECTION SERVICE

Expert Onsite Protection for the Long-term Health of Your Material Handler

Our Technical Inspection Service is a program designed to help SENNEBOGEN customers get the maximum value from their investment in our material handlers:

- Prevent Downtime
- Optimize Performance
- Ensure Safety

Nobody knows your SENNEBOGEN better than the people who built it. Our technical inspection specialists are factory-trained to recognize and identify potential problems related to your specific operating conditions.

Over 200 check points, measurements and test results are detailed in easy-to-read inspection reports that cover every aspect of your material handler's structure and systems: end to end, top to bottom, inside and out.

Your report will flag:

- Items for immediate action
- Long-term service needs
- Required updates to protocols and service intervals for ongoing machine maintenance

Your Technical Inspection specialist comes equipped with all the knowledge, tools and testing equipment to conduct a comprehensive checkup on the health of your SENNEBOGEN material handler:

- ✓ Main pump pressures checked and reported
- ✓ Swing bearing deflection checked and reported
- ✓ Hydraulic breather filters
- ✓ Safety appliances inspected
- ✓ Engine, mounts, air filters, leaks
- ✓ Batteries, battery connections
- ✓ Lubrication of swing gear
- ✓ Magnet system performance (voltage)
- ✓ Auto lubrication system, grease lines, reservoir
- ✓ Undercarriage components
- ✓ Tires, wheels, tracks
- ✓ Hydraulic cylinders, rods, guards, safety valves
- ✓ Hoses (leaks, rubbing, dry rot)
- ✓ Counterweight for fastener damage & proper fit
- ✓ Attachment condition
- ✓ All welds and steel structures inspected
- ✓ Full report with comments, pictures included

UPTIME MAINTENANCE PRO

Benefits of the SENNEBOGEN Uptime Maintenance Program

- Cost of ownership savings
- Assurance of uptime with factory authorized parts
- Factory certified technicians perform the work on your premises
- Transferable upon resale

The innovative SENNEBOGEN Uptime Maintenance Pro program has been designed to help you maximize the uptime on the job. The program includes factory scheduled maintenance for the first 3 years or 2,000 hours, whichever comes first on all new machines from the 718 tree care handler to the 875 Green Hybrid material handler. Uptime Maintenance Intervals will be scheduled at: 250(i)/500/1,000/2,000 hour intervals. The program includes all fluids and OEM filters with factory authorized parts.

Travel and Mileage restrictions apply*.

Action	250(i)** HOURS	500 HOURS	1,000 HOURS	2,000 HOURS
Lubricate machine	✓	✓	✓	✓
Change engine oil		✓	✓	✓
Replace engine oil filter		✓	✓	✓
Change engine air filter			✓	✓
Replace engine coolant filter		✓	✓	✓
Replace fuel pre-filter	✓***	✓	✓	✓
Change engine coolant				✓
Replace A/C fresh & recirculation filters			✓	✓
Reset monitor panel maintenance counter for appropriate items	✓	✓	✓	✓
Replace fuel main filter	✓***	✓	✓	✓
Replace breather element hydraulic tank			✓	✓
Change final drive/hubs/differential fluids	✓		✓	✓
Change swing gear oil	✓			✓
Change transmission oil	✓		✓	✓
Replace hydraulic filters	✓			✓
Factory trained technician labor	✓	✓	✓	✓

*Additional charges may apply - allowance up to 2 hours travel labor and up to 150-mile roundtrip per service
(i) Initial break-in service *Additional 250(i) maintenance performed on 850 E, 860 E, 870 E, 875 E



BUSINESS OPTIMIZATION CONSULTING

A FREE SERVICE FOR ALL
RECYCLING COMPANY
OWNERS AND MANAGERS

WE OFFER FREE CONSULTING THAT WILL
HELP YOUR OPERATION WORK MORE
EFFICIENTLY AND PROFITABLE.

- Site optimization & material management
- Equipment selection, sizing, and placement
- Fleet maintenance and upgrade planning
- Eliminate double and triple handling
- Optimize traffic flow in yard and under-utilized space
- Reduce operating costs and downtime
- Improve final product quality

WHAT'S THE CATCH?

There is no catch: we will help you optimize how you utilize your facilities and operational processes.

We will share our global experience with no cost or obligation to you. Our goal is to improve our industry by helping you achieve your goals.

- ↑ Increase Productive Uptime
- ↑ Increase Operational Efficiency
- ↓ Reduce Operational Costs

HOW IT WORKS

- Operational process workflow
- Facility material layout and traffic flow assessment
- Continuous improvement initiatives
- Alignment of people and processes with corporate objectives
- Business performance management and KPI development
- Issue, opportunity, and data discovery
- Asset and supply chain process development

WHAT YOU GET

- Equipment life cycle solutions
- Equipment ROI improvements
- Implementation of best maintenance practices
- Cost and risk reduction
- Operational productivity and efficiency enhancements
- Plant safety/compliance improvements
- Ongoing support and updates from a SENNEBOGEN process expert

WE'RE IN THIS TOGETHER

SENNEBOGEN is committed to thinking "beyond the machine" to maximize your uptime and minimize your Total Cost of Ownership. We're ready to work with you before and after the sale, throughout the lifetime of your machine.

We believe that business optimization consulting is an essential part of ensuring that our machines deliver lifelong value to our customers. That's why we're offering customers expert analysis and planning support at no cost.

Contact us at operationalconsultant@sennebogenllc.com
to arrange a free consultation or to learn more about this service.

NO COSTS • NO OBLIGATION



THE SERVICE YOU TRUST. THE SKILLS YOU NEED.

SENNEBOGEN has built the industry's largest network for factory-trained technicians, offering you more choices to ensure the best possible support for your SENNEBOGEN, throughout the life of the machine.



Dealer Service Network: Our growing Dealer Service network is your one-stop source for sales, service, and parts, supporting customers throughout the United States, Canada, and Mexico and new service branches expanding in South America.

Authorized Service Providers (ASPs): The ASP program was created to bring customers responsive, nearby support from the Service Shops they already know and trust. The ASP network complements the SENNEBOGEN dealer network with the same high level of factory training, access to parts, and technical support.

Field Service Technicians: Our own factory technicians provide expert, onsite technical support to Dealer technicians and ASPs – anywhere, anytime – at no cost to the customer.

Customer Experience Specialists: Our CXSs are assigned to visit your yard soon after your new SENNEBOGEN has been delivered, providing hands-on training and familiarization for your operators. SENNEBOGEN is the only OEM that offers onsite sales follow-up service to Customers.

We are your after-sale support professionals for responsive, efficient technical service

Our team is ready, willing and able to meet your needs for complete uptime solutions.

Onsite Equipment Service

Our mobile service fleet is authorized and factory trained by SENNEBOGEN to perform the complete range of service tasks your machine requires for maximum uptime and service life.

- Warranty service
- Scheduled maintenance plans
- Emergency repairs

Factory Support

We are your direct line to personal support from SENNEBOGEN engineering, training and application specialists. Our support team can help you to solve any process issues or advanced troubleshooting to get the best value from your machines.

Parts Supply

As a SENNEBOGEN ASP, we stock the most commonly required service and wear parts for your machines, supplied by SENNEBOGEN's factory warehouse, competitively priced. For special orders, SENNEBOGEN ensures rapid delivery from its US inventories, **98% order fulfillment** within 24 hours.

SENNEBOGEN
AUTHORIZED SERVICE PROVIDER





From major components to routine service parts, we maintain \$55 million in parts in our 100,000 sq.ft. warehouse.

We stock every part for every SENNEBOGEN model currently in service, with an 10-year record of 98% order fulfillment within 24 hours and 24-hour “on call” access to our parts order desk.

PRE-PACKAGED PARTS KITS

The SENNEBOGEN Service Team has created pre-packaged parts kits to save you time ordering parts for your machine's routine service needs.

Preventive Maintenance (PM) Kits: Make scheduling service easy with all the parts you'll need for 250-hour, 500-hour, 1,000-hour, & 2,000-hour service intervals.

Uptime Kits: SENNEBOGEN is the first manufacturer to create parts kits that resolve minor issues that can cause a machine to go down. Our Uptime Kits enable you to put your machine back in service quickly.



PREVENTIVE MAINTENANCE KITS





As part of our ongoing commitment to uptime, the SENNEBOGEN Service Team has developed Preventive Maintenance Kits. Each purpose-built kit is hour and machine specific. These kits include everything you will need to carry out a comprehensive PM program.

These kits have been designed and assembled for your operation. Whether your E-Series machine is a 718 tree care handler or a 875 Green Hybrid material handler, tracked or wheeled, and is coming up on its initial 250 hours or is reaching 500, 1,000 or 2,000 hours, we have the kits ready to go.

Use the handy reference guide to order yours today.

PM SERVICE KITS				
Machine Series / Engine	Initial 250 HOURS	500 HOURS	1,000 HOURS	2,000 HOURS
718 E-Series T4F QSB4.5	227805	219475	219476	227811
818 E-Series T4F QSB4.5	180833	219475	219476	219478
818 E-Series T4F B4.5	180833	219475	219476	219478
821 E-Series T4F QSB4.5	180833	219475	219476	219478
825 E-Series T4F QSB6.7	180837	198390	198391	198393
830 E-Series T4F QSB6.7	180837	198390	198391	198393
835 E-Series T4F QSL9	187496	187497	187498	187500
840 E-Series T4F QSL9	187496	187497	187498	187500
825 E-Series T4F B6.7	247948	247947	247946	247944
830 E-Series T4F B6.7	247948	247947	247946	247944
835 E-Series T4F L9	249531	249530	249529	249527
840 E-Series T4F L9	249531	249530	249529	249527
850 E-Series T4F X12*	S001397	S001398	S001399	S001400
850 E-Series T4F QSG12*	S001393	S001394	S001395	S001396
855 E-Series T4F L9	S001463	S001464	S001465	S001466
860 E-Series T4F X12*	S001459	S001460	S001461	S001462
870 E-Series T4F X12*	S001459	S001460	S001461	S001462
860 E-Series T4F QSG12*	S001455	S001456	S001457	S001458
870 E-Series T4F QSG12*	S001455	S001456	S001457	S001458
875 E-Series T4F X15*	S001467	S001468	S001469	S001470

Benefits of SENNEBOGEN Preventive Maintenance Kits:

-  Order by part number with all standard maintenance parts in one convenient package
-  Provides increased flexibility for your service scheduling
-  Significant cost savings built into the kit
-  Using a Comprehensive Factory Authorized PM program will add value and extend the life of your machine while ensuring uptime



*Fuel system filters changed at 250



PURPOSE-BUILT UPTIME KITS

Ordering and stocking parts for your SENNEBOGEN equipment becomes quick and easy with these convenient kits matched to specific service tasks and machines.

With a single part number to order and stock, SENNEBOGEN pre-packaged kits are the smart way to manage hundreds of related service parts.

- In-stock and ready to ship
- Matched to your machine model and series
- Job-specific components
- Save time sorting loose parts
- Ideal for stocking service trucks



SAVE TIME, SAVE MONEY

Streamline every service, maintenance and repair task

In the shop or in the field, these fully stocked packages bring together all the parts and materials required for a specific service need, conveniently sorted and organized in one place.

Order your Uptime Kits by Model & Part Number

Auto Lubrication Kits

Each accessory kit for the Central Lubrication System includes more than 80 components. As well as all the common parts needed for system repairs, this kit is designed to get you back on the job quickly and also has all the basic tools necessary to work on your SENNEBOGEN systems. These Central Lubrication System kits are available in two different configurations, based on model.



For 825 D/E, 830 D/E, 835 D/E, 840 D/E – Order Part # 113541

For 718 E, 730 E, 735 E, 818 E, 821 D/E, 850 D/E, 855 D/E, 860 D/E, 870 C/E, 875 E – Order Part # 076274

Electrical Kits

These packages of electrical spare parts include up to 80 different electrical components used on SENNEBOGEN material handling machines. The contents include all the necessary electrical components and even a multimeter.



For D Series – Order Part # 115489

For E Series – Order Part # 169166

Plug & Connector Kits

This package of spare parts contains more than 60 pieces from 32 different plugs and connectors used in SENNEBOGEN machines. Contents include contact pins and sockets as well as extracting tools which comprise a core kit required when repairing plugs and plug connectors.



For D Series – Order Part # 168667

For E Series – Order Part # 168667

SAE Flange Kits

The SAE Flange Kit includes extension and locking devices suitable for all hydraulic hoses and tubes used on SENNEBOGEN machines. This kit enables you to extend or cap tubes and hoses anytime and anywhere.



For D Series – Order Part # 056274

For E Series – Order Part # 056274

Fitting Kits

The Fitting Kit includes more than 135 fittings in over 42 different versions. This kit with all the common fittings used on SENNEBOGEN machines enables you to carry out repairs easily in the shop or in the field. Repairs can be carried out quickly and efficiently without having to purchase an extensive range of small parts.



For D Series – Order Part # 040474

For E Series – Order Part # 040474

A/C Service Kits

This handy service set includes small parts and seals frequently required for service work on air conditioning systems. Included in the kit:

- 1 Relay for magnetic coupling • 1 Temperature sensor • 1 Pressure switch • 1 Draining hose • 4 #10 O-Rings

For D Series – Order Part # 189726 • For E Series – Order Part # 189726



O-Ring Kits

The O-Ring Kits are now available in 3 separate configurations. The basic kit has 99 O-Rings from 0-70 mm and includes 4 A/C O-Rings. The O-Ring extension kit has 66 O-Rings from 0-70 mm and 11 pipe mounting rings. The Master kit combines the sets and comes in two boxes with 165 O-Rings, 11 pipe mounting rings and 4 A/C O-Rings. These sets include O-Rings in all sizes for repair work on SENNEBOGEN machines. They provide you with the basic kit to ensure that you have the suitable O-Ring available anytime, anywhere.

For O-Ring Master Kit – Order Part # 217476 (includes 217477 & 217478)

For O-Ring Basic Kit – Order Part # 217477

For O-Ring Extension Kit – Order Part # 217478



Tree Care Uptime Kits

This job-ready kit, developed in response to field operation reports, will give 718, 728, and 738 operators on the job the spare parts and key components unique for this tree care handler. The contents include a selection of coils, switches, connectors, filters and O-Rings that may be required in the field.

For 718 E Series – Order Part # 259093

For 728 E Series – Order Part # 5001772

For 738 E Series – Order Part # 287938



Grapple Saw Kit

This kit, precisely developed for the tree care industry, has the hoses, fittings, bar and chain and chain mount to keep the saw running at maximum productivity. Also included in this kit is Panolin (biodegradable hydraulic oil), specifically for use in sensitive environments.

For Grapple Saw Kit – Order Part # 5001055





SENNEBOGEN TRAINING PROGRAMS

SENNEBOGEN’s professional training offers a full range of choices for expert hands-on and classroom instruction for:



**Service
Technicians**



**Parts
Personnel**



**Machine
Operators**

The **SENNEBOGEN Training Center** in Stanley, NC is a dedicated facility with fully equipped classrooms and demonstration areas. This center specializes in advanced technical training and troubleshooting programs for qualified technicians. The main demonstration bay allows hands-on access to full-size machines from three levels, including an elevated gallery.



SERVICE LEVEL 1

Course Length: 5 days

Course Format: In-Person (8 per class)

Prerequisites: Must complete online prerequisites prior to registration

Course Description: This course details proper maintenance procedures following the guidelines of the maintenance manual for all models of SENNEBOGEN material handlers. Operation and safety of the machine are also covered. Factory instructors provide instruction on hydraulic and electrical schematic reading at a level appropriate for experienced technicians, with hands-on sessions including but not limited to setting and checking pressures. Technicians are required to locate faults that have been added to the machine.

Certificate of Completion: YES

Training Material: Training manuals will be provided in digital format and are free of charge

Cost: There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

SERVICE LEVEL 2

Course Length: 5 days

Course Format: In-Person (8 per class)

Prerequisites: Must complete online prerequisites and Level 1 prior to registration

Course Description: This course is designed to further qualify the technician who has previously completed the Level 1 training. Emphasis is placed on more hands-on training including the main control valve, pumps, cooling system, magnet system, and much more; faults will be added to the machines, too.

Certificate of Completion: YES

Training Material: Training manuals will be provided in digital format and are free of charge

Cost: There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

ONSITE, IN CLASSROOM, ONLINE – NO CHARGE

Online or in our classroom, all SENNEBOGEN training is offered to all customers free of charge.

TREE CARE TRAINING

Course Length: 5 days

Course Format: In-Person (8 per class)

Prerequisites: Must complete online prerequisites

Course Description: This course details proper operation and safety of the machine as described in the operator manual. Attendees will also be introduced to maintenance procedures following the guidelines of the maintenance manual. Course content covers reading of hydraulic and electrical schematics (for experienced technicians) as well as hands-on training including but not limited to setting and checking pressure. Technicians are required to locate faults that have been added to the machine.

Certificate of Completion: YES

Training Material: Training manuals will be provided in digital format and are free of charge

Cost: There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

PARTS TRAINING

Course Length: 2 hours

Course Format: Online (The Learning Hub)

Prerequisites: None

Course Description: This course is designed to help parts personnel for SENNEBOGEN dealers to better understand the Parts Manuals and documentation for SENNEBOGEN material handlers, including correct identification of parts as well as procedures and policies for ordering from the SENNEBOGEN warehouse.

Certificate of Completion: N/A

Training Material: The Parts Training Manual will be provided in digital format and is free of charge

Cost: There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers

OPERATOR FAMILIARIZATION

Course Length: 1 hour

Course Format: Online (The Learning Hub)

Prerequisites: None

Course Description: This course is designed to familiarize SENNEBOGEN machine operators in the proper methods of working with a SENNEBOGEN material handler. Participants receive virtual reality orientation to the layout and controls in the operator cab, “best practices” for safety and efficiency, lift charts, buttons and switches, indicating lights, warning lights and buzzers, safety cameras, and much more. Daily maintenance practices are also covered.

Certificate of Completion: N/A

Training Material: Course manuals will be provided in digital format and are free of charge

Cost: There is no fee for course attendance or course material for SENNEBOGEN dealers, staff and customers



YOU HAVE QUESTIONS?
WE HAVE ANSWERS!
ANYWHERE · ANYTIME · FREE!

SENNEBOGEN is thinking “Beyond the Machine” to help you deliver the nation’s best in after-sales service. Our online *Learning Hub* gives you easy access to the skills and knowledge you need to find solutions faster, reduce downtime, and get more production from your machines - free of charge!

The *Learning Hub* is your quick, one-stop source for



Detailed
Technical Guides



Resource
Library



Prep Guides & Registrations
For In-Person Training



Virtual
Machine Tours



Structured Online
Training Courses



Productivity
Training

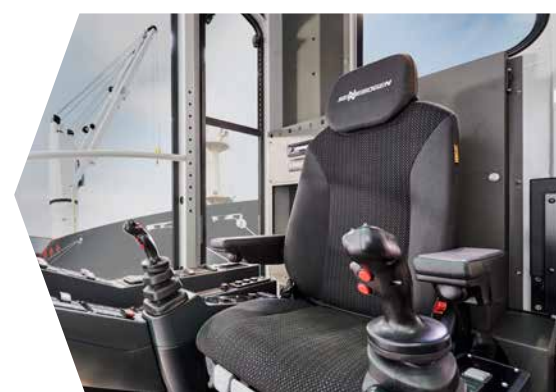


MACHINE TROUBLESHOOTING

Our growing library of detailed troubleshooting guides answer all of your most common support questions from the field. View online or download detailed help from SENNEBOGEN’s technical experts, at no cost to our dealers and customers.

INSTALLATION GUIDES

Step-by-step instructions for installing and adjusting common features on SENNEBOGEN material handlers, available FREE to all registered members.



MACHINE TOUR

Take a self-guided tour of SENNEBOGEN operation and maintenance features with our interactive walkthrough. Take the guesswork out of handling your material handler. See where cab controls and service points are located, how they are arranged, and which button does what!



PARTS

Get up to speed on how to look up and order parts from the largest inventory of material handler parts in the Americas, including an introduction to SENNEBOGEN parts policies and procedures.



WARRANTY PROCEDURES

Make warranty claims simpler and get redemptions faster by learning SENNEBOGEN’s procedures for submitting and processing your claim.



MS OFFICE TOOLS

Simplify paperwork in the shop and in the office with FREE training on Microsoft apps for creating and using expert reports, data records, presentations, and more.

When you need to know,
we’re here to help.

All courses and materials in the *Learning Hub* are open, at no cost, to any SENNEBOGEN customers, dealers, and ASP personnel. See an expanded listing on the reverse of this page.

Sign up for
easy access!

Your email address is all you need to enroll in the Learning Hub. Scan this QR code to register today!



TECHNICAL TRAINING REGISTRATION

Complete your pre-work online at the Learning Hub then, while you’re here, register online to attend your choice of courses at no charge in Stanley, NC.





LEASE BY THE HOURSM
BALANCING PAYMENT AND USAGE OF YOUR FLEET

SENNEBOGEN Capital understands it's hard for fleet managers to estimate utilization of their assets over the term of a lease.

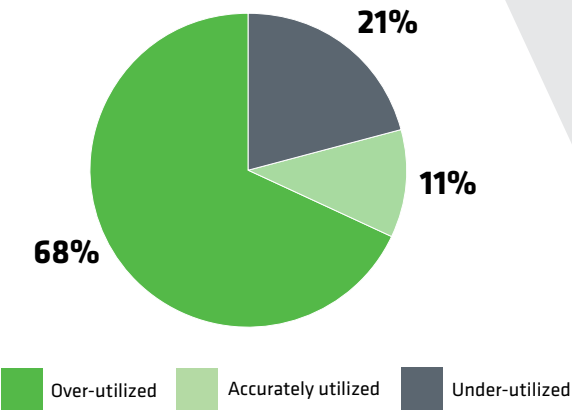


A recent utilization survey on thousands of assets sold at the end of their lease confirmed that too many of the units were either under-utilized or over-utilized across different industries.

Both scenarios have downsides for you as a fleet manager; under-utilization results in overpayment; over-utilization results in underpayment with overtime charges at lease end.

Historical knowledge about equipment utilization helps you to estimate usage and structure a lease. This helps prevent a significant amount of capital spent incorrectly. However, this is of little help when demand of your products increase or decrease during the lease term. Lease by the HourSM helps you balancing demand changes.

Actual vs. Contract Usage



Why Lease by the Hour?

The pie chart shows that usage is overestimated 68% of the time, and underestimated 21% of the time. Why? Businesses don't like surprise overtime at the end of a contract. With Lease by the Hour, there is no overtime – you can choose a longer term, with lower monthly allowed hours that best fits your application. SENNEBOGEN Capital will help you choose a base term and monthly hours that suit your budget and needs.

How does it work?

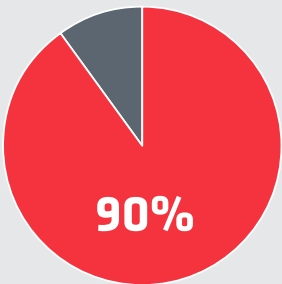
We help you structure the lease using your historical usage and then base the Lease by the Hour contract on a minimum monthly usage over a long term. When usage increases over the minimum, we shorten the term. You pay for high usage when production and revenues are high, and less when production and revenues normalize.

FEATURES	BENEFITS
Set minimum contract hours	Supports maintenance-driven fleet management practices
Usage fluctuations affect term	Concerns over contract term and overtime are eliminated
Payments fluctuate with utilization over the minimum	Equipment expense matches business volume
Easy data upload	Simple format (serial number and life-to-date/LTD hours), low touch, system driven calculations, maintenance planning benefits
Base payment discounts in extension	In any scenario (high or low utilization) extension runs until maintenance signifies replacement

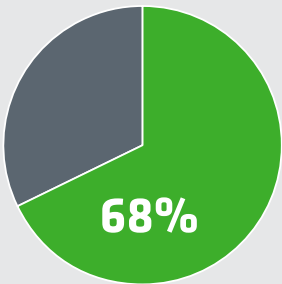
Lease by the HourSM provides lease term flexibility based on equipment usage:

When SENNEBOGEN Capital has received the payment for all 10,000 hours x \$48.62/hour either at the end of the Maximum Term, or earlier based on usage billed over the minimum Monthly Hours, the equipment is eligible for return or month-to-month extension at a 20% discount.

The industry needs a more flexible leasing solution that allows customers to pay less when they are not using their equipment as much and more when they are. Lease by the Hour (LBH) can be structured over a longer term with the same maximum contract hours.



Percentage of times we are incorrect in our estimation of annual usage.



Percentage of customers are paying more for their lease than they should.

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