

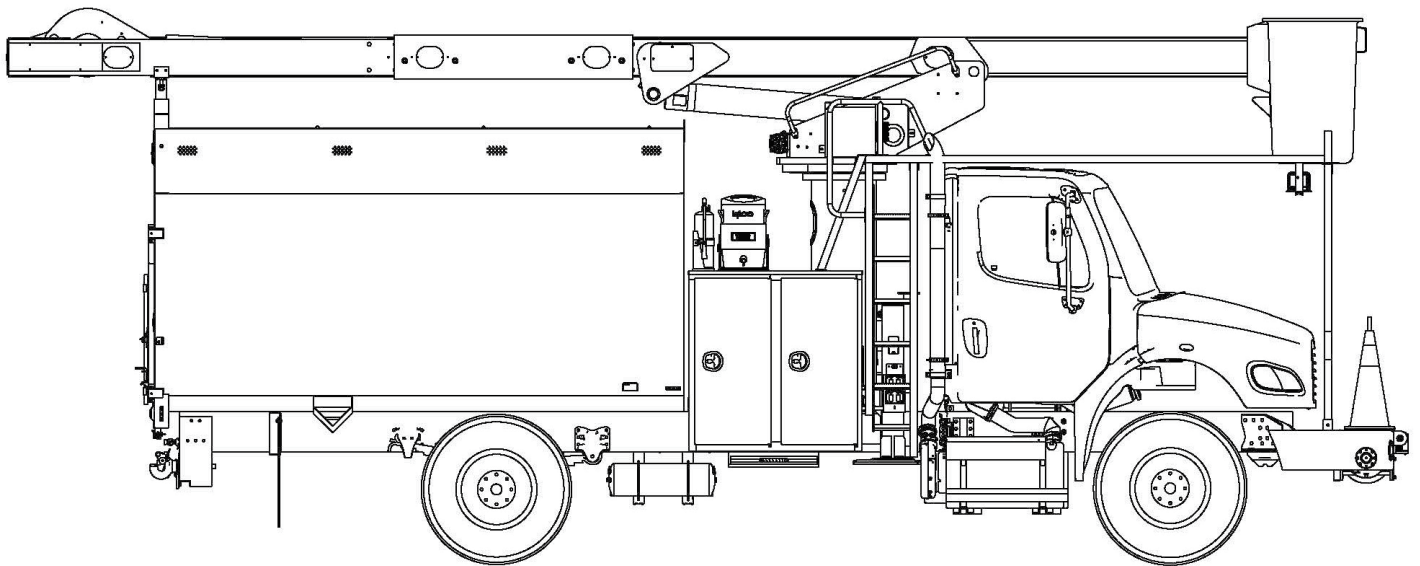


TEREX®

TECH TIPS

TECHNICAL SUPPORT RESOURCES

NO. 227



**SERVICE CALL:
TECHNICAL SUPPORT
RESOURCES**




**MODEL(S):
ALL TEREX UTILITIES EQUIPMENT**




**TOOLS NEEDED:
COMPUTER/MOBILE DEVICE**

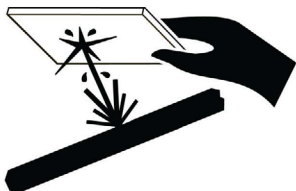
TEREX UTILITIES TECHNICAL SUPPORT TEAM

PHONE: 1-844-TEREX4U (1-844-837-3948) | EMAIL: UTILITIES.TECHSUPPORT@TEREX.COM

**WARNING**



Injection Hazard
Fluid escaping under pressure can penetrate skin and result in death or serious injury.



Relieve pressure before disconnecting hydraulic lines.
Stay clear of leaks and pin holes. Use a piece of cardboard or wood to search for leaks. Do not use hand.
Fluid injected into skin must be surgically removed within a few hours by a doctor familiar with this type of injury, or gangrene will result.



DANGER

Failure to obey the instructions and safety rules in the appropriate Operator's Manual and Service Manual for your machine will result in death or serious injury.

Many of the hazards identified in the Operator's Manual are also safety hazards when maintenance and repair procedures are performed.

DO NOT PERFORM MAINTENANCE UNLESS:

- ✓ You are trained and qualified to perform maintenance on this machine.
- ✓ You read, understand and obey:
 - manufacturer's instructions and safety rules
 - employer's safety rules and worksite regulations
 - applicable governmental regulations
- ✓ You have the appropriate tools, lifting equipment and a suitable workshop.

The information contained in this Tech Tip is a supplement to the Service Manual. Consult the appropriate Service Manual of your machine for safety rules and hazards.



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CONTENTS

TECH TIP#227

TOC

4

TECHNICAL SUPPORT
TECH TIPS

5

INSPECTION FORMS
CUSTOMER PORTAL

6

WARRANTY / REGISTRATION
PRODUCT ADVISORIES

TECHNICAL SUPPORT

Terex Utilities Technical Support strives to provide Terex customers and partners with the most comprehensive set of tools possible to help troubleshoot your unit and get it back in service. Terex Utilities support, including manufacturing, distribution, and dealers, extends throughout the country to provide you with multiple avenues of assistance when you experience a problem.

Our first-class support network is available Monday through Friday to answer your questions and get you pointed in the right direction. Each member of the Terex Technical Support team has years of experience with Terex equipment and access to all the available information on our units.

Please have the product serial number, a description of the problem, and your contact information ready when you reach out to the technical support team.

Phone support: 1-844-837-3948 (1-844-TEREX4U)

Email support: utilities.techsupport@terex.com

TECH TIPS

Terex Utilities releases Tech Tips throughout the year which focus on the most common questions our technical support team receives. We have compiled a library of over 200 Tech Tips which provide step-by-step instructions to complete repairs and maintenance on your equipment.

Recently we've begun translating our Tech Tip library into Spanish. Check back often for more updates.

You can [view and search our complete Tech Tip collection](#) on our website.

If you have an idea for a new Tech Tip send an email to utilities.techsupport@terex.com

A number of our Tech Tips are also available as Tech Tip videos - [take a look at our library!](#)

INSPECTION FORMS

Looking for an inspection form for your Terex Utilities equipment? Our Technical Support team has put together inspection forms for digger derricks, aerial devices, and auger drills. **These forms can be downloaded here.**

Aerial Annual Inspection

Unit Number _____

Symbols: ✓ = OK N/A = Not Applicable A = Adjusted/Repaired
X = See corresponding number on summary page

A. Chassis / Body	Status	3. Outrigger / Torsion Bar System	Status
1. Cab Controls		Welds, Metal Structure, and Mounting	
Master Switch Panel		Anchor Bolts	
Strobe Lights / Beacons		Hydraulic Cylinders - Leaks	
PTO Shift Control (cable, air, electric)		Cylinder Pins and Keepers	
PTO Indicator Light		Foot Assembly and Pins	
PTO Warning Label Present		Holding Valves / Locks (Drift Test)	
Travel Height Placard		Cylinder Lock - Out Valves	
Start / Stop, Throttle Controls		Torsion Bar Structure	
Auxiliary Brake Control		Torsion Bar Bushings	
Back Up Alarm		Hose Condition, Routing Under Chassis	
Operators Manual With Truck		Control Valves	
		Outrigger Interlock System-2005 On	
2. Body / Flatbed		Outrigger Motion Alarm-02/2000 On	
Headlights, Stop, Tail, Turn, Hazard		Relief Valve Setting	
Fire Extinguisher		Auxiliary Let Down System	
Wheel Chocks		Chassis Level Indicator-01/2003 On	
Outrigger Pads		Chassis Tire Pressure	

CUSTOMER PORTAL

The customer portal provides access to Terex Utilities customers and dealers with access to resources including: manuals, drawings and schematics, kitsheets, and other unit information.

Registration for the portal requires a user and company specific email address.

For example: first.last@yourcompany.com.

Generic emails such as outlook.com, yahoo.com, gmail.com and others cannot be used.

Reference **Tech Tip #50** for more information on the registration process and the information that is available in the portal.

WARRANTY / PRODUCT REGISTRATION

Terex Utilities has a knowledgeable and responsive warranty team to help our customers make their warranty experience as seamless as possible. From standard warranties, to extended warranties, the Terex warranty team can maximize your equipment's protection with a plan to meet your needs.

The warranty process begins with product registration. Our Warranty team provides a number of ways to register your machine:

- **Online Registration**
- **Download Printable Registration Card**
- **PDF Form**

If you have any questions reach out to Warranty at utilities.warranty@terex.com

PRODUCT ADVISORIES

Product Advisories allow us to alert owners and users about changes in the equipment.

These may be:

- Updates you should consider for your equipment
- Product manual updates
- Revisions to decals or instruction placards
- Changes in standards that apply to Terex Utilities products

You can find all of the Product Advisories **posted on the Terex Utilities website.**



FOR FURTHER ASSISTANCE,
CONTACT THE TEREX UTILITIES TECHNICAL SUPPORT TEAM
PHONE: **1-844-TEREX4U (1-844-837-3948)** | EMAIL: **UTILITIES.TECHSUPPORT@TEREX.COM**
