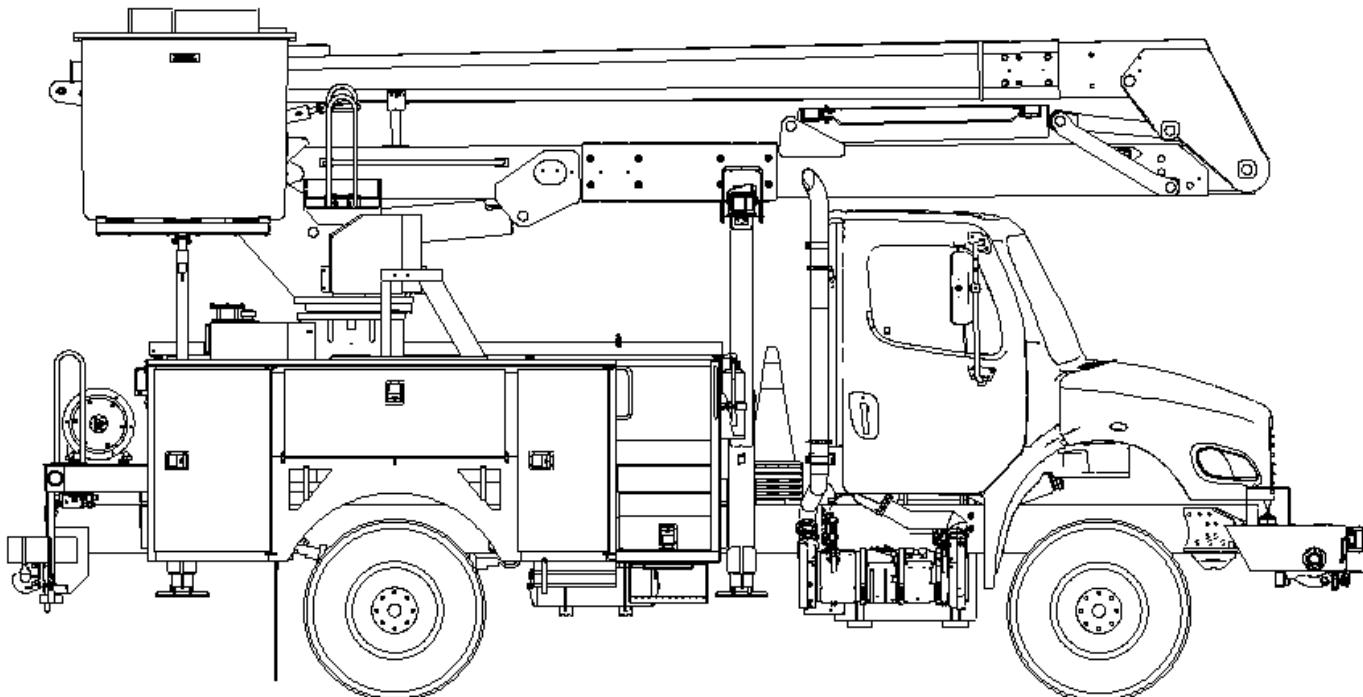




# TECH TIPS

TEREX UTILITIES LEGACY AERIAL TECHNICAL SUPPORT

**NO. 231**



**SERVICE CALL:**

TEREX UTILITIES LEGACY AERIAL  
TECHNICAL SUPPORT



**MODEL(S):**

ALL TEREX UTILITIES AERIAL  
DEVICES OLDER THAN 25 YEARS



**TOOLS NEEDED:**

NONE

TEREX UTILITIES TECHNICAL SUPPORT TEAM

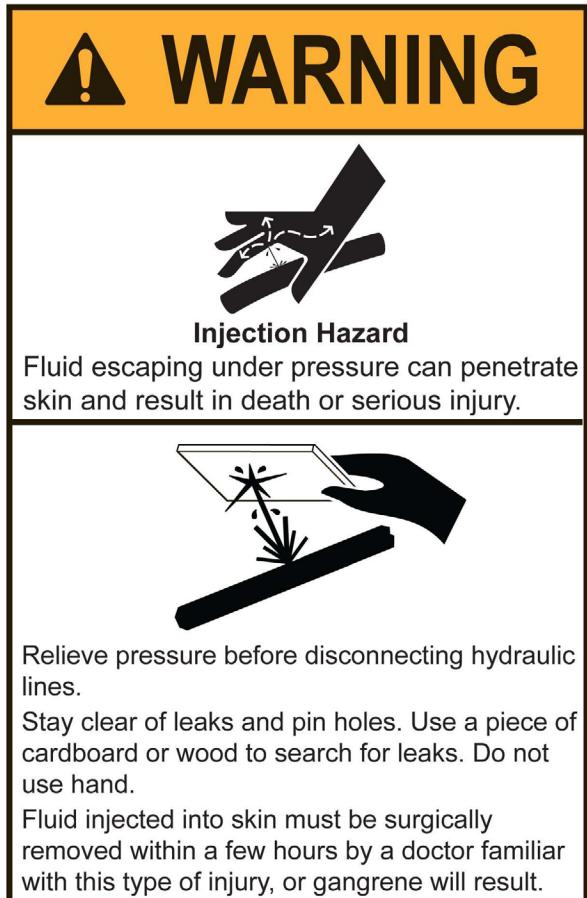
PHONE: 1-844-TEREX4U (1-844-837-3948) | EMAIL: [UTILITIES.TECHSUPPORT@TEREX.COM](mailto:UTILITIES.TECHSUPPORT@TEREX.COM)



## 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.



TECH TIP 231 | RELEASED 01.05.2026 | VERSION 1.0  
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## INTRODUCTION

At Terex Utilities, we're committed to delivering the most responsive and reliable product support for all our valued customers. As part of our ongoing effort to enhance your experience and streamline technical assistance, we will be updating our technical support policy.

Effective January 1, 2026, technical support will no longer be available for Terex Utilities Bucket Trucks that are 25 years old or older. To determine the age of your unit, reference: **Tech Tip #25 - Determining When a Unit was Manufactured.**

For example, if the current year is:

Technical support will not be available for units manufactured on or before January 1st,

Terex Services and Terex Parts will continue to support Terex Utilities Bucket Trucks with inspections, service work, and parts (if available). If parts are no longer available, no engineering will be provided to source the parts. To schedule service or purchase parts contact us by calling 1-844-837-3948.

This change allows us to focus resources on providing faster, more efficient service for current products and technologies, ensuring you receive the highest level of support possible. Thank you for your understanding and continued partnership.



TEREX®

FOR FURTHER ASSISTANCE,

CONTACT THE TEREX UTILITIES TECHNICAL SUPPORT TEAM

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