Service Call:
Customer and Distributor Unit Folder Access

Tools Required:
Computer/Internet Access
Company Specific Email Address

Model(s):
All units produced since 09/1997

Note: This only applies to units with a 10-digit serial number. Refer to Tech-tip 25 for more information on serial number formatting for older units produced by Hi-Ranger and Tel-elect.
Tech Tip Safety Rules

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.
Terex Utilities is now offering Unit Folder access to all customers and distributors through our internet portal!

**Step 1**
To register for an account, go to http://utilitiessupport.terex.com/login/login.php

**Step 2**
Click on the “Register” link.
Step 3
Complete the registration form with your name, company, email address and phone number.

**Note:** A company specific email address is required to request an account on the portal. Generic email accounts from Gmail, Yahoo, Live, etc. will not be approved. The email address must also belong to an individual, not a group such as parts@mycompany.com.

The password must meet the minimum requirements outlined in the Appendix. View the Terms and Conditions before checking the box indicating that you agree to them.

* Indicates a required field.
Step 4
Shortly after completing your registration, an email with a link to verify your email address will be sent. Click on the link in the email to verify your email address and submit the request to Terex Utilities for authorization.

Note: Check your spam folder if you do not receive an email within an hour.

Step 5
You will receive a second email once your account has been authorized and is available for use.

Note: You will not be able to log in until you receive this authorization email from Terex which may take up to 24 hours.
Tech Tips

Step 6 - Accessing Information

Unit Folder Search
To search for your unit, enter in the letters DK and the last 5 numbers of your unit serial number.

Unit Folder Search
Home > Unit Folder Search

Please Enter Your Unit Folder Number

(Example entry: DK10001)

Search  Back
For each specific unit you will have access to the following folders if available:

- **Campaign Bulletins**
  - Links to any bulletins related to the specific unit

**Campaign Bulletins**

<table>
<thead>
<tr>
<th>Bulletin Number</th>
<th>Unit Number</th>
<th>Date Started</th>
<th>Date Completed</th>
<th>Serviced By</th>
<th>Work Order #</th>
<th>Comments/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>SN608-13</td>
<td>DK18345</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SN618A-16</td>
<td>DK18345</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Certificate of Conformity**
- **Kit Sheets**
- **Operator and Maintenance Manuals**
- **ID Placard**
- **Chassis Information**
- **Load Chart**
Example 1:

UNIT FOLDER #: DK58419
TSD DISTRIBUTOR: No Header Information Available
TUI DISTRIBUTOR: No Header Information Available
CUSTOMER: No Header Information Available
UNIT TYPE: No Header Information Available
ORDERED: No Header Information Available
SHIPPED: No Header Information Available

Click on the following links to display:
Certificate of Conformity
Kit Sheet Breakdown by Code
Operators Manual
Maintenance Manual
ID Plate
Bill of Material for Ship Loose Parts
Bill of Material for Ship Loose Parts Paperwork
  Image - 001.JPG  Oct 22, 2016
  Image - 002.JPG  Oct 22, 2016
  Image - 003.JPG  Oct 22, 2016
  Image - 004.JPG  Oct 22, 2016
  Image - 005.JPG  Oct 22, 2016
  Image - 006.JPG  Oct 22, 2016
  Image - 007.JPG  Oct 22, 2016
  Image - 008.JPG  Oct 22, 2016
  Image - 009.JPG  Oct 22, 2016
  Image - 010.JPG  Oct 22, 2016
  Image - 012.JPG  Oct 22, 2016
  Image - 014.JPG  Oct 22, 2016
  Image - 015.JPG  Oct 22, 2016
  Image - 017.JPG  Oct 22, 2016
  Image - 018.JPG  Oct 22, 2016
  Image - 019.JPG  Oct 22, 2016
  Image - 020.JPG  Oct 22, 2016
  Image - 021.JPG  Oct 22, 2016
  Image - 022.JPG  Oct 22, 2016

Back to Search Screen
Example 2:

UNIT FOLDER #: DK32728
TSD DISTRIBUTOR: No Header Information Available
TUI DISTRIBUTOR: No Header Information Available
CUSTOMER: QUANTA SERVICES INC.
UNIT TYPE: C4000
ORDERED: 09/25/06
SHIPPED: 01/19/07

Click on the following links to display:
- Certificate of Conformity
- Load Chart
- Kit Sheet Breakdown by Code
- Operators Manual
- Maintenance Manual
- ID Plate
- Bill of Material for Ship Loose Parts
- Chassis Check-In Form

Back to Search Screen

*All links may not be available for specific units.

Kit-Sheet Search
Enter a part number to search for the corresponding kit sheet.

Please Enter Your Part Number

(Example entry: 42100)

Search  Back

Tech-tips
Links to the tech-tips section of our public website.
Appendix

Password Requirements

Passwords for Terex Utilities distributor accounts must meet the following requirements:

- 7 to 20 characters long
- Contains at least one upper-case letter
- Contains at least one lower-case letter
- Contains at least one number
- Contains at least one of the following special characters:
  - _ (Underscore)
  - - (Hyphen)
  - . (Period)
  - ! (Exclamation Point)

Examples of Invalid Passwords

123abc (Less than 7 characters. No upper-case letter. No special character.)
My_Password (No number.)

Examples of Valid Passwords

123abc!XYZ
My_Password27