

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.

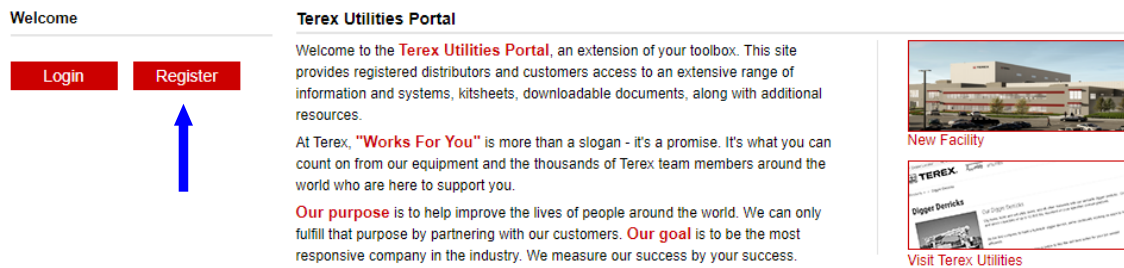
Terex Utilities is now offering Unit Folder access to all customers and distributors through our internet portal!

Step 1

[Click here to register for an account.](#)

Step 2

Click on the “Register” link.



The screenshot shows the Terex Utilities Portal homepage. On the left, under the heading "Welcome", there are two red buttons: "Login" and "Register". A blue arrow points upwards from the "Register" button. The main content area is titled "Terex Utilities Portal" and contains a welcome message, a paragraph about the portal's features, a paragraph about the company's slogan "Works For You", and a paragraph about the company's purpose and goal. On the right side, there are two featured images: "New Facility" showing a modern building and "Visit Terex Utilities" showing a document titled "Slipper Drivicks".

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.

** Indicates a required field.*

* First Name:

* Last Name:

* Company Name:

* Email:

* Email (Again):

* Phone:

* Terms: I agree to the [Terms & Conditions](#)

Step 4

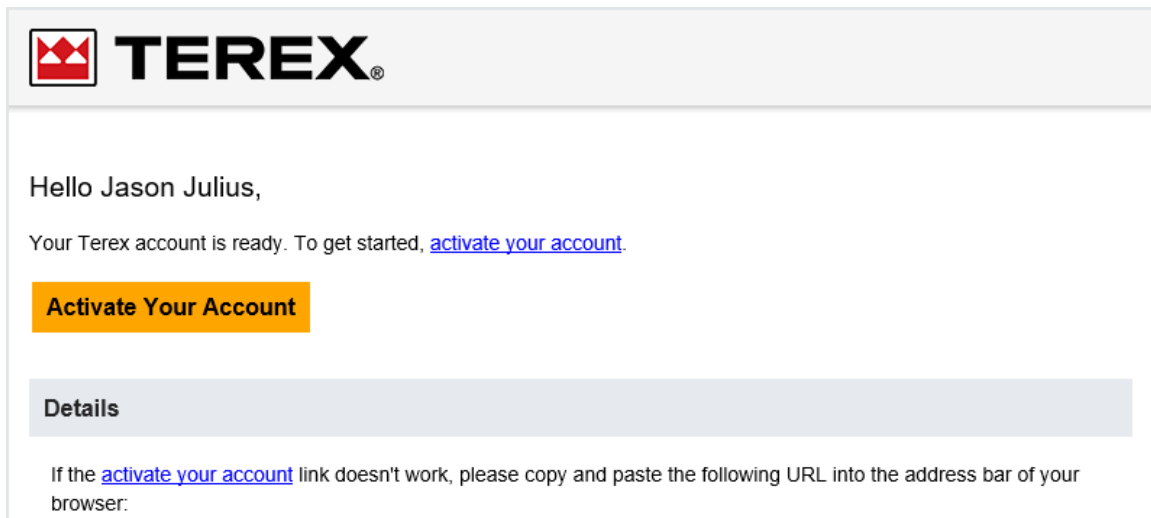
Once registration is complete, you'll see the following message:

Registration


Thanks for registering for an account on the Terex Utilities Portal Website.

Your registration will be reviewed within 1 business day. Upon successful validation, you will receive an email to create a password and complete the registration.

At this point, the request is submitted for authorization by Terex. Within 1 business day you will receive an email allowing you to set your password if your account is approved.



The screenshot shows an email header with the Terex logo and the name "Jason Julius". The body of the email contains a greeting, a confirmation message, a blue hyperlink "activate your account", and a prominent orange button labeled "Activate Your Account". Below this is a "Details" section with a note about using the URL if the link fails.

 **TEREX**[®]

Hello Jason Julius,

Your Terex account is ready. To get started, [activate your account](#).

Activate Your Account

Details

If the [activate your account](#) link doesn't work, please copy and paste the following URL into the address bar of your browser:

Clicking on the Activate Your Account link will allow you to reset the password for the account and login.

Note: If your account is rejected, then you'll receive an email with the reason why the account has been rejected.

Step 5

Once you have created your password you can login to the system.

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

Bulletin Number	Unit Number	Date Started	Date Completed	Serviced By	Work Order #	Comments/Notes
SN608-13	DK18345					
SN618A-16	DK18345					

- Certificate of Conformity
- Kit Sheets

XT5

0450108

0450420
0450576
0050316
0429080
0419419
0429629
0450200
0450201
0454518
0449755

XT5 UNIT SELECTIONS

O/R-PED ASSY, W/INT TANK, O/R, PLUMBED
MTG KIT, S/L
O/R-PED SUBASSY
FILTER (HYD)
JACK CYLINDER
OIL, HYDRAULIC - ISO 15
PIN ASSY
HYDRAULIC SCHEMATIC, O/R
HOSE BILL, O/R
VALVE ASSY, V-10, 3 SPL, O/R, W/SWITCH
HANDLE KIT W/KNOB, V-10 CHHA

- 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 - 011.JPG- Oct 22, 2016](#)

[Image - 012.JPG- Oct 22, 2016](#)

[Image - 013.JPG- Oct 22, 2016](#)

[Image - 014.JPG- Oct 22, 2016](#)

[Image - 015.JPG- Oct 22, 2016](#)

[Image - 016.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.