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
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 and email address. 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. Enter in the unique verification code and click on register.

![Registration Form]

Step 4
Shortly after completing your registration you will receive an email with a link to verify your email address. Click on the link in the email to verify your email address and submit the request to Terex Utilities for authorization.
Step 5
You will receive a second email once your account has been authorized and is available for use.

Step 6 - Accessing Information

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

Please Enter Your Unit Folder Number

(Example entry: DK10001)

[Search]  [Back]
Tech Tips

For each specific unit you will have access to the Certificate of Conformity, Kit Sheets, operator’s manual, maintenance manual, the ID Placard, Ship Loose, Chassis Check-in, and the 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 - 003.JPG - Oct 22, 2016
Image - 004.JPG - Oct 22, 2016
Image - 005.JPG - Oct 22, 2016
Image - 007.JPG - Oct 22, 2016
Image - 008.JPG - Oct 22, 2016
Image - 010.JPG - Oct 22, 2016
Image - 012.JPG - Oct 22, 2016
Image - 014.JPG - Oct 22, 2016
Image - 017.JPG - Oct 22, 2016
Image - 019.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
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

123abc1XYZ
My_Password27