

New Remote Analyzer Reader Available for JLG® ClearSky™ Customers

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Remote tool delivers machine set-up and personality information to service techs

JLG Industries, Inc., an Oshkosh Corporation company and leading global manufacturer of mobile elevating work platforms and telehandlers, will demonstrate its new remote analyzer reader (RAR) at CONEXPO 2020, March 10-14 in Las Vegas, Nevada, at booth #F5324. RAR allows service departments to remotely assess a machine's set-up and personalities to diagnose qualitative operational issues, check the on/off status of its connected technologies or review its last 25 fault codes. This information is available in a single sheet summary format through the ClearSky portal for most JLG boom, scissor and telehandler models equipped with a CAN device.

"The ability for service technicians to gain this information in one overview report, then drill down to individual details on demand, gives them a wealth of equipment data right at their fingertips," said Korry Kobel, JLG director of engineering. "This will allow service technicians to remotely diagnose a wide-range of reported machine issues from their existing location."

Before the introduction of the new JLG RAR, this level and type of performance and feature information, required a technician to be next to a machine on a job site with a handheld analyzer. Depending on the diagnosis they may or may not have had the tools and equipment needed in their service van to make the required adjustment or repair. With RAR, they can be more efficient in the use of their time before making a job site visit to ensure they arrive with the necessary materials to complete the work.

"Those familiar with the traditional JLG handheld analyzer will recognize the data and its structure, minimizing the need for user retraining," said Kobel. "It will now be available for review remotely in a single report format for improved accessibility."

With RAR, operators simply need to call one of the company's service technicians. The technician can then log into the ClearSky portal and enter the machine's serial number to retrieve a summary report to better understand the set-up and performance of the machine.

“Ultimately, the ability to remotely analyze machines through RAR will help ClearSky portal customers maximize the uptime of their fleet,” said Kobel. “Additionally, having access to better and richer real-time data will help service departments be more efficient and focus their time on units requiring immediate attention.”

JLG is committed to providing its customers with a wide range of connected solutions that deliver tangible value to their businesses. Existing JLG ClearSky portal customers will need to update the telematics software on their JLG machine CAN devices to enable this new RAR feature.

Source: JLG Industries, Inc.