



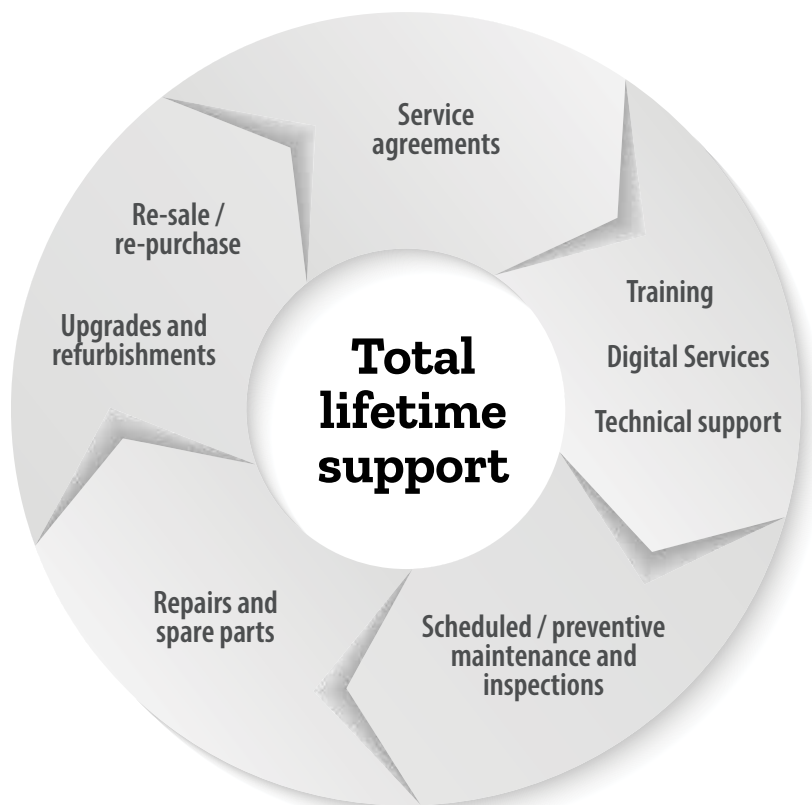
Lifetime services for maximum safety and performance



## Total lifetime support

Lifetime support begins when your first Bronto is delivered, beginning with detailed handover training for your future operators and service personnel.

Throughout the lifecycle of your Bronto, you will have access to our digital services, technical support teams, spare parts, upgrades and maintenance.



# Comprehensive lifetime services

An aerial platform is a long-term investment. Our services ensure your aerials are connected and kept in the best possible shape for their entire lifecycle. Taking advantage of these services will help you maximise the value of your investment by maximising uptime, ensuring optimal performance, maintaining resale value, and – above all – keeping your operators and personnel safe.

Bronto Skylift customers benefit from rapid technical support and expertise. Every support request you make to Bronto Skylift benefits from the technical support team's 100+ years of combined experience.

At Bronto Skylift, we pride ourselves with the most comprehensive service network in the industry. Wherever you work, you can count on having an authorised Bronto Skylift service partner near you.

## Service benefits

- Maximise safety while meeting the latest operational safety standards and regulations
- More uptime
- Lower operating expenses
- Improved performance – meet new efficiency requirements with ease
- Simplified lifecycle cost planning & budgeting
- Trained operators cause less damage, operate safely and reduce repair costs
- Properly maintained equipment has a longer lifespan and higher resale value



# Bronto One customer portal

Do you struggle with multiple systems and getting an overall grasp of fractioned data? You can now get a full visual overview of your resources, performance and abilities with the cloud-based portal. Bronto One is a single point of entry towards Bronto Skylift's aftersales services anywhere around the world.

## Easily manage and track your Bronto platforms

- Uptime
- Service cycles
- Locations
- Utilization rates
- Manuals
- Increase your efficiency in operational planning and execution

## One for all, all for you

All Bronto aerials equipped with a modem are naturally fully connected to Bronto One. However, the fleets often include other types of equipment too and having only one manufacturer's units in your fleet management system is like trying to complete a puzzle without all the pieces. Bronto One welcomes all manufacturers' units and equipment, so it truly provides a full picture of your fleet. As Bronto One has an open interface, it can also be integrated with other systems like your ERP for example.

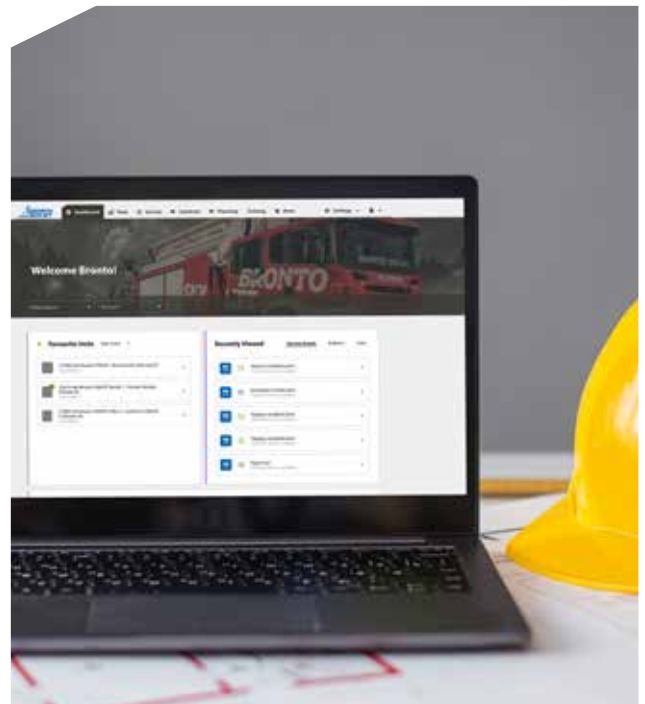
## Monitor and optimise

Bronto One has all the essential features of fleet management software. You can use it for monitoring and optimising usage and performance with real-time data, as well as for planning maintenance. It has never been easier to draw insights from your equipment. All important manuals, service bulletins and other technical documentation for your Bronto aerials can be found within Bronto One.

## Learn and get support

You can manage all personnel training logs, certifications and training materials within Bronto One

portal. Online training events and other self-learning materials are also available to make working at height safer all around the world. In case you face an issue with your Bronto aerial, you have access to solution centre with hundreds of solutions and guidance for various situations. In case there is no solution for your problem, you can leave a service request for our professionals directly from Bronto One.



## Remote training

We offer remote training tailored to the needs of your team. During remote training, our trainers can use external cameras and a remote connection as their eyes on your site.

# Service agreements

With our service agreements, you can be assured that your Bronto is kept in the best possible shape for its entire lifecycle. Our service agreements brings benefits to fire stations of all sizes. Each agreement level includes the services of all previous levels, so you can easily choose the level that's right for you.



## **Bronze - on-demand services**

The Bronze level is totally free and offers easy access to manuals, service bulletins and your unit is equipped with readiness for remote services.

When your Bronto is equipped with remote service readiness, we can help you diagnose and resolve issues on the spot with a flexible and versatile remote diagnostic system, Bronto Compass. Our global service network and Technical Support team are ready to help you on on-demand basis when you need us most.

When needed, we'll help you find the correct spare parts. Most spare parts can be supplied all over the world within days.



## **Silver - yearly maintenance**

In addition to readiness for remote service, the Silver service level covers the standard yearly maintenance at your location, including our travel expenses.

With regular, yearly maintenance, the Silver service level brings certainty and predictability to your yearly service costs and the operation of your Bronto aerial platform. Like at the Bronze level, our remote service is available on on-demand basis.

Get yearly maintenance and support on your schedule and you'll know your aerial platform will work as intended - with maximum uptime.



**GOLD**

### **Gold - yearly maintenance, repairs and remote support**

The Gold level includes not only the yearly maintenance, but also the additional repairs\*. After all, your aerial platform is a long-term investment designed for heavy use and normal wear & tear will occur during the years. The Gold level is made for fire stations and companies with their eyes on the horizon.

At this level you will also enjoy the benefit of a totally free remote support from our Technical Support team through Bronto Compass whenever and wherever you need it. You will also get a 3-day tailored online training every year to keep your crew's skills up to date.

The Gold level service agreement will keep your Bronto running throughout its lifetime, for safety above all.



**PLATINUM**

### **Platinum - yearly maintenance, repairs, remote support and mid-life refurbishment**

Congratulations – you've reached the highest service agreement level. Bronto Platinum offers unparalleled access to our support team and maintenance services, for optimal performance and maximum peace of mind.

Enjoy the easy remote diagnostics and technical support, yearly online training, yearly maintenance, repairs\* and the mid-life / 10-year refurbishment.

The Platinum level service agreement is a truly worry-free solution for years and decades to come. It guarantees the maximal safety and performance of your Bronto aerial platform.

(\*a excepción de una negligencia personal o un manejo incorrecto en términos de la garantía)

# Training

Bronto Skylift offers training for operators and service personnel. When training concludes, your staff will have the tools and knowledge they need to operate and troubleshoot your Bronto aerial platform in all situations. Get an edge on operational success and book your training today – because your aerial is nothing without skilled hands on the controls.

We offer in-person, online, or hybrid training tailored to the needs of your team.



## Operator training

### Handover training at site

*A 4-day training program for up to 18 operators*


Skill and confidence from day one. Handover training will get you safely operating your new Bronto Skylift aerial platform in control of all situations. The course will cover unit handling, rules and regulations, the outreach system, outriggers and booms, and the use of emergency procedures. It incorporates both classroom and practical training and will be carried out at your place of business.

### Refresh training at site

*A 4-day training program for up to 12 operators*

Strengthen the expertise and operational performance of your operators and service personnel. Refresh training can be booked separately or as a scheduled addition to delivery training.

By the end of training, your team will have renewed and deepened their expertise in unit handling, rules and regulations, the outreach system, outrigger and boom operation, emergency procedures, and unit servicing. The course incorporates both classroom and practical training and will be carried out at your place of business.



Do you need more flexibility in bringing different people or teams together? Remote online training may be just the solution you're looking for.



### **BSOL training**

The two-day Bronto Skylift operator license training (BSOL) training is based on the same elements as the IPAF safety training, tailored specifically for Bronto equipment. IPAF/PAL training For the Powered Access License (PAL), we offer the International Powered Access Federation (IPAF) operator safety course.

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### **Tailored training**

Tailored training provides the right mix of training for you, designed around knowledge and skill gaps in your operators and your specific challenges. This training can be arranged either at your place of business or at Bronto Academy.



### **Bronto training simulator**

Our training simulator offers risk-free, hands-on instruction in manoeuvring and controlling a virtual Bronto aerial platform, including the complete Bronto+ control system and panels.





## Technical training

### Technical training and troubleshooting

*A 2-day control system training program for 2-4 service personnel at Bronto Academy*

The technical training program will equip your service personnel with the understanding and skills they need to conduct skilled troubleshooting on your Bronto aerial platform(s). By the end of the training, your service personnel will be able to service the unit safely and know applicable service rules. They will have a clear understanding of the platform's operational safety principles, including the outreach system, outriggers, and boom control limitations.

Equip your service personnel with a thorough understanding of the Bronto control system and the skills to conduct troubleshooting on the aerial platform.



## **Control system training**

*A weeklong course for up to 12 service personnel*

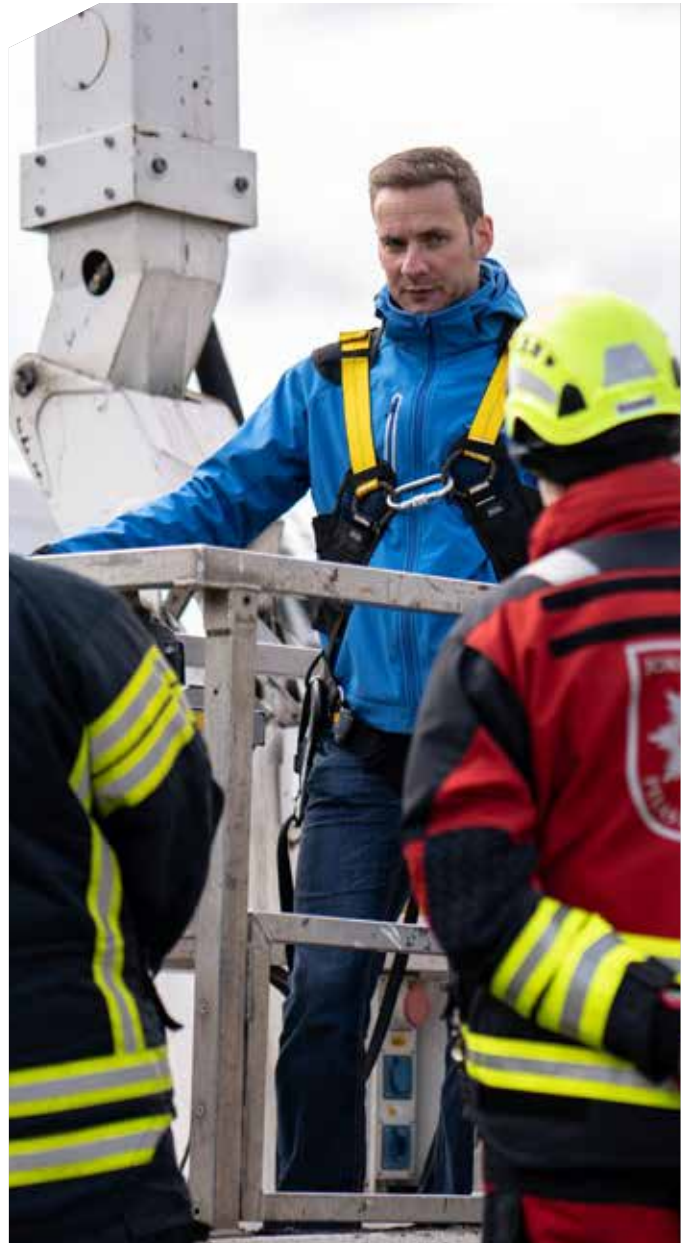
Control system training takes an in-depth look at the Bronto+, GCS, and HDT control systems. The range of material covered can be scaled up or down depending on the needs of your team.

## **Tailored training**

Tailored training provides the right mix of training for you, designed around knowledge and skill gaps in your service personnel and your specific challenges. This training can be arranged either at your place of business or at Bronto Academy.

## **Inspection training**

Inspection training will equip your service personnel with the skills they need to undertake thorough technical and functional inspections of your Bronto aerial platform. The course will cover the key principles in operational and structural safety of aerial platforms. After the course, service personnel will be able to ensure each aerial platform is performing safely and as intended.



# Spare parts

As the original equipment manufacturer, we are equipped to deliver genuine spare parts in high quality – parts that always work right and fit perfectly, every time. This is critical for machines that can raise their operator to as much as 100 metres or above.



Purchasing parts directly from Bronto Skylift, or a duly authorized service partner, means you can always be confident your aerial will perform exactly as it's meant to — for safety above all.

Today, Brontos are operating in more than 120 countries – and most spare parts can be supplied to any one of them within days. If local service or repair is needed, dozens of service representatives in a number of countries are available to provide local service.



## Reconditioned parts

Reconditioned parts are used components from decommissioned aerials. These parts are checked by Bronto, repaired if needed, and made ready to be sold again. Using reconditioned parts is an environmentally friendly way to acquire fully functional OEM parts for your aerial device.



# Maintenance, repairs and upgrades

## Scheduled maintenance and inspections

You can take the best possible care of your Bronto platform by following the periodic service schedule in the platform's manual. Maintenance should always be carried out in keeping with local legislation. Scheduled maintenance keeps your equipment operating as it was designed.

After each maintenance, you'll get a full report and recommendations.

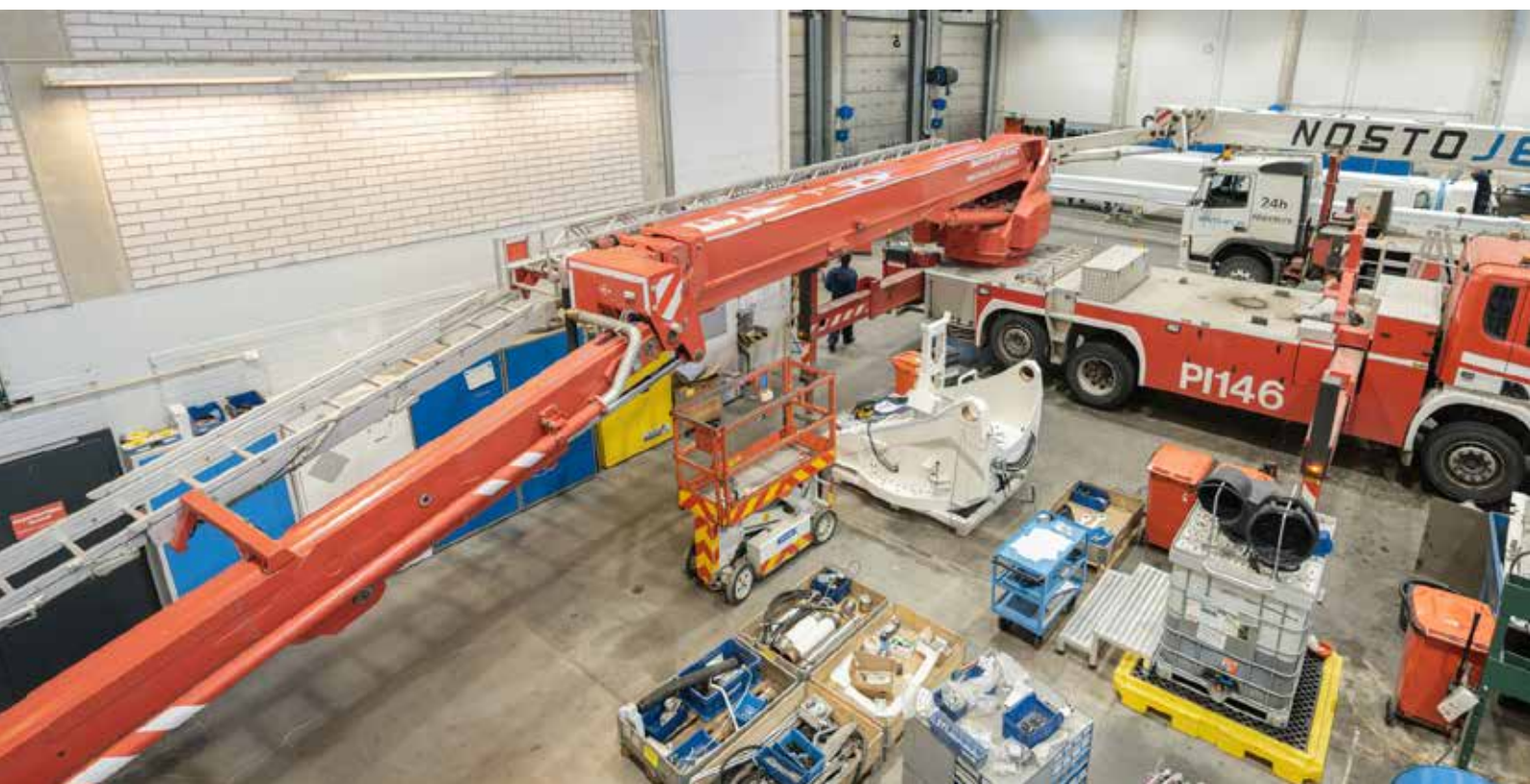
Inspections are carried out in line with national laws and insurance claim inspections or repairs. We can also conduct custom inspections for electronic or mechanical issues.

## Upgrades and modernisations

Bronto platforms are designed and manufactured to serve you for decades. If your needs or requirements change, we can bring your Bronto to the next level with upgrades. Among many upgrade possibilities, the most popular upgrades include an ultrasonic collision guard, work lights and cameras. You can also upgrade to a user-friendly Bronto 5+ control system.

We can also modernise your old aerial to perform like a modern device. After analysing the present state of the unit and the required performance changes, we will identify the most appropriate solutions for the modernisation.

The aim of the modernisation can be extending the lifecycle of your Bronto or improving its performance. Operational safety and efficiency can be brought to current standards. What's more, you can add new features for broader operational capability.



## Refurbishing

During refurbishment, the entire aerial device is dismantled into parts, checked and rebuilt. Any component that shows significant wear will be replaced, so the end result is nearly as good as new. At the same time, you can add any desired upgrades. Refurbishment is often done at the midpoint of the equipment's lifetime.

If the chassis is at the end of its lifetime, or damaged, we can mount your Bronto onto a new chassis. This is undertaken on a case-by-case basis after a consultation to determine if it will be cost effective.

## Resale and repurchase

Your old Bronto can live a second life with a new owner. When selling your Bronto, it's important that the Bronto technical support team gets the contact information for the new owner in case of product recalls. Bronto can provide a transfer agreement document for your convenience.





Bronto Skylift is a trusted global supplier of truck-mounted hydraulic platforms. We design, manufacture, sell and service appliances for rescue and firefighting, as well as for industrial access.

Our product range includes approximately 50 models with a range of 17 to 112 metres of working height. The advanced modularity also allows for numerous client-specific modifications. During the past 50 years, we have delivered over 7,000 platform units to fire brigades and industrial customers throughout all the continents in more than 120 countries.

Our headquarters and production plants are situated in Finland. We also have subsidiaries in Germany, Sweden, Switzerland and the US. The company is part of the Japan-based Morita Holdings Corporation.

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Technical data and illustrations subject to change without notice.

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