

IMPACT YOUR UPTIME

LIFETIME EXCELLENCE



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TROUBLESHOOTING NEXT LEVEL

With the PALFINGER IMPACT® app, it is possible for the first time to communicate with your tail lift. For example, to improve the functionality. Connected via Bluetooth, our digital fault detection quickly diagnoses the cause of the malfunction on your mobile app and will help the operator to carry out simple checks and modification by following interactive instructions. Should the issue turn out to be a little more complex, the display data of the IMPACT app can be used for a targeted telephone consultation with the nearest service partner. This not only helps all drivers, but also the workshops, which can better prepare service calls and always have the right spare part at hand.

The IMPACT® tail lift troubleshooting app is available free of charge in multiple languages. Whether Apple or Android - any mobile device can be connected to the radio remote control of the PALFINGER tail lift. With the IMPACT® App from PALFINGER Tail Lifts, your continued journey in the event of a technical problem can be solved in no time at all. **In our video you will find a short summary of the app:**

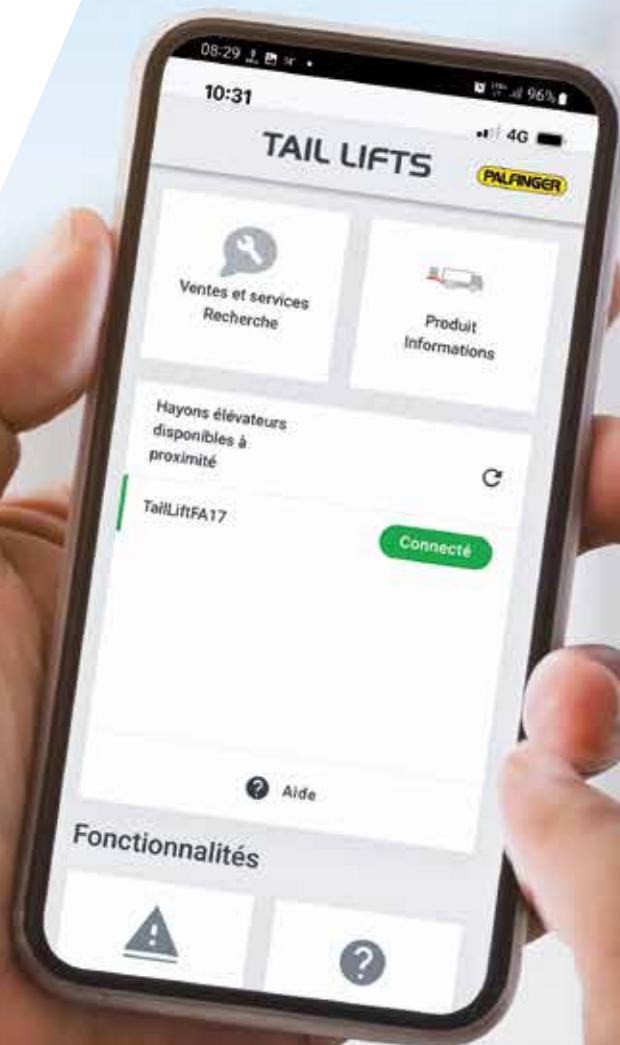


THE CONNECTED TAIL LIFT OF THE FUTURE

With the app, you have access to an intelligent interface with the tail lift that supports you in your daily operation. The user has the possibility to understand the status of the tail lift. Technical conditions of the tail lift become transparent and with Bluetooth 5 connectivity, enables the user to operate within a wide radius without interruption.

Additional exciting features are already in the planning that will make daily work even easier through partial autonomy and telematics;

- Direct connection with the service partner
- Status image automatically diagnoses suggestions for ordering spare parts
- Automatic location information
- Recommendations of certain settings without having to contact the service partner
- Configuration of the tail lift
- Uploading of updates.



FUNCTIONS OF THE APP

With the PALFINGER IMPACT App® you can read out the current status of your tail lift, determine the cause of a fault in the event of a defect and find the nearest PALFINGER service partner to your location. You can also activate emergency operation to restore the driving ability of your vehicle in the event of a malfunction of the tail lift control system.

Search for and display the nearest **PALFINGER sales and service partner**.

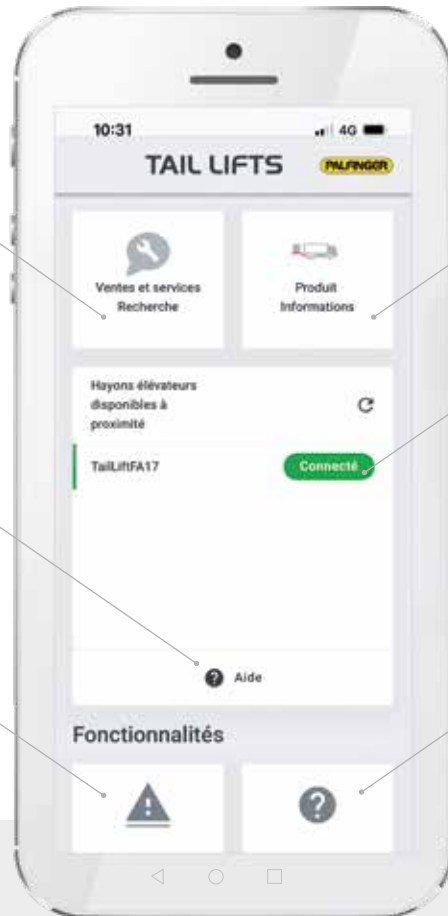
Find out about current **PALFINGER Tail Lifts** products.

Provide help videos, e.g. on how to activate the **pairing mode**.

Connect the **PALFINGER IMPACT App®** via Bluetooth to your tail lift to use all functions.

Provide a list of error messages on the display of the tail lift control.

Find out about the **maintenance status** of your tail lift and schedule future service appointments.



Display of the present error, e.g. error code 3



Hints on how to remedy the error, e.g. videos.



Display of the nearest service partner

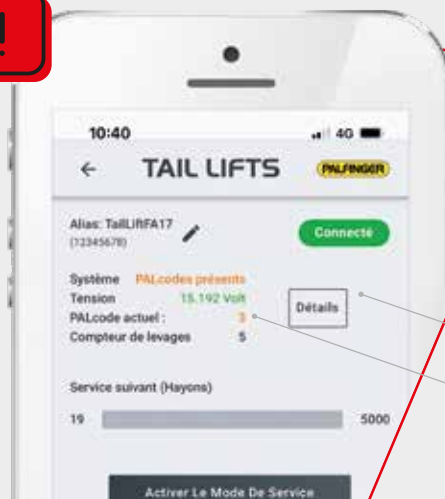


Activate the service mode

In the event of a defect, call up **further data** for fault diagnosis.

Tail Lift Status display
Power supply display of the current code
Display of the current code of the 7- segment display (see operating instructions)

Number of cycles performed so far



Provide a **detailed description of the error** and suggestions for troubleshooting.

Display of error codes in case of a defect.



ADVANTAGES



ADVANTAGES FOR THE FLEET MANAGER

- Check the condition of the tail lift in real time at a glance
- Quick analysis of causes of faults and troubleshooting
- Shorten repair and maintenance work
- Minimise the downtime of your vehicles
- Improve planning of upcoming maintenance intervals
- Find the nearest service partner for your truck
- Remote diagnosis for self-help with minor problems



ADVANTAGES FOR THE SERVICE PARTNER

- Get in direct contact with your customers
- More calls and direct contact with new customers
- Maintenance data in real time
- Clear analysis of fault types and causes
- Improved repair calls
- Efficient preparation for service calls / need for spare parts
- Avoidance of unnecessary repair trips through remote maintenance



ADVANTAGES FOR THE TRUCK DRIVER

- Simple troubleshooting on site (manual / how-to-videos are available in the app)
- Driver receives instructions on how to rectify the fault
- Emergency actuation to put the Tail Lift in how position and go to a service workshop
- App identifies the nearest PALFINGER service partner



HARDWARE REQUIRED

1. **PALFINGER Bluetooth receiver** part number 2064267. Available in the online shop www.eetk.eu
2. **Bluetooth-capable mobile terminal**

Note: the receiver can also be used for radio remote control and can be retrofitted to any cantilever platform.

EASY INSTALLATION



1. connect your Palfinger Bluetooth receiver (software V6.2 required)
2. download the app "PALFINGER IMPACT" from the App-Store/ Play-Store
3. start pairing the app with your lift



SPARE PARTS

The flawless functionality of the tail lift is an essential element when it comes to maintaining the efficiency of a truck. PALFINGER therefore believes in the originality of its spare parts! They are perfectly matched to the tail lifts and therefore simplify the installation / replacement or retrofit.

There are many reasons to use PALFINGER original spare parts:

- The spare parts correspond to the current state of product technology
- Reduction of maintenance and repair costs: e.g. faster installation due to exact fit of spare parts and lift
- The required spare parts are delivered quickly and easily - including next day in regions where express delivery is available

The advantages of the online shop:

- Detailed information of parts required including available stock
- Allocation of shop access with individual display to end customers
- Free shipping is possible in Germany (standard shipping via UPS)!

The multilingual online shop enables fast and easy ordering of spare parts 24/7:

- Spare parts orders with availability check & shipment tracking
- Online warranty claims for tail lifts and spare parts, warranty extensions, E-Claim



www.eetk.eu



