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Benefits of Registering Equipment with the Manufacturer

Using specialized mobile elevating work platform equipment (MEWPs) to work at height helps employers create a safer and more productive worksite available for employees. To keep the equipment productive and safe for the life of the MEWP, as well as ensure maximum return on investment, registering the equipment with the original equipment manufacturer (OEM) is paramount.

For decades we have been told about the benefits of registering products when newly purchased, and more recently manufacturers have been promoting the importance of owners receiving technical update information that improves the machine, i.e.: safety bulletins, product updates and advisories.

The importance of receiving product bulletins is paramount not only to ensure that the safe working condition of the machine as supplied by the OEM is maintained this also drives safe use of the machine, productivity and efficiency. Registration facilitates timely communication between the OEM and you as the equipment owner.

There are a number of reasons why equipment owners should register their product/s, including checking:

- Known MEWP ownership history.
- MEWP is compliant with the applicable market (e.g. EU, ANSI, CSA, AU, etc.) and can legally be used in the applicable community.
- Any important safety, maintenance, and operating information



Manufacturers release information regarding equipment bulletins that is imperative to owners of equipment to maintain the safe condition or to enhance productivity, efficiency and serviceability. These could include:

- *Safety bulletins*
Provide information about the safe conditions and safe use of the MEWP
- *Product Updates*
Changes to the MEWP that affect the performance and reliability
- *Product Advisories*
Provide information on servicing, improving MEWP performance, product use, maintenance and inspections.

Manufacturers constantly work towards product improvements to make MEWPs more efficient.

Registering your MEWP with the OEM should be a key part of your process when taking delivery of new or pre-owned equipment to ensure owners are provided with the latest information and updates to help maximize their investment.

OEMs having current and accurate product owner information will facilitate the timely notification to owners regarding important safety, maintenance, and operating information applicable to their equipment. Receiving and acting upon all updates, notices, and advisories, is an important part of keeping your equipment in a safe working condition.

Another hidden benefit is in the event of your equipment is stolen, the OEM will be able to log this information against a specific equipment serial number and registered owner. The equipment serial number is an important part of offering product support assistance; therefore, the OEM has visibility that this piece of equipment had been reported stolen by the last registered owner.

The manufacturer can also be a useful resource of information to the police and insurance companies for stolen equipment, once a piece of equipment is logged as stolen with the manufacture this will added to the history file.

You never know when the information that the manufacturer has will be called upon in years to come or even if the stolen equipment shows up in a different part of the world from where it was stolen.