DEALER INTRODUCTION PACKAGE

OnSite CUSTOMER SALES PROCESS

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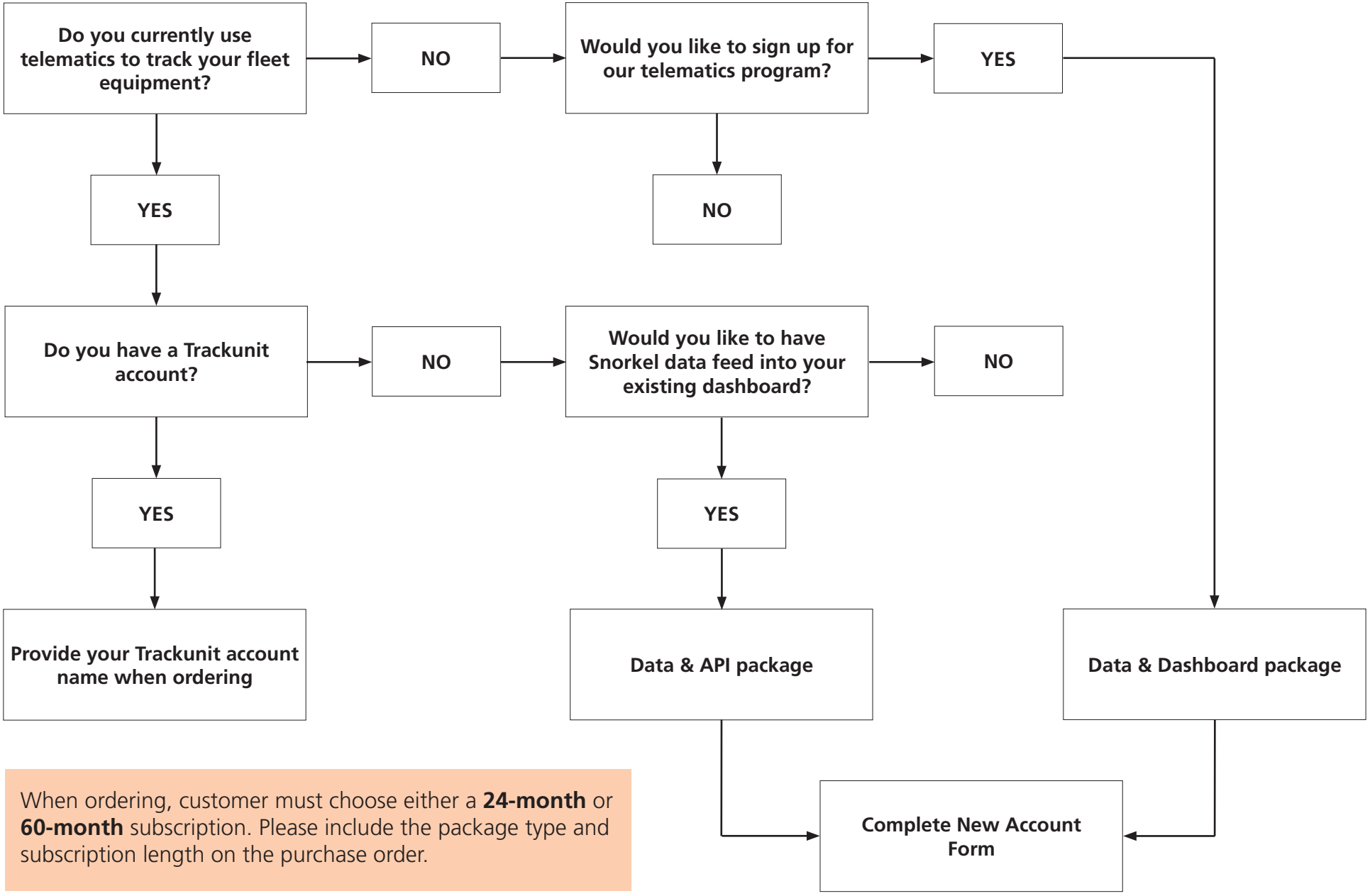

When ordering, customer must choose either a **24-month** or **60-month** subscription. Please include the package type and subscription length on the purchase order.

OnSite™ DISTRIBUTOR ORDERING PROCESS

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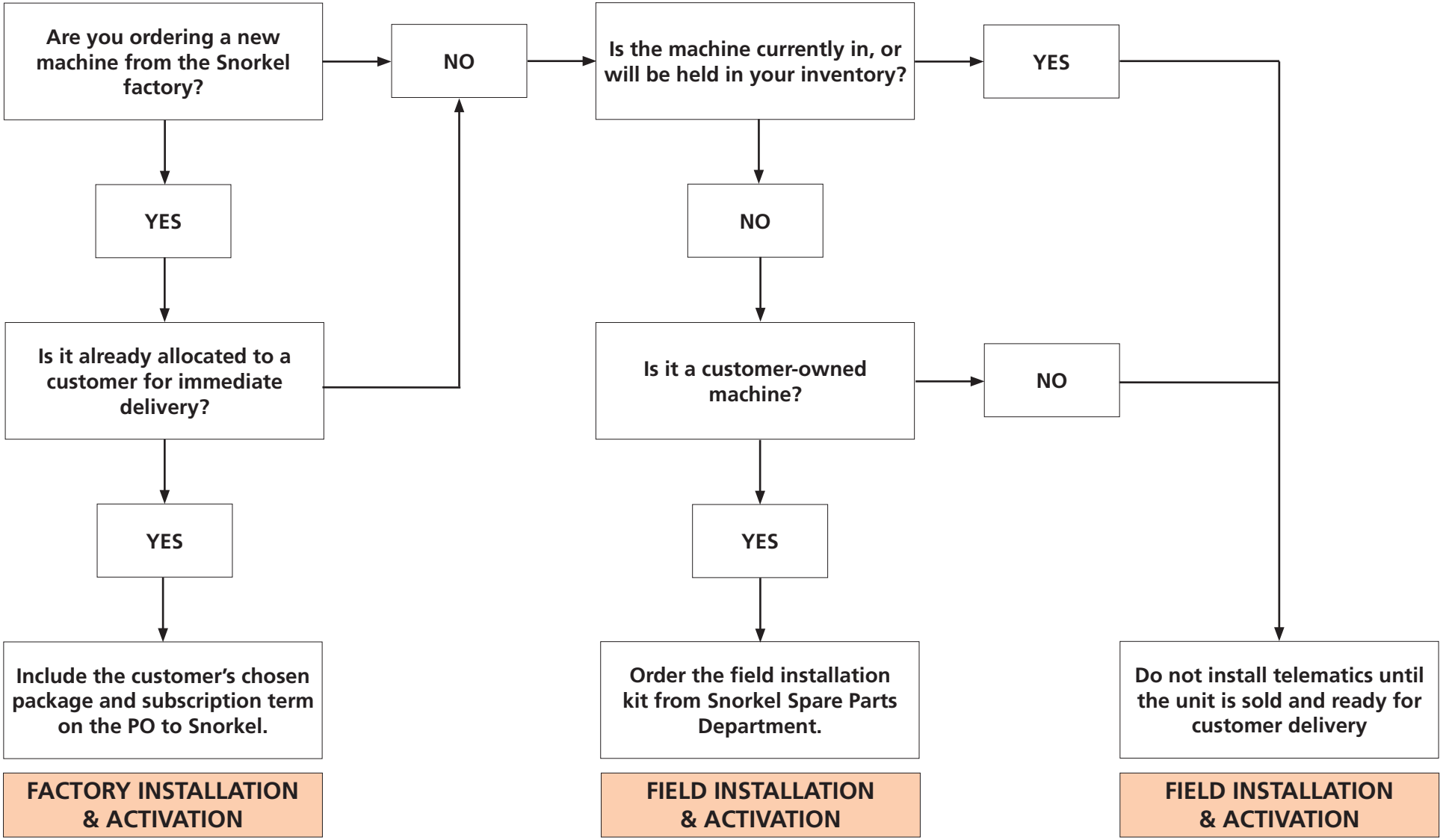

NEW ACCOUNT FORM

To set up a new Snorkel OnSite telematics account, please complete this form and return to your Snorkel customer service representative.

FOR NEW ACCOUNTS

Company Name:		
Company Address:		
	City:	State:
	Zip/Postcode:	Tel:
Administrator:	Name:	Tel:
	E-Mail:	
Time Zone:		
Measurement: (please tick)	☐ Metric	☐ Imperial

FOR SNORKEL USE ONLY

New Account Name:		
Date:	Received:	Processed:

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TELEMATICS DATA BY MODEL

PUSH-AROUND & ELECTRIC SLAB SCISSOR LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
S3006P	X	X	X	X
S3008P	X	X	X	X
S3010P	X	X	X	X
S3210P	X	X	X	X
S3010E	X	X	X	X
S3019E	X	X	X	X
S3215L	X	X	X	X
S3215E	X	X	X	X
S3219E	X	X	X	X
S3220E	X	X	X	X
S3226E	X	X	X	X
S4726E	X	X	X	X
S4732E	X	X	X	X
S4740E	X	X	X	X

COMPACT ROUGH TERRAIN SCISSOR LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
S2255RT	X	X	X	X
S2255BE	X	X	X	X
S2255RTE	X	X	X	X
S2755RT	X	X	X	X
S2755BE	X	X	X	X
S2755RTE	X	X	X	X
S2770RT	X	X	X	X
S2770BE	X	X	X	X
S2770RTE	X	X	X	X
S3370RT	X	X	X	X
S3370BE	X	X	X	X
S3370RTE	X	X	X	X
S3970RT	X	X	X	X
S3970BE	X	X	X	X
S3970RTE	X	X	X	X

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TELEMATICS DATA BY MODEL

LARGE DECK CONSTRUCTION SCISSOR LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
S9033RT	X	X	X	X
S9043RT	X	X	X	X
S9053RT	X	X	X	X
S9031RT-HC	X	X	X	X
S9043RT-HC	X	X	X	X
S9056RT-HC	X	X	X	X
S9070RT-HC	X	X	X	X

SPEED LEVEL

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
SL26RT	X	X	X	X
SL30RT	X	X	X	X
SL26RTE	X	X	X	X
SL30RTE	X	X	X	X

TELESCOPIC MAST LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
TM12	X	X	X	X
TM12E	X	X	X	X
TM16E	X	X	X	X
UL25	-	-	-	-
UL32	-	-	-	-
UL40	-	-	-	-

MAST BOOM LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
MB20J	X	X	X	X
MB26J	X	X	X	X

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TELEMATICS DATA BY MODEL

ARTICULATED BOOM LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
A38E	X	X	X	X
A46JE	X	X	X	X
A46JRT	X	X	X	X
A46JRTE	X	X	X	X
600AJN	X	X	X	X
AB60J	X	X	X	X
A62JRT	X	X	X	X
AB80J	X	X	X	X
AB85J	X	X	X	X

TELESCOPIC BOOM LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
400S	X	X	X	X
460SJ	X	X	X	X
600S	X	X	X	X
600S All Terr.	X	X	X	X
660SJ	X	X	X	X
660SJ All Terr.	X	X	X	X
TB80	X	X	X	X
TB86J	X	X	X	X
TB120	X	X	X	X
TB126J	X	X	X	X
2100SJ	X	X	X	X

TOWABLE BOOM LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
TL37J	X	X	X	X
TL39	-	-	-	-
TL49J	X	X	X	X

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TELEMATICS DATA BY MODEL

ROUGH TERRAIN TELEHANDLERS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
SR5719	X	X	X	X
SR626	X	X	X	X
SR5719E	X	X	X	X
SR626E	X	X	X	X
SR9244	X	X	X	X
SR1442	X	X	X	X
SR1054	X	X	X	X
SR1745	X	X	X	X
SR1331	X	X	X	X
SR1065	X	X	X	X

MATERIAL LIFTS

Model	Machine Status (on/off)	Machine Hours	Machine Location	Battery Level
ML12M	-	-	-	-
ML16M	-	-	-	-
ML20M	-	-	-	-
ML12C	-	-	-	-
ML18C	-	-	-	-
ML24C	-	-	-	-
ML5I	-	-	-	-
ML10I	-	-	-	-
ML15I	-	-	-	-
ML20I	-	-	-	-
ML25I	-	-	-	-

FREQUENTLY ASKED QUESTIONS

What is telematics?
Telematics provide real-time insight into pieces of equipment, no matter where it is located. It provides access to helpful metrics such as machine status, battery charge, location and more at the touch of a button. This data can help to identify usage and maintenance trends to maximize operational efficiency.

What is Snorkel OnSite™?
Snorkel OnSite™ powered by Trackunit is a full-service telematics program now available on most Snorkel mobile elevating work platforms and telehandlers.

What does Snorkel OnSite include?
Snorkel OnSite includes the factory-installation and activation of the telematics module on a piece of equipment. The customer can then choose between two telematics packages:

- **Direct Data & API**
- **Data & Dashboard**

The Direct Data & API package is designed for customers who already operate a telematics dashboard to manage their existing fleet of equipment. It includes the installation of the telematics module and access to an API which will send the telematics data from the Snorkel machine into their existing telematics dashboard. Choose from a 24-month or 60-month subscription to the telematics data.

The Data & Dashboard package is ideal for those starting out with telematics, who do not already have a dashboard. It includes installation of the telematics device to the piece of equipment, plus access to a dedicated Trackunit telematics dashboard and a choice of a 24-month or 60-month subscription to the telematics data, which can be accessed inside the dashboard.

Are there any additional options available?
Yes, an optional access control keypad is available, which can be fitted to a piece of equipment to protect it from theft and provide peace of mind. The dual ID keypad, powered by Trackunit, can limit access by PIN code or RFID card, to make sure only authorized personnel are using the equipment.

What does it cost?
List pricing for the Snorkel OnSite telematics packages and accessories are provided in USD in the latest Snorkel sales manual. These list prices are subject to normal discount factors, as applied to the machine and factory-installed options.

Can telematics be included in a finance package?
Yes. The module installation and subscription is paid for by the customer upfront – there are no ongoing monthly fees. This enables telematics to be included within a financing program, if required.

How are telematics packages ordered?
If telematics are ordered when the machine order is placed with the factory, the chosen telematics package and subscription length should be included on the purchase order. The telematics module will be installed during the machine assembly process and will be activated on shipment from the factory. This means that the subscription term will start when the module is activated, so this option should not be used for equipment that will be held in dealer inventory.

If telematics is required on machines held in dealer inventory or on equipment already delivered to a customer, the telematics module and subscription can be ordered via Snorkel spare parts department for local installlation.

What telematics data is available on Snorkel units?
The type of data which can be accessed via telematics varies depending on whether the equipment has a CAN Bus or Non-CAN Bus control system. A quick guide of what is currently available on Snorkel models can be found in the Snorkel OnSite Telematics Data by Product matrix.

What happens at the end of the initial subscription term?
Trackunit subscriptions are set to expire at the end of their subscription term. Customers will receive a communication directly from Trackunit towards the end of their subscription with details on renewal options. If they do not renew, when the term expires the customer and Snorkel will no longer receive Snorkel data in their dashboard for that unit, unless the customer chooses to allow data sharing.

Who can see/use the data?
Per the terms of the Trackunit EULA, Snorkel has access to the data reporting for any machine installed with Snorkel OnSite telematics. This data is used collectively for monitoring product performance and driving product development improvements. Snorkel has access to view the data on individual machines in the case that product support is required, for the purposes of troubleshooting.

Trackunit takes precautions to ensure compliance with GDPR and has the required Data Processing Agreements (DPA). Trackunit shall not sell or disclose any data unless pursuant to written direction from the Data Controller(s) of such data or pursuant to court order. “Data Controller” is defined as the end customer. Please refer to Trackunit terms and conditions for additional information.

Who can answer questions or concerns regarding telematics?

In the first instance, contact Snorkel customer service for support. If they, or the internal telematics administrator are unable to assist, they will engage a Trackunit representative.

RESOURCES & SUPPORT

Trackunit Online Support Tools

Regional Support and Installation Information: https://www.trackunit.com/resources/

Regional Learning Center: https://www.trackunit.com/learning-centre/

Help Center: https://helpcenter.trackunit.com/s/?language=en_US

Snorkel OnSite Marketing Resources

Snorkel Global Website: www.snorkellifts.com/onsite

Snorkel Brand Center: https://www.snorkellifts.com/Brand-Center
Navigate to 'Campaigns > Snorkel OnSite'. Items are accessible to dealers and employees.

Downloadable items include:

- Snorkel OnSite Logo
- Snorkel OnSite Brochure - English, German, Spanish, French & Japanese
- Snorkel OnSite Print Adverts - Full & Half Page
- Snorkel OnSite Website Home Page Banner
- Snorkel OnSite Roller Banner Stand Artwork
- Snorkel OnSite PowerPoint Presentation Slides
- Snorkel OnSite Promotional Video
- Snorkel OnSite Social Media Graphics

Snorkel OnSite Technical Support

The Platform: https://theplatform.snorkellifts.com
Installation procedures and other technical support materials will be added to The Platform as they become available. If you require technical support in the interim, please contact your local Snorkel product support representative or Snorkel distributor.

The Toolbox: https://www.snorkellifts.com/the-toolbox
Stay tuned for Snorkel OnSite posts. Subscribe to be notified when new content is posted.