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Parts Bulletin D26-302

Date:

March 16, 2026

To:

Mobile Crane Distributor Parts Managers
Mobile Crane Support Personnel

Subject:

Terms and Conditions for GMK R-Parts Program

*** R-Part Program 10-Year Anniversary ***

Dear Business Partner,

Our highly successful GMK Parts Remanufacturing Program is celebrating its 10-year anniversary and we thought this would be a good time to refresh everyone's memory about the rules of the program.

Without a doubt a remanufactured part provides an excellent alternative to buying a new part, with all the advantages of new.

- Remanufactured by OEM to 'as new' standards and 100% tested on functionality
- 25% below list price of the equivalent new part, plus 30% core credit for return of viable core
- 12 months parts warranty

As our remanufactured parts program (R-parts) depends on the return of "cores" to reseed the program, we have created a checklist with some important points below to enable the process to run as smoothly as possible.

Checklist:

- All cores must be complete, no parts missing or disassembled
- Main components (housings, barrels, rods etc.) must be free of tears, gouges or cracks
- Major components should not be broken in half or bent (example: cylinder rod), fire damaged or have deep rust pockets
- Hydraulic components need to be drained and ports securely sealed against leakage to avoid environmental damage through pollution. Any cost incurred through fines or clean-up operations may be deducted from the core value.
- All parts should be adequately packed to guard against transportation damage and rust.
- Core returns must be freight and duty free for MTC within **90 days** of the invoice date.
- Only parts in the R-Parts Program will be accepted. These are easily identifiable by the accompanying signal code in GPX and the text printed under the material on the order confirmation and invoice.

Ship: Complete

Designation	Supersession	Qty	UoM	Unit Price	Amount
03222770	03222770	1	PC		
TELESCOPE CYLINDER					
Confirmed Availability Date:		07 09 2026			
Country of Origin:		DE			
Gross weight:		882 KG			
Customs Code:		87089910			
Comments:		Depending on condition, 30% credit on net value possible. Return (freight prepaid) 90 days after invoice. Contact: GROVE Product Support			

- Please always include the return delivery note to send back your core.
(<https://www.manitowoc.com/parts/mobile-cranes-parts>)
This will help identification of the original sales order, avoid delays and accidental scrapping of the part. The return delivery note is not to be used for warranty parts.

Process: Before a core credit will be issued, we will send it to the original manufacturer for evaluation. If repair is deemed uneconomical, we will contact you and ask you for further instructions (return at your expense or disposal).

We highly recommend to explain this process to your customer to avoid disappointment.

If you are in doubt whether a core is viable please feel free to contact us with pictures (including type plate and serial number).

Should you have any questions or complications, please contact Grove Product Support or the R-Parts Team under EMEA-GMK-RParts@Manitowoc.com.

