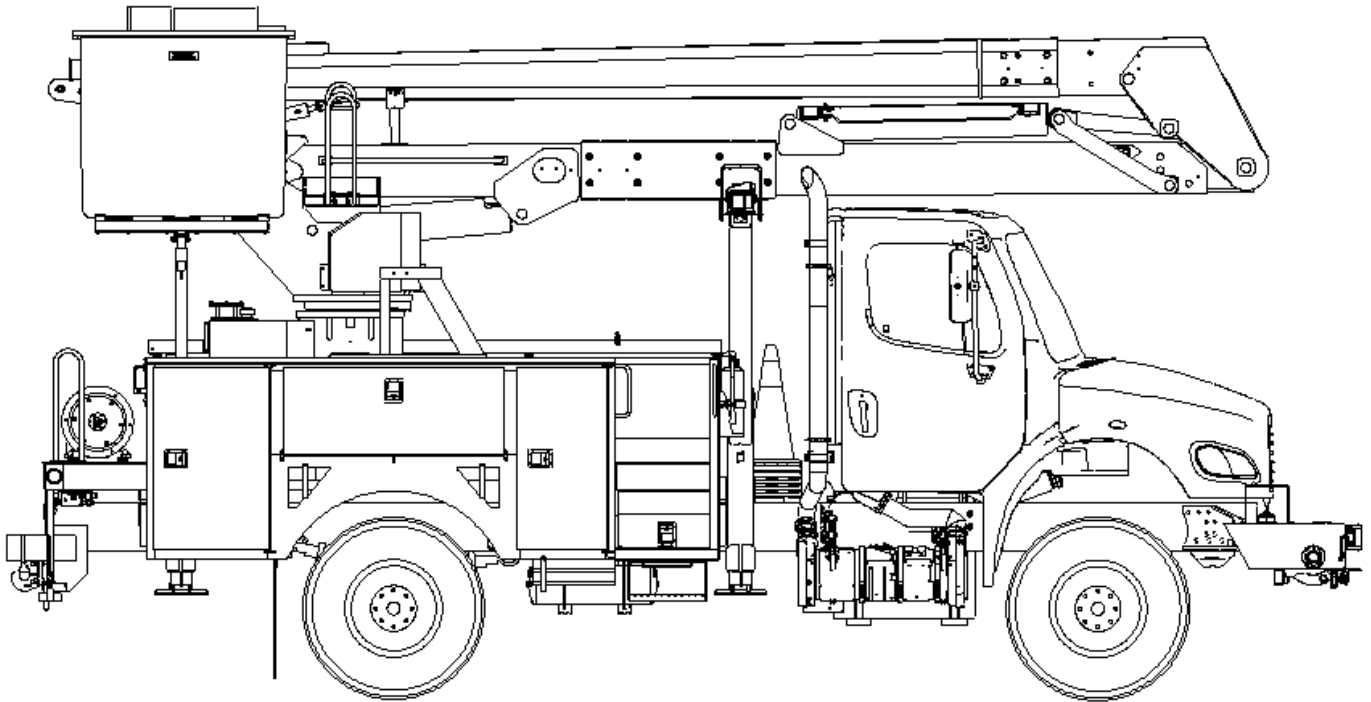




# TECH TIPS

TAKING PICTURES OF FIBERGLASS DAMAGE

NO. 84



**GENERAL KNOWLEDGE**  
TAKING PICTURES OF  
FIBERGLASS DAMAGE



**MODEL(S):**  
ALL TEREX UTILITIES EQUIPMENT



**TOOLS NEEDED:**  
CAMERA  
SANDER  
DEPTH GAUGE  
MEASURING TAPE/RULER  
PAINT MARKER

TEREX UTILITIES TECHNICAL SUPPORT TEAM

PHONE: 1-844-TEREX4U (1-844-837-3948) | EMAIL: [UTILITIES.SERVICE@TEREX.COM](mailto:UTILITIES.SERVICE@TEREX.COM)



## **DANGER**

Failure to obey the instructions and safety rules in the appropriate Operator's Manual and Service Manual for your machine will result in death or serious injury.

Many of the hazards identified in the Operator's Manual are also safety hazards when maintenance and repair procedures are performed.

## **DO NOT PERFORM MAINTENANCE UNLESS:**

- ✓ You are trained and qualified to perform maintenance on this machine.
- ✓ You read, understand and obey:
  - manufacturer's instructions and safety rules
  - employer's safety rules and worksite regulations
  - applicable governmental regulations
- ✓ You have the appropriate tools, lifting equipment and a suitable workshop.

The information contained in this Tech Tip is a supplement to the Service Manual. Consult the appropriate Service Manual of your machine for safety rules and hazards.



TECH TIP 84 | RELEASED 09.20.2022 | VERSION 1.0  
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## INTRODUCTION

This tech-tip provides information/examples on what is needed when staging pictures. As a rule of thumb, it is better to take multiple pictures from multiple angles and distances. Getting good quality photos will help response times and minimize the need for retakes.

## GENERAL TIPS

- Hold your phone horizontal when taking pictures. Holding it horizontal will show more detail than holding the phone vertical.
- Make sure the damaged area is in focus, staying as still as possible to prevent the picture from becoming blurry. If needed, invest in a Tripod or stand to assist with this.
- View photos on a computer before sending. If the pictures are blurry or you cannot determine the amount of damage, then retake the photo.
- Be aware of the total size of the pictures when emailing them in. Most systems have a limit on the size of attachments. To email Terex, the attachments must be under 20 Mb in size. If you have additional pictures to share, send an initial email, then send additional pictures into the case as needed.

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## CHANGE IPHONE SETTINGS

If using an iPhone, you might need to change the camera settings format for Terex to send pictures over email.

### STEP 1

To change setting in iPhone, go to the settings icon.



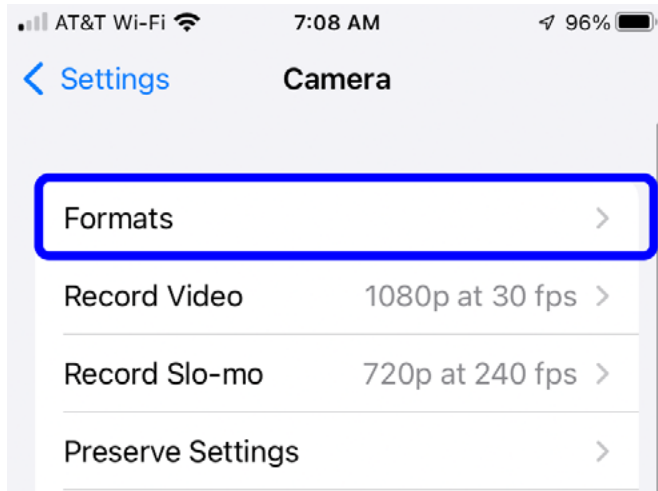
### STEP 2

Scroll down until Camera settings are visible.



### STEP 3

Go into formats:



### STEP 4

Tap on the most compatible. This will change the file type to make sure its viewable via email.



### STEP 5 - FIBERGLASS DAMAGE

**Note:** Print off **Tech-tip #23** and follow along while taking pictures and measurements.

Take the picture at a distance from the damaged area to provide some perspective of the damage location relative to the boom. The far-away picture may need to include most of the boom to get the overall location of the damage.

Also take a measurement from either end of the boom to the damaged area to give us an idea of the location of the damage on the boom. This measurement is from the end of the fiberglass and not the steel. Also take note which quadrant of the boom the damage is on. Refer to Tech-tip #23 for more information.

**Note:** Sometimes marking the boom with colored tape helps to show the area(s) of damage.

**Figures 5 and 6**



**FIGURE 5 - Location of damage showing the boom for perspective**



**FIGURE 6 - Closer view of damaged area**



## STEP 6

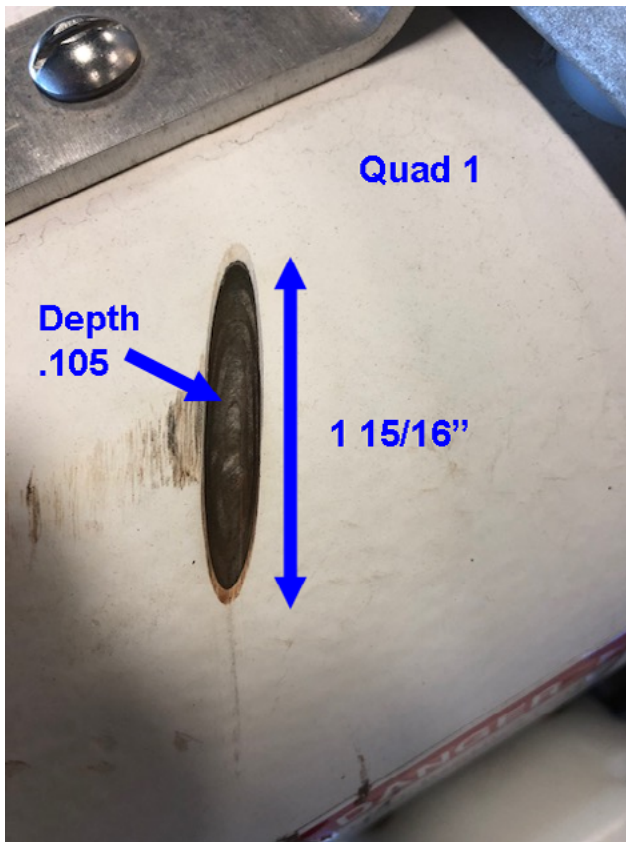
If the fiberglass damage is a cut, measure the depth of the cut and determine the quadrant. The gelcoat on the fiberglass is not included in this measurement.

**Note:** Either write on the boom with a paint marker or draw a picture with the measurements. Please do not send a picture with a depth indicator to show measurement due to glare and camera angle. Unclear measurements can lead to incorrect diagnosis and delays in feedback and repair time.

**Figure 7**

## STEP 7

If the damage is a bruise, sand off the gelcoat around the damage. This will show any hidden damage or bruising under the gelcoat. **Figure 8**



**FIGURE 7**



**FIGURE 8**

## STEP 8

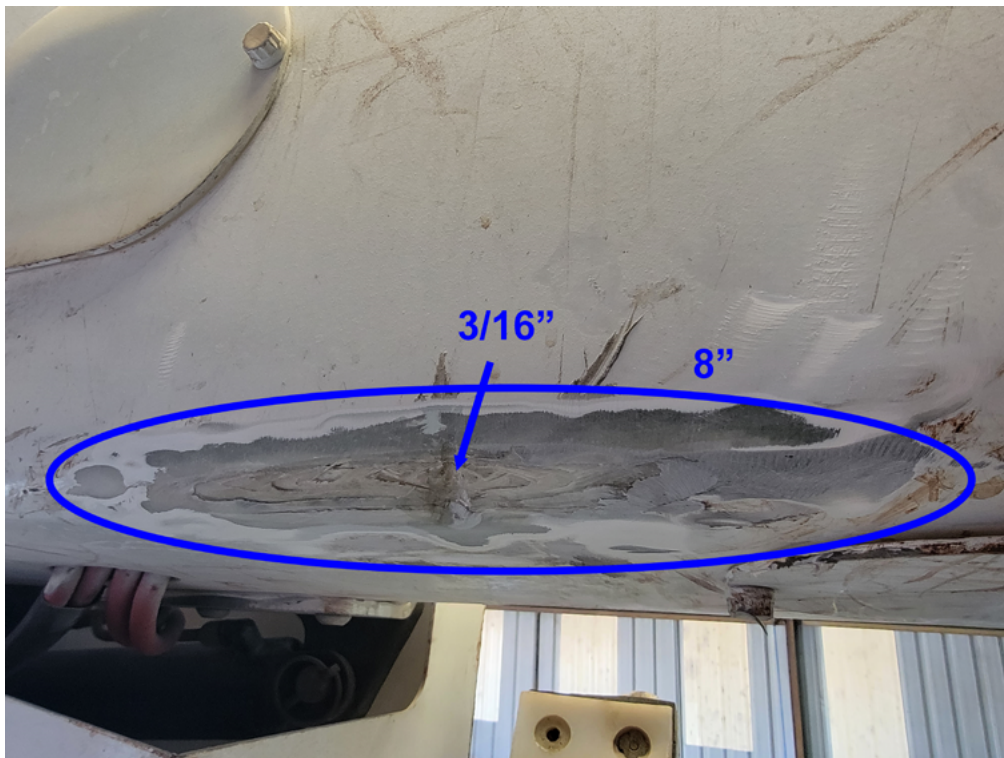
Use a paint marker to mark the measurements on the boom. Required Information: Diameter of the bruise, depth of the bruise and what quadrant of the boom the damage is on.

**Note:** Avoid sending pictures of measuring tape or placing a square across the damage. It can be difficult to read because of the glare and angle of the picture being taken. Unclear measurements can lead to incorrect diagnosis and delays in feedback and repair time. **Figure 9**

## STEP 9

Email pictures, measurements, and the unit serial number to [Utilites.service@terex.com](mailto:Utilites.service@terex.com).

**Note:** If you followed along with Tech-tip 23, the document can be scanned and included in the email.



**FIGURE 9**





FOR FURTHER ASSISTANCE,  
CONTACT THE TEREX UTILITIES TECHNICAL SUPPORT TEAM  
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