



FOR IMMEDIATE RELEASE

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Highlights

- Warranty Hub is part of Genie 360, which includes Genie's comprehensive suite of digital tools focused on making Genie easier to do business with across service, support, and the entire equipment lifecycle.
- By simplifying the end-to-end warranty process, Warranty Hub helps customers save time by moving through warranty tasks with less friction.
- Customers will have greater visibility and fewer surprises because claim status, extended warranty coverage, and related information is contained in one place.

Genie Introduces Warranty Hub, a New Platform that Simplifies the Warranty Process for Genie Customers Globally

The new platform modernizes warranty workflows with an intuitive, customer-focused experience

Bothell, WA (April 2, 2026) – Genie is excited to introduce Warranty Hub, the latest in a series of digital tools designed to make it easier for customers to own and maintain their Genie equipment.

Warranty Hub, Genie's new warranty management platform, delivers a modern, intuitive, fully integrated set of tools designed to simplify how Genie customers manage warranty-related activities, from product registration through claim submission, adjudication, and credit memo processing.

With multilingual and multi-currency capabilities, Warranty Hub will support Genie customers globally. The platform is now accessible through Genie's existing digital entry points, including genielift.com and my.genielift.com, making it easy for customers to access and use the system.

Warranty Hub is part of the Genie 360 suite of digital tools, which are designed to improve how customers engage with Genie across service, support, training, and warranty. Genie 360 initiatives focus on delivering intuitive, connected digital experiences that help customers work more efficiently throughout the lifecycle of their equipment.

"Warranty Hub reflects our continued focus on simplifying and modernizing how customers interact with us," said Vincent Vaché, Genie Director of Global Claims. "A part of Genie 360, Warranty Hub brings

greater clarity, consistency, and ease to the warranty experience, while supporting our broader goal of making it easier to do business with Genie.”

About Genie

Since 1966, Genie has been the leading name in the aerials industry. With offices, team members and manufacturing facilities around the globe, Genie lifts and telehandlers can be found enhancing safety and improving productivity on jobsites worldwide. Genie’s ongoing leadership in aerial lifts and material handlers is built on our ability to consistently deliver superior quality for our customers. At Genie, we achieve this **quality** not by chance, but **by design**. For more information on Genie products and services, visit www.genielift.com.