Bobcat Parts Catalog

User Guide

March 27, 2023

Contents

Introduction

Welcome

Welcome to the Bobcat® Parts Catalog. The Bobcat Parts Catalog provides the ability to search through all parts catalogs to locate parts information in a quick and easy manner. The application also contains information for Bobcat part availability and pricing and support documents including Installation Instructions, Bobcat Technical Information documents, and Service Letters. Bobcat Parts Catalog is available to both Bobcat dealers through "Bobcat Parts Portal", Passport Home page and to the public users from Bobcat.com. The Public version offers access to parts catalog information only and has limited functionality comparted to the full dealer version.

Objective

The purpose of this user guide is to provide details on how best to utilize the Bobcat Parts Catalog application to quickly identify the desired part information to support your Bobcat equipment. This document provides the recommended process to search and navigate the application.

Recommendations

Bobcat strongly recommends locating your product serial number before looking up parts information for a specific machine or attachment to ensure the most accurate information for the desired product.

Browser Compatibility

Bobcat Parts Catalog has been configured to work with most modern browsers. For best results, Chrome or Firefox are recommended.

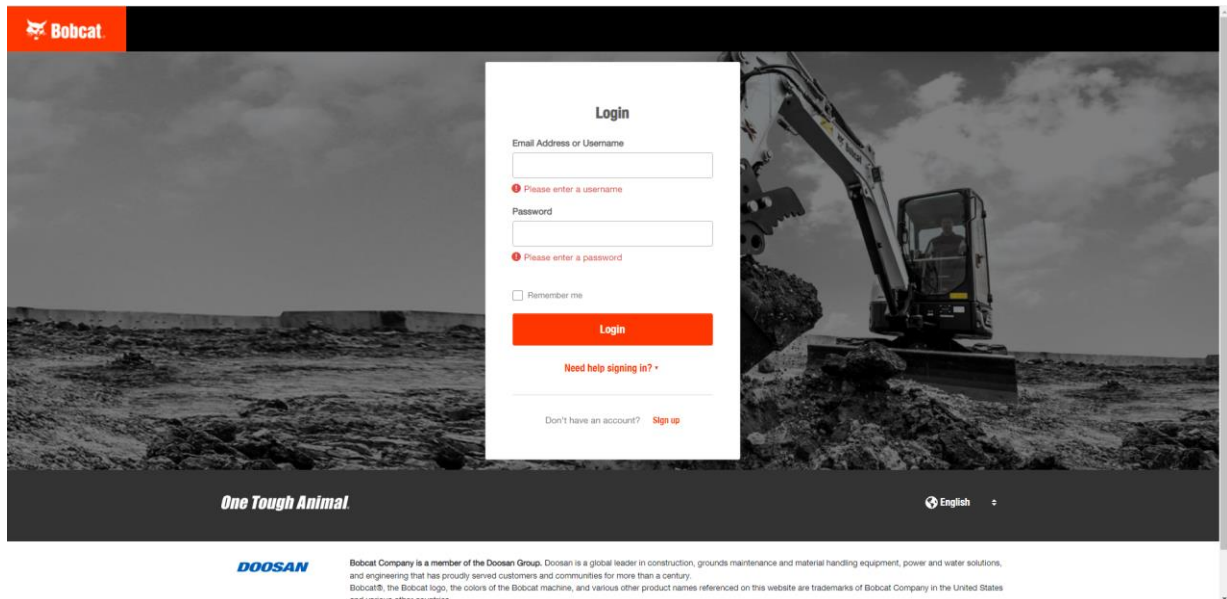## Support

Dealer system access and permissions:

Please contact your Dealer Administrator.

Product & Parts Related Questions:

Please contact a Bobcat Parts Customer Service Representative for all product & parts related questions. (Examples: Help to identify correct parts, pricing, or availability)

Access

To access the Bobcat Parts Catalog application, open a browser and navigate to Doosan Passport login screen with the following address: https://www.doosanpassport.com.

Enter your **Username** and **Password** and press "**Login**." This opens Doosan Passport with the listing of functions a user has access to.

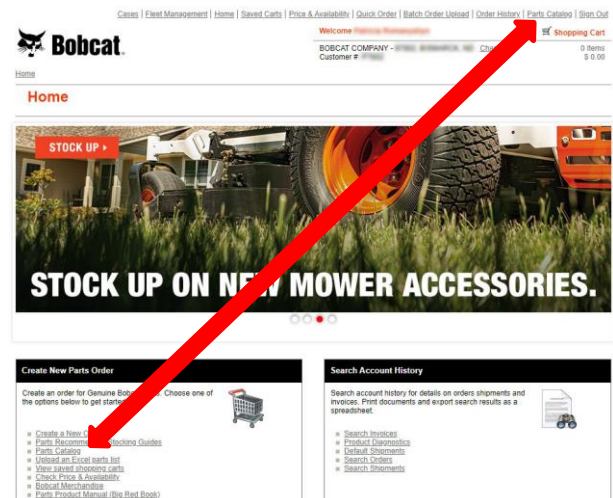Click "**Bobcat Parts**" from Passport Dealer Portal. Click "**Parts Catalog**" to access the Bobcat Parts Catalog.

Note: Your screen may look slightly different based on your Passport user settings. If "**Bobcat Parts**" is not listed, contact your dealer administrator to request access.

Select your dealer organization by using the search keyword or by scrolling to locate your dealer organization.

The Bobcat Parts Catalog application opens.

Home Screen

The home screen is the first screen that appears when entering the Bobcat Parts Catalog application. It consists of 3 main parts.

1. Bobcat Parts Catalog Header – This is the main header showing Catalog, Settings (Admin only), Pick List, and User details.
2. Navigation and Breadcrumb Toolbar – Selection used to determine how to navigate the parts catalog.
   a. Home icon – Returns user back to home screen during review of parts catalog information.
   b. Select Model – Use when a specific model is known for searching and when model is selected will display model and serial number(s) for selection.
   c. Search by name or number – Search parts catalogs via a name and/or a part number.
3. Table of Contents – Complete list of all parts catalogs, which allows the user to navigate from product to product and recently viewed.

Bobcat Parts Catalog Header

Clicking on the "**CATALOG**" button when user is in the Settings or Pick List, will return user to the previously viewed page.
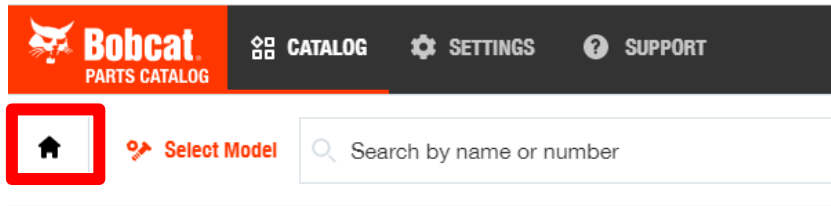
"**SETTINGS**" button will appear only for Dealer Admin. Settings contains Dealer Management System (DMS), pricing and labor rate setup options.

"**SUPPORT**" button contains the User Guide and translations.
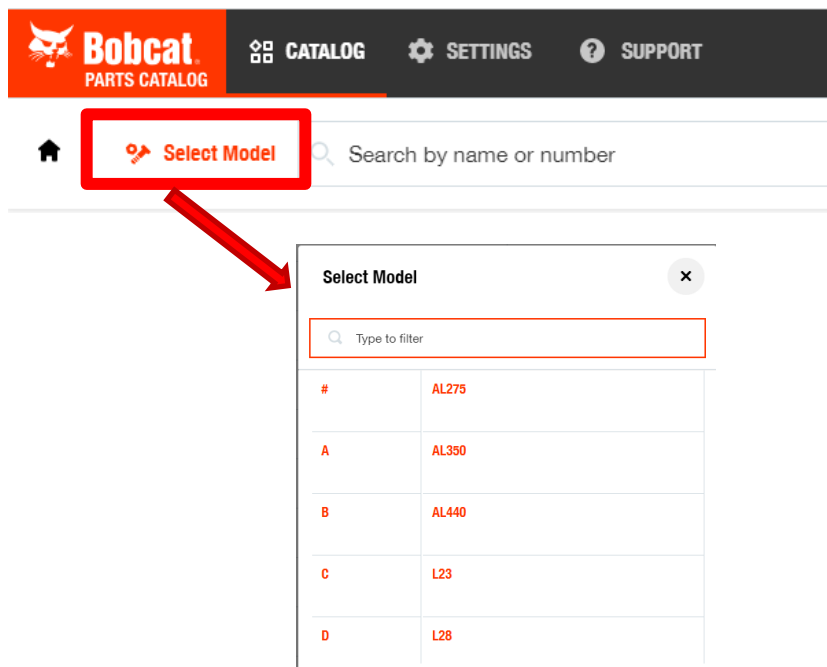
Bobcat Parts Catalog Settings (Dealer Admin only)
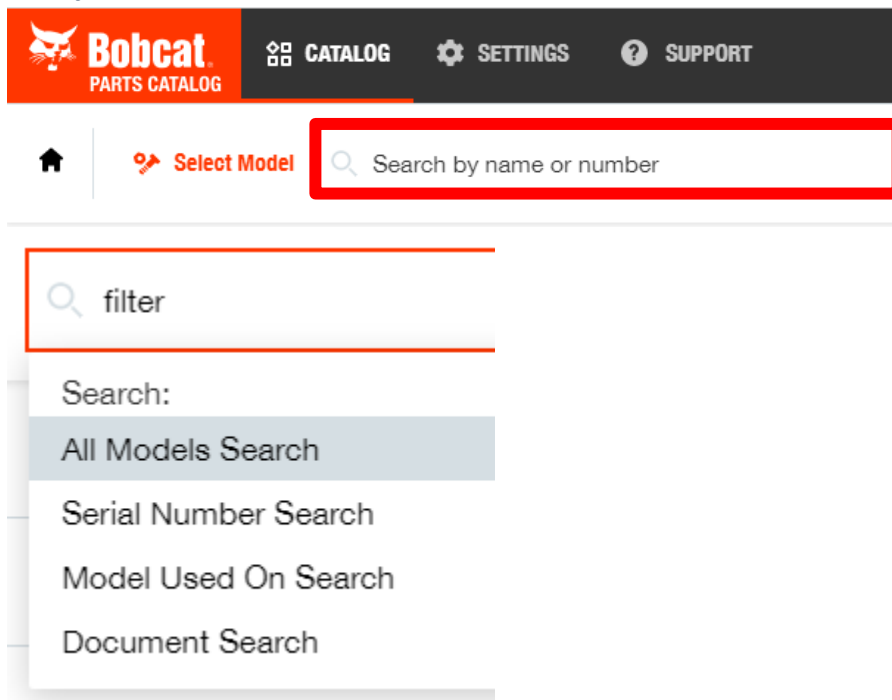
Navigate and Breadcrumb Toolbar

Home Icon

Clicking on the "**Home**" icon will return user to the home screen showing the Table of Contents.

Select Model

Clicking on the "**Select Model**" will display a menu screen allowing user to filter and search for a specific model via alphabetical order by scrolling or begin typing model/product type. Selecting a model will direct user to the parts catalog for that model.
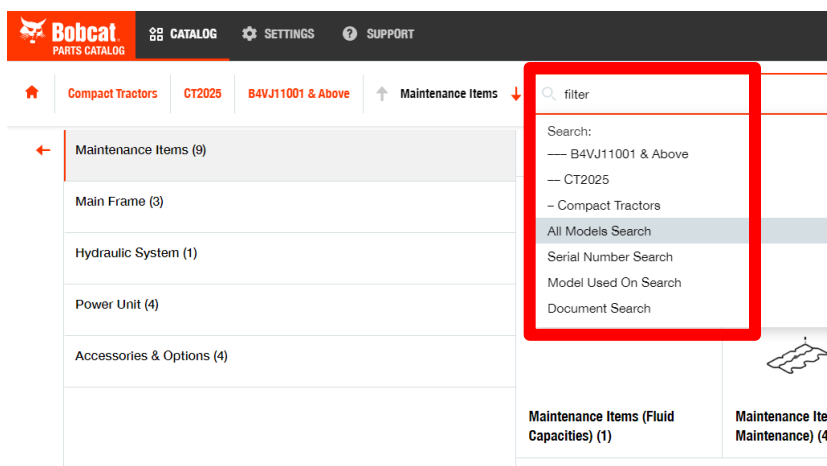
Search by name or number

Clicking in the "**Search by name or number**" window and start typing a word, number, or serial number. Four (4) specific search functions for All Models Search, Serial Number, Model Used On and Document will appear in drop down for user to choose from and will direct user to that area in the Parts Catalog. <u>Note</u>: To search Serial Number, 4 characters need to be entered before **Serial Number Search** appears.

All Models Search – Search all Bobcat products

Serial Number Search – Search by Bobcat Product Serial Number

Model Used On Search – Search all Model Used On

Document Search – Search all Bobcat documents; Bobcat Technical Information, Installation Instructions, Service Letter, Service Letter-Field Modification

<u>Note</u>: Search function can be used at any time when in the parts catalog to find other part details and will include the table of contents if searching within a parts catalog.

Note: To search by serial number, user will need to enter at least 4 characters.

After searching, scrolling reveals the search criteria in the parts list. This can also be found by checking the box for "**View Search Results Only**" to only reveal the searched criteria in the parts list and highlight the call-out number in the illustration.

Search criteria can only be removed by clicking on the "**circle X"** at end of the search field.

Navigation and Breadcrumb

When in the parts catalog, the breadcrumb trail in the Toolbar allows navigation in the parts catalog. Parts Catalog Chapters and Illustrations can be navigated forward or backward by clicking on the "**Up or Down Arrows**" on either side of the Chapter and Illustration Name.

Table of Contents

The Bobcat Parts Catalog Home screen shows the **Table of Contents** for **Recently Viewed** and **all Bobcat Product Types** for direct navigation into the product parts catalog.

Recently Viewed

Clicking on the "**Recently Viewed"** will show all the prior Models viewed for quick access.
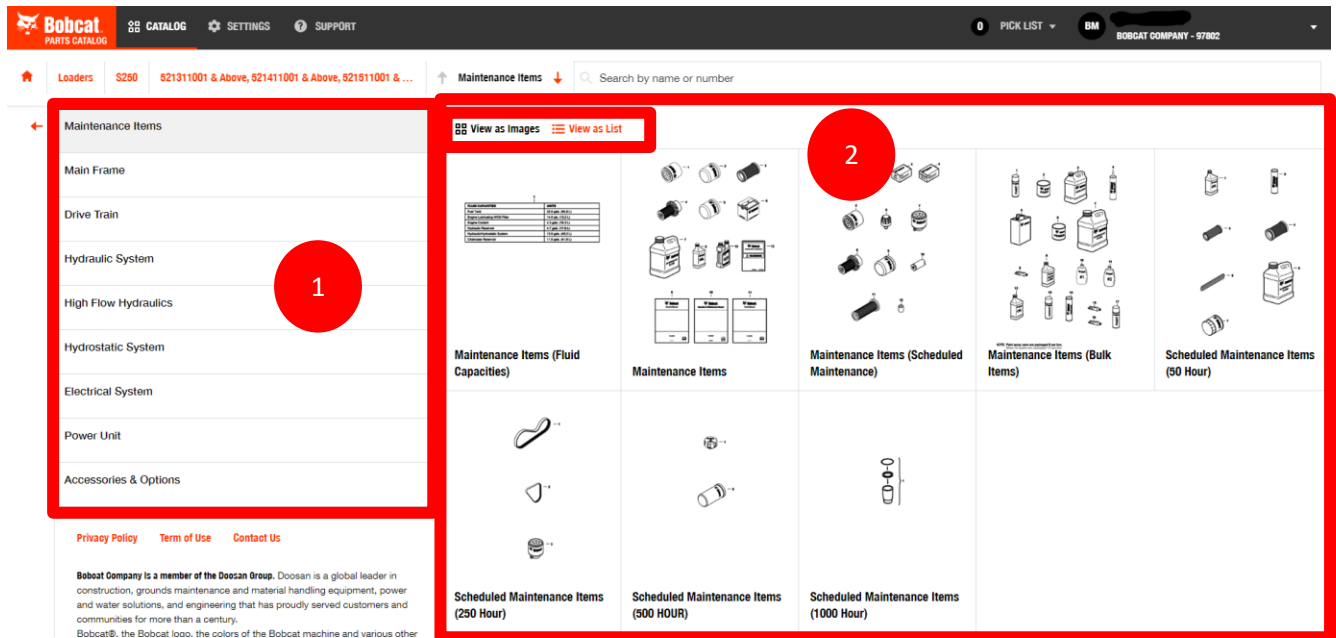
Product Model Type selection

Selecting a **Product Type** will show a list of models to the right.

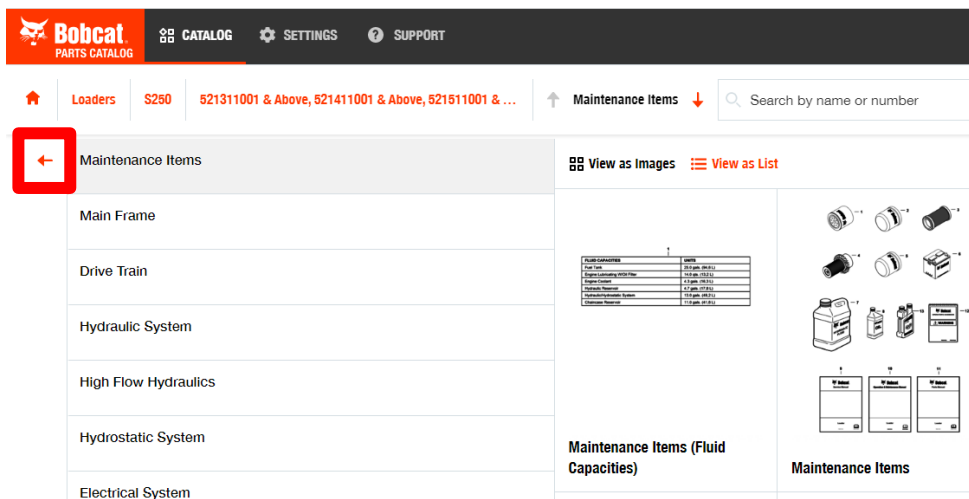Selecting a **Model** will show a list of Model Serial Number(s) to the right.

Select a **Serial Number** to enter the parts catalog for that Product Type and Model.

Parts Catalog Layout

Parts Catalog is made up of 2 main sections.

1. **Chapters** – Chapters are broken out to help direct user to which area of the product the part(s) is located to increase the speed to find the part.
2. **Illustrations** – Illustrations are Parts Catalog pages containing details of the parts in that Chapter.
   a. Illustrations can be viewed as Images or as a List.

Clicking the "**Back Arrow**" allows user to return to The Product Type, Model Type, and Serial Number to make new selections.

Parts Catalog Page

The Parts Page is made up of 2 main sections.

1. **Parts Illustration** – Illustration diagram identifying all the parts.
2. **Parts Reference List** – Details on each of the parts called out on the parts illustration.

Parts Illustration

1. **Illustration Title Visibility** – This shows the title of the current page of the parts catalog. The illustration title can be hidden by clicking on the **"eye"** icon in the upper right of the illustration which will show the illustration number allowing more visibility to illustration details. The illustration size and illustration and Parts List Export will also be hidden when the **"eye"** icon is not crossed out.

2. **Illustration Size** – Click and drag the "**double arrow**" to the right or left to resize the illustration and change the size percentage. Only available if **"eye"** icon is crossed out.

3. **Illustration and Parts List Export** – Click the icon to export the illustration and parts list in a new browser tab. Only available if **"eye"** icon is crossed out.

4. **Illustration Scale** – Click on the illustration and use the scroll wheel or laptop touch pad to increase or decrease illustration scale. Clicking and holding when over an illustration will allow the user to grab illustration and move if scale is more than 100%. Click "**Reset**" to return to 100%.

5. **Back Arrow –** Allows user to return to Parts Catalog Chapters to make new selections.

Parts Reference Detail

The Parts Reference Detail provides the supporting documentation to the parts illustration. When clicking on a reference line, it will highlight all corresponding callouts in the illustration.

Parts Reference Columns

Column Title	Column Description
Ref #	The reference number corresponds to the part callout number in the parts illustration. In some cases, there may be multiple occurrences of a reference number. This occurs when there are multiple part numbers for the same item, usually due to a serial number break. The reference number and the corresponding illustration number are linked together via hotspots. See the Hotspots section for additional information.
Part #	This is the part number of the selected item in the illustration. Occasionally, the part number field will be blank. In this case the description field should provide additional details of part information.
Description	This field provides the part description and any additional details required to ensure the correct part is selected. This may include links to other parts pages. Reference serial number break detail is called out in this field as well. (See Reference Serial or Model Numbers section).
Qty	The number of pieces of each part number required for the corresponding illustration. This quantity will be the amount of a part added to the pick list. Occasionally, the quantity field will contain an "X." See the descriptions field for additional details. If added to the pick list, the quantity will default to 1 requiring the user to verify the pick list quantity.
✚ ✔	This button will add the selected part to the pick list. The quantity added will match the quantity listed for the part or default to 1 for quantity X. Turns into a green check mark when part is added to Pick List.
⋮	Model Used On will show which models that part is used on. Add eNote allows user to add a note to that part.

Parts Page Links

Parts page links are links to another parts page in the same parts catalog. They are used to provide additional details for a given part number. These links can be identified by the illustration number text in red. Clicking the link will open the linked parts page.
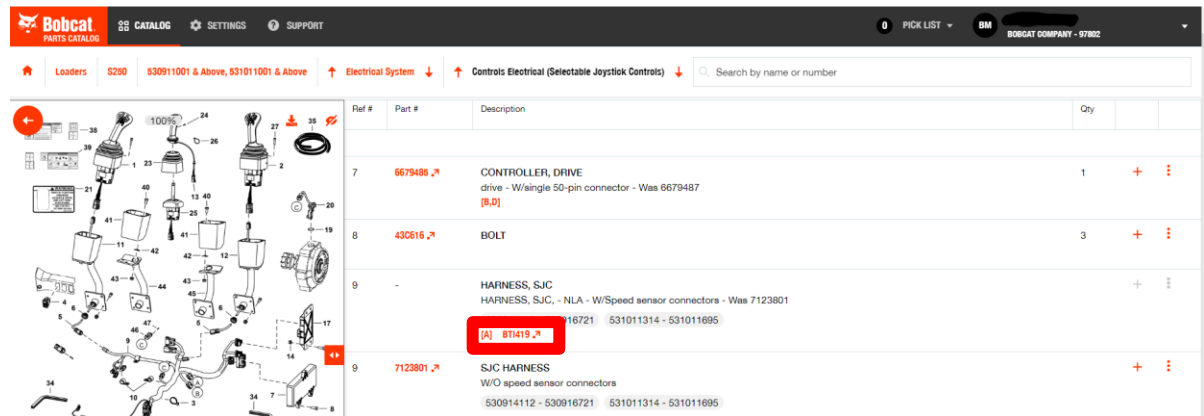
Reference Serial or Model Numbers

Occasionally, a reference line may have details pertaining to a serial number break or model number on an individual part. To ensure you are ordering the correct part, please pay close attention to this detail. Serial number break information will be the last text in the description field and will be called out in a highlighted bubble separate from the other description text. Here is an example of a reference serial number.

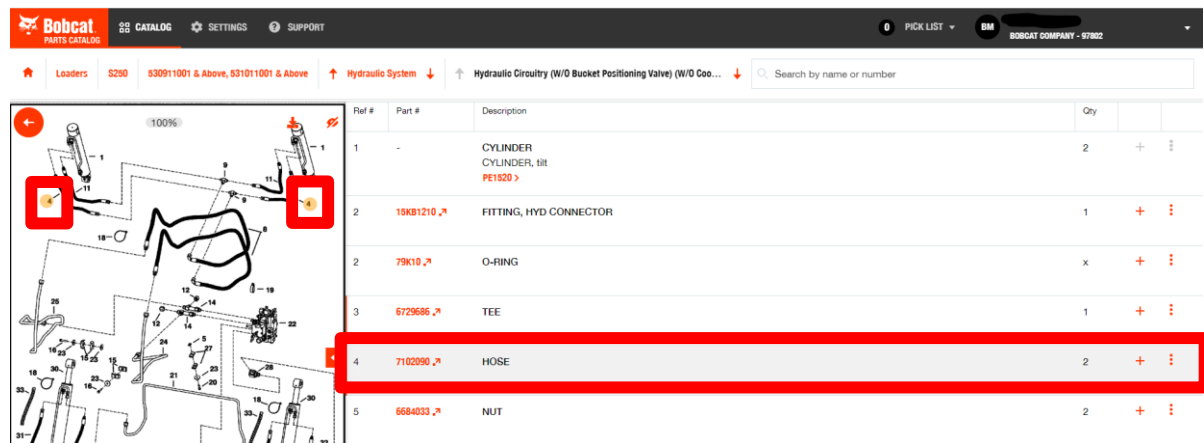## Bobcat Technical Information (BTI) and Service Letter (SL) Links

Document Links are links to either a Bobcat Technical Information (BTI) document or a Service Letter (SL). These documents will provide additional details of what parts should be ordered. These links will appear in in red text indicating a link which will open in another window. The link will open a PDF file of the linked document in a new tab in the browser.

Hot Spots

When hovering over a callout number in an illustration, the cursor hand will change to a pointing finger. Clicking the callout number or the part reference line will highlight in illustration and all reference rows.