

What is the Getman Digital Technical Library?

The Getman Digital Technical Library is a cloud library where interactive parts catalogs and other important content and information is accessible for viewing and exporting. Depending on your access, the Getman Digital Technical Library can be used to view and download manuals, view new parts bulletins, and access, create a list, and export part information.

How do I use the Getman Digital Technical Library? Will there be any type of training?

Information on how to access the Getman Digital Technical Library has been included in the introduction email.

During MORs we will request feedback, and additional information will be added to the Training tile within the Getman Digital Technical Library. If you require additional assistance, please contact technicalpublications@getman.com.

How often is the Getman Digital Technical Library updated with new content and information?

The Getman Digital Technical Library was initially populated with machine manuals going back 2 years. New machine manuals will be added as they are completed and shipped. Access is granted when the machine is commissioned and becomes part of your active fleet unless communicated otherwise. Additional machine manuals can be requested ad hoc, and additional content is added or updated as available.

Will I be charged for the Getman Digital Technical Library?

This service is offered at no additional cost to Getman authorized dealers and customers.

Can I order parts in the Getman Digital Technical Library?

No, we do not currently offer the option to order parts through the Getman Digital Technical Library at this time. We do, however, offer the option to compile and export a list of parts from parts manuals that have interactive parts pages.

Please note, not all parts manuals are interactive. The first interactive parts manual to be introduced in the Getman Digital Technical Library is the ProShot SN 131-10199, and additional manuals will be added with interactive content going forward.



Will part pricing be available in the Getman Digital Technical Library?

Pricing is not available within the Getman Digital Technical Library at this time; however, we do plan to introduce pricing in a future release.

Are there any hardware or software requirements for using the Getman Digital Technical Library?

The Getman Digital Technical Library is supported on the latest version of all major web browsers, including Google Chrome, Firefox, Safari, Opera and Microsoft Edge. The Getman Digital Technical Library is also supported on Internet Explorer 11, but the aesthetics of the user interface will be slightly different from other versions. The Getman Digital Technical Library is also mobile-friendly, and can be accessed on most devices, including smartphones, tablets, PCs and laptops.

Getman Digital Technical Library Troubleshooting

I can't remember my password. How do I reset it?

Please contact technicalpublications@getman.com for assistance with your password.

The Getman Digital Technical Library seems slow. Why isn't it faster?

The Getman Digital Technical Library is a cloud-based software. The two main factors that determine performance are your internet connection speed and the speed of the device you are using to access the Getman Digital Technical Library.

I'm having a different issue in the Getman Digital Technical Library. How do I get help?

Please contact technicalpublications@getman.com for assistance with the Getman Digital Technical Library. Please provide a description of the issue, the serial number of the machine for which you are accessing information, and the full URL of the page you are accessing.

