

# Turf Equipment Service Program

## Benefits

- ✓ **COST EFFECTIVE, WORRY FREE** preventative maintenance service program, performed by factory trained technicians, at factory recommended intervals. Purpose of program is to provide Century Equipment customers an alternative means to maintain their equipment.
- ✓ Century Equipment maintains full liability and Worker's Compensation Insurance coverage. *No worries due to additional costs or liability exposure for the customer.* (Certificates of coverage available upon request.)
- ✓ If parts are required, Century uses only "OEM" replacement parts. All parts used include a 90-day factory warranty.
- ✓ Participants in this program receive a 15% discount on all required replacement parts and a 15% discount on any required billable repair labor.
- ✓ Participants in this program will not be charged any "service call" charges for **emergency** visits to repair equipment. The customer is billed only for the actual work time on equipment.
- ✓ If equipment needs to be repaired at a Century Service location, rental equipment, if available, can be provided for customer use with a 20% discount off the normal rental price. If unit is still under factory warranty, rental equipment, if available, will be provided free of charge.
- ✓ There will be no pick-up and delivery charges on equipment needing repair or service at a Century Service location.
- ✓ This program will not only extend the life of your equipment, but it can maximize the trade-in value of the equipment at replacement time. Century will maintain the service records on each piece of equipment for you.
- ✓ We provide monthly billing services to make budgeting for cash flow easier.
- ✓ Additional customer savings realized due to elimination of "overbuying" replacement parts that never get used.



**Call your Century  
Service Manager for  
more information today!**

**CENTURY** *Equipment*

Visit us on the web at: [www.centuryequip.com](http://www.centuryequip.com).

# Turf Equipment Service Program *Scope*

On a regularly scheduled basis, Century technicians visit the customer and perform the factory recommended scheduled maintenance services as shown on manufacturer service schedules. Schedule for visits will be coordinated by the customer's designated representative with the responsible Century Service Manager. Program includes weekly adjustment of cutting reels and lapping when necessary, weekly sharpening of rotary blades and "end of cutting season" servicing, including reel sharpening.

Customer can choose which pieces of his equipment that he would like to include under this service program and the frequency of the visits. For those customers who have longer cutting seasons, they can add additional weeks of service to their agreement to fit their needs.

Customer will be invoiced monthly for labor according to the approved written schedule agreed upon at the onset of the program. Contracted costs include all labor, parts and lubricants as called for by the manufacturers "Recommended Service Schedule" as outlined in the Equipment's Owner's Manual.

Quoted labor charges are for service work only, as called out in the manufacturer service schedules. Any required repair due to operator negligence, malfunctions, breakage, or normal operating circumstances will be invoiced to the customer on a time and material basis, at the reduced rates/prices that are a part of this program.

This program is completely separate from any factory warranty coverage and should not be construed to be included in the factory warranty that comes with any new Toro equipment or any extended "breakdown" coverage that can be purchased with new equipment.

Quoted service costs assume that equipment is "reasonably" clean when the Century Tech arrives to perform the work and that the operators of the equipment are performing a minimum amount of "operator's maintenance". Sprayers and spreaders should also be empty to allow the tech to begin the services. If any equipment requires cleaning, the Century Tech will perform this work and the customer will be invoiced a modest charge to prepare the equipment for servicing.

## **CENTURY** *Equipment*

If requested, Century Equipment can also service equipment manufactured by suppliers other than Toro, if this equipment IS NOT under any warranty with it's manufacturer. This equipment can be quoted separately, and may require somewhat different operating parameters.

If requested, Century will conduct "documented" training classes with customer's equipment operators covering topics such as the safe operation of the equipment and as to what constitutes proper operator's maintenance and daily checks on the equipment. Such training will be free of charge.

Century assumes that the customer has facilities on site that are suitable for a tech to perform the on-site contracted maintenance and other required repair work.

Century Equipment will conduct an assessment of the condition of the contracted equipment at the start of the agreement and present to the customer written quotes for any additional required or recommended repairs that should be made to the equipment.



Visit us on the web at:  
[www.centuryequip.com](http://www.centuryequip.com).

10-01-2008

**Call your Century Service Manager for more information today!**