

# PowerGard™ Protection Plan

**POWERGARD PROTECTION PLAN DEPT.**  
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## ***Extended Warranty Programs for Golf & Turf Equipment***

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# WHAT IS THE POWERGARD PROTECTION PLAN?

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**PowerGard is an extended warranty for John Deere Gators/Utility Vehicles, Commercial Mowers, and Golf & Turf Equipment that provides coverage for failures or breakdown due to faulty materials or original workmanship that occur beyond the John Deere Basic Warranty coverage.**

- **PowerGard** is not insurance and should never be represented as such.
- **Contracts can only be sold through:**
  - Authorized John Deere dealerships
  - Direct Mail Programs approved by Deere & Company
- **Contracts are only available to your non-residential customers** who purchase any of the eligible equipment under the program.
- **PowerGard Coverage starts** upon expiration of the John Deere basic warranty.

The coverage forms available include:

- **Engine and Powertrain (Limited)** (Specific covered components are listed.)
  - **Full Machine (Comprehensive)** (Specific non-covered components are listed.)
- Both coverage forms exclude high wear items, maintenance items, and attachments. **Note:** For electric TE Gator UVs, only the Comprehensive (full machine) coverage form is available.

**IMPORTANT: All PowerGard Protection Plan contracts must be electronically registered by the selling dealer using the Contract Purchase link in the PowerGard Protection home page via Pathways.**

\*Details on this are available in the Program Administration section.

- PowerGard Protection is only available on equipment with working engine hour meters.

# WHY MARKET THE POWERGARD PROGRAMS?

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In today's competitive commercial equipment market, customers are demanding more warranty coverage, guaranteed or known total costs associated with equipment ownership, and quality parts and service support after the sale. The PowerGard Protection Plan extended warranty helps you compete in these areas of customer expectations in the following ways:

- **Total Cost of Ownership** – PowerGard is a great way for your customers to budget their total cost of ownership. With a one-time fee they can protect themselves from future repair bills for PowerGard covered components.
- **\$0 Deductible** – Your customers incur no deductible, which means little or no out of pocket expenses on covered repairs when failures occur.
- **Flexible Coverage Terms to Fit Customer's Needs** – PowerGard offers many time/hour options to meet the needs of your customers. To determine the time/hour options right for your customers, determine how long the customer plans to keep the equipment as well as the average annual operating hours they typically put on the machine.
- **Transferable Coverage with No Transfer Fees** – When the covered unit is sold, any remaining PowerGard coverage is transferred to the next owner with no transfer fees. The dealership only needs to enter a current owner delivery receipt to John Deere for proper record updating.
- **A \$100 Transportation Allowance** – PowerGard pays up to \$100 for transportation charges when the repair performed is covered under the plan during the PowerGard coverage period for all gator/utility vehicles, commercial mowing equipment, and Golf & Turf equipment.
- **Fast Electronic Claims Processing** – Claims are submitted similar to basic warranty claims. PowerGard reviews most claims within 1 business day of submission and are approved for electronic payment within **2 business days**.

# WHY SELL THE POWERGARD PROGRAMS?

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- **Increase Your Profit Margin on Each Unit Sold** – Every time your dealership sells a piece of eligible equipment, have the salesperson include the PowerGard Protection Fee (List) price. It helps protect your customer against future repair bills and increases your profit margin.
- **Get Ahead of Competitive Programs** – PowerGard can put you ahead of competitors who may or may not have extended warranty programs available for customers. The low cost of the additional protection offered by PowerGard and the additional peace of mind that comes with a longer warranty can be the difference in making the final sale.
- **Tie Customers to Your Dealership while Increasing Service Revenue**  
PowerGard allows your dealership to increase future service business from each customer who purchases a plan.

PowerGard contracts include the following benefits to you and your customer:

- Only authorized John Deere dealers can service covered equipment under the Plan.
- PowerGard requires only Genuine John Deere parts to be used in all covered repairs.
- PowerGard pays full LIST on all covered parts under the program.
- Covered labor expenses are reimbursed based on published pricing guides and/or dealership statistical averages.

- **Transfer All Risk with Extended Warranties to Deere & Company** -  
Avoid costs associated with dealership-backed extended warranties by selling the John Deere PowerGard Protection Plan contracts. PowerGard provides you profit margin potential with no risk.
- **Reduce Cost Sharing under Special Allowance Programs/Policies** -  
Selling PowerGard reduces the need for special allowance payments made by your dealership or your customers. Customers who purchase contracts will not need special allowance considerations since coverage is already purchased on the equipment for a given length of time and operating hours.

# POWERGARD PROGRAM PARAMETERS

## NEW GOLF & TURF EQUIPMENT

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### Eligible new equipment for Golf & Turf program:

3215B, 3225B, 3225C, 3235B, 3535C, 3245C Fairway Mowers

2500 Series Greens Mower

2653, 2653A Professional Utility Mowers

1620 Wide Area Flex Mower

1200A & 1200 Hydro Bunker & Field Rake

TE (Electric), TX Turf, and Pro Gators

For the 1445 Front Mower and 1600 WAM pricing and program parameters can be found in the Commercial Mowing section.

### PowerGard Protection Plan Coverages–Golf & Turf Equipment:

- **Engine and Powertrain (Limited)** – (Covered components are specifically listed.)
- **Full Machine (Comprehensive)** – (Non-covered components are specifically listed.)

**Both the Limited and Comprehensive Coverage Forms exclude all high wear, maintenance items, and attachments or after-market options as indicated below:**

### Not Covered:

- **Typical high wear & maintenance items not covered –**
  - Belts
  - belt-tensioning parts
  - control cables
  - blades
  - mower attaching parts
  - mower gauge wheels
  - spark plugs
  - Hoses
  - fittings
  - fuses
  - light bulbs or lamps
  - oil or other fluids
  - filters
  - glow plugs
  - Tires
  - dry brake assemblies
  - batteries
  - seats
  - exhaust systems
  - paint or decals
- **Parts or components covered under a separate manufacturer’s warranty –** are not covered, including tires, batteries or replacement parts.
- **Attachments or Aftermarket options –** are not covered.

(NOTE: To view sample contracts and additional exclusions, terms, conditions and limitations, go to the “Contract Forms” section on the Golf & Turf PowerGard Protection Plan home page [ in the lower right hand navigation panel]. There are links to every possible contract.)

# POWERGARD PURCHASING PARAMETERS NEW GOLF & TURF EQUIPMENT

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## John Deere Basic Warranty:

**Golf & Turf Equipment** have a standard basic warranty of **24 months / unlimited hours**.

**Note:** TE (electric) Gators, TX Turf Gators, and ProGators have a standard basic warranty of **24 months / 1500 hours**.

## PowerGard Protection Plan:

The PowerGard Protection Plan is available for new John Deere Golf & Turf Equipment. To be eligible for purchasing a PowerGard Protection Plan contract, the Golf & Turf equipment **must be within the first year or the John Deere Basic Warranty and have less than 300 hours**.

## PowerGard Purchasing Eligibility Chart – Golf & Turf Equipment

<i>Basic Warranty Start Date</i>	<i>95 Days / 100 Hours</i>	<i>12 Months / 300 Hours</i>
↓	↓	↓
<b>“Grace Period”</b>	<b>“Delayed Purchase Period”</b>	<b>2<sup>nd</sup> Year</b>
Lowest Price Possible	50% Surcharge Applies	PowerGard Not Available

- **“Grace Period”:** PowerGard Protection Plan can be purchased any time from the **Deere Basic Warranty start date and up to 95 days or 100 hours to get the lowest price**.
- **“Delayed Purchase Period”:** PowerGard Protection Plan can be purchased **after 95 days or 100 hours and up to 12 months or 300 hours with a 50% surcharge applied to the pricing**.

**PowerGard Protection offers a variety of plan term options to help meet the customer's needs based on planned ownership periods and average annual hours of use. PPP plan terms (in total maximum hours provided) typically will not go past the anticipated design life of any product.**

**Time/Hour Options Available – Golf & Turf Equipment**

All options listed include the underlying John Deere Basic warranty for Golf & Turf equipment.

<b>Total Months</b>	<b>36</b>	<b>36</b>	<b>36*</b>	<b>42</b>	<b>42*</b>	<b>48</b>	<b>48*</b>	<b>60*</b>	<b>60*</b>	<b>60*</b>
<b>Total Hours</b>	<b>1000</b>	<b>1800</b>	<b>3000</b>	<b>1750</b>	<b>3500</b>	<b>2500</b>	<b>3500</b>	<b>1750</b>	<b>2500</b>	<b>3500</b>

\***Note:** these plan terms are not available on Bunker / Field Rakes

**Time/Hour Options Available – TE (electric) Gators**

All options include the underlying TE Gator John Deere Basic warranty (24 mo/1,500 hrs)

<b>Total Months</b>	<b>36</b>	<b>36</b>	<b>48</b>	<b>48</b>
<b>Total Hours</b>	<b>1000</b>	<b>1500</b>	<b>1000</b>	<b>1500</b>

**Time/Hour Options Available – TX Turf Gators**

All options listed include the underlying John Deere Basic warranty for Golf & Turf equipment.

<b>Total Months</b>	<b>30</b>	<b>30</b>	<b>36</b>	<b>36</b>	<b>42</b>	<b>42</b>	<b>48</b>	<b>48</b>	<b>60</b>	<b>60</b>	<b>60</b>
<b>Total Hours</b>	<b>500</b>	<b>1000</b>	<b>600</b>	<b>1200</b>	<b>1000</b>	<b>1500</b>	<b>1200</b>	<b>1500</b>	<b>1000</b>	<b>1200</b>	<b>1500</b>

**Time/Hour Options Available – Pro Gators**

All options listed include the underlying John Deere Basic warranty for Golf & Turf equipment.

<b>Total Months</b>	<b>36</b>	<b>36</b>	<b>36</b>	<b>42</b>	<b>42</b>	<b>48</b>	<b>48</b>
<b>Total Hours</b>	<b>1000</b>	<b>1800</b>	<b>3000</b>	<b>1750</b>	<b>3000</b>	<b>2500</b>	<b>3000</b>

# HOW TO MARKET POWERGARD PROGRAMS

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- **Offer Up Front.** Always add PowerGard into the deal. Your chances of selling a contract are much greater at the time of the sale. It also provides the customer with the lowest possible price.
- **Include Costs in Customer's Payments.** Whenever possible, the final price should be quoted including PowerGard costs. It is more difficult to sell additional products after the customer has agreed to certain payments.
- **Display Costs To Show Affordability.** When presenting the cost of the Protection Plan, break down the cost to a measure the customer can best relate. (Example: A 36 months/3000 hour Comprehensive PowerGard contract on a new 2500 Greens Mower is \$2,269 (LIST).) Break the cost down into hours, which would be \$2.26 for each additional hour of protection beyond the 24 month basic warranty.
- **Use Visual Aids in Your Sales Process.** Since you are offering an intangible product, it is important to use the brochures and quotes from printed pages or the PowerGard web site located through *Pathways*. Failure to use visual aids can reduce sales by as much as 50%. (See the *PowerGard Promotional Tools for part numbers*)
- **Indicate if the plan was Accepted or Rejected on the Purchase Order.** Make sure to check either the "yes" or "no" box on the customer's purchase order. This assures that PowerGard Protection Plan will get offered at every sale, plus, you will have documentation that the customer was presented with the product and made a choice.
- **Utilize the PowerGard Protection Plan Rejection Form.** If a customer declines to purchase the plan, use the Rejection Form. This assures your dealership that you will not absorb repair costs on equipment that were not sold with a contract. (See the following page. Use it to make copies.)
- **Paid by PowerGard Indicator.** For customers who have purchased PowerGard fill out repair orders showing the work that was completed and list the associated price for each repair. Then, write or stamp "**PAID by PowerGard**" on it so they can SEE that their purchase was a good decision. You could also use these types of repair orders to show future customers the value of PowerGard.



# POWERGARD PROTECTION PLAN CUSTOMER REJECTION FORM

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Equipment Model: \_\_\_\_\_ Pin# \_\_\_\_\_

Date of Equipment Purchase: \_\_\_/\_\_\_/\_\_\_      Date *PowerGard* Rejected: \_\_\_/\_\_\_/\_\_\_

I have been offered the coverage options available through the **PowerGard Protection Plan** on the equipment listed above. I understand the general terms and conditions of the protection offered in the **PowerGard Protection Plan**, and have chosen not to purchase any extension options beyond the protection provided by the John Deere basic warranty.

With my signature below, I waive any possible rights or claims on warranty related repairs or items once my equipment (listed above) is beyond the time or operating hours provided by the original John Deere basic warranty.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Dealership Representative Signature

# HOW TO PROCESS A POWERGARD CONTRACT

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**All *PowerGard* Protection Plan contracts must be entered on John Deere Pathways when they are sold to be valid.** Verbal quotes and handwritten schedules of coverage will not be honored unless entered on Pathways within program parameters.

❖ Any contract, which is not entered on Pathways, will be the selling dealer's responsibility.

To purchase a *PowerGard* Protection Plan contract, go to the SALES or SERVICE section of Pathways, then under the "Marketing" section to find the PowerGard Home Page. Perform the following steps:

- Select the Purchase Contract link on the PowerGard Protection Home Page.
- Enter the PIN number of the eligible machine.
- Enter information and answer basic questions on customer, dealership number hour-meter reading, contract purchase date, etc.
- Select the eligible time/hour option and plan desired and simply purchase online.
- The screen will then show all of the detailed information on the customer, dealership, *PowerGard* Protection Plan terms chosen and the dealer base cost (reference number). Check the information on the screen carefully. The question, "Do you wish to purchase this contract?" will appear on the bottom, which will require you to answer yes with a "Y" or no with an "N".
- Adobe Acrobat opens, there is a print icon on the toolbar to print a copy of the contract purchased. Close (X) out at the right hand corner of the document. You should receive "Purchase Was Successful". OK to complete or close to purchase.


Remember, any contract which is not submitted via the Purchase Contract link on the PowerGard Protection Home Page, is not a valid contract with John Deere and will be the dealer's responsibility for future covered repairs under the plan.

If you need assistance, please contact the PowerGard Protection Plan Dept. at  
**1-866-866-1212 (Options 1 - 5)**

# POWERGARD CERTIFICATE CARDS

The certificate card below will be issued to the customer, along with the PowerGard Protection Plan terms, within approximately 30 days of contract processing.

[ Front of card ]

  
**JOHN DEERE**

## PowerGard Protection Plan Certificate

Machine Data		Protection Plan Information				
Model	PIN	Delivery Date	Deductible	End Date	End Hours	Protection Plan Purchased

The John Deere PowerGard Protection Plan is an extended warranty on select covered components providing reimbursement for parts and labor (less any applicable deductible) for failures or breakdowns that occur beyond the John Deere Basic Warranty on John Deere equipment.

**Selling Dealer Name and Phone Number:**


**Customer Information:**

**Important Notices:**

- All deductibles are applied per covered work order.  
[For Tractors Only]
- JD Value Lease \_\_\_\_ Yes \_\_\_\_ No
- Commercial Scraper Applications \_\_\_\_ Yes \_\_\_\_ No

See the reverse side of this certificate for more details, and reference the actual PowerGard Protection contract for all terms, conditions and limitations.

[ Back of card ]

  
**JOHN DEERE**

### IMPORTANT NOTICE TO PURCHASER

The *PowerGard* Protection Plan only applies to covered components of Covered Equipment, which is specifically described in the Schedule Of Coverage and is subject to the terms, conditions, and limitations set forth in the *PowerGard* Protection Plan.

Throughout the *PowerGard* Protection Plan, the terms “you” and “your” refer to the purchaser of the *PowerGard* Protection Plan. The terms “we,” “us,” and “our” refer to John Deere\*. (\* With respect to purchasers in Canada, John Deere means John Deere Limited, 295 Hunter Road, P.O. Box 1000, Grimsby, Ontario, L3M 4H5. With respect to purchasers in the United States, except for the specific states identified below\*\*, John Deere means John Deere Warranty Inc, One John Deere Place, Moline, Illinois, 61265-8098.)

Read the *PowerGard* Protection Plan carefully. Your rights and remedies under the *PowerGard* Protection Plan are limited as indicated below. The coverage term selected below may be terminated prior to expiration under the provisions of Paragraph F. of the *PowerGard* Protection Plan. Where permitted by law, JOHN DEERE products carry no implied warranty of merchantability or fitness. The *PowerGard* Protection Plan is not insurance.

\*\* For purchasers in DC, GA, HI, IN, MI, MN, NY, NC and WI John Deere means Deere & Company, One John Deere Place, Moline, Illinois, 61265-8098.

This PowerGard Certificate Card serves as your proof of protection for the equipment scheduled on the reverse side. All coverage, terms, and conditions applicable to the covered equipment and components are determined by the actual PowerGard Protection Plan agreement. All repair work covered by the PowerGard Protection Plan must be performed by an authorized John Deere dealership in order for proper coverage determination and reimbursement under this protection plan. PowerGard Protection is transferable to all subsequent owners. All questions and inquiries should be directed to an authorized John Deere dealership, or call toll free 1-866-993-3373.

# HOW TO SUBMIT A POWERGARD CLAIM

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PowerGard coverage begins upon the expiration of the John Deere Basic Warranty and ends upon reaching the predetermined time or hour limitations chosen, whichever occurs first.

Any authorized John Deere dealer can perform repairs and submit claims under PowerGard. Follow these steps to submit a PowerGard claim:

## 1. Gather Information

For Gator/Utility vehicles, commercial mowing equipment and Golf & Turf equipment, there is a **\$0 deductible**, so separate work orders are not required when multiple failures occur.

## 2. Submit Claims

All PowerGard claims for repairs must be electronically submitted in the JD Warranty System and should be submitted within **15 days** of failure. Refer to the PowerGard contract for complete terms and details of the plan.

- Requests for delay in submitting claims will only be allowed in situations where required repair parts are on backorder (or other similar circumstances).
- The “PowerGard Protection Claim Extension” request form must be submitted to the PowerGard Service Processing center for approval in these submission delays.

## 3. Processing of Claims

All claims are reviewed within 1 business day of submission and most are settled within 2 business days. (In some cases it may take longer than 2 business days to settle some claims, due to external factors, or availability of information.)

## 4. Reimbursement

Once the claim is approved, the **credit issued to the dealer electronically** will be the approved amount less any applicable deductible.

- Dealers will be credited for parts costs at John Deere’s list price.
- Labor will be reimbursed at their retail labor rate times the reasonable number of hours established for the repair. The maximum cumulative reimbursement on any Covered Equipment shall not exceed 100% of the manufacturer’s suggested list price of the covered equipment excluding any license fees, taxes, and insurance premiums. This maximum applies per PowerGard contract purchased.

**Note: Diagnostic time is reimbursable under PowerGard Protection contracts (on contracts written 9/1/07 or later).**

- A maximum of \$100 is allowable for transportation reimbursement per covered repair event. This must be requested by the dealer on all covered claims under “other credits” for reimbursement.
- If any outside labor and/or materials is used in the completion of a qualified repair, a description of the charges, such as work performed, supplier, and cost incurred must be typed in the Other Credit field of the claim. Reimbursement for outside labor and materials will be at the actual cost figures.

# POWERGARD PROTECTION PLAN DEALER ACKNOWLEDGEMENT

Fax 309-749-0789

Marketing Unit # \_\_\_\_\_ Dealer # \_\_\_\_\_  
(if more than one, list below)

I, \_\_\_\_\_ of \_\_\_\_\_  
(Authorized dealer or representative) (Dealership name)

have read the instructions, overviews, terms and conditions of both the *PowerGard* Protection Plan contract and the *PowerGard* Protection Plan Administration Manual, and fully understand the dealership duties and responsibilities of this program. I also understand that should my dealership participate in this program and fail to abide by the rules and guidelines pertaining to the *PowerGard* Protection Plan as set forth in this and any other administrative manual, this program can be terminated and made unavailable to my dealership (including those listed below), by Deere & Company.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_

\_\_\_\_\_  
(Dealership name and dealership number) # \_\_\_\_\_