



Enns Brothers ServiceGard Uptime Guarantee

The uptime guarantee has 2 main components, both designed to maximize uptime and reduce the chance of in season failures.

1. To provide a package of complete service and regular maintenance. The ServiceGard Gold package includes Inspection, regular service and maintenance. Our Technicians follow detailed checklists and use only genuine parts.
2. To provide a personalized Parts-on-Site consultation with a list of normal, recommended wear parts and service items so customers will have a ready supply of proper parts, grease, oils, and lubricants on their worksite.

Uptime Guarantee Statement: *If a unit receiving a certified ServiceGard Gold Inspection, has an emergency “unit down” failure during the season of use, and we cannot get it up and running with in 24 hours, Enns Brothers will provide a reasonable replacement unit at no charge.**

Guidelines and Details:

- Season of use is 90 days from the 1st use date (the date the machine goes into service)
- Unit down refers to a failure that disables the machine for more than 24 hours.
- If, upon evaluation of the failure, it is deemed the repair will take longer than 24 hours, we will make arrangements to provide a loaner as soon as possible.
- Due to our extensive parts inventory and after hour service capabilities, in most cases, we can get John Deere machines up and running the same day or next day. Free loaners will not be provided if the repair can be made within a reasonable time frame of 24 hours from failure.
- Machine must have been through a ServiceGard Gold program and must receive a Certified Sticker showing we have completed the recommended repairs.
- Guarantee does NOT cover breakdowns due to abuse, misuse or damage caused by lack of regular repair or regular maintenance. Damage caused by accidental collision, fire or ingestion of a foreign object is also not covered.
- Enns Brothers cannot guarantee the replacement machine will be an identical year or model, however every attempt will be made to provide a machine of similar capability whenever possible.
- Enns Brothers will not guarantee repairs that are made by someone other than our Technicians.
- Customer is responsible for fuel, maintenance, repairs and insurance on the loaner machine while in his custody

