

## Customer FAQs

### **If purchased from another individual or at a farm auction, can I still purchase PowerGard?**

Contact your John Deere Dealer to find out if your machine is eligible.

### **Who do I purchase PowerGard from?**

PowerGard is only sold through John Deere Dealers.

### **How do I know that my dealer did in fact purchase the PowerGard?**

PowerGard mails out Contract Cards and Coverage Forms to the customer after PowerGard is purchased. However, if the customer's address was incorrect or if the dealer did not submit any required certification the contract card may not have been received by the customer.

### **What is the best way for me to find more general information?**

Contact your John Deere Dealer.

### **I do not understand the coverage on my tractor? I wanted 3 years but my contract is only showing one more year!**

If PowerGard is purchased while in warranty, the contract will include basic warranty. If 36 total months and 1500 total hours were purchased, there will be one year of PowerGard coverage or 1500 hours of use, whichever comes first.

### **I am purchasing a different machine and need my PowerGard transferred from my previous machine to the new one. Is this transferrable?**

No, the PowerGard contract that was purchased stays with that unit.

### **My machine just went out of basic warranty can I still get PowerGard coverage? If so how?**

No, once a customer owned unit is beyond the basic warranty period, PowerGard is not available for that unit.

### **My PowerGard contract is going to expire; can I buy additional coverage for my machine?**

Some products do have upgrade options, but may require certification. Contact your John Deere Dealer to find out if your machine is available for an upgrade.

### **Can I finance PowerGard when I finance my machine?**

In general yes, you would have to contact your financial institution or dealer for verification.

### **Do I have to use a specific dealer for my PowerGard warranty work?**

For most contracts any John Deere Dealer can perform the warranty repairs. If a Short Term used Tractor PPP contract was purchased, the dealer that sold the contract will have to perform the warranty repairs.

### **Do I have to pay the deductible for every issue that is wrong with my machine?**

There is one deductible per covered event. If a work order has several segments or issues, there would be one deductible.

**Do you cover transportation costs?**

There is no travel, transportation, or shipping coverage.