



What a great year for growing grass! Some may even be wondering if Noah's flood is returning. The 2025 summer season is starting off green and wet. Let's take advantage of this opportunity for a great season! This communication contains important service and warranty information that will help ensure you are running efficiently.

- **New Customer Equipment Delivery Checklist:** Purchasing a new Ferris mower is an exciting time for your customers. In today's competitive market it's the little things that make a big impact on the purchasing experience. Reviewing a product's features and functionality is an important part of the sales experience. Ferris has added a new tool for you to use in conjunction with the dealer setup checklist. It's the new "Customer Equipment Delivery Checklist" and can be located through the model search on the PowerPortal. There is also a version in the **SERVICE** section of our CADCo website. These are editable PDF documents that you can fill out and print. This document is your opportunity to sell the value of your organization, delight the customer with a great delivery experience and to review all the equipment's features and functionality. Use this opportunity to talk about the maintenance that their new Ferris requires, including engine oil changes, spindle lubrication and particularly highlight the importance of transaxle service. Educating the customer upfront is way easier than having a difficult conversation after a failure has occurred that may not be covered under warranty due to lack of basic maintenance. Notice the dealer and customer signature lines. Customers are much more inclined to pay attention and ask questions when you ask them to sign an acknowledgement. This is an opportunity to remind the customer that you, their Ferris dealership, stock Ferris maintenance parts, service kits, air filters and grease. You are the expert, and they should contact you to schedule maintenance or purchase maintenance supplies.
- **Warranty Policies & Procedures Manual 80135931:** Recently released is the new combined engine and equipment warranty policies and procedures manual to streamline the warranty policy. It spells out some things more clearly. An example would be the battery replacement reimbursement amounts. You can find this manual on the Power Portal or the **FERRIS WARRANTY - SERVICE** tab on the CADCo website.
- **ACH Direct Deposit Warranty Reimbursement:** If you have not set up ACH direct deposit for warranty reimbursement, the process is easy! Simply complete the [Ferris-Briggs Direct Deposit Authorization](#) from our CADCo website and mail the completed form to: Attn: Warranty Administration, Briggs & Stratton LLC, PO Box 702, Milwaukee, WI 53201-0702. ACH direct deposit means no waiting for checks in the mail., no risk of it getting lost, and faster access to your money! Please consider converting over to direct deposit if you have not already done so.

- **OEM Parts Warranty Reminder:** Using OEM parts is critical to the longevity and reliability of your customers' equipment. Sell the value of your dealership and OEM parts when completing any service work during your customers' warranty periods. Remind customers that when you install an OEM part during routine maintenance or warranty work, it will eliminate future warranty questions often had when installing non-OEM parts.

Not all parts are created equal! Just because it fits doesn't mean it meets the high standards of genuine OEM components. For example, consider our transaxle oil filters. OEM Ferris/Hydro-Gear oil filters are specifically engineered to ensure optimal performance of the Hydro-Gear transaxle. These filters are designed for suction vs engine oil filters that operate under pressure. Using the wrong filter could cause a transaxle failure. Damage caused by incorrect filters or poor maintenance is not covered under warranty. Avoid failures and difficult customer conversations by always using genuine Ferris OEM parts!

- **Contacting CADCo Technical Service & Warranty Support Teams:** There are multiple ways to contact us. Please have your model and serial available. The preferred methods of contacting us when you need support are:
 - Use our **NEW Service Contact/Pre-Authorization Form** link on our website. Go to shop.cadcodist.com and hover over **SERVICE**. Click on **TECHNICAL SUPPORT** and then click on the **Service Contact/Pre-Authorization Form** link. While still under development, it is functional,
 - Email us at service@cadcodist.com. This is a fast and easy way to have your service questions answered. We take pride in answering all emails the same day we receive them.
 - Call our world class service team directly @ 908-878-4052.

The dog days of summer are coming with the Triple H! (Hazy, Hot Humid for you non-Jersey people!) We hope to ease any Triple H irritability by improving our service and warranty communication. Our previous Ferris quarterly communication is posted under the **SERVICE** tab on our website. Please contact me with any concerns or suggestions.

Sincerely,
Jeff Barrows
Technical Service Manager



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