



The 2025 cutting season is fast approaching. This email contains important warranty reminders that will help ensure this season runs smoothly. Providing complete information when submitting warranty claims helps ensure claims will be processed without delay and reduce the need for follow-up communications.

- **Contacting CADCo Technical Service & Warranty Support Teams:** When calling, we need your dealer name and the location you are calling from. Please have the model and serial number of the unit you are contacting us about ready for us to generate a service case/call for you. 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 at 908-878-4052.
- **Labor Reimbursement Changes:** Ferris has increased the [Labor Guide](#) times given for battery replacement and hour meter claims to a ½ hour. This change took effect on February 1, 2025.
- **Battery Claims:** Please continue to record the battery manufactured date found on the bottom and the manufacturing number from the side of all batteries within your warranty claim text. This data is required on all starting battery warranty claims. Note, the date code is not the date on the label.
- **Transaxle Claims:** Proper maintenance is critical to the longevity and reliability of our transaxles. It is critical that the break-in oil change is completed at the recommended change interval per the owner's manual. Beginning March 1st, 2025 all transaxle warranty claims on units with over 100 engine hours will require a copy of the maintenance records to be attached to the claim or an authorization number provided by the Ferris support team prior to claim approval. Ensure all transaxle claims include the transaxle model and serial number. Do not drain the transaxle oil prior to shipping it back for inspection.

- **Retaining and Inspecting Failed Parts:** Never assume warranty or customer fault, inspect all failed parts for manufacturing defects, customer abuse and/or lack of maintenance. Warranty parts must be held for 10 days after the warranty claim is paid, in the event we call a part back for review. It should always be securely packaged to avoid damage in shipping, preferably in the container the replacement part arrived in.
- **Warranty Claim Technician Comments:** Understanding the equipment failure as well as the work completed is important to us and the timely processing of your warranty claim. Warranty claim text should always include the following details:
 - What was the customer's reported failure?
 - Were you able to reproduce the failure and what troubleshooting steps were taken to confirm the failure?
 - What steps did you take to correct the failure and test proper operation?

We look forward to a successful season and improving our service and warranty communication. Be sure to check out information 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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