



GOLD STAR
CUSTOMER CARE

FENDT



FENDT GOLD STAR CUSTOMER CARE

BEST IN THE BUSINESS WARRANTY AND SERVICE PROGRAM

LEAVE DOWNTIME IN THE DUST.



GOLD STAR
CUSTOMER CARE

Here's the bottom line; we care about yours. It takes more than just superior machine performance to help you excel. You need to manage your risk, manage your downtime, and manage your variable expenses.

That's why every Fendt® product comes standard with our Gold Star Customer Care program. Gold Star is much more than just a factory-offered warranty, it's a risk manager, a productivity enhancer—and peace of mind.

Gold Star is a standard offering on all Fendt products—wheel and track tractors, IDEAL® combines, Momentum® planters, and the Fendt Rogator® 900 Series.



FENDT GOLD STAR CUSTOMER CARE: WHEEL AND TRACK TRACTORS



Warranty	3-year or 3,000 hour full machine warranty (<i>whichever occurs first</i>), including Fendt loaders.
Maintenance	All factory-recommended maintenance included during the warranty term. This includes all fluids, filters, and labor to complete the maintenance as well as a complete machine inspection. Travel time and mileage for labor is not covered under the Gold Star Customer Care program.
Loaner or Uptime Assurance	A similarly sized machine will be provided if your machine cannot be repaired within 48 hours.
Fendt Connect™	Integrated telematics to monitor your Fendt from anywhere. 5-year subscription.
The Inspection	A maintenance inspection is completed by your certified Fendt dealer at each maintenance interval. This better ensures your machine is in great working condition for its next task. This includes anywhere from 30 to 75 check points on the machine.

FENDT GOLD STAR CUSTOMER CARE: IDEAL[®] COMBINES



Warranty

3-year or 1,250 engine hour full machine warranty (*whichever occurs first*)



Maintenance

All factory-recommended maintenance included during the warranty term. This includes all fluids, filters, and labor to complete the maintenance as well as a complete machine inspection. Travel time and mileage for labor is not covered under the Gold Star Customer Care program.



Loaner or Uptime Assurance

A similarly sized machine will be provided if your machine cannot be repaired within 24 hours.



Fendt Connect™

Integrated telematics to monitor your Fendt from anywhere. 5-year subscription.



The Inspection

An annual inspection is completed by your certified Fendt dealer regardless of whether the vehicle has surpassed its required service intervals. This better ensures your machine is in great working condition for its next task. This includes anywhere from 60 to 250 check points on the machine.

FENDT GOLD STAR CUSTOMER CARE: MOMENTUM® PLANTERS



Warranty	3-year or 6,000 acres (30' models), 8,000 acres (40' models), or 12,000 acres (60' models), full machine warranty (whichever occurs first)
Maintenance	Annual inspections (one per year) during the term. Travel time and mileage for labor is not covered under the Gold Star Customer Care program.
Loaner or Uptime Assurance	Uptime assurance parts program to keep you in the field during your planting season.
Fendt Connect™	N/A
The Inspection	An annual inspection is completed by your certified Fendt dealer regardless of whether the planter has surpassed its required service intervals. This better ensures your machine is in great working condition for its next task. This includes up to 45 check points on the machine.

FENDT GOLD STAR CUSTOMER CARE: ROGATOR® APPLICATORS



	Warranty	3-year or 2,000-hour full machine warranty (<i>whichever occurs first</i>). This includes Rogator liquid or AirMax Precision systems. (<i>Rogator dry spinners are covered by a third-party warranty.</i>)
	Maintenance	All factory-recommended maintenance included during the warranty term. This includes all fluids, filters, and labor to complete the maintenance as well as a complete machine inspection. Travel time and mileage for labor is not covered under the Gold Star Customer Care program.
	Loaner or Uptime Assurance	Uptime assurance parts program to keep you in the field during your application season(s).
	Fendt Connect™	Integrated telematics to monitor your Fendt from anywhere. 5-year subscription.
	The Inspection	An annual inspection is completed by your certified Fendt dealer regardless of whether the vehicle has surpassed its required service intervals. This better ensures your machine is in great working condition for its next task. This includes anywhere from 60 to 170 check points on the machine.

The standard warranty offering varies for ag retailers. Please see your local Fendt dealer for more information.

GOLD STAR SAVES YOU MONEY.



Minimum annual maintenance and repair savings*

* Values expressed are based on 250 hours of annual machine use or 3,000 acres on Momentum.

\$4,500



\$6,000



\$8,000



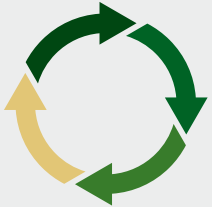
\$8,500



\$10,000



Labor, maintenance, and other uptime assurances help you manage your business.



The Residual

Fendt products enjoy some of the highest resale values in the industry. Gold Star ensures all Fendt products are well maintained, documented, and ready for any task with their next owner.



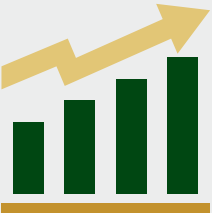
The Parts

We ensure your Fendt products are maintained to the highest standards, as only certified AGCO parts are used for any repairs. Our system fill rates are some of the highest in the industry, which means we have the right part for your machine when it's needed.



The Technology

Fendt Connect is a fully connected telemetry system which allows customers to track and optimize individual machine and fleet performance. Dealers are able to support customers more efficiently and reduce downtime.* Proactive service scheduling further improves uptime and machine servicing through remote-monitoring capabilities. With Gold Star, your machine automatically has 5 years of this service.



The Result

At the end of the day your business is about maximizing output while reducing your inputs. Gold Star ensures you're not just running your business; from reduced variable expenses, to greater uptime, proactive servicing, and better resale, Gold Star helps you control your future.

* Dealer accessibility to FendtConnect is an opt-in feature.
You reserve the right to provide your Fendt dealer with access.



GOLD STAR+

CUSTOMER CARE

For operations that require a longer coverage period or have higher utilization rates, Gold Star+ Customer Care is optional and provides additional coverage for up to five years.

Warranty: Gold Star+ extends the warranty of your machine to five years or the terms outlined in the chart below. Some exclusions apply, see your local Fendt dealer for more information.

Maintenance: In addition to warranty, Gold Star+ also extends the coverage of all scheduled maintenance on your Fendt.

Inspection: Gold Star+ includes at least one annual inspection for each machine category.

		HOURS					
		1,200	1,600	2,000	3,000	4,000	5,000
	Fendt Tractors				✓		✓
	Fendt IDEAL	✓	✓	✓			
	Fendt Rogator			✓	✓	✓	

Gold Star+ is currently not offered on Momentum planters.



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