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It's peace of mind from the combine
built with the farmer in mind.

GLEANER® CARE

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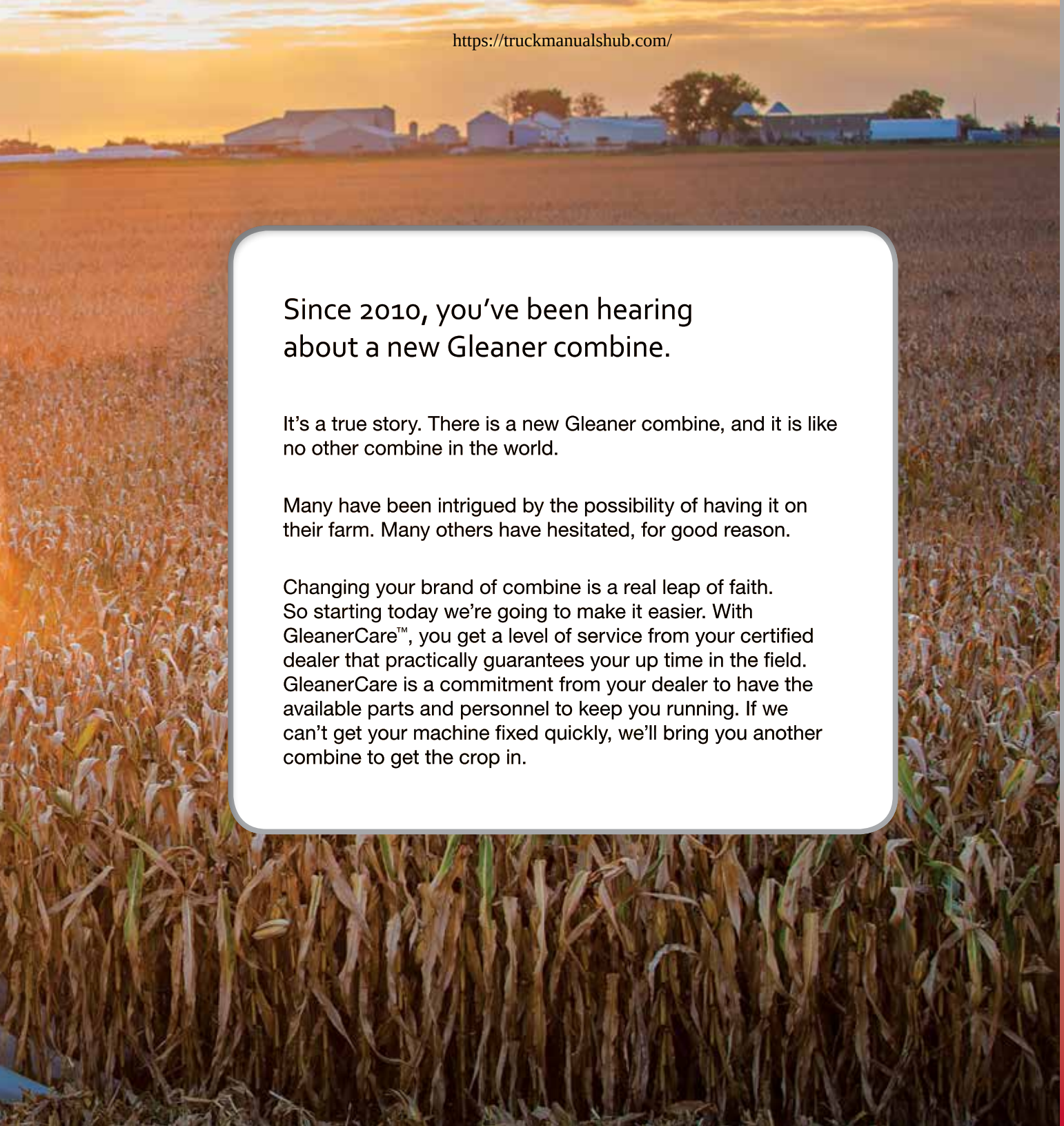

Since 2010, you've been hearing about a new Gleaner combine.

It's a true story. There is a new Gleaner combine, and it is like no other combine in the world.

Many have been intrigued by the possibility of having it on their farm. Many others have hesitated, for good reason.

Changing your brand of combine is a real leap of faith. So starting today we're going to make it easier. With GleanerCare™, you get a level of service from your certified dealer that practically guarantees your up time in the field. GleanerCare is a commitment from your dealer to have the available parts and personnel to keep you running. If we can't get your machine fixed quickly, we'll bring you another combine to get the crop in.

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Farm life is all about timing.

A time to plant. A time to harvest. A time to work. And a time to stop and take it all in. When everything depends on timing, problems need to be solved quickly.

If your GleanerCare™-enrolled combine needs servicing during harvest, we're there to take your call, 7 days a week, 24 hours a day. Within 12 hours, we'll figure out what needs to be fixed and do all the right things to get you back in the field.

GleanerCare is Priority Service

GleanerCare customers have 24/7 access to their dealer.

Dealer service techs respond with urgency, diagnose the problem and identify the parts needed within 12 hours.

The repair is completed within 24 hours* of the service technician's diagnosis.

If we can't get the machine up and running by then, your dealer will dispatch a loaner unit until your combine is repaired.

* Within Region 1, after dealer diagnosis, allow up to 24 hours to pull, ship and install the part. Region 2 adds 12 hours to the timeframe.

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A farming operation is the sum of its parts.

All of them work together, cooperating. Every part is needed. Every part is crucial. It's the same way with combines: if you don't have the right part at the right time, everything comes to a stop except the crop in the field.

That's why GleanerCare™ dealers carry more recommended parts. In the event they don't have a part on hand, we'll have it to them within 24 hours*, often much faster.

GleanerCare is Priority Parts

- GleanerCare dealers stock more parts.
- GleanerCare customers have greater access to dealer parts inventory after hours.
- GleanerCare customers get expedited parts shipping at no charge. (Parts ship via the fastest means, most often same day as order.)
- GleanerCare customers get a Parts-on-Demand (POD) starter kit from AGCO Parts that stores common parts for your machine.

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GleanerCare is uptime assurance. You have our word on it.

With GleanerCare™, you get the peace of mind that your combine will perform at its best and, if there is an issue, it will be resolved quickly with the least amount of expense or hassle to you. Every dealership has a GleanerCare advocate who manages every service issue. GleanerCare customers receive the highest priority in parts and service support, so you always have a team backing you up during harvest.

GleanerCare is an **investment that pays off.**

- GleanerCare is transferable. You can sell it with your combine.
- Proactive service: No-cost, 2-year inspection program comes standard.
- Documented high-level service program increases combine resale value.

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How it works

It took 2 years to develop and test the GleanerCare™ service. We've invested in people, technology and commitments to offer the highest uptime assurance in the business. It's our commitment to the success of your operation and your peace of mind.

- GleanerCare dealers have an employee that serves as an advocate to represent the customer's interest. This advocate is available 24/7 for customers.
- GleanerCare dealers have 24/7 access to Gleaner technical support and parts inventories.
- GleanerCare dealers stock more parts.
- GleanerCare S8 Series combines come equipped with AgCommand telemetry, which allows our technicians to remotely monitor machine performance and status. AgCommand also provides turn by turn directions to a machine for service response through the mobile app.
- Gleaner monitors parts inventories across dealerships to locate the closest source for parts.
- Gleaner maintains a dedicated communication line for GleanerCare.
- A Parts-on-Demand (POD) cabinet holds the parts provided through the program plus others the dealer may recommend.
- No-cost 2-year Inspection Program is recorded on each GleanerCare Certified sticker.

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Make a commitment to keep running in a new Gleaner next harvest, and we'll make a commitment to you.

GleanerCare™ is optional, not required, and only available from certified GleanerCare dealers. It costs $1,500 and runs in conjunction with the 2-year Gleaner warranty, the longest in the industry. The cost of the program may be financed with the combine.

See your certified GleanerCare dealer for the highest level of uptime assurance next harvest.

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See your GleanerCare dealer for complete details.

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