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**Bobcat**®

*One Tough Animal*

*continued from page 60*

**Herbicide resistant weeds**

While herbicide resistance is not widespread in turf and landscape settings, it has been documented in golf course turf. Simazine resistant annual bluegrass has been around for several years. Researchers at North Carolina State University recently documented a case of dinitroaniline-resistant annual bluegrass in golf turf. In New Jersey, Acclaim-resistant crabgrass has been confirmed.

This didn't happen overnight. In some weed populations, there are a few individual plants that are tolerant (or perhaps even resistant) to herbicides. If you continue to use the same herbicide year after year, the only weeds capable of reproducing will be those that carry the trait for resistance. Slowly, turf managers notice that the herbicide doesn't work as well as it used to. If this scenario

continues, the resistant weed type will dominate the stand. This can be avoided by rotating modes of action — rotating herbicides will not be sufficient. For example, all dinitroaniline herbicides (including Balan, Pre-M, Barricade, Surflan and Team) have the same mode of action. Dimension's mode of action is similar. Consequently, the dinitroaniline-resistant annual bluegrass in North Carolina is resistant to all of these herbicides. However, Ronstar (oxadiazon) has a different mode of action and will control this type of annual bluegrass.

Reliance on a single herbicide mode of action for many years will lead to resistant populations. Rotate herbicide modes of action every few seasons. If you suspect you have resistant populations, contact your local cooperative extension service representatives and develop a resistance management plan.



Rain or irrigation too soon after herbicide application can wash the herbicide off before it can penetrate. This is especially true for weeds with waxy leaves such as woodsorrel (*Oxalis corniculata*) pictured here.

This plan should include several management strategies that will prevent development of resistance to the new herbicide. **LMI**

PHOTOGRAPH COURTESY: J. C. NEAL

# Convertible

## A Work of Art


The Convertible is a zero turn rider for mowing open areas; and as easy as flipping a lever, you have a hydro walk behind for mowing hillsides and hard-to-reach places.

Available accessories:

Rich Mfg. markets the Convertible mower through a network of independent distributors and dealers. We are proud that the Convertible commercial mower is not only being purchased by the landscape contractor, municipalities, and government agencies, but by private homeowners. We, as the manufacturer, will constantly strive to make the necessary improvements that will make our product stand out from the rest!

For the location of your nearest dealer call:  
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Circle 126



**Good weed control,  
but wait until they all  
demand a raise at once.**

There's good. There's better. Then there's the best: Snapshot\* herbicide. It controls more broadleaf weeds and grasses than any other preemergent herbicide. 111 species, to be exact. For up to 8 months. Without damaging your ornamentals. Contact your distributor for more information about Snapshot. Or, call 1-800-255-3726. You'll control weeds. And labor costs.

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Specialty Herbicide

[www.dowagro.com/turf](http://www.dowagro.com/turf)

Always read and follow label directions.  
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# Increase your customers' satisfaction

**Guarantees and complimentary re-treats are just some of the ways lawn care pros can make customers smile more**

**C**ustomer satisfaction is key in the lawn care industry. While not all lawn care professionals offer written guarantees for their services, most will re-treat at no charge or at least repair damaged areas.

Depending on the region of the country, certain problems crop up more often than others. In Kansas City, Jon Cundiff, owner of Turf's Up, Inc., Lee's Summit, MO, says weeds cause the most callbacks. "Farther north, crabgrass isn't really a problem, but it's probably our biggest reason for going back to a client's property," Cundiff says. "Dandelions are the second biggest problem, followed by grubs."

While grub control is part of Turf's Up's program, some customers choose not to take it. "It depends on whether the customer wants to be proactive or reactive," Cundiff says. "But if we treat for grubs and you wind up with a problem, we'll come out and fix it. Since we've started using

Merit for grub control, we have definitely minimized our return visits."

Because his service doesn't include watering and mowing, Cundiff figures his team does one-third of the work on customers' lawns. "But we're responsible for 100% of the results," he says. "We can't control nature, but customers hold us accountable anyway."

## Use service calls wisely

In the Dallas area, GroGreen, Inc. follows a seven-round program for its residential customers. Owner Gary LaScalea offers a strong guarantee: "If you're on our program and you have a problem, we'll go back and take care of it at no extra charge." He looks at a service call as an opportunity to show his customers that he cares. "It's a chance for us to re-sell the account," he says. "I see it as a benefit to us to go out and diagnose the problem. I see it as a good time to communicate with our customers."

LaScalea says there are several advantages to operating in Dallas. With warm-season grasses, his employees can fertilize and treat for weeds even during hot summer months. And most of his customers have built-in sprinkler systems, so when his crews put down an



Darrel Nail, vice president/general manager of Dallas, TX-based GroGreen, Inc., looks at service calls as a way to show care and concern for customers.

application and ask them to water, they usually oblige.

Because most southern landscapes suffer from insect and disease problems, around 70% of LaScalea's customers receive GroGreen's tree and shrub service, too.

"We have different issues in the South, such as fire ants and mole crickets," LaScalea notes. "But it means we're on the property more often, and that gives us more opportunities to please our customers."

# GOLF COURSE BEAUTY for lawns

## Bayer guarantees Merit

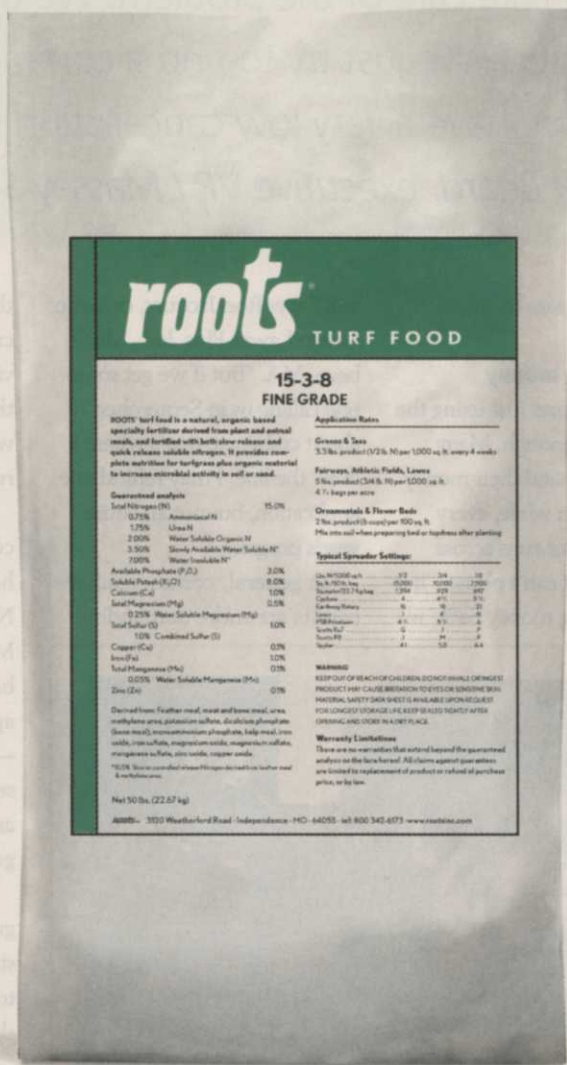
While most lawn care companies guarantee their services, guarantees from the manufacturer to the end-user are not as common. But this year, turf professionals using Merit insecticide from Bayer Corporation for white grub control are eligible for a first-of-its-kind guarantee program. Bayer Corporation offers repayment for retreatment if grubs break through the spring/summer Merit treatment.

To participate, turf care professionals must be members of the Bayer Accolades program and enroll in the Merit Guarantee for Grub Control Program anytime between November 1, 2000 and April 27, 2001. This program is not offered in California.

"We are confident that Merit will work properly under normal conditions," says Mike Daly, brand manager, turf and ornamental products. "But unpredictable weather and environmental conditions can reduce the effectiveness of any grub control material." He adds that the guarantee program will cover the lawn care operator when these situations occur.

For more information about the Merit Guarantee for Grub Control Program, contact your local turf product distributor or the Bayer sales representative in your area, or visit the Web site [www.accolades.com](http://www.accolades.com).

continued on page 66



You can give your customers Golf Course Beauty with an environmental, organic-based turf fertilizer, **ROOTS® Turf Food 15-3-8**. The first choice among golf superintendents who desire strong, green, healthy turf, **ROOTS® Turf Food 15-3-8** works better with longer lasting results than other leading brands. Ask your **ROOTS®** distributor, contact us at 800-342-6173 or visit our website, [www.rootsinc.com](http://www.rootsinc.com) for product particulars.

**roots inc.** tel: 800-342-6173 • [www.rootsinc.com](http://www.rootsinc.com)  
Circle 124

Most of the time, people don't really want their money back. They want you to take care of the problem. We do reapplication, put in plants or put in turf. We just try to find a common ground with our customers. Since we have a very low cancellation rate, I think our policy is working."  
 — Rick Beard, executive VP / Massey Services

continued from page 65

**Show me the money**

But sometimes just fixing the problem isn't enough. Many customers demand their money back. Once in a while, every lawn care service runs across someone it just can't please. "If it comes to giving money back, we

will," says Ron Jacques, owner of Green Lawns Plus, Inc., Marlboro, MA. "But if we get someone calling us in September about crabgrass, that's where I draw the line. I may refund one application, but not an entire year's program."

In general, commercial accounts are more demanding

than residential accounts because they usually involve servicing a larger property where the contact person has to work within a budget. As a rule, they want more for less.

"We had one estate account we could never make happy," says Brad Culver of Nitro-Green, Inc., Helena, MT. "I finally agreed to come back two weeks after every application to check on things — but I charged them for the service. They soon switched to another company, and that gave us the out we needed."

Though he doesn't offer a guarantee in writing, Culver states on his invoices that if customers see a problem, they should call back within 21 days.

cancellation rate, I think our policy is working," says Rick Beard, executive vice-president of Massey Services. "The money-back guarantee also holds our employees more accountable for the service they're providing."

**The right recipe**

Charles King, owner of King Green, Norcross, GA, sends a monthly newsletter to all his lawn care customers. He writes a column called "Charlie's Turf Talk" seven times a year.

He also holds what he calls "manager meets," in which employees visit customers to discuss any problems they might be experiencing. "We try to impress upon customers that you don't buy an application, you buy a program."

Because of his confidence in the program, King guarantees all his company's services. King refunds money as rarely as possible, but he does budget a small amount for re-servicing.

"When you get right down to it, making a repeat application is pretty cheap customer service," King says. **LJM**

**Communication is key**

In Maitland, FL, Massey Services' GreenUp Lawn Service emphasizes customer communications. With 34 service centers throughout the state and three in Georgia, Massey offers lawn and tree/shrub care, residential and commercial pest prevention, and termite protection. The company offers a money-back guarantee but refunds money in only a few cases.

"Since we have a very low



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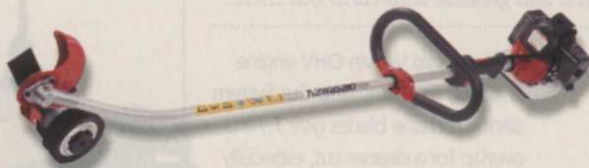
Circle 123

# WE'LL GIVE YOU THREE REASONS TO VISIT YOUR KAWASAKI DEALER

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**\$20  
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**\$60  
TRADE  
UP**



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\$60 Trade Up is good toward purchase of a new Kawasaki string trimmer or backpack blower when you bring in an old gas-powered string trimmer or backpack blower. All offers valid for a limited time at participating dealers.

\* Handheld edgers not available in California.

## Less is more with zero-turns

BY CURT HARLER / CONTRIBUTING EDITOR

**S**peed. Power. Cutting quality. Durability. Balance. Comfort. Accessibility to maintenance. These are all of the things landscape professionals look for in a zero-turn mower. Manufacturers know what their commercial customers want, and they're constantly improving models that are already at the top of their line. Here are some of the latest and greatest zero-turns out there.

### **BOB-CAT** 414/637-6711

[www.ransomes.com](http://www.ransomes.com)

The Bob-Cat ZT-200 Series zero-turn riding mower from Textron, Racine, WI, now includes a 20-hp Yanmar diesel, which provides up to twice the fuel economy of gas engines. The ZT200s come available with 19-hp or 23-hp Kawasaki V-twin engine or 25-hp Kohler Command. Units have lever-type steering that controls independent power to each wheel. Unit can reach speeds up to 8 mph.

Circle no. 257

### **CUB CADET** 877/835-7841

[www.cubcommercial.com](http://www.cubcommercial.com)

The newest in the Cub Cadet Commercial line is the M60 tank mid-mount zero-turn mower with 25-hp Kohler Command V-twin OHV engine or 23-

hp Kawasaki V-twin OHV engine and a 60-in. Command Cut System deck. Marbane blades give 1.7-in. overlap for a cleaner cut, especially in tight turns. It's built with 7 gauge skirt with welded steel bars, and 10 gauge top double reinforced at spindle area. The front axle lock-outs prevent pivoting and provide greater stability on slopes. Comes with dual 5-gal. fuel tanks.

Circle no. 258

### **JOHN DEERE** 800/537-8233

[www.deere.com](http://www.deere.com)

Excellent traction and maneuverability in tight spots are features of the 1400 series mowers from John Deere, Research Triangle Park, NC. The 1400 Series — 1420, 1435 and 1445 — are powered by liquid-cooled Yanmar engines. Units feature hydraulic PTO and 14.5-gal. fuel tanks for productivity. They are made of tubular, heat-treated, nodular-cast steel frames with iron front and rear axles.

Circle no. 259



Grasshopper 721D

### Buying questions

- ▶ Does unit turn without scuffing turf?
- ▶ Do I want diesel or gas power?
- ▶ Is fuel-saving fuel injection available?
- ▶ Is the steering comfortable? (The whole purpose of a zero is making lots of tight turns)





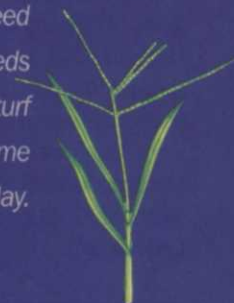
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*Drive® 75 DF* postemergent herbicide is the shortest distance between broadleaf and grassy weed control. From crabgrass and foxtail to clover and dandelion, **Drive** eliminates troublesome weeds in a variety of turf species. In fact, you can even seed or overseed many varieties of turf immediately after application. And **Drive** keeps weeds under control for 30 to 45 days, in some cases for more than 3 months, with a single application. So join the **Drive** for turf protection today. Call 1-800-545-9525 or visit [www.turffacts.com](http://www.turffacts.com). Always read and follow label directions.



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75 DF HERBICIDE

**Closing the distance between grassy and broadleaf weed control.**

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# Im reports



## DIXON INDUSTRIES / 800/264-6075

[www.dixon-ztr.com](http://www.dixon-ztr.com)

The ZTR-8000 series from Dixon Industries, Coffeyville, KS, offers a 25-hp Kohler Command or 26.5-hp B&S-Daihatsu engine. It has White wheel motors and Hydro-Gear BDU pumps. Fuel capacity is 11.5 gal. and cutting widths are 60 or 72 in. "Big rig" seat suspension and fully adjustable seat reduce fatigue. Broom, grass blower and catcher, snow blade and snow blower attachments mount to mower with automotive-type receiver hitch.

Circle no. 260



## GRAZER

920/582-5000

The Grazer line of zero-turn mowers is available in 18- to 22-hp models. The 52-, 62- and 72-in. side discharge decks are fully floating with a tilt-back feature for easy service. They can be converted to mulching decks with addition of a kit. Other attachments include a grass collector, snow blower, cab and ROPS. Grazer, a division of Ingersoll Equipment, is in Winneconne, WI.

Circle no. 265

*continued on page 75*

## EXMARK

402/223-4010

[www.exmark.com](http://www.exmark.com)

Cut up to six acres per hour with the 27-hp liquid-cooled LazerZ from Exmark Mfg. Co., Beatrice, NB. Unit has 60- or 72-in. UltraCut deck options. Quick-lift deck assist is standard on the 72-in. model. Electric start Kawasaki V-twin engine runs quieter with less vibration than single-cylinder engines and simplifies on-trailer starts.

Circle no. 261

## THE GRASSHOPPER CO.

316/345-8621

[www.grasshoppermower.com](http://www.grasshoppermower.com)

The complete line of true zero-turn power units from Grasshopper, Moundridge, KS, feature horizontal crankshaft OHV engines and 14- to 28-hp, liquid- and air-cooled gas, dual fuel LP/gas or diesel engines. Straightaway mowing speed is 10.5 mph. Extra-deep 5.5-in. DuraMax decks offer even dispersal of high-volume clippings. Out-front mowers have optional SL FlipUp decks that rotate 90 degrees. Cutting widths of 52, 61 or 72 in. are available.

Circle no. 262

## FERRIS INDUSTRIES

800/933-6175

[www.ferrisindustries.com](http://www.ferrisindustries.com)

Ferris Industries, Munnsville, NY, has a new line of mid-mount Zs from 48 to 72 inches. The new

1000-Z comes with a 48- or 52-in. deck that adjusts in 1/4-in. incre-



ments from 1.5 to 4.75 in. The 61-in. IS3000Z and the 61- or 72-in. IS4000Z come with two suspension options: 4-wheel independent suspension for the IS4000Z and 2-wheel independent suspension for the IS3000Z.

Circle no. 263

## GRAVELY

800/472-8359

[www.gravelly.com](http://www.gravelly.com)

The 260Z zero-turn mower from Gravelly, Brillion, WI, features stay-sharp Tungsten carbide-coated blades and XL Spindles which reduce time spent greasing. Air-Flo deck expels clippings faster using a 21-in. wide discharge tunnel. A 9-gal. fuel tank keeps the mower going all day long.

Circle no. 264



EXMARK LazerZ