

TORO

CONTRACT MAINTENANCE

SERVICE

The Contract Maintenance Service Scheme was introduced to ensure that owners of Toro equipment receive maximum benefit from investment in high work-rate machinery by continuous trouble-free operation through preventive maintenance and operator product knowledge.

It is based on the belief that the breakdown of well designed quality machines is most often due to causes which can be anticipated, such as—

- * Lack of operator knowledge
- * Incorrect use
- * Insufficient maintenance
- * Bad adjustments
- * Misalignments
- * Lack of lubrication
- * Infrequent attention to filters
- * Dirt in fuel system
- * Bad adjustment of cutters—usually overtight
- * Insufficient or incorrect engine oil
- * Poor engine compression
- * Weak Battery
- * Electrical faults
- * Undetected wear
- * Incorrect tyre pressures.

Any of these situations can cause annoyance and inconveniences and can affect dramatically standards of

performance and running costs in terms of fuel, spare parts and overhauls.

Special Arrangement

A special arrangement is included for subscribers requiring spares, and any urgent orders received before 2 p.m. on weekdays will be forwarded the same day if they can be sent by post.

Facilities for Saturday collection of spare parts from the Watford stores section between 9 a.m. and noon—apart from 8.30 a.m. to 4 p.m. Monday to Friday—is another new advantage.

Provision of a Saturday emergency field service is one of the major benefits for subscribers to the Contract Maintenance Service scheme being operated by Toro (London) Sales and Service this year.

New Benefits Announced

The Saturday Emergency Service applies to calls received before midday on Friday. The service is designed to assist Toro users with genuine emergencies to fulfil important week-end grasscutting obligations.

The objective of monthly contract maintenance visits by Toro (London) Field Service Engineers is to tackle any problems before they arise.

Operator Knowledge

During each monthly visit, the Toro engineers carry out the following duties:

- ★ Check routine maintenance check lists
- ★ Make monthly adjustments against check lists
- ★ Check types and use of oil
- ★ Test electrical components
- ★ Test engine compression
- ★ Check torque loadings on drive systems and cylinders
- ★ Test and adjust hydraulic system
- ★ Give guidance for increased customer satisfaction and assist with entries in the service history book of the machine.

- ★ Encourage better user facilities if required
- ★ Ensure new operators have the opportunity for comprehensive instruction in use of the equipment.

Although operator knowledge and correct application of Toro equipment is gained at the time of delivery and installation, current rate of staff turnover can often place a new operator in a difficult position.

A further advantage of the scheme is that during a Contract Maintenance visit it may be found that a machine may require attention under the terms of the Toro 12-month guarantee associated with faulty materials or workmanship. Such work can then be carried out and cost of parts and labour are not charged.

Details of the scheme are available from **Toro (London) Sales and Service**, at Watford.

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