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Information Bulletin

Date: December 11, 2018

Bulletin No: JC-18-21

Product Type: ZTS Lawnaire

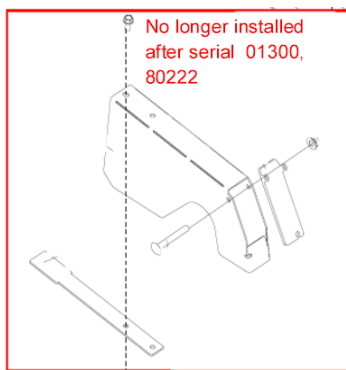


Customer Issue: Chain guard gets bent and hits other components in the machine.

Cause: Debris stuck on the tines hits the guard.

Action: We have removed the guard from new production units starting with serial number 01300 for the 554930A and 080222 for the 554930ACA. Initially, the intent of the chain guard was to protect the chain sprocket from dirt. After careful consideration and feedback from our customers, the guard will be subject to damage from debris like sticks, cans and other solid objects collecting on the tines.

Due to the reasons mentioned above, we will no longer pay for warranty replacement of the chain guards, associated components, or labor. However, for those operators that still desire to have the chain guards on their unit, we will continue to offer the components. Replacement will be solely at the owner's expense.



Action Required: None

Products Involved: 554930, 554930A, 554930CA and 554930ACA

Warranty: Not applicable

If you have any questions, please contact our Customer Service Department at 920-699-2000.

This bulletin is relevant to the departments checked below. Please circulate as appropriate.

SERVICE



WARRANTY



SALES



PARTS



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