

Union Farm Equipment, Inc.

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service@unionfarmequip.com

February 8, 2010

Dear Friends and Customers,

Once again our thoughts turn to spring. The *Commercial Care Partnership Program* has proven extremely successful over the last four years. We are pleased to continue this program for 2010. If you have previously participated in the *Commercial Care Partnership Program*, welcome back. If you have not taken advantage of this program before, please read on and consider that your success, or lack thereof, is based on how your equipment performs. Equipment that is waiting for repairs is not going to make you a living.

We have a solution to downtime: an annual inspection and maintenance. As a customer enrolled in the *Commercial Care Partnership Program*, your equipment is given priority service. As part of your annual enrollment, we will inspect your machine, make recommendations for any necessary repairs and have your equipment ready to go when spring arrives and the grass begins to grow! If at any time, after enrollment in the program, your equipment needs repair and it cannot be repaired in a 24-hour period, we will make a loaner machine available to you while your commercial equipment is being repaired*. Please see the reverse side for specific details.

Thank-you, to those who have participated in this program in the past, and welcome to our new customers! We look forward to our continued partnership with you. Your business is important to us, so please, call us when we can be of service to you.

Sincerely,

Wendell Wentworth, Service Manager

Lisa Tailby, Service Advisor

“We Appreciate Your Business”

*Must be enrolled in Commercial Care Partnership Program. Loaner machines are limited and will be made available on a first come basis.

Commercial Care Partnership Program

Any commercial lawn care equipment enrolled in this program will qualify for 24-hr turnaround or we will provide a loaner machine at no charge. All new units purchased from Union Farm Equipment, Inc. will automatically be enrolled at no charge for the 1st season. Please note: only brands that are sold at this dealership may be enrolled in this program, all others are not eligible.

Enrollment is easy. First, bring in your equipment for a preseason inspection. Second, authorize any additional repairs we recommend. For \$199.99, we will enroll your machine in the Commercial Care Partnership Program and perform the following inspection and services:

- Change oil and filter
- Replace spark plug(s)
- Replace fuel filter
- Clean air filter
- Check and adjust carburetor
- Check and adjust governor
- Perform compression test
- Lube and adjust control cables
- Remove blades and sharpen
- Clean debris from deck
- Check belts, pulleys, and spindle bearings
- Check gearboxes for leaks
- Inspect bagger and blower (If Equipped)
- Clean radiator and screen
- Top off transmission and hydraulic fluids
- Check all hoses and lines
- Inspect all drive belts and pulleys
- Test and adjust brakes
- Pressure wash entire machine
- Adjust tracking controls
- Lube and grease all pivots
- Clean battery and cables
- Load test battery
- Check function of safety switches
- Check function of charging system
- Check gauge wheels for leaks
- Check coolant level and strength (If Equipped)
- Provide an estimate for any other needed repairs

For an additional \$50 we will pick up and deliver the machine within a 25-mile radius of Union Farm Equipment, Inc., excluding the islands.

Only machines enrolled in the Commercial Care Partnership Program will qualify for a loaner at no charge. Loaner machines are limited and are available at a first come first serve basis. Failure to complete our recommended service(s) may result in forfeiture of loaner privileges.

In order for this program to be successful, we need your cooperation to return the machine clean, lubed, and full of fuel within 24 hours of notification of completion of repairs. Any machine not returned within 24 hours will automatically convert to a rental at \$125.00 per day. A refundable \$100.00 deposit is required on all loaner machines.