

JACOBSEN® GENUINE PARTS PROGRAMS



When you purchase a Jacobsen piece of equipment, our working relationship doesn't end there... it's just beginning. Jacobsen, and Jacobsen dealers back each machine with the best service and support network in the business. The following programs are available to all Jacobsen customers in order to support those who own and/or operate Jacobsen equipment.

Parts Availability:

- We have over 45,000 active Genuine Jacobsen parts that we support and sell for all of our equipment. We support every part of your machine, not just the fast movers "will-fit" companies typically provide.

Fill Rate

- For the past few years, our state-of-the-art distribution facility has boasted a 97% fill rate on service parts and continues to do so now. You can be assured that you'll get the parts you need when you need them.

10 year (minimum) Product Support

- We are committed to supporting your equipment by supplying service parts for a minimum of 10 years from the time we stop manufacturing that product. You don't have to worry about how long we'll support you when you decide to buy Jacobsen.

Drop-Ship Program ("Next Day" delivery available)

- If your dealer doesn't have a part in stock and you need it quickly, we can ship that part to you directly ("next day" if needed) from our distribution center.

"Never Out" Program

- We are committed to always having over 1,000 of our most popular parts in stock. This has been a program we've had in place since 2005 as a way to prove our service commitment. If we can't fill your dealer's order for one of these parts within 72 hours, we will ship the part(s) to the location your dealer specifies with freight prepaid. These parts are identified in the new 2009 Genuine Maintenance Parts Catalog with a symbol (▲) next to each part.

Warranty

- Genuine Jacobsen parts are covered with their own 180-day warranty that protects against defects in material and workmanship and covers the replacement cost of the part.
- There is a 2 year equipment warranty on your equipment. Using anything but Genuine Jacobsen parts may adversely affect your warranty coverage.

Other:

Jacobsen University

- Customized and standard training programs are available for you and your Jacobsen dealer throughout the year to ensure you get the most out of your Jacobsen equipment.

Support of GCSAA

- Jacobsen is a firm believer in education and training, which is why we are a proud supporter of education seminars and other areas of GCSAA.



If it's not Jacobsen, it's not genuine.

JACOBSEN®
A Textron Company

When Performance Matters.™