

THE EMPIRE COMMITMENT TO EXCELLENCE

The Empire Agriculture Commitment includes the following for Challenger 500E, 600E, 700E, 800E, 900E, CH1000 models:

OPERATOR TRAINING AND COMPREHENSIVE EQUIPMENT WALK-AROUND WITH EVERY DELIVERY

- An equipment walk-around is performed by designated factory trained staff, including field start with operator explanation of machine functions at time of delivery.

FREE 1,000-HOUR INTERVAL IN-SHOP INSPECTIONS FOR THE LIFE OF YOUR EQUIPMENT

- Includes labor for inspection of covered machine.
- Any additional repairs, parts or supplies needed are responsibility of the client.
- Client is responsible for transport to and from our shops.

UNLIMITED TRAVEL TIME AND MILEAGE FOR STANDARD WARRANTY REPAIRS

- Travel charges will be waived for any warranty covered repair performed in the field.
- Repairs must be completed within Empire Service Territory.
- Travel coverage will not be honored or reimbursed for repairs completed outside Empire Service Territory and will be client responsibility.

NO IN-SHOP LABOR CHARGES ON MANUFACTURER RECOMMENDED SERVICE INTERVALS DURING FIRST YEAR OF OWNERSHIP

- In shop service only done during normal business hours and must be scheduled in advance.
- Does not include fluids, filters or additional parts needed for service.
- Client is responsible for transport to and from Empire.

COVERAGE ON PARTS FREIGHT FOR EMERGENCY WARRANTY REPAIRS

- Empire will provide immediate response and consider all sourcing options to expedite and fulfill our commitment to fast-track the repair process in back order sourcing situations.



GUARANTEED 2-HOUR RESPONSE TIME FOR WARRANTY REPAIRS

- A service representative will call you within 2 hours and advise you when a technician will be available
- Machine down will take priority in the scheduling process
- To expedite your response time, please mention the Empire AG Commitment when making a service call
- Not valid if acts of nature or natural disaster inhibits response time.
- Valid only during base warranty.

FREE LOANER EQUIPMENT FOR WARRANTY REPAIRS BEYOND 48 HOURS

- Empire Southwest will make every effort possible to supply a unit of like size and configuration for client usage should we not be able to repair the tractor within 48 hours of technician arriving at job site, or tractor arriving to an Empire repair facility.

24/7 ACCESS TO FACTORY-TRAINED PARTS, SERVICE AND TECHNICAL SUPPORT TEAMS

- Access to factory trained technicians and parts specialist Technical Support department with direct communication to Manufacturer.

SPECIALIZED TRADE VALUATIONS, CONSIGNMENT AND USED EQUIPMENT REMARKETING SERVICES

- Trade valuations, consignment and remarketing services for clients' self-propelled machinery over 150hp.