

JOHN DEERE
WORLDWIDE COMMERCIAL & CONSUMER
EQUIPMENT DIVISION

Power Flow™
38 QT

OMM148539 I2

OPERATOR'S MANUAL



JOHN DEERE

North American Version
Litho in U.S.A.



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M
M
1
4
8
5
3
9
I
2

INTRODUCTION

Thank You for Purchasing a John Deere Product

We appreciate having you as a customer and wish you many years of safe and satisfied use of your machine.

Using Your Operator's Manual

This manual is an important part of your machine and should remain with the machine when you sell it.

Reading your operator's manual will help you and others avoid personal injury or damage to the machine. Information given in this manual will provide the operator with the safest and most effective use of the machine. Knowing how to operate this machine safely and correctly will allow you to train others who may operate this machine.

If you have an attachment, use the safety and operating information in the attachment operator's manual along with the machine operator's manual to operate the attachment safely and correctly.

This manual and safety signs on your machine may also be available in other languages (see your John Deere dealer to order).

Sections in your operator's manual are placed in a specific order to help you understand all the safety messages and learn the controls so you can operate this machine safely. You can also use this manual to answer any specific operating or servicing questions. A convenient index located at the end of this book will help you to find needed information quickly.

The machine shown in this manual may differ slightly from your machine, but will be similar enough to help you understand our instructions.

RIGHT-HAND and LEFT-HAND sides are determined by facing in the direction the machine will travel when going forward. When you see a broken line arrow (----->), the item referred to is hidden from view.

Before delivering this machine, your dealer performed a predelivery inspection to ensure best performance.

Special Messages

Your manual contains special messages to bring attention to potential safety concerns, machine damage as well as helpful operating and servicing information. Please read all the information carefully to avoid injury and machine damage.



CAUTION: Avoid injury! This symbol and text highlight potential hazards or death to the operator or bystanders that may occur if the hazards or procedures are ignored.

IMPORTANT: Avoid damage! This text is used to tell the operator of actions or conditions that might result in damage to the machine.

NOTE: General information is given throughout the manual that may help the operator in the operation or service of the machine.

PRODUCT IDENTIFICATION

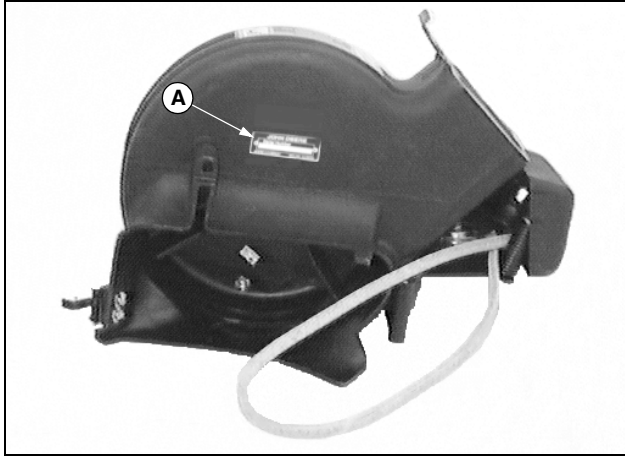
Record Identification Numbers

Power Flow™

38 QT for LT Series Lawn Tractors Serial No. (030001 -)

If you need to contact an Authorized Service Center for information on servicing, always provide the product model and serial number.

You will need to locate the model and serial number for the POWER FLOW and record the information in the spaces provided below.



M77264

DATE OF PURCHASE:

DEALER NAME:

DEALER PHONE:

PRODUCT SERIAL NUMBER (A):

TABLE OF CONTENTS

Safety	1
Preparing Machine	3
Installing	10
Removing	14
Operating	15
Replacement Parts	16
Service	17
Storage	19
Index	20

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OMM148539 I2 - English

SAFETY

Understanding The Machine Safety Labels



SAFETY ALERT SYMBOL

The machine safety labels shown in this section are placed in important areas on your machine to draw attention to potential safety hazards.

On your machine safety labels, the words DANGER, WARNING, and CAUTION are used with this safety-alert symbol. DANGER identifies the most serious hazards.

The operator's manual also explains any potential safety hazards whenever necessary in special safety messages that are identified with the word, CAUTION, and the safety-alert symbol.

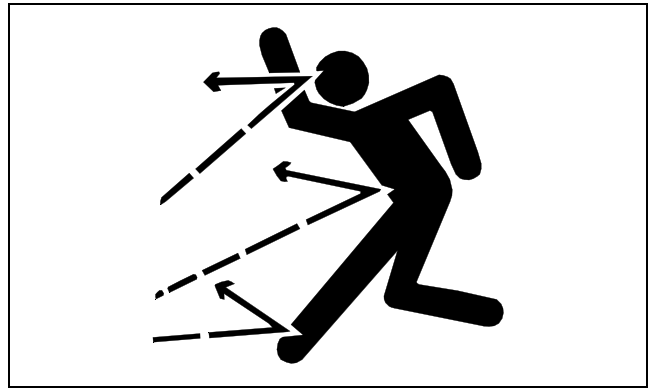
WARNING - Rotating Blade - Thrown Objects



M118454, M77270

Operate blower with entire grass catcher secured in place.

Operate Safely



MIF

- Check machine brake action before you operate. Adjust or service brakes as necessary.
- Inspect machine before you operate. Be sure hardware is tight. Repair or replace damaged, badly worn, or missing parts. Be sure guards and shields are in good condition and fastened in place. Make any necessary adjustments before you operate.
- Clear work area of objects that might be thrown. Keep people, especially children, and pets out of the work area. Stop machine if anyone enters the area.
- If you hit an object, stop the machine and inspect it. Make repairs before you operate. Keep machine properly maintained and in good working order. Keep all shields and guards in place.
- Do not leave machine unattended when it is running.
- Only operate during daylight or with good artificial light.
- Do not let anyone, especially children, ride on machine or machine.
- Do not let children or an untrained person operate machine.
- Do not wear radio or music headphones while operating the machine. Safe operation requires your full attention.
- Do not operate machine if you are under the influence of drugs or alcohol.
- Study mowing area. Set up safe mowing pattern. Do not mow under conditions where traction or stability is doubtful.
- First, test drive area with PTO off and mower lowered. Slow down when you travel over rough ground.

Parking Safely

1. Stop machine on a level surface, not a slope.
2. Disengage PTO.
3. Lock the park brake.

SAFETY

4. Stop the engine.
5. Remove the key.
6. Before you leave the operator's seat, wait for engine and all moving parts to stop.

Avoid Injury From Rotating Blades



MIF

- Do not put hands or feet near blower assembly when engine is running.
- Stop engine before you unplug the blower assembly.
- Do not operate the blower assembly unless entire grass catcher is fastened in place with hopper cover latched in the CLOSED position or the MCS is returned to the operating position.

Practice Safe Maintenance



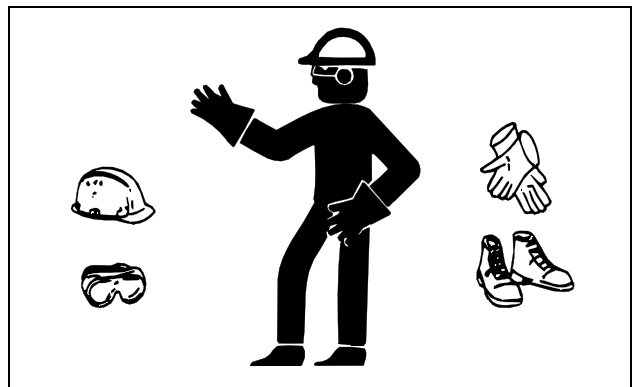
MIF

- Understand service procedure before doing work. Keep area clean and dry.
- Lower any attachment completely to the ground or to an existing attachment mechanical stop before servicing the attachment.
- Never lubricate, service or adjust the attachment while the machine is moving. Keep safety devices in place and in

working condition. Keep hardware tight.

- Before servicing attachment, carefully release pressure from any components with stored energy, such as hydraulic components.
- Keep all parts in good condition and properly installed. Fix damage immediately. Replace worn or broken parts. Replace all worn or damaged safety and instruction decals.
- Unauthorized modifications to the attachment may impair its function and safety. Do not tamper with its original design.

Wear Appropriate Clothing



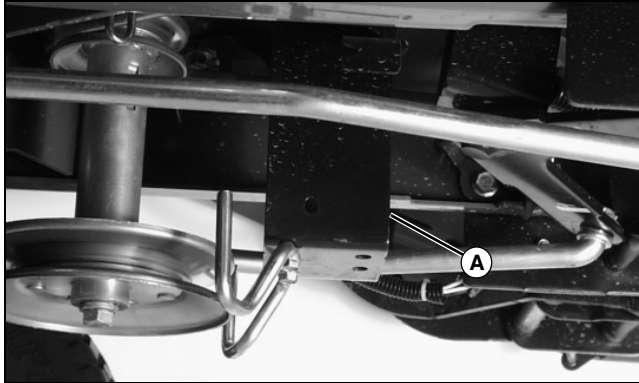
MIF

- Always wear safety goggles or safety glasses with side shields when operating the machine.
- Wear close fitting clothing and safety equipment appropriate for the job.
- While mowing, always wear substantial footwear and long trousers. Do not operate the equipment when barefoot or wearing open sandals.
- Wear a suitable protective device such as earplugs. Loud noise can cause impairment or loss of hearing.

PREPARING MACHINE

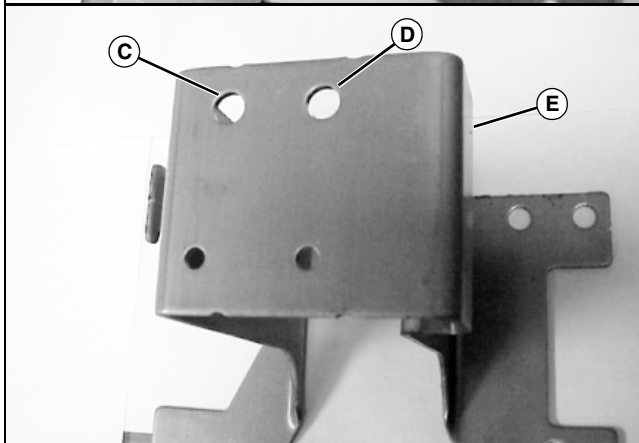
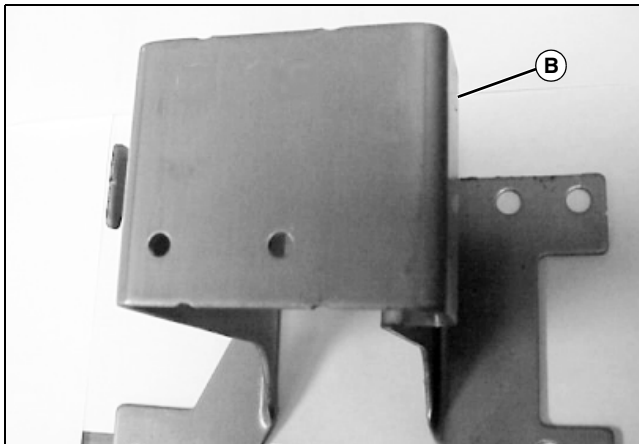
Preparing Machine

1. Park machine safely. (See Parking Safely in the Safety section.)
2. Remove mower. (See your machine's operator's manual.)



MX7764

3. Locate front belt guide and up-stop bracket (A) adjacent to mower drive sheave.

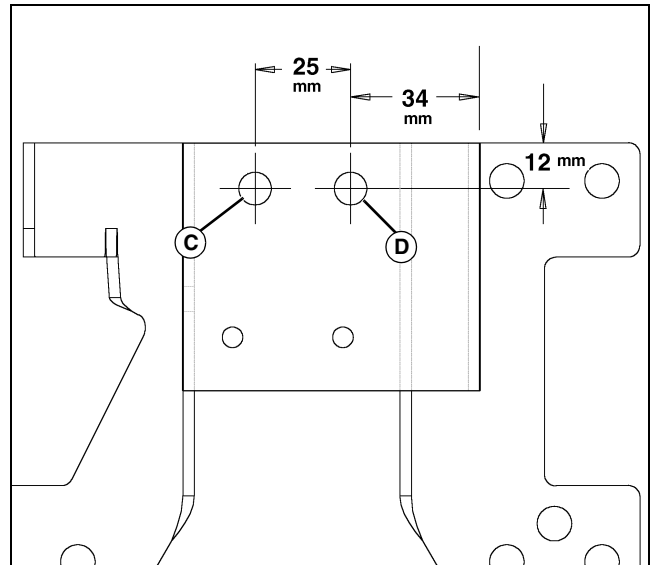


MX8110, MX8111

Picture Note: Bracket removed for clarity purposes only. C = LT133, LT150, LT155 and LT160, D = LT166, LT170 and LT180

4. Determine if machine is equipped with early version (B),

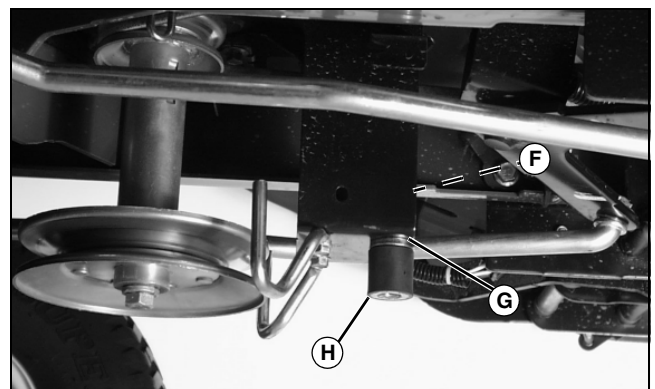
without bumper holes (C and D), or late version (E) up-stop bracket, with bumper holes (C and D):



M141689a

Picture Note: C = LT133, LT150, LT155 and LT160, D = LT166, LT170 and LT180

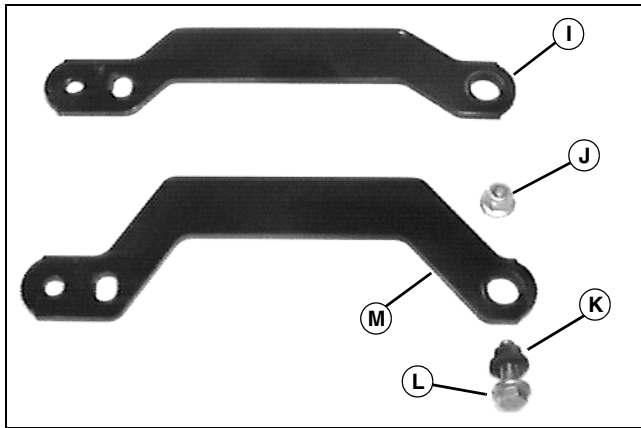
- Without holes - early version bracket (B), use diagram above and a 8.5 mm (11/32 in.) drill bit to drill appropriate hole (C or D) depending on which model machine the POWER FLOW is being installed.
- With holes - late version bracket (E), use appropriate hole (C or D) depending on which model machine the POWER FLOW is being installed.



MX7765

5. Install new thick washer (G) on new rubber up-stop assembly (H) and install it in appropriate hole. Fasten with new flange nut (F).

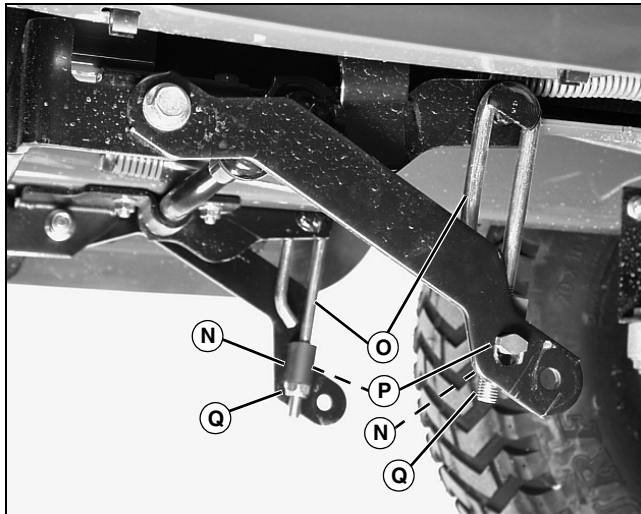
PREPARING MACHINE



M93281

6. Remove only the right side (discharge side) rear draft arm (I), saving all the hardware. Store the original draft arm (I) for future use if POWER FLOW is no longer used.

7. Install the new draft arm (M), with deeper offset, using original bolt (L) and bushing (K) from the outside, and flange nut (J) on the inside. Tighten flange nut to 69 N•m (51 lb-ft).

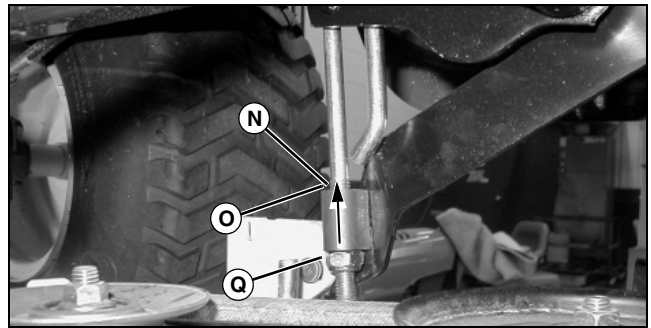


MX7763

8. Remove and store original flange locknuts from bottom of both rear draft links (O).

9. Remove and invert draft link bushings (N) with anchor pins (P) down, as shown.

10. Fasten inverted bushings (N) in rear draft arm slots and fasten them to draft links (O) with the new thinner nylock nuts (Q).



MX8109

Picture Note: Left side shown.

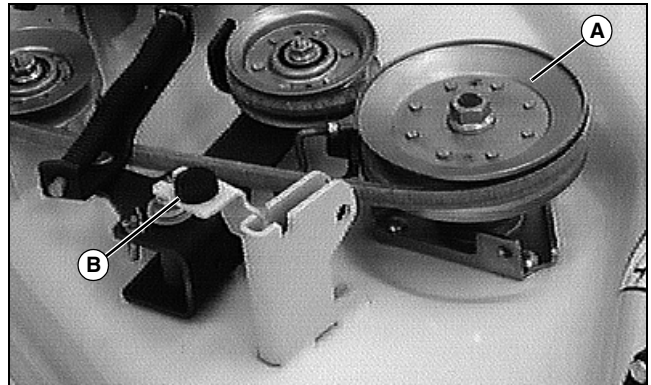
11. Turn adjustment nut (Q) clockwise until a 5 mm (13/64 in.) length of draft link (N) threads show above the top edge of bushing (O). Repeat for right side. This sets the adjustment starting point.

NOTE: Final leveling adjustments will be performed after the mower is installed. Additional adjustments may be necessary to ensure that the deck can be locked in transport position.

Preparing Mower



CAUTION: Avoid injury! Springs are under high tension. Use care during removal and installation.

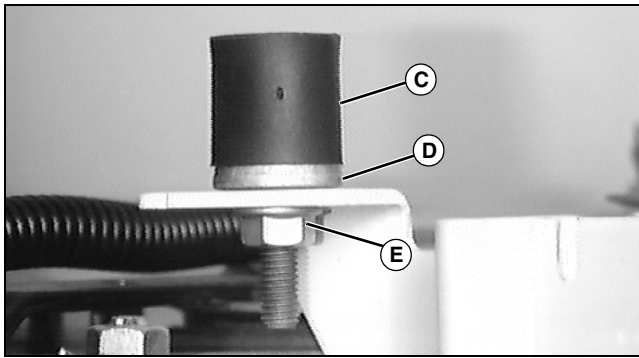


M85731

1. Remove the mower drive belt from the right spindle sheave (A) only.

2. Remove and store rubber up-stop (B) from rear draft bracket.

PREPARING MACHINE



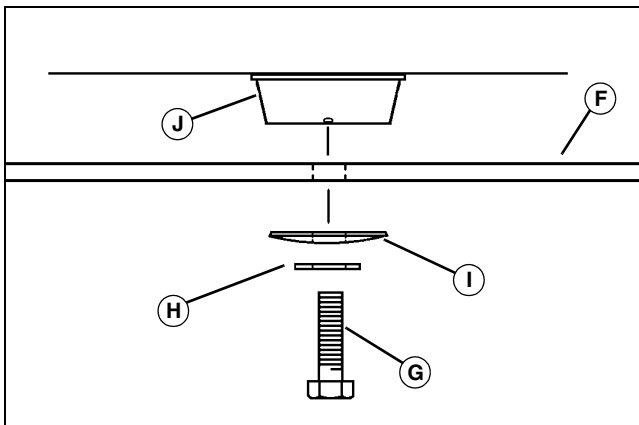
M93283

3. Install new thick washer (D) and rubber up-stop assembly (C) on top of rear draft bracket. Fasten with new flange nut (E).



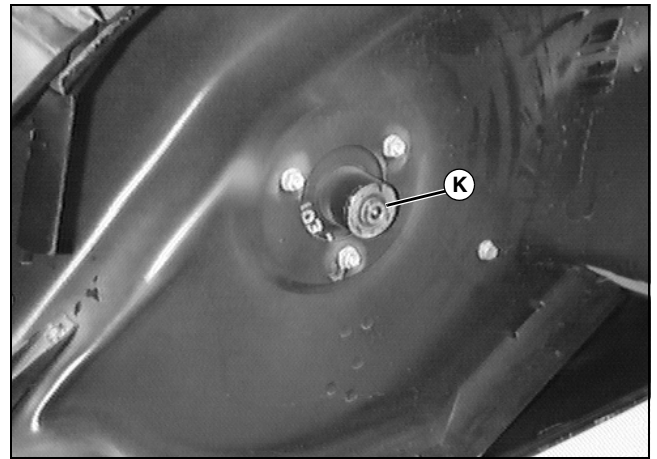
CAUTION: Avoid injury! Mower blades are sharp. Always wear gloves when handling or working near blades.

NOTE: Put block of wood between blade and deck to prevent blade from turning when removing or installing blades.



M88112g

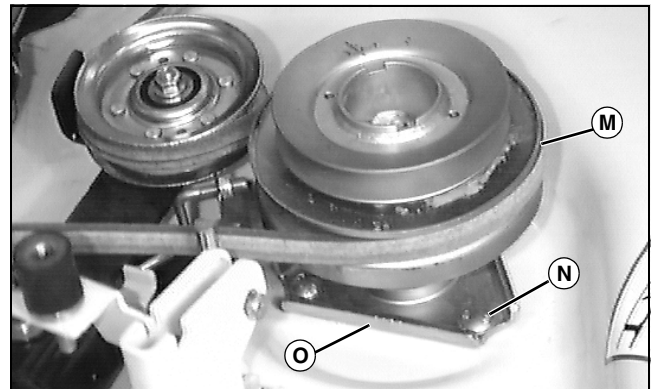
4. Remove right (discharge side) mower blade (F) by removing cap screw (G), flat washer (H), cup washer (I), and deflector cup (J).



M57635

5. Remove and save right side mower spindle (K) and mounting hardware. (This original spindle may be used as a spare for the left side spindle.)

IMPORTANT: Avoid damage! Make sure double sheave spindle is centered in mounting hole so blade tips will not make contact with each other or mower sides when blade is installed.



M93282

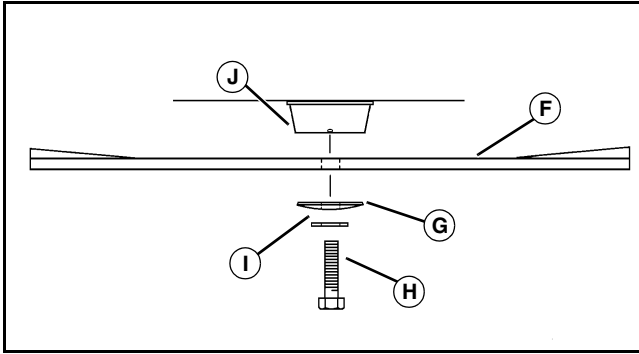
6. Install new double sheave assembly (O) so it is centered in the mounting hole. Fasten with mounting hardware (N) removed earlier. Tighten flange nuts to 27 N•m (240 lb-in.)
7. Install mower drive belt in bottom sheave (M).

PREPARING MACHINE



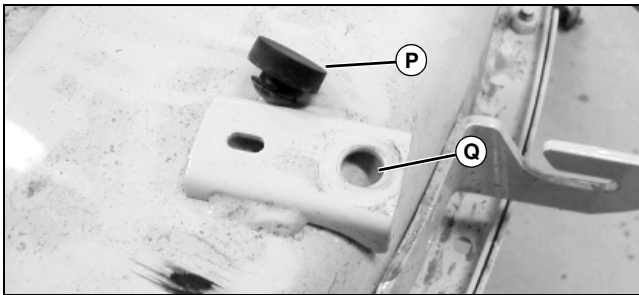
CAUTION: Avoid injury! Mower blades are sharp. Always wear gloves when handling mower blades or working near blades.

NOTE: Put block of wood between blade and deck to prevent blade from turning when removing or installing blades.



M88112g

8. Clean and install deflector cup (J), mower blade (F), cup washer (G) with concave towards the blade, flat washer (I), and cap screw (H). Tighten cap screw to 53 N•m (39 lb-ft).



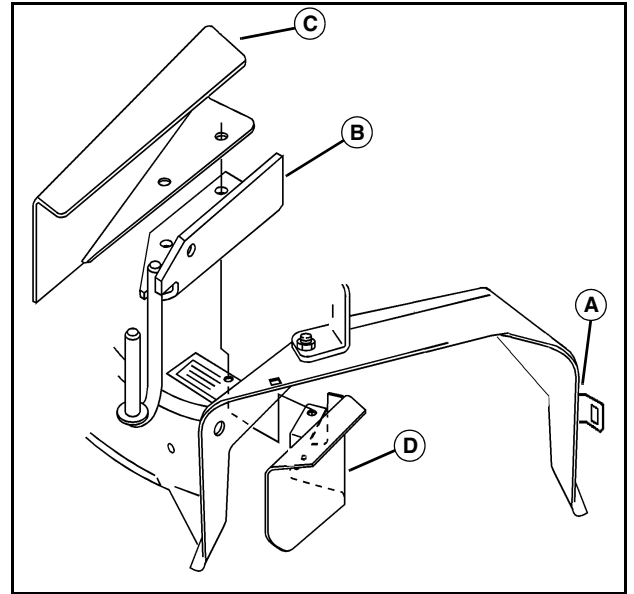
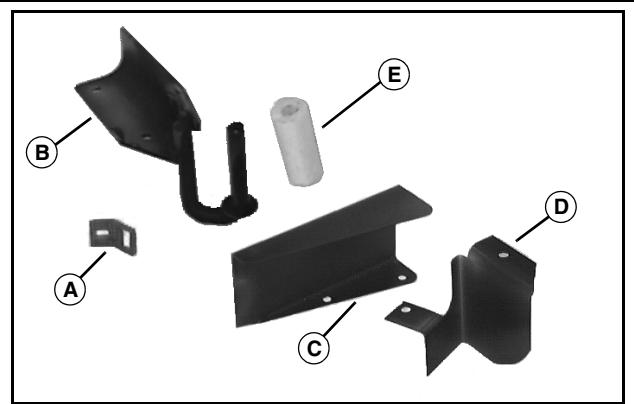
MX8106

9. Remove front rubber up-stop (P) from front bracket hole (Q). Retain for use when POWER FLOW is removed.

Installing Four Mounting Brackets



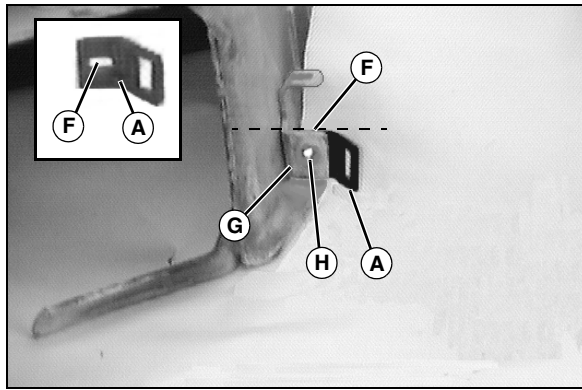
CAUTION: Avoid injury! Mower blades are sharp. Always wear gloves when handling mower blades or working near blades.



M77258, M77263

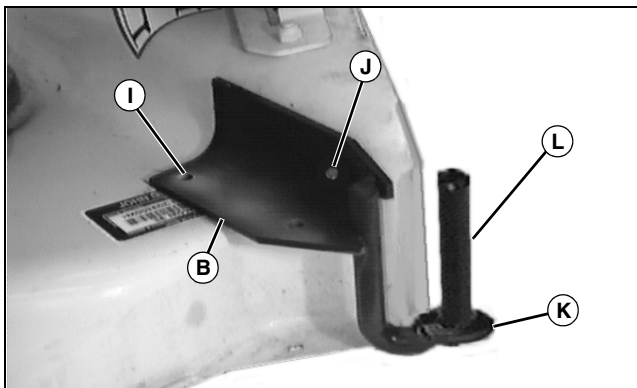
- A - Bracket A
- B - Bracket B
- C - Bracket C
- D - Bracket D
- E - Foam Template - Do Not Use

PREPARING MACHINE



M77258a, M77259

1. Using bracket (A) as a template, position bend in bracket (A) against edge of bracket (G) on deck. Align top edge of bracket (A) with top edge of bracket (G) and mark center of slot (F). Drill a 7 mm (9/32 in.) hole (H).
2. Install bracket (A) with a 6 mm bolt and nut. Fasten nut to the back side of bracket (A).
3. Lift and tape mower deflector out of the way.



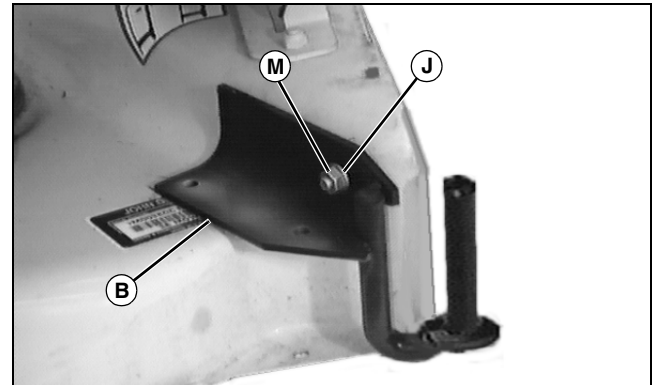
M77255a

4. Place bracket (B) into the corner of the deck as shown. Slide bracket inward on deck until welded washer (K) contacts the deck. Position bracket until post (L) is parallel to deck while washer contacts deck and bracket is tight in corner of deck. Mark holes (I and J) on deck.

NOTE: Bottom of bracket will not lay flat on the deck.

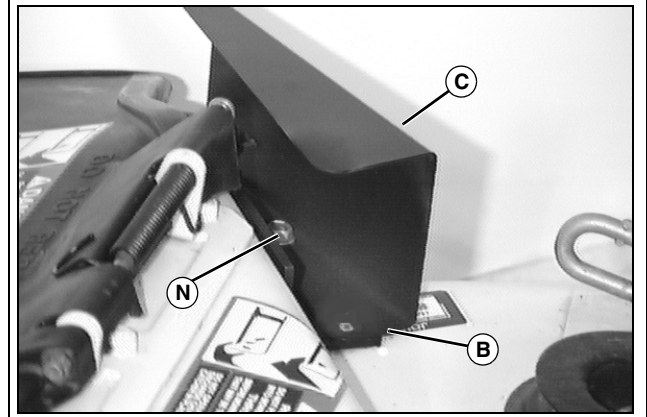
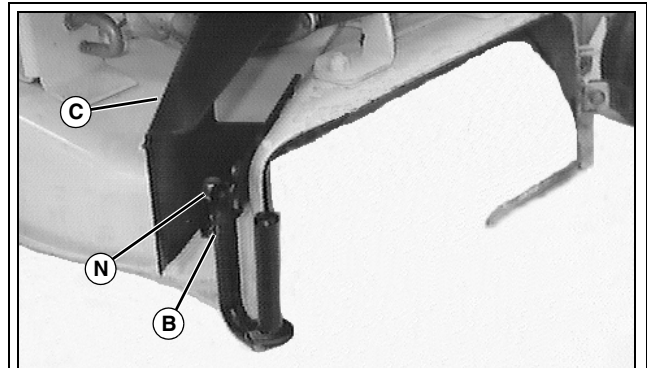
5. Drill two 9 mm (11/32 in.) holes through deck at marks (I) and (J).

IMPORTANT: Avoid damage! Nut (M) must be on outside of deck as shown.



M77256a

6. Fasten side of bracket (B) with 8 mm bolt and nut (M) in hole (J) to hold bracket in place. Tighten nut.

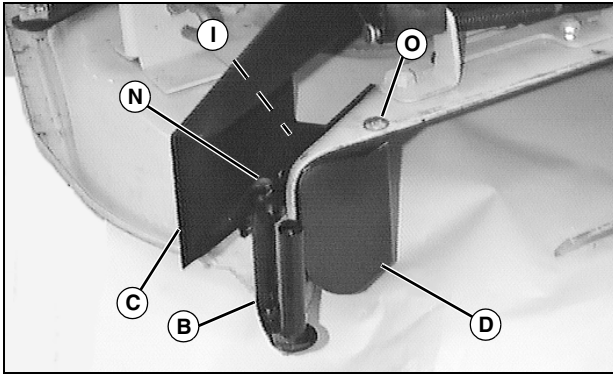


M77262, M77257a

Picture Note: Lower photo shows bracket (C) as viewed from other side.

7. Place bracket (C) over bracket (B) and fasten with 8 mm bolt and nut (M) in hole. Do not tighten nut at this time.

PREPARING MACHINE



M77261

8. Place bracket (D) underneath the mower and align hole in bracket (D) with holes (I) of mower, bracket (B) and bracket (C). Fasten with 8 mm bolt and nut, so nut is on top side of mower.

9. Align top hole in bracket (D) with hole in mower and install carriage bolt (O) and nut.

10. While pressing bracket (C) tight against bracket (B), tighten nut (N). Ensure that POWER FLOW belt does not rub on bracket (C) when installed.

11. Tighten all nuts.

12. Remove tape and release deflector.

13. Install the mower on the machine. (See your machine Operator's Manual.)

14. Check and adjust spindle brake. (See your machine Operator's Manual.)

Setting Maximum Mower Deck Cut Height

IMPORTANT: Avoid damage! Maximum mower cut height can not exceed 89 mm (3-1/2 in.) while using POWER FLOW attachment. Also, make sure tires are properly inflated.

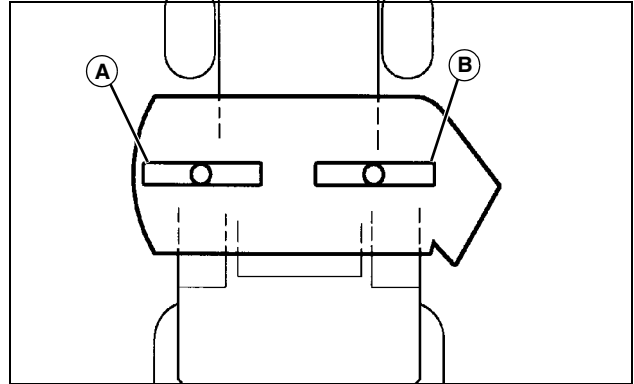
1. Check machine tire pressure. (See your machine's operator's manual.)

NOTE: Machine cut height control knob scale will no longer correlate directly to blade tip height once this procedure is completed. Each increment will equate to a cut height that is approximately 13-19 mm (1/2-3/4 in.) lower than decal setting.

2. Pull lift lever or push foot lift pedal all the way back into locked transport (upper) position.



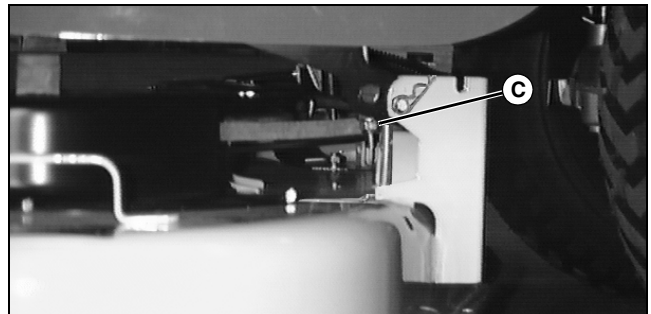
CAUTION: Avoid injury! Mower blades are sharp. Always wear gloves when handling mower blades or working near blades.



MX8463

3. Turn left blade (A) as shown. Hold mower drive belt stationary and turn right blade (B) as shown.

4. Measure distance from outside blade tips to the level surface. Both measured distances should not exceed 89 mm (3-1/2 in) and difference between the two measurements must not be more than 3 mm (1/8 in).



M88484

Picture Note: Left side shown.

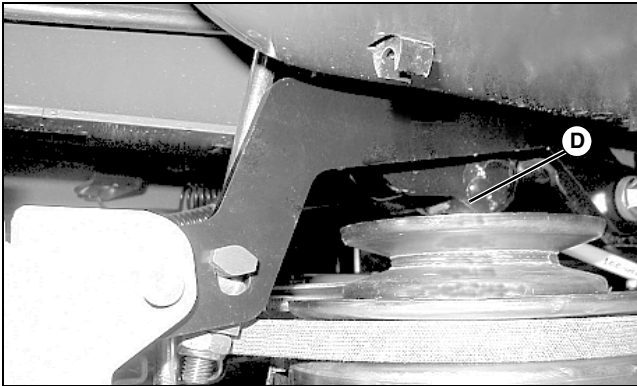
5. If either measurement exceeds maximum, adjust the rear draft links until maximum specification is obtained for both sides. Turn nut (C) counterclockwise to lower mower or clockwise to raise mower.

6. Level the mower front-to-rear following the procedure in the machine operator's manual. Remember that cut height is approximately 13-19 mm (1/2-3/4 in.) lower than decal setting.

7. Have a helper lower and raise lift lever several times while observing the new right side double sheave spindle:

PREPARING MACHINE

IMPORTANT: Avoid damage! Proper gap between machine lift shaft and top of double sheave spindle must be present or damage may occur.

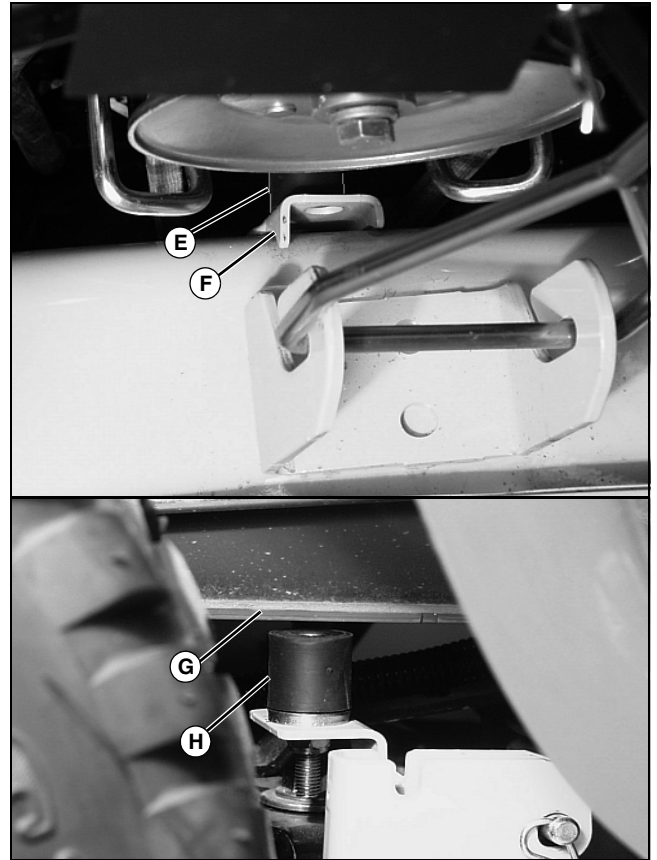


MX8108

- Double sheave spindle must not contact the bottom edge of the lift shaft weldment bracket (D). There must be a minimum gap of 6 mm (1/4 in.).
- If contact is being made or gap is less than minimum, contact your John Deere dealer.

NOTE: Greater resistance may be felt moving lift lever into locked transport (upper) position.

8. Move lift lever to the locked transport (upper) position.



MX7769, MX7770

9. Check alignment of front rubber up-stop (E) with mower up-stop bracket (F) and right rear up-stop (G) with frame rail (H). Adjust as necessary.

INSTALLING

Front Ballast



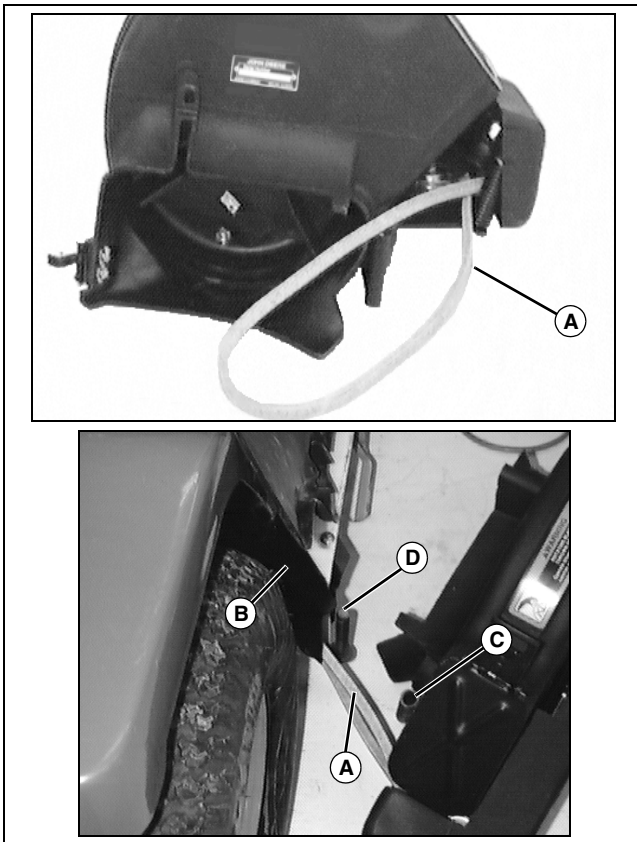
CAUTION: Avoid injury! To help maintain machine stability front ballast is recommended when using machine on slopes and when machine is equipped with the rear grass bagger.

- A 14 kg (30 lb) weight can be mounted to each front wheel for ballast.
- See your bagger operator manual for the proper ballast information for your machine.

Installing Power Flow and Belt

NOTE: The mower should be installed before installing the **POWER FLOW** unit. See your mower operator manual to install mower on machine.

1. Install mower. Tape mower deflector up and out of the way.



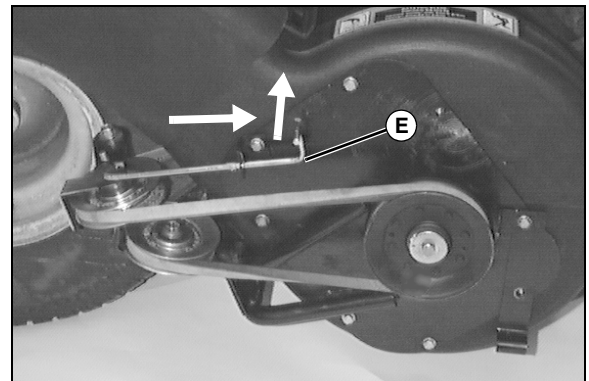
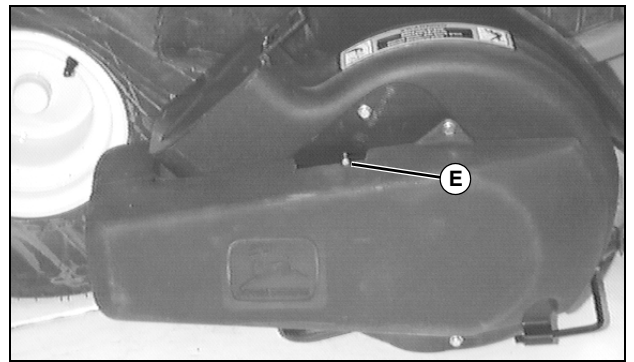
M77264, M77269

2. Position (crossed) **POWER FLOW** belt (A) between belt guide bracket (B) and mower deck.
3. Slide **POWER FLOW** tube (C) over mounting bracket pin (D).



CAUTION: Avoid injury! Belt shield removed for photo purposes only. **DO NOT** operate **POWER FLOW** without belt shield.

NOTE: Latch lever will be shipped in the locked position to release belt tension for installation.

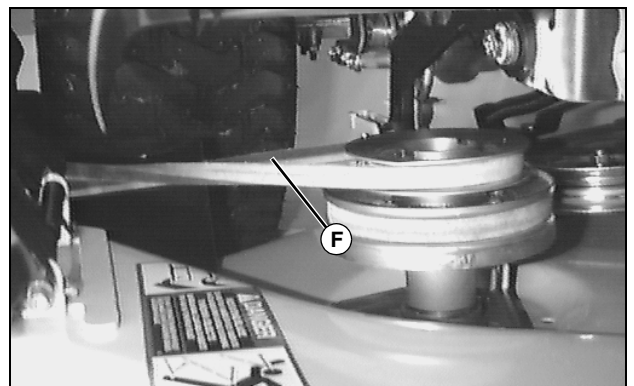


M77271, M77265

Picture Note: Belt shield removed for photo clarity only.

4. Check that latch lever (E) is locked. If necessary pull lever out and lift to lock.

IMPORTANT: Avoid damage! Belt must be crossed in order for the **POWER FLOW** to work properly.

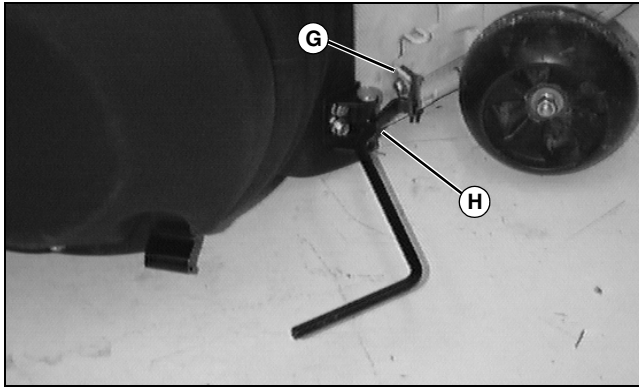


M93284

5. Install (crossed) belt (F) onto mower sheave.

INSTALLING

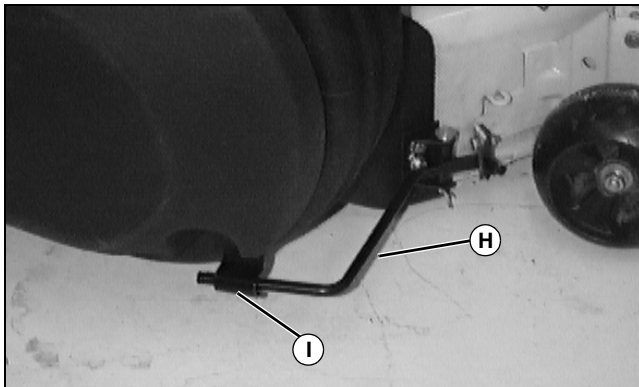
NOTE: When the **POWER FLOW** is swung into position, mower belt tension will release latch lever.



M77267

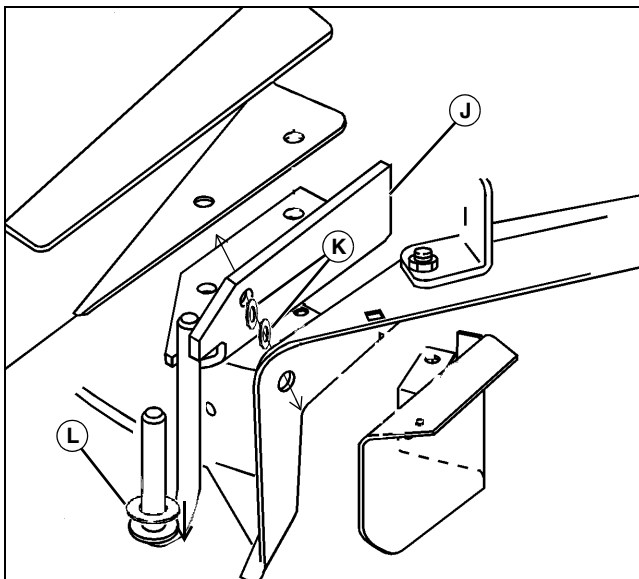
6. Swing **POWER FLOW** into position and hook handle (H) into bracket (G).

NOTE: The **POWER FLOW** should be level with the mower deck after hooking handle (H) into bracket (I).



M77268

7. Hook handle (H) under bracket (I).



M77292

8. If **POWER FLOW** is out of adjustment, add washers to

level or raise:

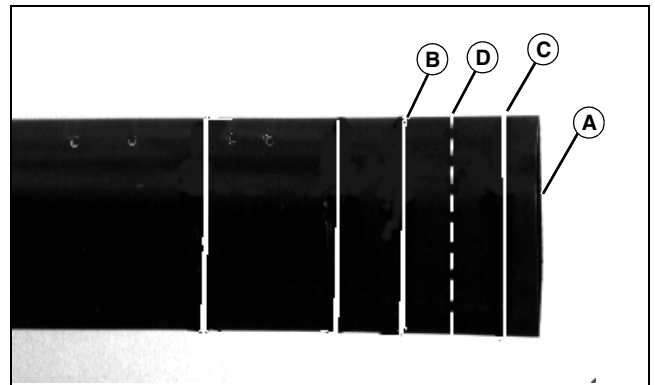
- **To Level POWER FLOW:** Insert one or two washers (K) between bracket (J) and mower deck to level the **POWER FLOW**.
- **To Raise POWER FLOW:** Put large washer (L) on pin of bracket (J) to raise the **POWER FLOW**.

9. Remove tape and release mower deflector chute.

Prepare Chute for Bagging Attachment

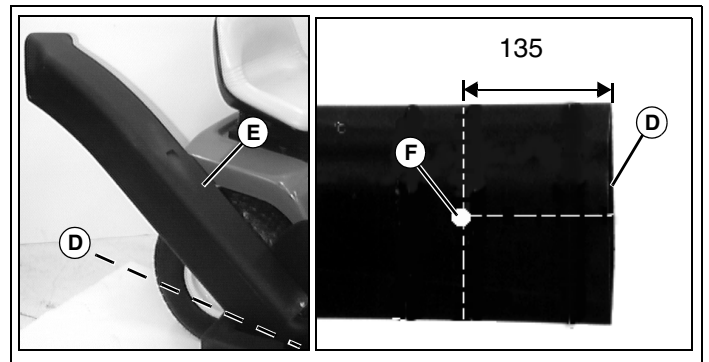
NOTE: Use this procedure for the 6 1/2-Bushel **POWER FLOW** system Only. See 7-Bushel **POWER FLOW** Operator's Manual for its specific procedure.

1. Cut off chute:



M74108

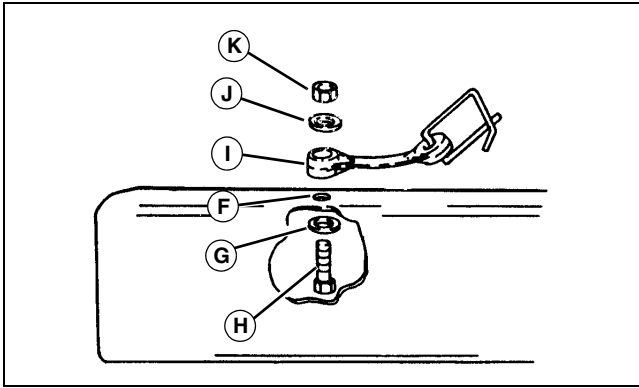
- Measure 70 mm (2.75 in.) from the end of the chute (A) [approximately centered between line (B and C)] and draw a line (D).
- Cut off chute at line (D).



M77285, M74108a

2. Looking at the top side (E) of the chute, measure 135 mm (5-5/16 in.) from the cut-off end of chute (D) and approximate center of chute and drill a 6 mm (1/4 in.) hole (F).

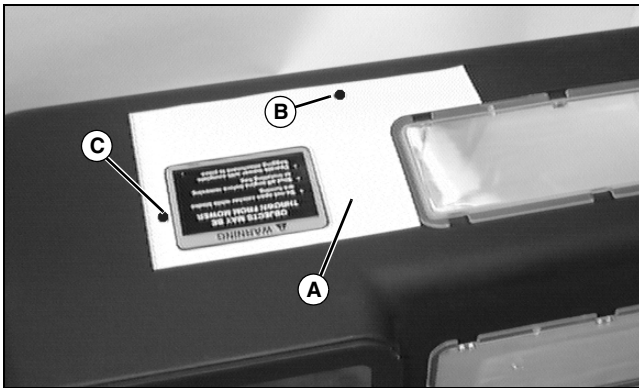
INSTALLING



M74109

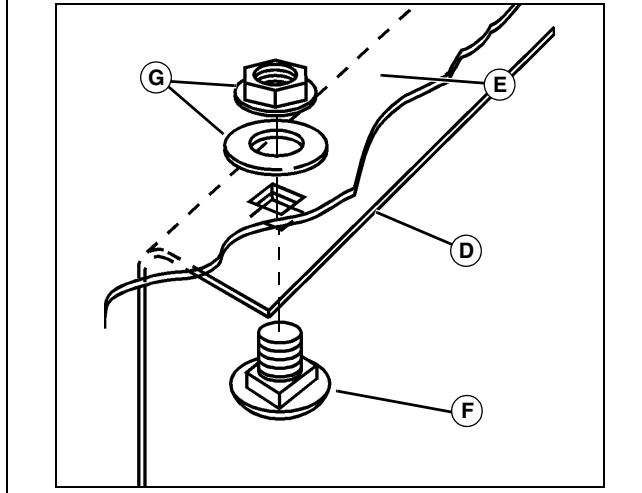
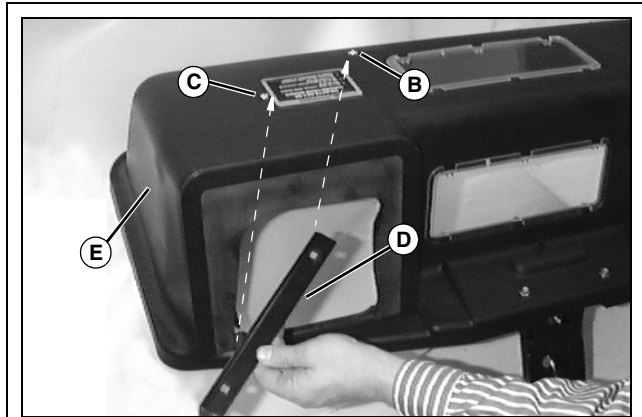
3. Install washer (G) on cap screw (H). Insert cap screw with washer through hole (F) from inside chute.
4. Fasten latch (I) on chute using washer (J) and lock nut (K).

Install Baffle Inside Hopper



M77274

1. Peel off backing of template (A) and apply to the hopper as shown.
2. Drill 7 mm (9/32 in.) hole at mark (B) and (C). Remove template.



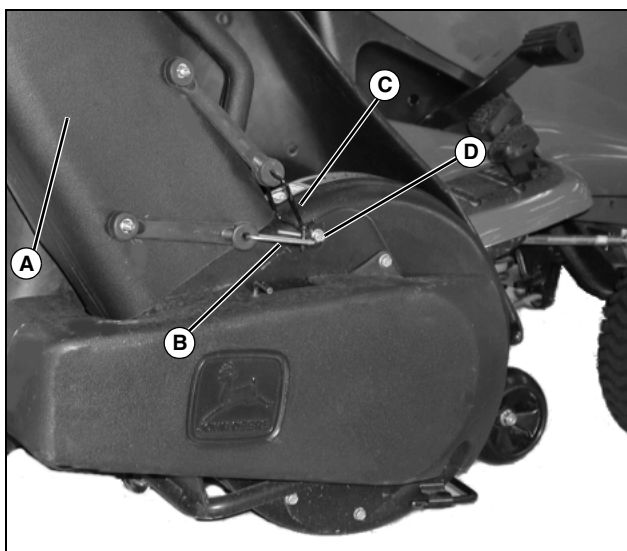
M77275, M77279

3. Place the baffle (D) inside the hopper (E) and secure with two 6 mm carriage bolts (F) to the inside of the hopper and two washers and nuts (G) to the outside of the hopper.

Install Chute

1. Insert chute in bagger top opening or upper chute (if attaching to cart).

INSTALLING



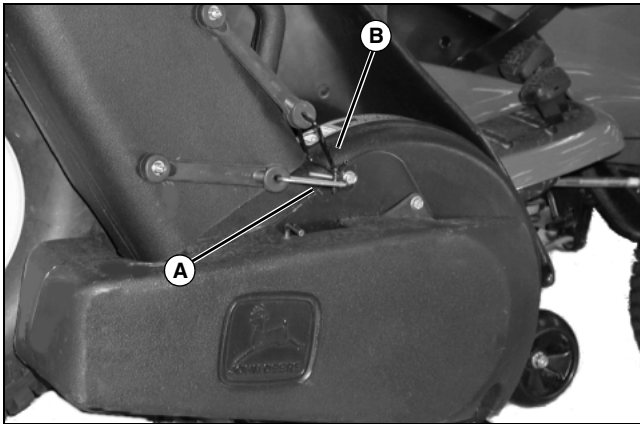
MX17563

2. Slide chute (A) onto POWER FLOW and connect latches (B and C) to bracket (D) on blower assembly.

REMOVING

Removing Blower Assembly

1. Park machine safely. (See Park Safely in the Safety section.)

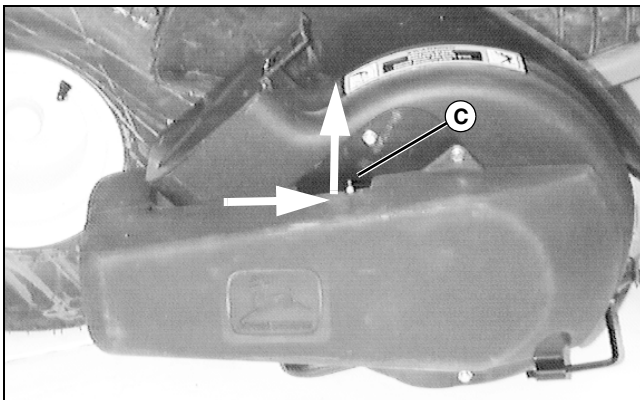


MX17563

2. Release chute latches (A and B) and remove chute from POWER FLOW.

3. Open hopper cover to provide clearance for chute removal.

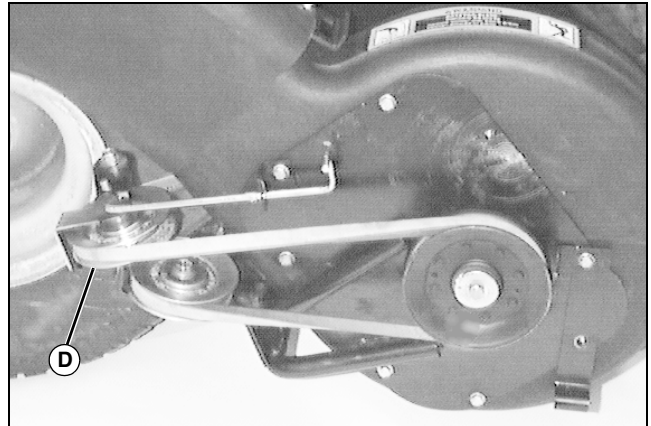
4. Remove chute from blower.



M77271

5. Pull and lift the latch lever (C) to lock.

6. Open POWER FLOW.



M77265

7. Remove belt (D) from double sheave.

8. Lift POWER FLOW off mounting pin.

IMPORTANT: Avoid damage! Grass buildup will affect operation of the blower assembly. Clean grass buildup before it dries for easier removal.

9. Clean all parts of attachment, especially internal housing.

CAUTION: Avoid injury! When the attachment is removed, also remove any ballast that was added to the machine.
Use only attachments and accessories recommended by the manufacturer.

10. Remove ballast.

OPERATING

Check for Plugging While Bagging

Check the flow indicator on the rear bagger or POWER FLOW chute periodically for any indication of loss of air flow.

If there is a trail of clippings behind mower or the clippings blow to the side, check for plugged chute, full bags, or problems with the blower assembly (if equipped).

If grass builds up in front of mower deck discharge chute, check for plugged rear bagger or POWER FLOW chute, or problems with the blower assembly (if equipped).

Dismounting to Inspect or Unplug Material Collection System



CAUTION: Avoid injury! Rotating blades are dangerous:

- **Park the machine safely and lock the park brake before getting off the seat.**
- **Turn the mower off.**
- **Stop the engine.**

Before getting off the seat:

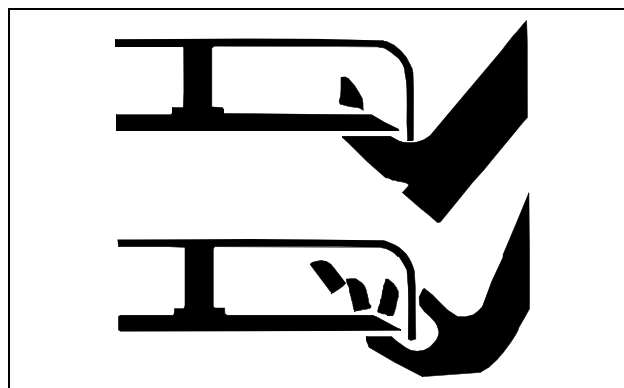
1. Stop machine.
2. Disengage mower blades.
3. Move throttle lever to slow position.
4. Lower mower to the ground.
5. Lock the park brake.
6. Stop the engine.
7. Remove the key.
8. Wait for all moving parts to stop.

Inspect and Unplug Material Collection System

Remove debris from the following inspection points:



CAUTION: Avoid injury! To help prevent injury from mower blades, do not try to unplug discharge chute while engine is running.



1. Open hopper cover. Check chute outlet.
2. Remove chute from mower deck or blower assembly (if equipped). Check chute inlet.
3. Check under mower deck for debris.

REPLACEMENT PARTS

Service Literature

If you would like a copy of the Parts Catalog or Technical Manual for this machine call:

- **U.S. & Canada:** 1-800-522-7448.
- **All Other Regions:** Your John Deere dealer.

Parts

We recommend John Deere quality parts and lubricants, available at your John Deere dealer.

Part numbers may change, use part numbers listed below when you order. If a number changes, your dealer will have the latest number.

When you order parts, your John Deere dealer needs your machine serial number and engine serial number. These are the numbers that you have recorded in the Introduction section of this manual.

Part Numbers

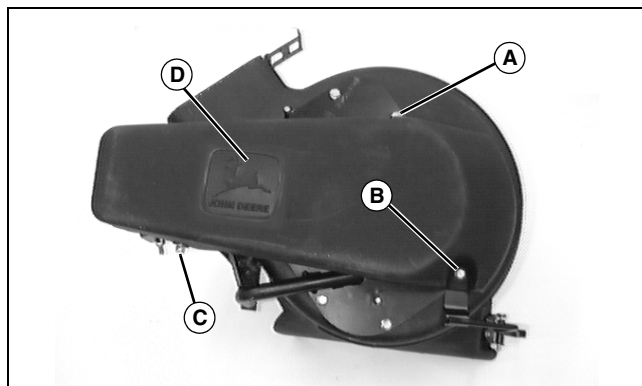
ITEM	PART NUMBER
Belt (38-Inch Mower)	M47765

(Part numbers are subject to change without notice. Part Numbers may be different outside the U.S.A.)

SERVICE

Removing Power Flow Belt

NOTE: POWER FLOW removed for photo clarity. Belt can be removed when blower is attached to deck.

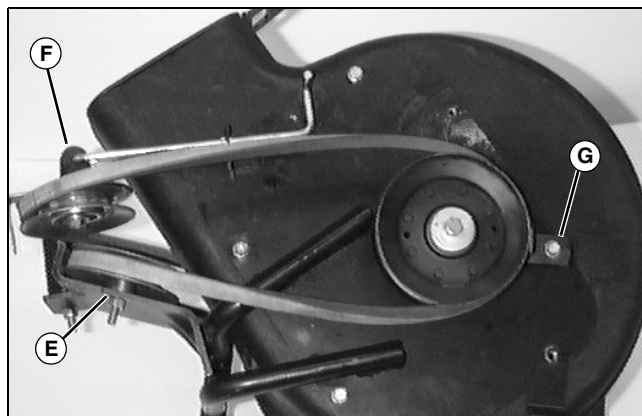


M77280

1. Remove bolts (A) and (B), and nut and washer (C).
2. Remove POWER FLOW belt shield (D).

IMPORTANT: Avoid damage!

- Belt **MUST** be installed as shown for proper blower operation.
- Note position of belt guides when loosening nuts and removing old belt.



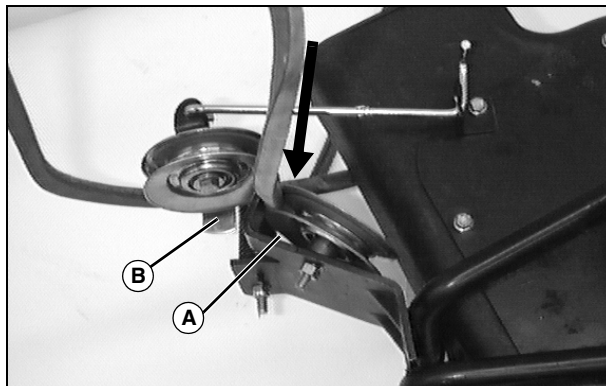
M77281

3. Loosen nut on V-idler (E), bolt and nut on V-idler (F) and bolt on belt guide (G).
4. Remove old belt.

Installing Power Flow Belt

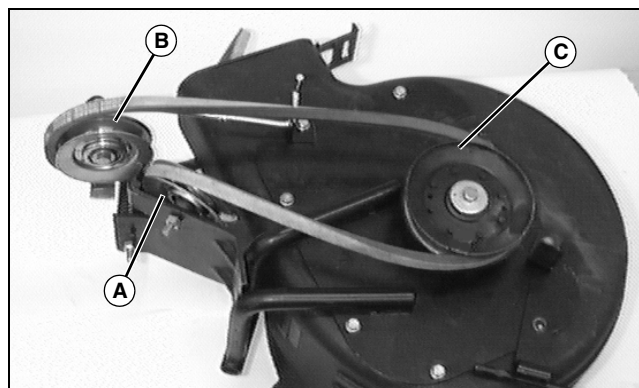
IMPORTANT: Avoid damage! Belt **MUST** be installed correctly, (crossed), for blower operation.

Belt guides must not touch sheave or belt.



M77282

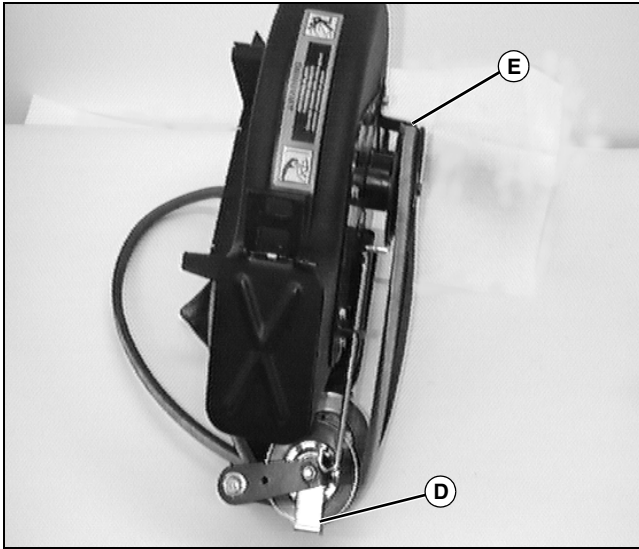
1. Put belt between V-idler (A) and V-idler (B) as shown.



M77283

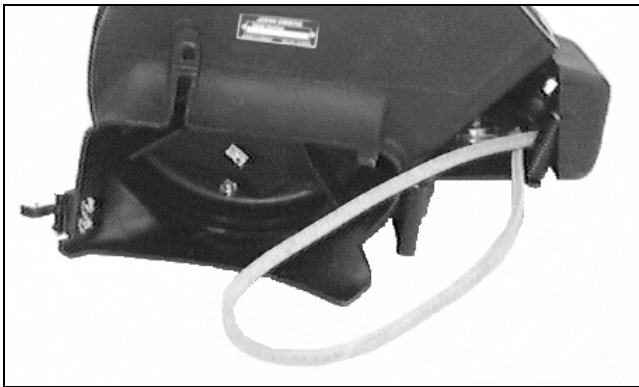
2. Put belt onto V-idler (A), then onto V-idler (B) and around sheave (C).
3. Tighten nut on V-idler (A).

SERVICE



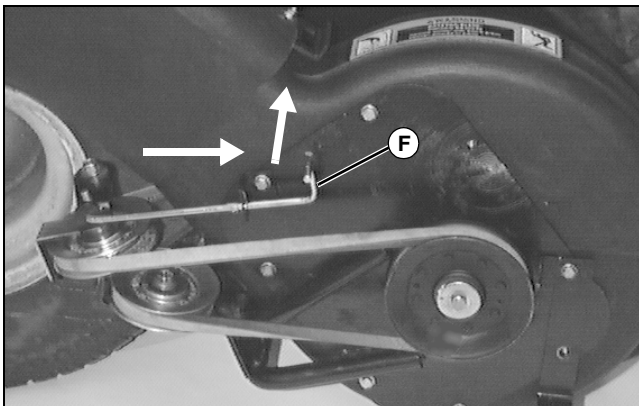
M77284

4. Position belt guides as shown and tighten belt guide (D) on V-idler and belt guide (E) on sheave.



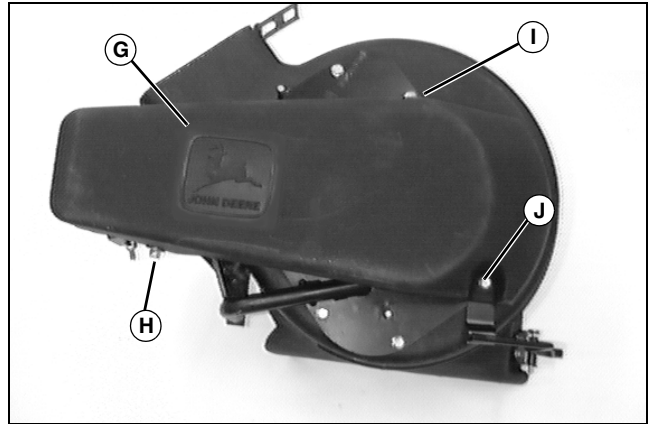
M77264

5. Check that belt is crossed as shown.



M77265

6. Pull latch lever (F) out and lift to put in locked position.



M77280

7. Install belt shield (G) with original nut and washer (H) and bolts (I) and (J).

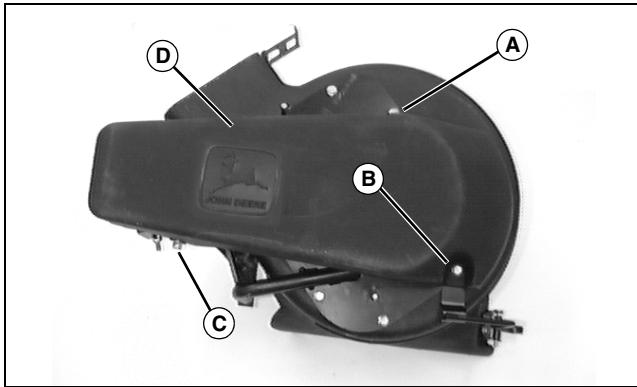
STORAGE

Storing Blower Assembly Safely

1. Remove blower assembly from mower deck.

IMPORTANT: Avoid damage! Grass build up will affect operation of the blower assembly. Any grass build up left will be difficult to clean out if allowed to dry out.

2. Clean the exterior of the blower assembly.



M77280

3. Remove bolts (A) and (B), and nut and washer (C).
4. Remove POWER FLOW belt shield (D).
5. Remove and inspect drive belt. Replace belt if necessary.
6. Install drive belt and make sure all belt guides are properly adjusted.
7. Install the belt shield.
8. Store blower assembly in a dry area.

INDEX

B

Baffle Inside Hopper, Install	12
Bagging Attachment, Prepare Chute for	11
Ballast, Front	10
Belt, Installing Power Flow	17
Belt, Installing Power Flow and	10
Belt, Removing Power Flow	17
Blower Assembly, Removing	14
Brackets, Installing Four Mounting	6

C

Chute for Bagging Attachment, Prepare	11
Chute, Install	12
Customer Service	21

H

Hopper, Install Baffle Inside	12
-------------------------------------	----

L

Labels, Safety	1
----------------------	---

M

Maximum Mower Cut Height, Setting	8
Mounting Brackets, Installing Four	6

P

Parts, Replacement	16
Plugging, Chute	15
Plugging, Material Collection System	15
Power Flow Belt, Installing	17
Power Flow Belt, Removing	17
Power Flow and Belt, Installing	10
Preparing Machine	3
Preparing Mower	4

S

Safety Messages	2
Safety, Operating	1
Safety, Parking	1
Safety, Service	2
Safety-Alert Symbol	1
Service Literature	16
Storing Blower Assembly	19

NOTES

NOTES

NOTES

JOHN DEERE QUALITY STATEMENT

John Deere Quality



John Deere equipment is more than just a purchase, it's an investment in quality. That quality goes beyond our equipment to your John Deere dealer's parts and service support. This support is needed to keep you a satisfied customer.

That's why John Deere has initiated a process to handle your questions or problems, should they arise. The following three steps will help guide you through the process.

Step 1

Refer to your operator's manual

- A. It has many illustrations and detailed information on the safe and proper operation of your equipment.
- B. It gives troubleshooting procedures, and specification information.
- C. It gives ordering information for parts catalogs, service and technical manuals.
- D. If your questions are not answered in the operator's manual, then go to Step 2.

Step 2

Contact your dealer (Call 1-800-537-8233 to locate your nearest John Deere dealer)

- A. Your John Deere dealer has the responsibility, authority, and ability to answer questions, resolve problems, and fulfill your parts and service needs.
- B. First, discuss your questions or problems with your dealer's trained parts and service staff.
- C. If the parts and service people are unable to resolve your problem, see the dealership manager or owner.
- D. If your questions or problems are not resolved by the dealer, then go to Step 3.

Step 3

Call the John Deere Customer Communications Center

- A. Your John Deere dealer is the most efficient source in addressing any concern, but if you are not able to resolve your problem after checking your operator's manual and contacting your dealer, call the Customer Communications Center.
- B. For prompt, effective service, please have the following ready before you call:
 - The name of the dealer with whom you've been working.
 - Your equipment model number.
 - Number of hours on machine (if applicable).
 - Your 13-digit serial number which you recorded on the inside front cover of this manual.
 - If the problem is with an attachment, your attachment identification number.
- C. Then call 1-800-537-8233 and our advisor will work with your dealer to investigate your concern.