



Cyclone Rake PARTS Sale (Phone) – Things to remember

- Our customers are typically older. Approach every call with respect.
- Check SF and make CERTAIN you have their correct Cyclone Rake Model.
- Use FLIPPING BOOK when necessary to isolate the model and proper parts. DO NOT GUESS.
- Make certain that addresses, email addresses and ALL tractor info is correct in Salesforce.
- ALWAYS thank the customer and give them your contact information for any questions.

Presentation Topic	Do our Engines Use Gear Reduction Oil?
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NO, OUR MODEL ENGINES DO NOT HAVE THIS FEATURE.

- A reduction gear is an arrangement by which an input speed can be lowered for a requirement of slower output speed, with same or more output torque. Reduction gear assembly consists of a set of rotating gears connected to a wheel work.
- The customer may notice a port for the gear reduction oil, if this is the case inform the customer that even though that is the case, our engines do not use gear reduction and the port should be sealed off and needs to remain sealed.