



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.

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| Presentation Topic | Engine is Leaking Fuel |
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BRAND NEW ENGINE

- Advise customer to **do a visual inspection of the engine** to make sure that no damage occurred during shipping.
- If everything looks ok, get a good description from the customer as to **where the fuel is coming from**.

- If it is **dripping from the bottom of the carburetor** the float valve is probably stuck causing the fuel to leak out of the carburetor. Have them tap the carburetor bowl with the handle of a screwdriver or the handle end of a hammer. Quite often this will do the trick.



- It also could be **leaking from the hose that connects the gas tank** to the fuel shut off valve. Make sure each side of those is firmly seated onto the fitting of the gas tank and shutoff valve and secure with the spring retaining rings.



- If after all of these are tried and it is still leaking, they will have to **have the engine diagnosed at a Briggs and Stratton dealer**.



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OLDER ENGINE

- Upon a physical inspection of the engine one of the **above reasons could still be valid** as well as a few others.
- **The small fuel bowl at the bottom of the fuel shut off switch could be loose or missing**, in which case will need to be replaced with 01-02-609.
 - Sometimes the ethanol in gasoline will react to the plastic fuel bowl and shrink the threads. Be sure going forward that the customer uses **Ethanol stabilizer** when they get gas for their small engines.
- If the **engine is leaking from the carburetor**, it could be that the float valve is stuck as in the example described in a new engine.
 - It may also be **contaminates in the gas tank or carburetor itself**. In this case the current fuel should be drained from the engine. The gas tank itself should be inspected for any residue inside the tank. Also, remove the air filters and spray some carburetor cleaner down into the base of the air filter housing and the cleaner will then go into the carburetor, let it sit this way for at least a few hours preferably overnight.
- Also **recommend MECHANIC IN A BOTTLE** and have them follow the directions on the bottle.
- If after all of these are tried and it is still leaking, they will have to **have the engine diagnosed at a Briggs and Stratton dealer**.

