



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	Why Does my Rake Stall When Going Up or Down a Hill?
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WHEN DRIVING ON A HILL

- If there is **less than half a tank of gas and you are driving up or down a hill** for approximately more than a minute, the rake engine may shut off due to lack of fuel. The tank to fuel valve hose starts at the corner of the tank and since the gas delivery relies on gravity this could happen.
 - Advise customer to refill the tank and to try to rake the inclined areas of the property first after refueling.

Remind the customer not to drive sideways on hills or slopes.

