



Hourly Usage Based Service Agreements 2023

Service Offering / Scope of Work

- 1) **Provide qualified service technicians** who are certified in hydraulics, diesel engines, 4 stroke engines, and electrical.
- 2) **Perform a multipoint inspection on each piece of equipment to be serviced** and bring any identified repair needs to your attention that fall outside of the basic preventative maintenance service. A price quote will be provided for approval in order to perform the repairs during the scheduled maintenance service.
- 3) **Perform basic maintenance services** at your location. Should there be a need to pick up the equipment you would be advised.
- 4) **Turf Star will perform planned maintenance services** as recommended and will:
 - Pre-schedule services in advance with a specified contact person.
 - Perform approved break and fix items.
- 5) **Provide labor, tools, and materials** necessary to complete the planned maintenance as outlined above.

Pre-paid inspection agreement: The customer selects the number of inspections that they wish to have on each piece of equipment annually. The inspection consists of greasing and performing our standard pre-inspection process on each piece of covered equipment.

| First machine rate | | \$65.00 | | | |
|--------------------------|----------|-----------|------------|------------|-------------|
| Additional machine rate | | \$31.00 | | | |
| 5 or more machines each | | \$28.00 | | | |
| Inspection Frequency | | Quarterly | Monthly | Bi-Weekly | Weekly |
| # of machines to inspect | rate | 4 | 12 | 26 | 52 |
| 1 | \$65.00 | \$260.00 | \$780.00 | \$1,690.00 | \$3,380.00 |
| 2 | \$96.00 | \$384.00 | \$1,152.00 | \$2,496.00 | \$4,992.00 |
| 3 | \$127.00 | \$508.00 | \$1,524.00 | \$3,302.00 | \$6,604.00 |
| 4 | \$158.00 | \$632.00 | \$1,896.00 | \$4,108.00 | \$8,260.00 |
| 5 | \$140.00 | \$560.00 | \$1,680.00 | \$3,640.00 | \$7,280.00 |
| 6 | \$168.00 | \$672.00 | \$2,016.00 | \$4,368.00 | \$8,736.00 |
| 7 | \$196.00 | \$784.00 | \$2,352.00 | \$5,096.00 | \$10,192.00 |
| 8 | \$224.00 | \$896.00 | \$2,688.00 | \$5,824.00 | \$11,648.00 |

Hourly usage fee \$1.60/hr: We harvest hours on all covered machines during the inspection and the customer will be invoiced their contracted hourly fee whether services have become due or not. The clock starts at the time of our initial inspection. PM services would be performed on the same visit as the equipment inspections as measured against the recommended maintenance schedule.

Non warranty break/fix repairs will be quoted and performed as approved by the customer.

The pickup and delivery fee of \$200.00 is included with the inspections and Preventative Maintenance services. It is not included on break/fix repairs separate from the regularly scheduled PM services; we do try to execute any repairs at during your normal PM visit to save you money.

Billing: We will track all maintenance performed and hours elapsed on your machines within MyTurf (no additional charge); each month we will invoice you for the number of machine inspections performed and hours of usage on your fleet.

There is no contract to sign; we will earn your business every month. If you are not delighted with the results of this program; you are free to cancel at any time.

Please contact your TSW Regional Service Manager to check availability:

PNW
Gabe Hughes
971-371-0248

SoCA
Rick Irvin
916-709-7088

NoCA
Andy MacDougal
760-685-7661

WHY TURF STAR?

At Turf Star you can count on us to provide you with the only fully certified sales and service team in our market to provide you with the products and services that enable you to achieve the desired results you need now.

TECHNOLOGY & SYSTEMS

Web-based Performance Reporting.

- Toro's proprietary software, MyTurf, allows both parties to access data online for equipment maintenance and reporting.
- MyTurf manages all fleet equipment, including non-Toro brands. It allows you to pull the necessary reports needed to satisfy record keeping of your equipment.
- Wireless hour meters automatically record the hours of each piece of equipment when it comes into the maintenance yard.
- The administrative cost for this service would be at no cost to you and you may discontinue the service at any time without penalty.
- Direct Access to Manufacturer Maintenance Schedules. This allows us to help you maintain your equipment as recommended by the equipment manufacturer.

Centralized dispatch

- Our automatic call distribution (ACD) phone system gives you direct and immediate access to any one of our service staff.
- Enterprise wide scheduling system that allows us to meet our commitments to you.

PEOPLE

Certified Service Technicians

- Our technicians are factory trained and system certified through Toro.
- Certified through the EETC (Equipment and Engine Training Council)
 - Hydraulic systems
 - Diesel engines
 - 4 stroke engines
 - Electrical

Industry Experience

- Turf Star has been an industry leader in California for more than 32 years.
- Our team has hundreds of years of combined experience in both turf and equipment.

BUSINESS ATTRIBUTES

Award Winning Service Department

- Recognized by Toro as a national leader in customer service and business practices.

Largest Toro Distributor in the world.

- We are the sole source for Toro OEM Parts and Services in California.
- Turf Star is the exclusive distributor of Toro Commercial products in California.

Lean Business Practices

- We strive for continuous improvement through “LEAN” business practices.