



## 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.

MX00654,000020B-19-20170510

## Using Your Operator's Manual

Read this operator's manual, watch the safety video, and review the safety signs on your machine before use. They all contain important safety information and operating instructions that must be followed to help keep you and others safe. Be sure everyone who uses the machine has read the manual, reviewed the safety signs, and knows how to use the machine safely and properly.

Your machine was designed and built to be operated in accordance with all the safe operating instructions. Since it was designed to cut grass, it can amputate hands and feet and throw objects. If you do not follow safety instructions, serious injury or death can occur.

This operator manual is organized in sections to help you find information quickly. You can use this manual to find answers to many of your operating and servicing questions. An index at the end of this book helps you find needed information quickly. Contact your dealer if this manual does not answer your questions.

Before using your machine:

- Know how to operate the machine. The Operating Controls section helps you understand the controls of your machine and what they do.
- Prepare your machine and the mowing area by performing required daily checks outlined in the General Instructions section.
- Follow instructions in the Preventing Injuries section, especially related to:
  - Keeping children safe by following instructions in the Protect Children section.
  - Avoiding injury on slopes and near terrain hazards by following instructions in the Operating on Slopes and Near Terrain Hazards section.
  - Follow the instructions in the Avoid Thrown Objects section and keep all guards in place, including discharge chute.
  - Cleaning machine during use and before storing as outlined in the Prevent Fires section.

- Understand how to service and inspect your machine.

If you do not understand the instructions or have questions, contact your dealer.

The machine shown in this manual can differ slightly from your machine.

RIGHT-HAND and LEFT-HAND sides are determined by facing in the direction that the machine travels when going forward. When you see a broken line (-----), the item referenced is hidden from view.

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

This manual is an important part of your machine. Keep this manual with the machine when you sell it.

OUO2005,000078D-19-20200211

## Special Messages

Your manual contains special messages to bring attention to potential safety concerns and 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.**

MX00654,000020D-19-20170605

## Service Literature

If you would like to purchase a copy of the Parts Catalog or Technical Manual for this machine, visit The John Deere Technical Information Store at:

<https://techpubs.deere.com/>

or call:

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

TH84124,0000199-19-20200205

## Parts

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

When you order parts, your John Deere dealer needs the serial number or product identification number (PIN) for your machine or attachment. These are the numbers that you recorded in the Product Identification section of this manual.

### Order Service Parts Online

Visit <http://JDParts.deere.com> for your Internet connection to parts ordering and information.

TC00531,00000E9-19-20150306

## Product Compatibility

The 42 in and 48 in Edge™ 2-bag baggers are compatible with the following models.

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LA100	D100	E100	S100	L100
LA105	D105	E110	S110	L108
LA110	D110	E120	S120	L110
LA120	D120	E130	S130	L111
LA130	D125	E140	S140	L118

LA140	D130	E150	S150	L120
LA115	D140	E160	S160	L130
LA125	D150	E170	S170	102
LA135	D155			115
LA145	D160			125
LA155				135
LA165				145
				155C

Edge is a trademark of Deere & Company

MG39705,00001BC-19-20200317

## Record Purchase Information

Record your purchase information in the spaces provided below.

DATE OF PURCHASE:

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DEALER NAME:

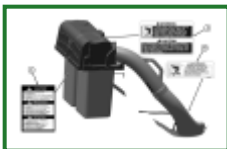
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DEALER PHONE:

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OUMX258,0000CEA-19-20131203

## Safety Label Location



APY17706-UN: Safety Label Location

### **LEGEND:**

A - WARNING (M151187)

B - WARNING (M118223)

C - CAUTION (GC00215)

## Understanding the Machine Safety Labels



MXAL42363-UN: Warning

The machine safety labels shown in this section are placed in important areas on your machine to draw attention to potential safety hazards. DANGER or WARNING safety labels are located near specific 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.

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

- DANGER; The signal word DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.
- WARNING; The signal word WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.
- CAUTION; The signal word CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury. CAUTION may also be used to alert against unsafe practices associated with events which could lead to personal injury.

Replace missing or damaged safety labels. Use this operator's manual for correct safety label placement.

There can be more safety information contained on parts and components sourced from suppliers that is not reproduced in this operator's manual.

### French or Spanish Safety Labels and Operator's Manual

Operator's manuals and safety labels with content in French or Spanish are available for this machine through authorized John Deere dealers. See your John Deere dealer.

#### **NOTE:**

**Both text and no-text labels are shown. Your machine is only equipped with one of these types of labels.**

MP47322,00F4601-19-20190424

## WARNING—CAUTION



GXT001245-UN: WARNING - M151187

### WARNING

To avoid injury from thrown objects, keep bystanders away. Shut off engine before opening hopper top. Keep chutes in place. Never allow riders on hopper top or on frame.

### CAUTION

To avoid injury, ballast per operator's manual. Bag is subject to wear and deterioration, check bag frequently and replace, as necessary, with a John Deere bag or equivalent to comply with safety specifications.

OU02005,000025A-19-20200504

## WARNING



GXT001508-UN: Warning - M118223

### THROWN OBJECTS

Do not operate mower without chutes and hoses securely in place.

OU02004,00009B6-19-20140618

# CAUTION



GXT001509-UN: CAUTION - GC00215

- Bag is subject to wear and deterioration.
- Check bag frequently, replace when necessary.
- Use a John Deere bag or equivalent to comply with safety specifications.

OUO2004,00009B7-19-20140716

## Safety Label Location



APY17707-UN: Safety Label Location

### **LEGEND:**

A - Read Operator's Manual      B - Need part number  
(M169457)

∴



SR99263,0000111-19-20190401

## Understanding the Machine Safety Labels without Text



TCT005498-UN: Safety alert symbol

At several important places on this machine, safety signs are affixed which signify potential danger. The hazard is identified by a pictorial in a warning triangle. An adjacent pictorial provides information on how to avoid personal injury. These safety signs, their placement on the machine, and a brief explanatory text are shown in this Safety section.

There can be additional safety information contained on parts and components sourced from suppliers that is not reproduced in this operator's manual.

MX00654,0000389-19-20180621

## Read Operator's Manual



GXT001478-UN: Read Operator's Manual M169457

- Read Operator's Manual
- Avoid Injury From Thrown Objects
- Avoid Injury From Tipping

OU02004,0000A2A-19-20140829

## Read Safety in Machine Operator's Manual

Read the general safety operating precautions in your machine operator's manual for additional safety information.

OUMX068,0000230-19-20130918

## Parking Safely

Always apply the park brake and remove the key before leaving the machine unattended. Children or others may attempt to move or operate an unattended machine.

- Stop the machine on a level surface.
- Disengage mower blades or other attachments.
- Lower attachments to the ground.
- Apply the park brake.
- Stop the engine.
- Remove the key.
- Wait for engine and all moving parts to stop before you leave the seat.



## Protect Children



MXAL41929-UN: Protect children warning symbol

- Children can be killed or seriously injured by riding mowers when operators do not follow safe operating practices.
- Do not mow in reverse. Operating with the mower engaged while backing up is discouraged.
- Never give children a ride on a mower or in a cart behind the mower, even when the blades are off. They can fall off and be run over or cut by the mower blades. Children can interfere with mower operation. Children who have been given rides in the past can suddenly appear in the mowing area for another ride. If you are not aware, they can be run over or backed over by the mower.
- Children are often attracted to lawn mowers and mowing activities, especially if they have been given rides before. They do not know if the blades are rotating or understand that they can be killed or seriously injured even if the blades are not rotating.
- Keep children indoors and out of the mowing area when the mower is being operated. Keep children under the watchful eye of a responsible adult, other than the operator. If there is not a responsible adult to ensure that children stay indoors, DO NOT mow.
- Be alert to the presence of children or others. Turn off the mower blades and stop the machine if someone enters the mowing area.
- Look in the direction the machine is traveling. Before and while backing, turn off the mower blades and look down and behind the machine carefully, especially for children.
- Use extreme care when approaching objects that block your view, such as blind corners, shrubs, or trees, especially while backing. They can hide a child.

MX00654,00002ED-19-20200330

## Service and Maintenance

- Proper service and maintenance of the machine is essential.
- Keep all parts in good condition, keep all nuts and bolts tight, and repair any damage immediately. Stop and inspect the machine immediately if you strike an object.
- Ensure that all safety devices, discharge chute, and grass catcher components are in good condition and replace when necessary.
- Understand service procedures thoroughly before working on the machine. If you do not understand the service procedures or are uncomfortable working in your machine, contact your servicing dealer.

- Disconnect the battery or all spark plug wires before servicing the machine. Disconnect negative terminal first and positive last. Install positive terminal first and negative last.
- Some components could have stored energy in springs or hydraulic components. Servicing procedures described in the Service section describe how to perform service and maintenance tasks safely.
- Support any machine elements that must be raised for service work. Use jack stands or service locks to support components when needed.

MX00654,00002EE-19-20200330

## Disposing of Waste Products and Chemicals

- Waste products, such as used oil, fuel, coolant, brake fluid, and batteries can harm the environment and people.
- Do not use beverage containers for waste fluids – someone can mistakenly drink from them.
- A Safety Data Sheet (SDS) provides specific details on chemical products: Physical and health hazards, safety procedures, and emergency response techniques. The seller of the chemical products used with your machine is responsible for providing the SDS for that product.
- To learn how to recycle or properly dispose of waste products generated from service, see your local recycling center or authorized dealer. If you wish to discard the machine, contact your local recycling center or authorized dealer.

MX00654,00002EF-19-20200330

## Installing Proper Ballast



### **CAUTION:**

**Avoid injury! Operating with a grasscatcher or other attachment can affect stability on a slope. Use front weights on your tractor if necessary**

**When the attachment is removed, also remove any ballast that was added to the machine.**

**Use only attachments and accessories recommended by the manufacturer.**

### **NOTE:**

**Ballast is extra weight that can be added to the machine to provide additional stability. Typical ballast for your machine can be wheel weights or suitcase weights. See your authorized service center for recommended**

## weights on your machine.

Install the proper front ballast to help counterbalance the total weight of the MCS. Remove ballast when the MCS is removed to ensure proper operation of the machine when not bagging.

OU02004,00009C8-19-20140625

## Install High-Lift Blades



GXT001288-UN: Blades



### CAUTION:

**Avoid injury! Mower blades are sharp. Spinning blades can cause bodily injury. Before removing the standard deck blade, block the sharp edge of the blade with a piece of wood to prevent from spinning.**

1. Raise mower deck to gain access to mower blades. If necessary, remove mower deck.
2. Before removing the standard deck blade, use a piece of wood to block the sharp edge to prevent it from spinning.
3. Remove standard mower blade.
  - Loosen and remove a nut (A), washer (B), and blade (C).
4. Install high-lift blade supplied with kit.
  - Ensure that blade is properly seated against notched stud (D).
  - Secure the blade with the original washer (B) and nut (A). Tighten to specification as follows.

Item	Measurement	Specification
Nut (A)	Torque	54-81 N·m (40-60 lb·ft)

5. Repeat the same steps for the remaining blades.

MG39705,000028A-19-20191205

## Parts Identification View



APY15480-UN: .

∴ Bagger and Hopper Parts

Bagger and Hopper Parts List		
Item	Part Description	Quantity
A	Hopper Top Assembly	1
B	Mounting Post	1
C	Upper Discharge Chute	1
D	Lower Discharge Chute (42 in shown)	1
E	Gusset Rod	1
F	Grass Bags	2
G	Blades: 42 in	2
H	Blades: 48 in	3
I	Drilled Cargo Pin	1
J	Drilled Pin	1

∴ Bagger and Hopper Parts

Hardware List		
K	Spring Locking Pin	4

MG39705,0000193-19-20191212

# Assembly

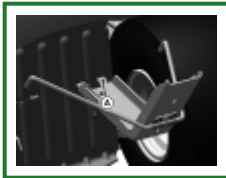
No tools are required for assembly. If the machine is equipped with the sun canopy, the rear support posts of the sun canopy can interfere with installation of the two-bag MCS assembly.

MG39705,0000194-19-20190530

## Install Mounting Post and MCS Support Rod

1. Park machine safely. (See Parking Safely in the Safety section.)
  2. Put deck lift lever in lowest position. Deck in lowest position allows the most access when installing the lower chute.
  3. Tilt the seat forward.
- 

4.



APY24831-UN: .

Fit tabs (A) on end of mounting post into the slots on the right side of rear hitch plate.

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5.



APY24832-UN: .

Raise mounting post upward toward tractor and insert MCS support rod ends (A) into the small holes in Cargo Mount™ brackets at the rear of tractor.

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6.



APY24833-UN: .

Install drilled cargo pin (A) through holes in mounting post and secure with spring locking pin (B).

*CargO Mount is a trademark of Deere & Company*

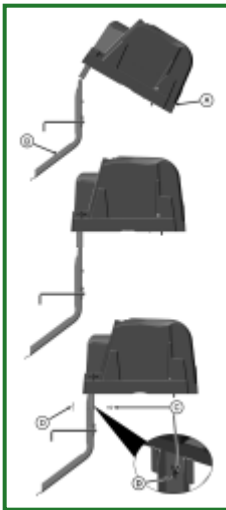
MG39705,0000195-19-20200207

## Assemble Hopper Top Assembly to Mounting Post

### **IMPORTANT:**

**Avoid damage! Allowing the hopper to contact abrasive surfaces can cause scratching.**

1.

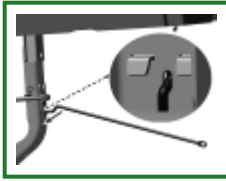


APY24834-UN: .

To place hopper top assembly (A) on mounting post (B), tip the hopper top assembly 30 degree backward until it touches the mounting post. Then level the hopper top assembly (A) to slide it down onto the mounting post (B). Then secure it by pin (C) and spring locking pin (D).

---

2.

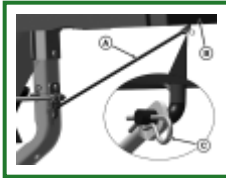


APY24835-UN: Front Side of the Mounting Post Wall is Shown in Right

Install gusset rod (A) to mounting post slot by placing the bent portion through slot so that the bent end is on the front side of mounting post wall.

---

3.



APY15477-UN: .

Raise the drilled end of the gusset rod (A) up to bracket on the hopper top assembly (B) and insert through the hole as shown. Secure with spring locking pin (C).

MG39705,0000196-19-20200123

## Installing Bags

### Opening Hopper Top

1.



APY15474-UN: .

Open hopper top (A) by grasping latch (B) and pulling until it releases.

---

2.



APY15472-UN: Hopper top closed condition



APY15478-UN: Hopper top open condition

As the hopper top is raised, the bracket (C) on the hopper top opens up. When it is fully open, the bracket gets locked by the pin (D).

## Installing Bags

1.

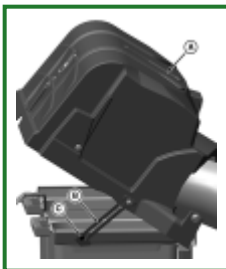


APY17732-UN: Installing bags

Install grass bags (A) by sliding into channels. Ensure bags slide all the way forward so front handle is inside the frame slots.

---

2.



APY24836-UN: .

Close the Hopper top (A) by releasing the bracket (B) from locking pin (C) by pulling latch backward by rounded trigger. Hold up hopper with your other hand while releasing.

SR99263,000010E-19-20200214

## Installing Lower Discharge Chute

### NOTE:

The mulch plate, if installed, must be removed before installing the bagger discharge chute.



1. Raise and hold plastic discharge chute on the mower deck.

**NOTE:**

**To raise inner metal deflector, pull outward at rear of deflector then pull up.**

- 2.



APY24830-UN: .

Raise inner metal deflector (A), position lower bagger discharge chute (B) over mower deck discharge opening.



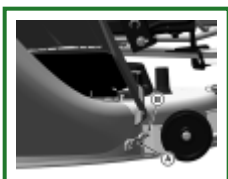
**CAUTION:**

**Avoid injury! Prevent possible thrown objects. The discharge chute assembly must fit tight against the chute hinge bracket and completely cover the mower deck discharge opening.**

**NOTE:**

**Bagger discharge chute must fit on the outside of the mower deck discharge opening.**

- 3.



APY17734-UN: Discharge Chute

At the front of the discharge opening, slide pin (A) through hole (B) in the depth gauge wheel bracket.

4.



APY15479-UN: .

Secure the chute by inserting a spring locking pin (A) in the slide pin (B).

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5. Secure rear side of the discharge chute:

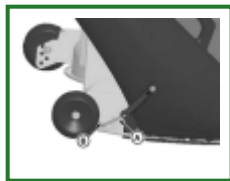
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APY15471-UN: .

On 42 in decks, rotate rear side of the lower discharge chute toward the mower deck. Insert rear strap hook (A) on the discharge chute into slot (B) on deck.

•

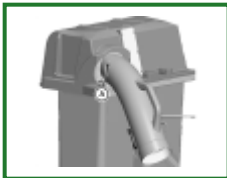


GXT001525-UN: 48 in.

On 48 in decks, rotate rear side of the lower discharge chute toward the mower deck. Insert rear strap hook (A) on corner (B) of the rear depth gauge wheel bracket.

SR99263,0000131-19-20200124

## Installing Upper Discharge Chute



APY17705-UN: Installing Upper MCS Discharge Chute

1. Insert the upper discharge chute (A) into the opening of hopper top.

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2.

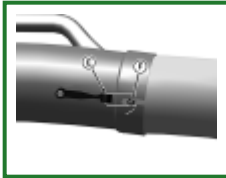


APY18522-UN: Installing Bottom of Upper MCS Discharge Chute

Slide bottom (A) of the upper discharge chute over top (B) of lower chute, aligning notch (C) with bolt (D).

---

3.



APY15476-UN: .

Hook rubber strap latch (E) onto bolt (F) in lower chute.

SR99263,000010F-19-20191205

## Getting the Best Performance from Your MCS

### Bagging Tips

#### **IMPORTANT:**

**Avoid damage! MCS may extend beyond machine or mower. Be careful not to hit trees or buildings, etc., with hopper when you make short turns.**

Run engine at full speed. If engine slows down, reduce travel speed.

Bag grass only when grass is dry: Wet grass will plug chute and MCS.

Keep hopper top closed.

Pick up all rocks, stones, twigs and other debris before mowing and bagging. Cut grass higher than desired the first time so mower will clear unseen obstructions that could cause damage to the mower or MCS attachment.

#### **IMPORTANT:**

**Avoid damage! Do not leave clippings in bags:**

- **Moisture may damage bags.**

- **Damp clippings are a fire hazard.**

Never leave grass or leaves in bags overnight or for long periods of time. Dampness from leaves or grass will cause deterioration of the bags. Also, damp leaves or grass when contained in the bags are combustible and can create a fire. For this reason, never store garbage bags of leaves or grass bagging attachment with full or partially filled bags in a garage or other enclosure. Grass clippings make excellent compost. Clippings can be used also as mulch between garden rows or around flowers, shrubs and trees.

## Providing Airflow For MCS

MCS needs strong airflow from mower to bags for best performance. Follow these suggestions to help airflow:

- Keep chute, hopper top, screen, bags and underside of mower clean.
- Keep throttle lever at fast position but travel at slow speed.
- Level mower front-to-rear so rear of mower is no more than 13 mm (1/2 in) higher than front of mower.
- Operate mower in higher cutting positions.
- Replace worn or damaged mower blades.

## Filling Bags



### **CAUTION:**

**Avoid injury! Rotating blades can throw objects and debris. Stop engine before removing or installing discharge chute or grass catcher, or approved mulch plug or guard.**

- When clippings are up to hopper top window, empty bags to avoid plugging chute. Left bag normally fills first.
- Right bag may not fill completely when you are cutting thin stand of grass. Bag will fill if you slow engine to reduce airflow.
- Fill bags 1/2 full when operating on slopes to avoid tipping.

MG39705,00001BD-19-20190412

## Unplugging Mower or Material Collection System



### **CAUTION:**

**Avoid injury! Do not attempt to unplug attachment with machine running.**

- **Rotating blades are dangerous. Shut off the engine and remove the key before getting off the seat to inspect the machine and attachment.**

- **Thrown objects can cause serious injury. Make sure all machine parts are stopped before raising hopper top or removing chutes.**

## Checking For Plugging While Driving

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

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

## Removing Debris From Inspection Points:



### **CAUTION:**

**Avoid injury! Do not use hands or feet to clear plugged mower deck or blower assembly. Stored energy can cause blades to rotate.**

1. Park machine safely. Wait for all moving parts to stop before getting off to inspect machine.
2. Open hopper cover. Check chute outlet.
3. Remove chute from mower deck or blower assembly. Check chute inlet.
4. Check under mower deck for debris.

OUO2004,00009E8-19-20140620

## Removing Bagger Assembly

### Removing Upper and Lower Discharge Chute

1. Release rear side of the lower discharge chute:

- 



APY15471-UN: .

On 42 in decks, Release strap hook (A) on the discharge chute from slot (B) on deck.



GXT001525-UN: 48 in.

On 48 in decks, Release rear strap hook (A) from the corner (B) of the rear depth gauge wheel bracket.

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2.

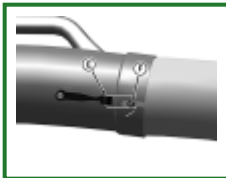


APY15479-UN: .

Release front side of the chute by removing the spring locking pin (A) from the slide pin (B) and remove the Slide pin (B) from the hole of the depth gauge wheel bracket.

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3.

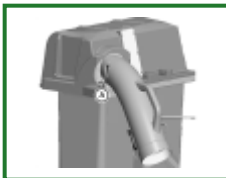


APY15476-UN: .

Unhook rubber strap latch (E) from bolt (F) in lower chute. Remove the Lower chute from the Upper chute assembly.

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4.

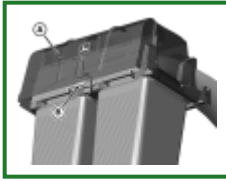


APY17705-UN: Installing Upper Bagger Discharge Chute

Remove the upper discharge chute (A) from the opening of hopper top.

## Removing Bags

1.



APY15474-UN: .

Open hopper top (A) by grasping latch (B) and pulling until it releases.

---

2.



APY15472-UN: Hopper top closed condition



APY15478-UN: Hopper top open condition

As the hopper top is raised, the bracket (C) on the hopper top opens up. When it is fully open, the bracket gets locked by the pin (D).

---

3.



APY17732-UN: Installing bags

Remove grass bags (A) by sliding out of tabs (B).

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4.

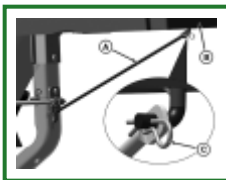


APY24836-UN: .

Close the Hopper top (A) by releasing the bracket (B) from locking pin (C) by pulling latch backward by rounded trigger. Hold hopper up with other hand while releasing.

## Removing Bagger Support Rod and Hopper Top Assembly

1.

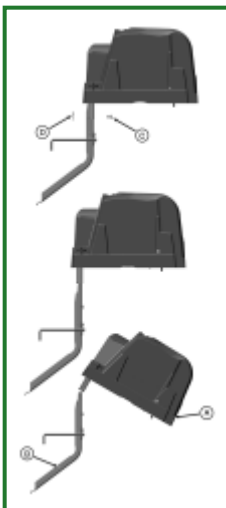


APY15477-UN: .

Release the spring locking pin (C). Raise hopper top (B) slightly and then remove the gusset rod (A) from hopper top assembly. Lower the gusset rod (A) to remove it from mounting post. Remove the gusset rod (A).

---

2.



APY15475-UN: .

To remove the hopper top assembly (A), Remove spring locking pin (D) and pin (C). Slide up the hopper top assembly (A) from the mounting post (B) and remove it carefully.

## Removing Mounting Post



1.



APY24833-UN: .

Remove spring locking pin (B) and remove drilled cargo pin (A) from the mounting post.

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2.

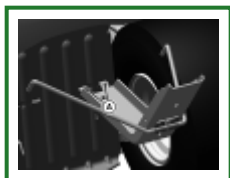


APY24832-UN: .

Remove bagger support rod ends (A) from the small holes in CargO Mount™ brackets at the rear of tractor and lower mounting post downward towards the rear hitch plate.

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3.



APY24831-UN: .

Remove tabs (A) on end of mounting post from the slots on the right side of rear hitch plate.

*CargO Mount is a trademark of Deere & Company*

MG39705,000028C-19-20200214

## Storing Attachment



### CAUTION:

**Avoid injury! Fuel vapors are explosive and flammable. Engine exhaust fumes contain carbon monoxide and can cause serious illness or death:**

- **Run the engine only long enough to move the machine to or from storage.**
- **Machine fires and structure fires can occur if a machine is stored before allowing it to cool, or if debris is not removed from around the**

- engine and muffler, or if stored near combustible materials.
- Do not store vehicle with fuel in the tank inside a building where fumes may reach an open flame or spark.
- Allow the engine to cool before storing the machine in any enclosure.

**NOTE:**

**Some of the following steps may not apply to your attachment.**

1. Remove attachment from machine.
2. Clean attachment and driveline, if equipped.
3. Remove any shields if needed to clean out all debris.
4. Repair or replace worn, bent, or damaged parts. Tighten loose hardware.
5. Apply paint to painted surfaces where needed to prevent rust.
6. Apply thin coat of grease to blades to prevent rust.
7. Lubricate any pivot points with engine oil to prevent rust.
8. Lubricate any grease points.

**IMPORTANT:**

**Avoid damage! Abrasive surfaces can damage attachment. Store attachment on non-abrasive surface or on wooden blocks.**

9. If storing attachment outdoors, block up attachment if possible and place a waterproof cover over it.

JK79365,0000188-19-20150729

## Using Troubleshooting Chart

-: Troubleshooting Chart

If you are experiencing a problem that is not listed in this chart, see your Technical Manual or authorized dealer for service.

## MCS Troubleshooting

-: Snowblower Troubleshooting

IF	CHECK
Grass not being picked up completely.	<ul style="list-style-type: none"> <li>• Mow grass only when dry.</li> <li>• Reduce mower ground speed.</li> <li>• Empty bags.</li> <li>• Clean screen in the hopper top.</li> <li>• Unplug chute.</li> <li>• Check cutting edge of mower blades.</li> <li>• Increase engine speed to full throttle.</li> <li>• Check for worn or slipping belt.</li> </ul>
Collection chute plugged.	<ul style="list-style-type: none"> <li>• Mow grass only when dry.</li> <li>• Empty bags.</li> <li>• Clean screen in the hopper top.</li> <li>• Reduce mower ground speed.</li> <li>• Stop mower when bags are full; monitor bags/hopper more frequently.</li> </ul>

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## 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**

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**

### **Contact John Deere**

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, contact John Deere for assistance.

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 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 (United States and Canada) and our advisor will work with your dealer to investigate your concern. If you are outside the United States and Canada, visit the following website:

**[http://www.deere.com/globalhome/deerecom/global\\_home.page?CC=true](http://www.deere.com/globalhome/deerecom/global_home.page?CC=true)**

Select your country and then click on the Contact Us link.

