

GENERAL ELECTRIC

OUTDOOR
POWER EQUIPMENT
OPERATION

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To: All Elec-Trak Tractor Dealers

With the introduction of our new models E14 and E16, we have also introduced a newly designed "Owner's Use and Care Manual". This manual, covering the E12M and E20 as well, has been redesigned to assist the owners in understanding more readily the Elec-Trak operation and related maintenance. There are a number of new features incorporated also that should be pointed out and are presented below.

Dealer Delivery Report

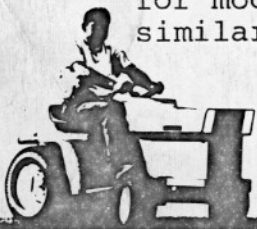
A simplified dealer delivery report is included in the first page. The pre-addressed dealer delivery report must be completed by the dealer and forwarded to the Outdoor Power Equipment Operation at time of sale for validation of warranty. All accessories sold to the customer must be included on this report. New consumer legislation requires that manufacturers maintain records of equipment model and serial numbers sold to consumers. Tractor and accessory model and serial numbers must therefore be included on the original Dealer Delivery Report.

Information from the dealer delivery report will be maintained on a computer program. Only the model and serial numbers contained on your dealer delivery reports will be maintained on file.

Therefore, warranty claims submitted for equipment model and serial numbers not included on Dealer Delivery Reports will not be paid. Reference copies when completed by the dealer will serve as a record for you and your customer.

Description of Operation

The description of equipment operation and care is combined for models E12M, E14, E16 and E20. Where features are similar to each model tractor, such as charging, that



section applies to each model. Where a feature is unique to a model or models, such as foot-operated speed control, a description is given for that feature. A customer therefore reads and reviews the sections related to his particular model.

Set-Up and Delivery

A dealer set-up and delivery check list has also been incorporated in the manual. The steps outlined on this check list should be followed to assure the tractor is in operating condition prior to delivery. These preliminary checks will eliminate unnecessary service calls to the customer.

Battery Installation Diagram

The battery installation diagram is presented on Page 27 and replaces the separate diagrams included in the past with each tractor container.

Homeowner Service Manual

The last page contains an order form for a service manual that a customer may wish to obtain to perform service following the out-of-warranty period. This manual also will assist the homeowner in repairing minor problems incurred on this equipment.

This new Owner Use and Care Manual will greatly assist the dealer and customer in understanding Elec-Trak tractor operation. It is very important that the dealer review this manual with the customer at the time of delivery so that he completely understands the operation and care of the Elec-Trak. It will save you nuisance calls and customer problems!

W. A. Podoba

W. A. Podoba, Manager
Dealer Service

WAP/cp