



## FREQUENTLY ASKED QUESTIONS

We have collated a list of frequently asked questions (FAQs) to support you with the SMART Check programme - we hope you find the answer to your question here.

### PROGRAMME

<b>1. Q:</b>	Which machines are eligible for the SMART Check?
<b>A:</b>	All self-propelled machines that are five years or older (machine registration date is before 31st March 2018), and have no extended warranty or service contracts, are eligible.
<b>2. Q:</b>	Am I obligated to buy parts and services based on the results of my machine's SMART Check?
<b>A:</b>	No, you are not obligated. Your dealer will complete your SMART Check and may make recommendations and an offer, which you are entitled to take or leave.
<b>3. Q:</b>	SMART Check is a free service - is there a catch?
<b>A:</b>	No catch! We wanted to offer you a chance to find out the state of your machine, so that you can be prepared for any potential repairs and costs ahead. When you know exactly what needs repairing, you can arrange to have it fixed in an out-of-season period, minimising the unexpected downtime for your machine.  SMART Check also gives our dealers an even greater understanding of the machines they're working with, and an ideal chance to reconnect with you.

### INSPECTION

<b>1. Q:</b>	How long will the SMART Check inspection take to carry out?
<b>A:</b>	For the tractor checklist, the estimated time is around two hours.
<b>2. Q:</b>	How do I book a SMART Check?
<b>A:</b>	Please have a look at the closest participating dealer on the map locator from the SMART Check webpage and book a time directly from the dealer. If you do not see your preferred AGCO dealer, you may want to ask them to join up.
<b>3. Q:</b>	How many SMART Check inspections can I book?

<b>A:</b>	We recommend performing one SMART Check per client machine per SMART Check program period. If legitimate and necessary, there may be more than one SMART Check inspection, which is at the discretion of the participating dealer. We do encourage you to have your machine checked annually.
<b>4. Q:</b>	How can I know that the dealer has completed a full check on my machine?
<b>A:</b>	The participating dealer will use the checklist provided by AGCO (for tractors, combines or rogators). Items on the checklist have been carefully defined by AGCO service and maintenance technicians. The participating dealership can also use their own checklist - in this case, they should ensure that their checklist covers all points of AGCO's SMART Check checklist as it relates to the area / function of the company machine and its scope. AGCO will perform spot checks to ensure dealership checklists match AGCO SMART Checks.
<b>5. Q:</b>	Will I receive a copy of the completed SMART Check checklist after the inspection is completed?
<b>A:</b>	AGCO recommends that the participating dealer provides the completed SMART Check checklist to you in paper or in digital form. If you did not receive it, but wish to have it, please contact your dealer.

**If your question isn't covered on this page or within the SMART Check web page, please contact your dealer for more information.**