

Customer FAQ's

Who do I purchase PowerGard from?

PowerGard is only sold through John Deere Dealers.

What is the best way for me to find more general information?

Contact your John Deere Dealer.

I do not understand the coverage on my tractor? I wanted 3 years but my contract is only showing one more year!

If PowerGard is purchased while in warranty, the contract will include basic warranty. If 36 total months and 1500 total hours were purchased, there will be one year of PowerGard coverage or 1500 hours of use, whichever comes first.

I am purchasing a different machine and need my PowerGard transferred from my previous machine to the new one. Is this transferrable?

No, the PowerGard contract that was purchased stays with that unit.

My machine just went out of basic warranty can I still get PowerGard coverage? If so how?

No, once a customer owned unit is beyond the basic warranty period, PowerGard is not available for that unit.

Can I finance PowerGard when I finance my machine?

In general yes, you would have to contact your financial institution or dealer for verification.

Do I have to pay the deductible for every issue that is wrong with my machine?

There is one deductible per covered event. If a work order has several segments or issues, there would be one deductible.

Do you cover transportation costs?

There is no travel, transportation, or shipping coverage.