

ULTIMATE UPTIME

Featuring John Deere ForestSight™



JOHN DEERE



A customizable support solution
Available exclusively from your John Deere dealer

Optimize your operation

Ultimate Uptime — featuring John Deere ForestSight™ — is a customizable dealer-delivered support solution. This flexible offering is designed to improve your profitability by maximizing productivity and uptime while lowering operating costs.



Included with new Deere forestry machines:

Your dealer may offer more Ultimate Uptime packages. Here are a few examples:

BASE PACKAGE

- Pre-delivery set-up and followup inspections
- Three years of John Deere ForestSight, including:
 - JDLink™ Ultimate telematics
 - Machine-health prognostics
 - Remote-diagnostics and -programming capability†
- World-class parts availability

PREMIUM PACKAGE‡

EVERYTHING IN THE BASE PACKAGE, AND:

- Three-year powertrain extended warranty
- Initial maintenance services, tuning, calibration, and inspection performed by a factory-trained technician
- Customized customer support agreement
- Comprehensive fluid sampling

PREMIUM PLUS PACKAGE‡

EVERYTHING IN THE BASE AND PREMIUM PACKAGES, AND:

- Three-year powertrain and hydraulics warranty
- Major service intervals with inspection performed by a factory-trained technician
- Your choice of customized uptime services

Ultimate Uptime maximizes equipment availability

Ultimate Uptime's standard features include the exclusive capabilities of John Deere ForestSight that tell you and your dealer what your machine needs to provide more uptime. But Ultimate Uptime doesn't end there. After thoroughly understanding your needs, your dealer can suggest additional services and create a customized solution that optimizes your uptime based on the needs of your business.

Standard features and benefits of Ultimate Uptime:

JDLink Ultimate telematics,

John Deere ForestSight's proprietary machine-monitoring system, gives you remote access to fleet location, machine-health alerts, and preventative-maintenance tracking. The dual-mode option provides satellite connectivity in remote areas where cell coverage is spotty.

Exclusive! Machine-health prognostics.

JDLink, fluid-analysis, and machine-inspection data is processed through John Deere ForestSight's analytic software. If a problem is identified, you and your dealer receive alerts and recommendations via email to resolve it before it causes downtime.

Exclusive! Remote diagnostics and programming.

John Deere ForestSight enables your dealer to read and reset diagnostic codes, record machine-performance data, and even update software without a trip to the jobsite. When a visit is required, the technician can often arrive with the right parts already in hand.

Pre-delivery set-up and followup

inspections. Before delivery, your dealer's trained technicians will double-check the machine to ensure it's set up to your specifications. At a followup visit, they'll go over the entire machine again to ensure everything is still to

spec. They can also make suggestions for optimizing machine performance based on JDLink data.

World-class parts availability.

Your John Deere dealer fulfills your parts needs every day whether it's over the counter, delivered to the jobsite, or ordered online. If your dealer does not have a part in stock, John Deere regional distribution centers can provide same-day shipping* direct to the dealer or the customer for timely delivery. John Deere parts availability is a significant uptime advantage in the woods.

Customize Ultimate Uptime to best fit your operation:

Filter kits. Your dealer can send you the filters required for your fleet when the change intervals are approaching. Just perform the changes when you receive your kit. That's easy maintenance management.

Wide array of extended warranties.

We offer engine-only, powertrain, combined powertrain and hydraulics, and full-machine extended coverage plans. Extended warranties provide an excellent way to protect your cash flow while minimizing risk.

Custom uptime solutions. Response-time guarantees, operator training, and on-site parts inventory — if you need it, your dealer can deliver it.

Comprehensive fluid sampling.

Your dealer can also perform engine-, hydraulic-, powertrain-, cooling-, and fuel-system fluid sampling. These readings provide critical data for machine-health alerts and recommendations. Your dealer can also send you fluid-sampling kits on a regular basis if you choose to perform the sampling yourself.

Maintenance cost planning.

Ultimate Uptime solutions can be financed with your machine or through revolving credit options. John Deere Financial has a full menu of customized business solutions to meet all your cash-flow needs.

Customer support agreements.

Whether it's performing initial maintenance services or simply handling major service intervals along with providing regular filter kits, your dealer's factory-trained technicians can handle scheduled maintenance on your terms by performing the services, tuning, calibrations, and inspections you want, when you want them.

*Charges may apply if remote diagnostics are utilized, although this is significantly less costly than a technician visit to the jobsite.

*Premium and Premium Plus packages may not reflect your dealer's specific services. Beyond the Base Package, all Ultimate Uptime solutions can be customized to your needs. Ask your dealer for details.

*Same-day shipping is dependent on time of order placement and carrier availability.

An example of how Ultimate Uptime significantly decreases downtime



1 Dealer receives “high engine oil soot load alert” from **JOHN DEERE FORESTSIGHT™**.



2 Dealer assumes excessive idling (a common cause of high soot loads) is the culprit, but the **JDLINK** website shows the machine actively working.



3 Dealer contacts the customer, establishes **REMOTE DIAGNOSTICS** connection, and views the engine misfire reading.



4 **DEALER** matches misfire symptom with a service bulletin that identifies the problem and requires a software update — dealer deploys an Electronic Control Unit (ECU) payload via **REMOTE PROGRAMMING** to update software and resolve the problem.

RESULTS: Dealer prevents downtime by correctly diagnosing and repairing the problem remotely.



“JDLink is just catching on and everybody wants it. We order every piece of forestry equipment with the satellite option. Cell service in Canada is very limited, and most of our forests are located three or four hours away from cities. The satellite service works great, just unbelievable. And it’s good for our service departments, too, because they can monitor what’s going on and let the customer know they have a problem, and that saves downtime.”

– **Reid Zimmerling**, Brandt Tractor, Edmonton, Alberta

See your John Deere dealer and discuss the Ultimate Uptime solution that’s best for your business.



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