2024 LOWE'S

THE BOOK OF KNOWLEDGE



Your John Deere guide to the best purchase and ownership experience.

BOOK OF KNOWLEDGE GUIDE

Customer Checklist
page 2

The Sales Process
page 18-26

Out for Repair
page 31-32

Product Information
page 3-17

E-Crate Return Process
page 27-30

Quick Tips
page 32-34

CONTACT NUMBERS

This "Book of Knowledge" provides you with a guideline to help customers experience a satisfying shopping, purchase and ownership experience.

John Deere Contact Center	877-264-9547 PDIGROUP@CRM.JOHNDEERE.COM
Warranty Registration Process See page 22 of this book	https://productregistration.deere.com
Replenishment: **Stock and Special Order Items**	855-658-2700
Lowe's Service: Out for Repair (including warranty work) and Extended Protection Plan	866-284-9158
Lowe's Customer Care	800-44-LOWES / 800-445-6937
Agri-Fab	800-448-9282
Classic Accessories	800-448-9282
Brinly Hardy	877-728-8224

GETTING THE CUSTOMER STARTED: **YOUR 5-POINT CHECKLIST**

☐ **Complete the Warranty Registration at https://productregistration.deere.com/.**
Show customer the dealer contact information located on the back of the unit.

☐ **Recommend attachments.**
Ask customers qualifying questions and use their responses to encourage attachment sales such as baggers for collecting grass and leaves, carts for hauling and spreaders for fertilizing.

☐ **Inform the customer that they will need to put gas in the unit before operation.**
Show customer how to start the unit. Make sure PTO is off, press the foot brake, set throttle/choke, turn key, then reduce choke.

NOTE: *Units should run at full throttle at all times.*

☐ **Show customer how to set the mower deck at the desired cutting height and how to engage the mower blades.**
PTO switch is a yellow control located on the dash of the unit.

☐ **Encourage the customer to read the Operator's Manual.**
Lift up the hood or seat and show the customer the service interval decal on the unit.

100 SERIES TRACTORS

MODELS: S100, S110, S130, S140, S170, S180

2 YEAR BUMPER-TO-BUMPER WARRANTY

S100 | S110 | S130 | S140 | S170 | S180



S100

17.5 HP
42" EDGE™ Cutting System

5.5 mph forward
3.2 mph reverse
Up to 1 acre, Flat or Uneven Terrain

U.S. 49 States
Item #: 2593115
Model #: BG21271

California
Not offered

VIEW VIDEO



S110

19 HP
42" EDGE™ Cutting System

5.5 mph forward
3.2 mph reverse
Up to 1 acre, Flat or Uneven Terrain

U.S. 49 States
Item #: 2593116
Model #: BG21259

California
Not offered

VIEW VIDEO



S130

22 HP
42" EDGE™ Cutting System

LOWE'S EXCLUSIVE

5.5 mph forward
3.2 mph reverse
Up to 1.5 acre, Flat or Uneven Terrain



49 States
Item #: 2593118
Model #: BG21273

California
Not offered

VIEW VIDEO



S140

22 HP
48" EDGE™ Cutting System

5.5 mph forward
3.2 mph reverse
Up to 2 acres, Flat or Uneven Terrain

49 States
Item #: 2593120
Model #: BG21274

California
Not offered

VIEW VIDEO



S170

24 HP
48" EDGE™ Cutting System

LOWE'S EXCLUSIVE

5.5 mph forward
3.2 mph reverse
Up to 2.5 acres, Flat or Uneven Terrain



49 States
Item #: 2593122
Model #: BG21212

California
Not offered

VIEW VIDEO



S180

24 HP, ELS
54" EDGE™ Cutting System

5.5 mph forward
3.2 mph reverse
Up to 3 acres, Flat or Uneven Terrain



49 States
Item #: 2593124
Model #: BG21213

California
Not offered

VIEW VIDEO

S100 SERIES PRODUCT COMPARISON CHART








	S100	S110	S130 (LOWE'S EXCLUSIVE)	S140	S170 (LOWE'S EXCLUSIVE)	S180
Engine Size	17.5 hp	19 hp	22 hp	22 hp	24 hp	24 hp
Engine Brand	John Deere	John Deere	John Deere	John Deere	John Deere Extended Life Series (ELS)	John Deere Extended Life Series (ELS)
Engine Cylinder	500cc Single	540cc Single	724cc V-twin	724cc V-twin	724cc V-twin	724cc V-twin
Choke	Auto-return lever	Auto-return lever	Auto-return lever	Auto-return lever	Auto-return lever	Auto-return lever
Oil Filter	Traditional	Traditional	Easy Change™ 30-Second Oil Change System	Traditional	Easy Change™ 30-Second Oil Change System	Easy Change™ 30-Second Oil Change System
Transmission	Automatic Hydrostatic	Automatic Hydrostatic	Automatic Hydrostatic	Automatic Hydrostatic	Automatic Heavy Duty Hydrostatic	Automatic Heavy Duty Hydrostatic
Transaxle control	Side-by-side pedals	Side-by-side pedals	Side-by-side pedals	Side-by-side pedals	Side-by-side pedals	Side-by-side pedals
Cutting System	42" Twin Blade EDGE™	42" Twin Blade EDGE™	42" Twin Blade EDGE™	48" Triple Blade EDGE™	48" Triple Blade EDGE™	54" Triple Blade EDGE™
Blade Engagement	Manual	Manual	Electric	Electric	Electric	Electric
Maximum Forward Speed	5.5 mph	5.5 mph	5.5 mph	5.5 mph	5.5 mph	5.5 mph
Maximum Reverse Speed	3.2 mph	3.2 mph	3.2 mph	3.2 mph	3.2 mph	3.2 mph
Property Size	Up to 1 acre	Up to 1 acre	Up to 1.5 acres	Up to 2 acres	Up to 2.5 acres	Up to 3 acres
Seat Back Height	11" one piece	15" open back	15" open back	15" open back	15" one piece w/lumbar adjustment	15" one piece w/lumbar adjustment
Fuel Gauge	Mechanical	Mechanical	Easy-Read™	Mechanical	Easy-Read™	Easy-Read™
Steering Wheel	Standard	Standard	Standard	Standard	Premium	Premium
Front Bumper	Optional	Optional	Standard	Standard	Standard	Standard
Cruise Control	No	No	Standard	No	Standard	Standard
Cup Holder	Standard	Standard	Standard	Standard	Standard	Standard
CargO Mount™	Standard	Standard	Standard	Standard	Standard	Standard
Fender Flares	No	No	Standard (small)	No	Standard (large)	Standard (large)
Storage Compartment	No	Standard (no cover)	Standard (with cover)	Standard (no cover)	Standard (with cover)	Standard (with cover)
Warranty	2-Year / 120-Hour Bumper to Bumper	2-Year / 120 Hour Bumper to Bumper	2-Year / 120 Hour Bumper to Bumper"	2-Year / 120 Hour Bumper to Bumper"	2-Year / 120 Hour Bumper to Bumper	2-Year / 120 Hour Bumper to Bumper

Upgraded Features

ZTRAK™ MOWERS

MODELS: Z315E, Z325E, Z320M, Z330M, Z320R, Z330R

3 YEAR BUMPER-TO-BUMPER WARRANTY



Z315E
20 HP V-Twin
42" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 2 acre, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175772
Model #: BG21296

California
Not offered

VIEW VIDEO



Z325E - 48"
24 HP V-Twin
48" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 2 acre, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175774
Model #: BG21297

California
Not offered

VIEW VIDEO

Z325E - 54"
24 HP V-Twin
54" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 3 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175776
Model #: BG21298

California
Not offered



Z320M
21.5 HP V-Twin
42" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 2 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175773
Model #: #: BG21299

California
Not offered

VIEW VIDEO



Z330M - 48"
23 HP V-Twin
48" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 3 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175775
Model #: BG21300

California
Not offered

VIEW VIDEO

Z330M - 54"
23 HP V-Twin
54" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 3.5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175777
Model #: BG21301

California
Not offered



Z320R
21.5 HP V-Twin
42" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 2 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5644764
Model #: BG21302

California
Not offered



Z330R - 48"
23 HP V-Twin
48" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 3 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5644765
Model #: BG21303

California
Not offered

VIEW VIDEO

Z330R - 54"
23 HP V-Twin
54" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 3.5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 5175778
Model #: BG21304

California
Not offered

continued on next page

ZTRAK™ MOWERS

MODELS: Z370R ELECTRIC, Z515E, Z530M

Z370R ELECTRIC
NEW FOR 2024



Z370R ELECTRIC - 42"

3.2 kWh Sealed Lithium-Ion Battery
42" Accel Deep™ Deck

7 mph forward
3.5 mph reverse
Up to 2 acres per charge, Flat Terrain, Mowing around obstacles

50 States
Item #: 5456254
Model #: BG21327

VIEW VIDEO

Z370R ELECTRIC - 48"

3.2 kWh Sealed Lithium-Ion Battery
48" Accel Deep™ Deck

*Z370R-48" Available Spring/ Summer 2024

7 mph forward
3.5 mph reverse
Up to 2 acres per charge, Flat Terrain, Mowing around obstacles

50 States
Item #: 5456255
Model #: BG21373

3 YEAR BUMPER-TO-BUMPER WARRANTY

Z515E



Z515E - 54"

24 HP V-Twin
54" Accel Deep™ Deck

8 mph forward
4 mph reverse
Up to 5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 2593131
Model #: BG21191

California
Not offered

VIEW VIDEO

Z515E - 60"

24 HP V-Twin
60" Accel Deep™ Deck

8 mph forward
4 mph reverse
Up to 5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 2593132
Model #: BG21193

California
Not offered

4 YEAR BUMPER-TO-BUMPER WARRANTY

Z530M



Z530M - 54"

24 HP V-Twin
54" Accel Deep™ Deck

8 mph forward
4 mph reverse
Up to 5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 2593133
Model #: BG21196

California
Not offered

VIEW VIDEO

Z530M - 60"

24 HP V-Twin
60" Accel Deep™ Deck

8 mph forward
4 mph reverse
Up to 5 acres, Flat Terrain
Mowing around obstacles

49 States
Item #: 2636741
Model #: BG21197

California
Not offered

4 YEAR BUMPER-TO-BUMPER WARRANTY

ZTRAK™ PRODUCT COMPARISON CHART









	Z315E 42"	Z325E 48"	Z325E 54"	Z320M 42"	Z330M 48"	Z330M 54"	Z320R 42"
Engine Size	20 hp*	24 hp*	24 hp*	21.5 hp*	23 hp*	23 hp*	21.5 hp*
Engine Brand	John Deere	John Deere	John Deere	Kawasaki	Kawasaki	Kawasaki	Kawasaki
Engine Cyclinder	656 cc V-Twin	724 cc V-Twin	724 cc V-Twin	726 cc V-Twin	726 cc V-Twin	726 cc V-Twin	726 cc V-Twin
Battery	NA	NA	NA	NA	NA	NA	NA
Frame/Chassis Size	Mid	Mid	Mid	Mid	Mid	Mid	Mid
Transmission	Dual Hydrostatic	Dual Hydrostatic	Dual Hydrostatic	Dual Hydrostatic	Dual Hydrostatic	Dual Hydrostatic	Dual Hydrostatic
Oil Filter	Traditional	Traditional	Traditional	Traditional	Traditional	Traditional	Traditional
Cutting System	42" Accel Deep™ 2-Blade"	48" Accel Deep™ 2-Blade	54" Accel Deep™ 3-Blade	42" Accel Deep™ 2-Blade"	48" Accel Deep™ 2-Blade	54" Accel Deep™ 3-Blade	42" Accel Deep™ 2-Blade"
Blade Engagement	Electric	Electric	Electric	Electric	Electric	Electric	Electric
Maximum Forward Speed	7 mph	7 mph	7 mph	7 mph	7 mph	7 mph	7 mph
Maximum Reverse Speed	3.5 mph	3.5 mph	3.5 mph	3.5 mph	3.5 mph	3.5 mph	3.5 mph
Property Size	Up to 2 acres	Up to 2 acres	Up to 3 acres	Up to 2 acres	Up to 3 acres	Up to 3.5 acres	Up to 2 acres
Seat Back Height and Suspension	18" medium-back w/2 springs	18" medium-back w/2 springs	18" medium-back w/2 springs	18" high-back w/2 springs	20" high-back w/2 springs	20" high-back w/2 springs	20" high-back w/2 springs
Armrests	Optional	Optional	Optional	Optional	Optional	Optional	Standard
Rollover Protection System (ROPS)	No	No	No	No	No	No	No
Mulching System	Optional	Optional	Optional	Optional	Optional	Optional	Optional
Rear Bagger	Optional	Optional	Optional	Optional	Optional	Optional	Optional
Rubber Floor Mats	Optional	Optional	Optional	Optional	Optional	Optional	Standard
Foot Lift	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Premium Handlebars	Optional	Optional	Optional	Optional	Standard	Standard	Standard
Storage Compartment	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Cupholder	Standard	Standard	Standard	Standard	Standard	Standard	Standard
U.S. Warranty	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**	3-Year / 200-Hour Bumper-to-Bumper**

continued

Upgraded Features

*Engine horsepower and torque information for non-Deere engines are provided by the engine manufacturer for comparison purposes only. Actual operating horsepower and torque will be less. Refer to the engine manufacturer's website for additional information.

**Term limited to years or hours used, whichever comes first, and varies by model. See the LIMITED WARRANTY FOR NEW JOHN DEERE TURF AND UTILITY EQUIPMENT at JohnDeere.com or JohnDeere.ca/TUWarranty for details.

ZTRAK™ PRODUCT COMPARISON CHART *continued*



	Z330R 48"	Z330R 54"	Z370R 42" ELEC	Z370R 48" ELEC	Z515E 54"	Z515E 60"	Z530M 54"	Z530M 60"
Engine Size	23 hp*	25 hp*	NA	NA	24 hp*	24 hp*	24 hp*	24 hp*
Engine Brand	Kawasaki	John Deere ELS (Extended Life Series)	NA	NA	John Deere ELS (Extended Life Series)	John Deere ELS (Extended Life Series)	Kawasaki	Kawasaki
Engine Cylinder	726 cc V-Twin	726 cc V-Twin	NA	NA	724 cc V-Twin	724 cc V-Twin	726 cc V-Twin	726 cc V-Twin
Battery	NA	NA	3.2 kWh (3.56 kWh maximum) Sealed Lithium-Ion Battery	3.2 kWh (3.56 kWh maximum) Sealed Lithium-Ion Battery	NA	NA	NA	NA
Frame/Chassis Size	Mid	Mid	Mid	Mid	Large	Large	Large	Large
Transmission	Dual Hydrostatic	Dual Hydrostatic	Electric transaxle with dual motors	Electric transaxle with dual motors	Dual Hydrostatic Tuff Torq®	Dual Hydrostatic Tuff Torq®	Dual Hydrostatic Tuff Torq®	Dual Hydrostatic Tuff Torq®
Oil Filter	Traditional	Traditional	NA	NA	Traditional	Traditional	Traditional	Traditional
Cutting System	48" Accel Deep™ 3-Blade	54" Accel Deep™ 3-Blade	42" Accel Deep™ 2-Blade	48" Accel Deep™ 3-Blade	54" Accel Deep™ 3-Blade	60" Accel Deep™ 3-Blade	54" Accel Deep™ 3-Blade	60" Accel Deep™ 3-Blade
Blade Engagement	Electric	Electric	Electric	Electric	Electric	Electric	Electric	Electric
Maximum Forward Speed	7 mph	7 mph	7 mph	7 mph	8 mph	8 mph	8 mph	8 mph
Maximum Reverse Speed	3.5 mph	3.5 mph	3.5 mph	3.5 mph	4 mph	4 mph	4 mph	4 mph
Property Size	Up to 3 acres	Up to 3.5 acres	Up to 2 acres	Up to 2 acres	Up to 5 acres	Up to 5 acres	Up to 5 acres	Up to 5 acres
Seat Back Height and Suspension	20" high-back w/2 springs	20" high-back w/2 springs	20" high-back w/2 springs	20" high-back w/2 springs	18" w/2 springs	18" w/2 springs	20" w/2 springs and ComfortGlide™	20" w/2 springs and ComfortGlide™
Armrests	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Rollover Protection System (ROPS)	No	No	No	No	Standard	Standard	Standard	Standard
Mulching System	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
Rear Bagger	Optional	Optional	Optional	Optional	Optional	Optional	Optional	Optional
Rubber Floor Mats	Standard	Standard	Standard	Standard	Optional	Optional	Standard	Standard
Foot Lift	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Premium Handlebars	Standard	Standard	Standard	Standard	Optional	Optional	Standard	Standard
Storage Compartment	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Cupholder	Standard	Standard	Standard	Standard	Standard	Standard	Standard	Standard
Warranty	3-Year/200-Hour Bumper-to-Bumper**	3-Year/200-Hour Bumper-to-Bumper**	3-year/200-hour Bumper-to-Bumper warranty on mower; 5-yr/200-hour on battery	3-year/200-hour Bumper-to-Bumper warranty on mower; 5-yr/200-hour on battery	4-Year / 300 Hour Bumper to Bumper**	4-Year / 300 Hour Bumper to Bumper**	4-Year / 300 Hour Bumper to Bumper**	4-Year / 300 Hour Bumper to Bumper**

Upgraded Features

*Engine horsepower and torque information for non-Deere engines are provided by the engine manufacturer for comparison purposes only. Actual operating horsepower and torque will be less. Refer to the engine manufacturer's website for additional information.

**Term limited to years or hours used, whichever comes first, and varies by model. See the LIMITED WARRANTY FOR NEW JOHN DEERE TURF AND UTILITY EQUIPMENT at JohnDeere.com or JohnDeere.ca/TUWarranty for details.

100 SERIES ATTACHMENTS



42" Lawn Sweeper

- 24 cu. ft. capacity
- Adjustable 6 brush design picks up leaves, sticks, and more
- High capacity for less frequent unloading
- Convenient pull cord for unloading while seated

Lowe's item #: 538134
Model #: 45-0492-JD
Supplier: Brinly-Hardy



Complete Lawn Tractor Bagger

- No Tools Bagger that is quick and easy to install
- Attaches to the Tractor CargO™ Mount
- 6-1/2 bushel capacity
- Two tapered bag design makes it easy to dump debris
- Open weave polyester bags create better air flow, increase cut quality and debris pickup

42" Complete Bagger
Lowe's item #: BUC10284
Model #: 2593139
Supplier: John Deere

48" Complete Bagger
Lowe's item #: BUC10286
Model #: 2593140
Supplier: John Deere

54" Complete Bagger
Lowe's item #: BUC10288
Model #: 2636753
Supplier: John Deere

VIEW VIDEO



Mulch Covers and Mulch Kits

- Allows the operator to mulch with the flip of a lever.
- No longer blow grass clippings on flower beds
- Create less need for fertilizer
- Eliminate the need to dispose of clippings

42" EDGE Deck™ Mulch Cover
Lowe's item#: 228462
Model #: GY00115
Supplier: John Deere

48" EDGE Deck™ Mulch Cover
Lowe's item#: 317781
Model #: GY20417
Supplier: John Deere

54" EDGE Deck™ Mulch Kit
Lowe's item#: 652451
Model #: BG20304
Supplier: John Deere



130 lb. Tow-Behind Spreader

- 130 lb. capacity
- Pneumatic knobby tires
- Enclosed gear box with metal gears

Lowe's item #: 317782
Model #: 45-0463-JD
Supplier: Agri-Fab



130-lb Push Broadcast Spreader

- 130-lb capacity
- Pneumatic knobby tires
- Enclosed gear box with metal gears

Lowe's item #: 879257
Model #: 45-0462-JD
Supplier: Agri-Fab



Front Bumper

- Built for added strength and front-end protection
- Allows hood clearance for regular maintenance
- Fits all John Deere 100 Series Tractors

Lowe's item #: BUC11080
Model #: 2593141
Supplier: John Deere



50-lb Push Broadcast Spreader

- 50 lb. capacity
- Poly hopper
- Adjustable flow system

Lowe's item #: 386429
Model #: LP31340
Supplier: Brinly Hardy



Dump Cart

- 8 cu. ft.
- 300 lb. capacity
- Convertible from push to tow
- Heavy-duty poly bed

Lowe's item #: 317783
Model #: 45-0345-JD
Supplier: Agri-Fab

100 SERIES ATTACHMENTS



Tractor Canopy

- Provides protection from the sun's rays and gives the operator some cooling shade
- Quick and easy installation; slips into CargO Mount System™
- Tough woven nylon construction for strength and durability

Lowe's item #: 896901
Model #: LP68122
Supplier: Classic Accessories
Compatibility: D and E Series



Tire Chains

- Recommended for extra traction when using attachments such as snow blowers and front blades
- Order (1) for the pair.

20"x8"x8"
Lowe's item #: 652346
Model #: BG10188
Supplier: John Deere

22"x9.5"x12"
Lowe's item #: 652348
Model #: BG20206
Supplier: John Deere



46" Front Blade

- Control the blade from the seat.
- Blade surface is curved to roll rather than push material; which requires less power and increased blade capacity.
- Blade can be angled left, right or used in the straight-ahead position.
- Rear weight bracket and weights required for safe operation and the best performance (sold separately)

Lowe's item #: 5300958
Model # BUC11657
Supplier: John Deere

VIEW VIDEO



44" 2-Stage Snow Blower

- Front-mount assembly
- Adjust discharge and deflector chutes from the operator's station
- Rear weight bracket and weights required for safe operation and the best performance (sold separately)

Lowe's item #: 5300957
Model # BM27737
Supplier: John Deere
Compatibility: S, E and D Series

Compatible for all 100 series models built after March 2, 2014 and not compatible with LA and D series.

VIEW VIDEO



Weight Bracket

- A rear weight bracket and weights (sold separately) are strongly suggested to enhance the performance of the tractor, when using front mounted equipment such as a blade or snow thrower.

Lowe's item #: 296850
Model #: BG20627
Supplier: John Deere



Suitcase Weights

- Sold individually - two weights required
- 42 lb. Quik-Tatch weights are recommended to counterbalance a heavy front loaded attachment and/or provide greater stability.
- Weights are constructed of cast iron.

Lowe's item #: 652349
Model #: BG20029
Supplier: John Deere



Cover

- Tractor cover with air vents to prevent ballooning
- Interior lining
- Water resistant

Lowe's item#: 227861
Model #: 93617
Supplier: Classic Accessories



Seat Cover

- Cushioned seat cover
- 4 built in pockets
- Storage case

Lowe's item #: 230550
Model #: 92324
Supplier: Classic Accessories

ZTRAK ATTACHMENTS



Z500 Series Trimmer Carrier

- Fits all John Deere Z5 Series mowers
- Includes a set of metal brackets that mount to the mower side
- Stores any trimmer
- Eliminates hauling effort to job location

Lowe's item #: 2636760
Model #: BUC10952
Supplier: John Deere



Z500 Hitch Kit

- Fits all John Deere Z5 Series mowers

Lowe's item# 2636765
Model # BUC10987
Supplier: John Deere



Z300 Series Rear Hitch (MY23 and newer)

- Fits all John Deere Z315E and Z325E models; Z320M, Z330M, Z320R, Z330R and Z370R have rear hitch in base equipment
- Allows towing of a cart or another attachment, up to 250 lb

Lowe's item #: 5298774
Model #: BUC11477
Supplier: John Deere



Z300 Series Armrest Kit (MY23 and newer)

- Fits all John Deere Z315E, Z325E, Z320M and Z330M models; Z320R, Z330R and Z370R have armrests in base equipment
- Armrests increase operator support and comfort
- Armrests are adjustable to suit the operator

Lowe's item #: 5298771
Model #: BUC11566
Supplier: John Deere



Z300 Series Traction Mat (MY23 and newer)

- Fits all John Deere Z315E, Z325E, Z320M and Z330M models; Z320R, Z330R, and Z370R has the floor mat in base equipment
- Adds style to your ZTrak Mower, reduces noise, and increases traction to the foot platform

Lowe's item #: 5298773
Model #: BUC11476
Supplier: John Deere



VIEW VIDEO

ZTRAK™ Mulch Control Kits

- Allows the operator to mulch with the flip of a lever.
- No longer blow grass clippings on flower beds
- Create less need for fertilizer
- Eliminate the need to dispose of clippings

GAS MODELS:

42" Accel Deck
Lowe's item #: 2636754
Model #: BUC10704
Supplier: John Deere

48" Accel Deck
Lowe's item #: 2636756
Model #: BUC10705
Supplier: John Deere

54" Accel Deck
Lowe's item #: 2636757
Model #: BUC10706
Supplier: John Deere

60" Accel Deck (Z515E, Z530M)
Lowe's item #: 2916867
Model #: BUC10892
Supplier: John Deere

ELECTRIC MODELS:

42" Accel Deck
Lowe's item #: 5644763
Model# BUC11529
Supplier: John Deere



Z300 Series Boarding Step (MY23 and newer)

- Fits all John Deere Z315E, Z325E, Z320M, Z330M, Z320R, Z330R and Z370R models
- Allows for easier mounting and dismounting
- Complete bolt-on solution; kit attaches to the left side of the mower frame for convenient access

Lowe's item #: 5297446
Model #: BUC11478
Supplier: John Deere



Z300 Series LED Light Kit (MY23 and newer)

- Fits all John Deere Z315E, Z325E, Z320M and Z330M models; Z320R, Z330R and Z370R have LED lights in base equipment
- Forward LEDs light the front of vehicle while mid LEDs illuminate the side and front of the mower deck to improve visibility in low light conditions
- E- and M-Series models are pre-wired to speed installation

Lowe's item #: 5298775
Model #: BUC11567
Supplier: John Deere

ZTRAK ATTACHMENTS



Z300 42in Complete Bagger (Gas models, MY23 and newer)

- Fits the John Deere Z315E, Z330M, Z320R and Z330R
- Two durable bags give a generous, 6.5-bu (229-L) capacity
- Includes hopper, chute, ballast, hitch, and high-lift blades

Lowe's item #: 5279271
Model #: BUC11342
Supplier: John Deere



Z300 Series 48in Complete Bagger with Power Flow (Gas models, MY23 and newer)

- Fits the John Deere Z325E, Z330M and Z330R models with 48-in. Accel Deep Mower Decks
- Two durable bags give a generous, 6.5-bu (229-L) capacity
- Includes hopper, Power Flow blower, chute, ballast, and hitch

Lowe's item #: 5279272
Model #: BUC11344
Supplier: John Deere



Z300 Series 54in Complete Bagger with Power Flow (Gas models, MY23 and newer)

- Fits the John Deere Z325E, Z330M and Z330R models with 54-in. Accel Deep Mower Decks
- Two durable bags give a generous, 6.5-bu (229-L) capacity
- Includes hopper, Power Flow blower, chute, ballast, and hitch

Lowe's item #: 5279273
Model #: BUC11355
Supplier: John Deere



Z300 Series Rear Bumper (MY23 and newer)

- Fits all John Deere Z315E, Z325E, Z320M, Z330M, Z320R, Z330R and Z370R models
- Provides additional protection for mower's rear panel and engine
- Can be installed with the rear hitch or bagger

Lowe's item #: 5298772
Model #: BUC11479
Supplier: John Deere

LAWN TRACTOR ATTACHMENTS - 100 SERIES

Cross Reference Chart				S100	S110	S120	S130	S140	S160	S170	S180	E100	E110	E120	E130	E140	E150	E160	E170	E180	D100	D105	D110	D120	D125	D130	D140	D150	D155	D160	D170
Product	Supplier	Lowe's Item #	Model #																												
CANOPY	Classic Accessories	896901	LP68122	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
COMPLETE BAGGER W/BLADES 42"	John Deere	2593139	BUC10284	•	•	•	•					•	•	•	•						•	•	•	•	•	•					
COMPLETE BAGGER W/BLADES 48"	John Deere	2593140	BUC10286					•	•	•						•	•	•	•								•	•	•	•	
COMPLETE BAGGER 54"	John Deere	2636743	BUC10288								•									•											•
COVER	Classic Accessories	227861	93617	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
FRONT BLADE 46"	John Deere	232032	BG20943	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
FRONT BUMPER	John Deere	2593141	BUC11080	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
FRONT BUMPER	John Deere	158603	BG20944									•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
LAWN SWEEPER 44"	Agri-Fab	538134	45-0492-JD	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
BLUETOOTH KIT	John Deere	1254810	BUC10510	•	•			•				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
MULCH COVER 42"	John Deere	228462	GY00115	•	•	•	•					•	•	•	•						•	•	•	•	•	•					
MULCH COVER 48"	John Deere	317781	GY20417					•	•	•						•	•	•	•								•	•	•	•	
MULCH KIT 54"	John Deere	652451	BG20304								•									•											•
PLUG AERATOR AND DETHATCHER 40"	Agri-Fab	623902	45-0453-JD	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
PUSH BROADCAST SPREADER 130 LB	Agri-Fab	879257	45-0462-JD																												
PUSH BROADCAST SPREADER 50 LB	Brinly Hardy	386429	LP31340																												
SEAT COVER	Classic Accessories	230550	92324	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
SNOW BLOWER 44"	John Deere	5300957	BM27737	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
SUITCASE WEIGHTS	John Deere	296849	BG20029	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
TIRE CHAINS 2-PACK 20"x8"x8"	John Deere	296828	BG10188	•	•	•						•	•	•							•	•	•	•							
TIRE CHAINS 2-PACK 22"x9.5"x12"	John Deere	296848	BG20206				•	•	•	•	•				•	•	•	•	•	•					•	•	•	•	•	•	•
TOW-BEHIND CART	Agri-Fab	317783	45-0345-JD	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
TOW BEHIND SPREADER 130 LB	Agri-Fab	317782	45-0463-JD	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
WEIGHT BRACKET - TRACTOR	John Deere	296850	BG20627	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

ZTRAK™ ATTACHMENTS - Z300 Series

Cross Reference Chart				Z315E 42-IN	Z325E 48-IN	Z325E 54-IN	Z320M 42-IN	Z330M 48-IN	Z330M 54-IN	Z320R 42-IN	Z330R 48-IN	Z330R 54-IN	Z335E	Z345M	Z345R	Z355E	Z355R	Z365R	Z370R 42-IN ELECT	Z370R 48-IN ELECT	Z375R
Product	Supplier	Lowe's Item #	Model #																		
ARMREST KIT	John Deere	5298771	BUC11566	•	•	•	•	•	•	•	•	•									
BOARDING STEP	John Deere	5297446	BUC11478	•	•	•	•	•	•	•	•	•									
COMPLETE BAGGER 42"	John Deere	5279271	BUC11342	•			•			•											
COMPLETE BAGGER 42"	John Deere	5644762	BUC11760																•		
COMPLETE BAGGER 48" WITH POWER FLOW	John Deere	5279272	BUC11344		•			•			•										
COMPLETE BAGGER 54" WITH POWER FLOW	John Deere	5279273	BUC11355			•			•			•									
LED LIGHT KIT	John Deere	5298775	BUC11567	•	•	•	•	•	•	•	•	•									
MULCH CONTROL KIT 42"	John Deere	2636754	BUC10704	•			•			•			•	•	•						
MULCH CONTROL KIT 42"	John Deere	5644763	BUC11529																•		
MULCH CONTROL KIT 48"	John Deere	2636756	BUC10705		•			•			•					•	•	•			
MULCH CONTROL KIT 54"	John Deere	2636757	BUC10706			•			•			•									•
REAR BUMPER	John Deere	5298772	BUC11479	•	•	•	•	•	•	•	•	•									
REAR HITCH	John Deere	5298774	BUC11477	•	•	•	•	•	•	•	•	•									
SEAT COVER	Classic Accessories	230550	92324										•			•					
TRACTION MAT	John Deere	5298773	BUC11476	•	•	•	•	•	•	•	•	•									

ZTRAK™ ATTACHMENTS - Z500 Series

Cross Reference Chart				Z515E 48-IN	Z515E 54-IN	Z515E 60-IN	Z525E	Z530M 48-IN	Z530M 54-IN	Z530M 60-IN	Z530R 54-IN	Z530R 60-IN	Z535M
Product	Supplier	Lowe's Item #	Model #										
ATTACHMENT BAR	John Deere	2636764	BUC10851	•	•		•	•	•		•		
FLOOR MAT KIT	John Deere	2636763	BUC11044	•	•	•		•	•	•	•	•	
FOOT PEGS	John Deere	2636767	BUC10332	•	•	•		•	•	•	•	•	
HEADLIGHT KIT	John Deere	2636766	BUC10986	•	•	•		•	•	•	•	•	
HITCH KIT	John Deere	2636765	BUC10987	•	•	•		•	•	•	•	•	
MULCH CONTROL KIT 48"	John Deere	2636756	BUC10705	•				•					
MULCH CONTROL KIT 54"	John Deere	2636757	BUC10706		•		•		•		•		
MULCH CONTROL KIT 60"	John Deere	2916867	BUC10892			•				•			
MULCH CONTROL KIT 54" HIGH CAPACITY	John Deere	2916865	BUC11271								•		
MULCH CONTROL KIT 60" HIGH CAPACITY	John Deere	2916866	BUC10595									•	
POWER FLOW BLOWER ASSEMBLY 48"	John Deere	2916863	BG20758	•				•					
POWER FLOW BLOWER ASSEMBLY 54"	John Deere	777832	BG20759		•		•		•				
POWER FLOW CHUTE	John Deere	651439	BM21681	•	•		•	•	•		•		
TRIMMER CARRIER	John Deere	2636760	BUC10952	•	•	•		•	•	•	•	•	
TWIN BAGGER HOPPER 48", 54"	John Deere	2636755	BUC11059	•	•			•	•		•		

LAWN TRACTOR PARTS

Cross Reference Chart			S100	S110	S120	S130	S140	S160	S170	S180	E100	E110	E120	E130	E140	E150	E160	E170	E180	D100	D105	D110	D120	D125	D130	D140	D150	D155	D160	D170
Product	Lowe's Item #	Model #																												
AIR FILTER	336262	GY21435	•		•	•	•				•		•	•	•					•	•		•	•						
AIR FILTER	198505	GY21055		•								•										•								
AIR FILTER	291810	GY21057						•	•	•						•	•	•	•								•	•	•	•
AIR FILTER	291809	GY21056																							•	•				
BELT, 42" DECK	228871	GX20072	•	•	•	•					•	•	•	•						•	•	•	•	•	•					
BELT, 48" DECK	228875	GX21833					•	•	•						•	•	•	•								•	•	•	•	
BELT, 54" DECK	317703	GX21395								•									•											•
BELT, DRIVE	1160104	GX20006	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
BLADE, 42" 2 PACK BAGGING	553264	AM141034	•	•	•	•					•	•	•	•						•	•	•	•	•	•					
BLADE, 42" 2 PACK	228460	GY20850	•	•	•	•					•	•	•	•						•	•	•	•	•	•					
BLADE, 48" 3 PACK BAGGING	652350	GX21785					•	•	•						•	•	•	•								•	•	•	•	
BLADE, 48" 3 PACK	228461	GY20852					•	•	•						•	•	•	•								•	•	•	•	
BLADE, 54" 3 PACK	311958	GY20679								•									•											•
EASY CHANGE™	924091	AUC12916			•	•		•	•	•			•	•		•	•	•	•											
FUEL FILTER	228878	GY20709	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
OIL	48763	TY22029	•	•			•				•	•			•					•	•	•	•	•	•	•	•	•	•	•
OIL FILTER	228877	GY20577	•	•			•				•	•			•					•	•	•	•	•	•	•	•	•	•	•
REPLACEMENT KEY	229516	GY20680	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•

ZTRAK PARTS

Cross Reference Chart			Z315E 42-IN	Z325E 48-IN	Z325E 54-IN	Z320M 42-IN	Z330M 48-IN	Z330M 54-IN	Z320R 42-IN	Z330R 48-IN	Z330R 54-IN	Z335E	Z345M	Z345R	Z355E EDGE	Z355E ACCEL	Z355R	Z365R	Z370R 42-IN ELECT	Z370R 48-IN ELECT	Z375R	Z515E 48-IN	Z515E 54-IN	Z515E 60-IN	Z525E	Z530M 48-IN	Z530M 54-IN	Z530M 60-IN	Z530R 54-IN	Z530R 60-IN	Z535M
Product	Lowe's Item #	Model #																													
AIR FILTER	336262	GY21435	•	•	•							•	•	•	•	•	•														
AIR FILTER	291810	GY21057																•			•	•	•	•							
AIR FILTER	2758977	AUC18152				•	•	•			•														•	•	•	•	•		
AIR FILTER	812968	GY22623																													•
AIR FILTER	228860	GY20573																													
BELT, 42" DECK	712121	GX25628	•			•						•	•	•																	
BELT, 42" DECK	149001	M154294																													
BELT, 48" DECK	228875	GX21833													•																
BELT, 48"/54" DECK	417154	GX26422		•	•		•	•			•					•	•	•			•	•				•					
BELT, 54" DECK	712122	GX25998																					•		•		•		•		
BELT, 62" DECK	733646	M172963																						•				•		•	•
BELT, DRIVE	N/A	GX26401	•	•	•	•	•	•			•	•	•	•	•	•	•	•			•	•				•					
BELT, DRIVE	N/A	M172116																					•	•	•		•	•	•	•	•
BLADE, 42" 2 PACK	698349	GY20683	•			•						•	•	•																	
BLADE, 42" 2 PACK	228460	GY20850																													
BLADE, 42" 2 PACK		UC28843																													
BLADE, 48" 3 PACK HIGH LIFT	652350	GX21785													•																
BLADE, 48" 3 PACK	812969	GY22621		•			•									•	•					•				•					
BLADE, 48" 3 PACK	2916861	UC25185																•													
BLADE, 54" 3 PACK	698348	GY20685			•			•			•										•		•		•		•				
BLADE, 54" 3 PACK	2916862	M164016																											•		
BLADE, 60" 3 PACK	2758974	AUC18158																						•				•			
BLADE, 60" 3 PACK	2758975	AUC18154																											•		
BLADE, 62" 3 PACK	812970	GY22622																													•
EASY CHANGE™ OIL SYSTEM	924091	AUC12916																•													
FUEL FILTER	228878	GY20709	•	•	•	•	•	•			•	•	•	•	•	•	•	•			•	•	•	•	•	•	•	•	•	•	•
KEY PIN		UC34141																													
OIL	48763	TY22029	•	•	•	•	•	•			•	•	•	•	•	•	•			•	•	•	•	•	•	•	•	•	•	•	•
OIL FILTER	228877	GY20577	•	•	•	•	•	•			•	•	•	•	•	•	•				•	•	•	•	•	•	•	•	•	•	•
REPLACEMENT KEY	2636781	AUC12681	•	•	•	•	•	•			•	•	•	•	•	•	•	•			•	•	•	•	•	•	•	•	•	•	•

THE JOHN DEERE PRE-DELIVERY INSPECTION (PDI) PROCESS

The John Deere 10-Point PDI Process will be conducted by your John Deere Dealer (if you're at a PDI Level 1 store) or by a John Deere certified third party assembly team member (if you're at a PDI Level 2 store).

All John Deere Lawn Tractors and ZTrak™ Mowers must complete the John Deere PDI process prior to sale. Check the STORE John Deere brand page for your store PDI Level.

If you are PDI Level 1 store, you can use also use the pre-season meeting to designate store staging area for dealer PDI and agree to a schedule for PDI and OFR.

If you are a PDI Level 1 store:

1. **Store** receives product; leave manufacturer's packaging intact; do not remove product from E-crate
2. After receipt of product, **Store** submits a PDI request in Assembly Toolbox. The request is automatically routed to your assigned John Deere Dealer.
3. **Dealer** accepts and schedules the PDI request within the allowable time frame.
   (Please note: If dealer cannot meet the time frame, dealer will decline the request, and it will be routed to your store's third-party assembly for completion.).

Store: On the morning of the appointment, unstack and move product to pre-arranged staging area.

4. **Dealer** PDI technician arrives; removes product from E-crate; follows 10-point inspection.
5. If parts or operator's manuals are found to be missing, the **Dealer** PDI technician will order and replace items under warranty. Items will be replaced during next visit.

   NOTE: *if manufacturer's packaging was removed prior to PDI, Store will order missing parts through the "Out for Repair Process" (see page 31). If operator's manual is discovered to be missing after PDI has been completed, please contact MCCC for replacement 877-264-9547 or send email to PDIGROUP@CRM.JOHNDEERE.COM.*

6. **Dealer** completes PDI Invoice in Assembly Toolbox app.
7. **Dealer** obtains an electronic **Store** signature electronically and submits PDI invoice in the Assembly Toolbox app.

All John Deere Lawn Tractors and ZTrak Mowers must always remain in their eCrate when moving with a forklift.

Each store is responsible for submitting an Out-for-Repair (OFR) for any units that do not pass the PDI process. The request will be automatically routed to your assigned John Deere dealer.

If you are a PDI Level 2 store:

- Each third party assembly team member will obtain online PDI training and complete the certification test at johndeere.assemblycertification.com.

- Third party companies **that use Assembly Toolbox**: PINs are automatically recorded when the unit is added to their invoice.

- Third party assembly companies **that do not use Assembly Toolbox** mobile app, must log into the PIN Recording portal at https://johndeere.assemblycertification.com/ to log the machine as complete.

All John Deere Lawn Tractors and ZTrak Mowers must always remain in their eCrate when moving with a forklift.

All John Deere Lawn Tractors and ZTrak™ Mowers must complete the John Deere PDI process prior to sale.

Each store is responsible for submitting an Out-for-Repair (OFR) for any units that do not pass the PDI process. The request will be automatically routed to your assigned John Deere dealer.

STAY CONNECTED TO YOUR ASSIGNED JOHN DEERE DEALER

Your assigned John Deere dealer is your one-stop contact for John Deere Out for Repair (OFR) services, both warranty work and Lowe's Extended Protection Plan coverage.

A great way to connect with your assigned John Deere dealer is attend a pre-season meeting between your store and dealer personnel. There you can exchange contact information, discuss program procedures and review the OFR process.

QUALIFY THE CUSTOMER

Customers are more satisfied when they buy a product that best meets their needs. Qualify the Customer by asking appropriate questions.

Ask

- What do you currently cut your grass with?
- What do you like or dislike about your current product?
- Who will be operating the unit?
- How many acres do you mow?
- What type of terrain will you be mowing? Hills? Trees?
- Do you have a gate or storage shed that the deck must fit through?
- What yard projects do you plan to complete?
- See attachment chart on pages 13-15.

WARRANTY

Product	Warranty Time Period
100 Series Lawn Tractors	2-Year/120-Hour
ZTrak™ Mowers	**Z300 Series ZTrak mowers:** 3-year or 200 hours, bumper to bumper **Z370R Electric ZTrak Mowers:** 3 years, 200-hour bumper to bumper on machine; 5-year, 200-hour on battery warranty **Z500 Series ZTrak mowers**: 4-Years or 300 hours, bumper to bumper

Lowe's Sales Associate - ***The warranty time period begins on the date of sale. In the event of a product ownership transfer, the second product owner is entitled to the remaining warranty. The warranty time period does not "start over" for the second owner.***

John Deere attachments purchased with a new John Deere tractor will be covered by the tractor warranty terms. Attachments purchased separately will be covered with a 12 month attachment warranty.

WARRANTY REGISTRATION PROCESS

Please go to https://productregistration.deere.com/ to register warranty for your customer.

100 Series Lawn Tractors and ZTRAK™ Mowers

Why is the John Deere warranty registration important to Home Depot and customers?

- ***Faster service.*** Registering the purchase gives John Deere the information to meet service needs promptly and completely
- ***Investment protection.*** Receive product updates from John Deere
- ***Extended warranty***. Be offered the option to extend your coverage before the standard warranty term expires.
- ***Stay informed.*** Be the first to know about new products and money-saving offers from John Deere.

Associate: Please encourage the customer to protect their investment by registering their product for warranty.

Serial number/product identification number (PIN).



Where is the serial number/product identification number located?



Step 1:

Show them how to locate the QR code.

- 100 Series - The QR code is located beside the gas tank under the seat.
- Zero Turns – The QR code is located under the seat.

Scanning that code will automatically direct them to their owner's information page and pre-populate the machine's serial number to the warranty registration page.







Step 2:

Click on “Register for Warranty Protection”

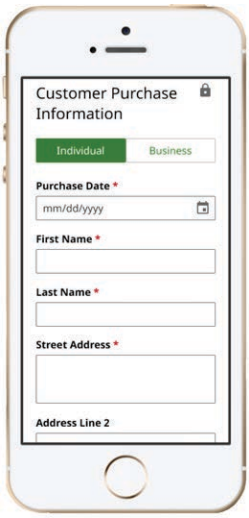
Step 3:

Serial number and basic information about the machine will be pre-populated



Step 4:

Scroll down to Customer Purchase Information to enter and complete warranty registration.

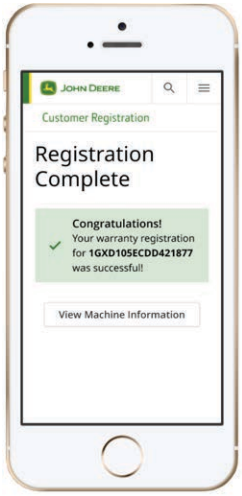


Step 5:

Once the customer has entered their personal information, they will receive a confirmation message that the registration is complete.

Step 6:

Clicking on “View Machine Information” will send the customer back to their owner’s information page on Deere.com which will contain pertinent information about their mower.



WARRANTY REGISTRATION FOR RETURNED/ RECONDITIONED PRODUCT

Tractor and ZTrak™ mower warranty coverage is transferable to a new user if the product is sold within the warranty time period. If product is returned to a Store and resold, the customer will receive the remaining warranty.

John Deere Company has a "no return policy".

If product is returned to a Store, please follow the process below:

1. **Store:** Upon notification of a returned item, document the Serial Number; call the John Deere PDI Dealer and report the return.
2. **Store:** Follow the Out For Repair Process (page 31) to have the product returned to saleable condition.
   Please note: This is a Store expense.
3. **Store:** When the returned/reconditioned product is sold, notify the new Customer of the remaining warranty.
4. **Store:** Notify your dealer of the unit serial number and new owner and they will update the John Deere warranty system.
5. **Dealer** updates the unit as "used".

Note: *The warranty time period begins on the date of sale. The warranty is transferable. Second owner is entitled to remaining warranty. The warranty time period does not "start over" for the second owner.*

GAS PRODUCTS OPERATION

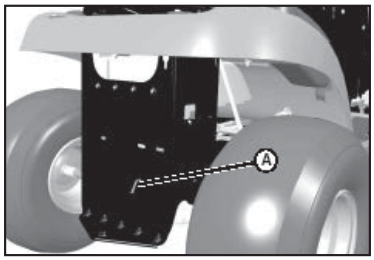
How to Start Tips:

- Fill unit with gas. Always use fuel stabilizer in gasoline.
- Sit on the seat.
- Lock the parking brake.
- Ensure mower deck engagement (PTO) is in the off position. (ZTRAK™ hand control levers must be pushed out.)
- Set choke (if equipped) and throttle.
- Turn key to start.

When the machine needs to be moved without starting the engine –

Moving product with automatic or hydrostatic transmission

Do not push product without following the below guidelines:

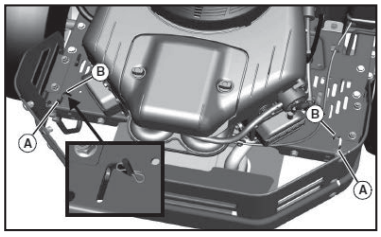


Tractors

- Tractors with automatic and hydrostatic transmissions, release lever (A) at rear of tractor (pull).
- When the tractor is moved to the desired location, push the lever back in.

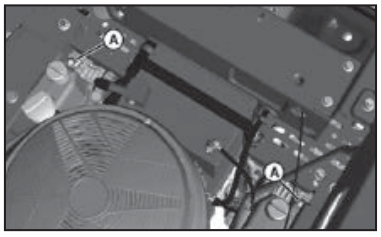
Note: *Unit will start but will not move unless lever is pushed back in.*

ZTRAK™ mowers



Z300 Series:

1. Push bypass control rods (**A**) forward and into detent slot (**B**)
2. Release park brake
3. Push machine to desired location and lock park brake
4. Pull the bypass control rods back to original position



Z500 Series

1. Rotate both levers toward center of machine to release
2. Release park brake
3. Push machine to desired location and lock park brake
4. Rotate both levers back to original position

ELECTRIC PRODUCTS OPERATION

How to Start 370R Electric Zero Turn Mower:

The Z370R electric mower has a different startup procedure than gas models. It has a key pin and push button start.

There are two modes on the Z370R electric mower: Armed State and Disarmed State.

- When in Armed state, you will hear 2 beeps when you press and hold the power button and the top bar on the status display on the footrest will be green.
- In Armed state the mower blades can be engaged and the machine can be moved with the motion control levers
- In Disarmed state, the mower blades cannot be engaged. And the machine cannot be moved using the control levers.

Simplified Maintenance:

- No engine oil changes or disposal concerns
- No engine air filters to clean or replace
- No belts
- No grease points
- No need to add fuel stabilizer or remove fuel for seasonal storage

The Z370R electric models do not have free-wheeling levers.

To move the Machine with Push Mode Active:

1. Ensure the machine is turned OFF and the motion control levers are fully outward.
2. Press the power button briefly ensuring no audible beeps are heard and the status display is on, placing the machine in disarmed state.
3. Standing next to the machine, move the control levers to the inward/neutral position.
4. Press the push mode switch and move machine to desired location.

To move the Machine without Push Mode Active or When Unable to Use Switch in the case of a dead battery

1. Standing next to the machine, move control levers to inward/neutral position.
2. Slowly push the machine; NOTE that exceeding 1.5 mph will cause the brakes to be applied. If this occurs, wait for machine to stop, then begin pushing again



NOTE: *Always make sure the mower deck is raised to the highest height of cut before moving any mower off the crate to prevent damage.*

MAINTENANCE

Before each use, Customers should do the following:

- Check fuel level
- Check engine oil level
- Clean air intake screen
- Check safety systems
- Check tire pressure and brakes
- Check/tighten loose hardware
- Check to ensure the deck is level for optimum cutting performance

For optimal performance, Customers need to do the following:

- Follow oil and/or oil filter change schedule in operators manual.
- Drain fuel and fill with fresh fuel and a stabilizer before storing more than 30 days
- Or drain fuel and fill with fresh fuel after storing more than 30 days.
- Proper maintenance is required for products to continue to run and mow at optimal performance.
- Sell replacement parts with the product. Genuine John Deere parts are recommended. (Parts Chart on pages 16 - 17)
- Remind the Customer of the many services provided by the John Deere Dealer. Local Dealer information is provided on the sticker affixed to the product.
- Provide the Operator's Manual to the customer.

Note: *Specific guidelines for maintenance are found under the seat and in the operator's manual. The hour meter on the console of most riding lawn equipment records engine operating hours.*

ENVIRONMENTAL CRATE (E-Crate) STORE RETURN PROCESS

John Deere 100 Series Lawn Tractors and ZTrak™ Mowers are shipped in a re-usable "E-Crate" that must be returned to John Deere.

As the store receives product from the RDC:

1. Tractors and ZTraks are PDI'd by the Assigned John Deere Dealer Partner
2. The following is what occurs when units are placed back in ecrate:
   - Deck will not stay leveled
   - Units will no longer be stable in E-Crates due to the adjusted tire pressure
   - Warranty will be voided
3. E-Crates must be returned to John Deere following PDI
   - Stores have 50 days "in season" (March and April) to return E-Crates
   - Stores have 65 days "out of season" (May – February) to return E-Crates
4. RTM Clerk stages E-Crates for return to RDC, FDC or LTL to John Deere factory
   - Refer to the John Deere E-Crates Store List Routing Plan
   - Stores should always ship any and all E-Crates on hand

Go to the John Deere Brand Page within your STORE system to access the Store State Routing Instructions and Bill of Lading tool.

Hawaii and Alaska stores: consolidate and ship your eCrates to your local John Deere dealer for consolidation back to Greeneville, TN.



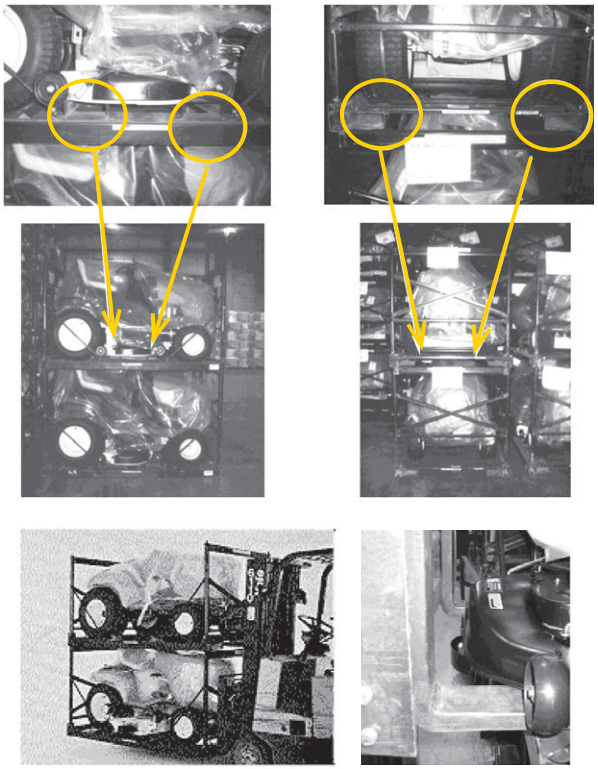


IMPORTANT NOTE:
Stores will be charged $250.00 for each E-Crate not returned within this timeframe. Ensure E-Crates are stored in a secure location until they are returned to John Deere.

E-CRATE HANDLING & STORAGE

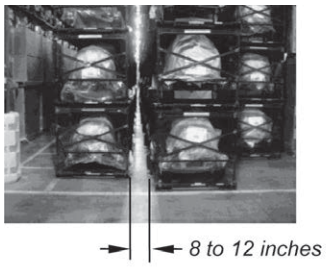
Handling

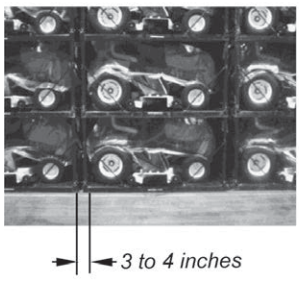
1. Move tractors using fork openings only
2. Observe “No Fork” areas
3. When moving from front forking to sidefork-ing adjust fork width.
4. Pick up crates from sides or engine end
5. Do not push or drag crates
6. Move LARGE E-Crates stacked TWO high maximum
7. Move SMALL E-Crates stacked TWO high maximum
8. Be alert of deck and gauge wheels when handling from sides



Storage

1. Keep 8" to 12" separating crates side by side
2. Keep 3" to 4" separating crates front to back
3. Do not push crates into each other
4. Store LARGE e-crates FOUR high
5. Store SMALL e-crates FOUR high





IMPORTANT 'TO-DOs' BEFORE RETURNING E-CRATES:

- Ensure E-Crates are stored in a secure location until they are returned through the assigned carrier.
- Ensure your store is securing all clips and pins on both corners and sides of the collapsed John Deere
  E-Crates before shipping back to John Deere to prevent a possible road hazard s ituation.
- Only like size E-Crates should be contained in a single stack. If your store is returning small ad large E-Crates, there should be no less than 2 stacks loaded on the truck (all small E-Crates stacked together in the same stack and all large E-Crates stacked together – NO mixing small and large E-Crates in the same stack). If the E-Crates are not properly 'nested', theres is a risk of the E-Crates shifting in transit causing a possible road hazard situation when shipping via flat bed truck. All carriers have been instructed NOT to pick up E-Crates stacked incorrectly.

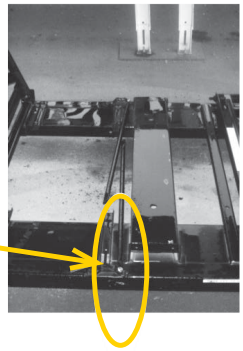
E-Crate Store Return Process:

STEP 1

Fold down angle braces.

Angle braces should lie flat, when folded properly.

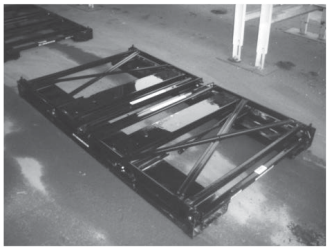
Both large and small angle braces should fold the same.



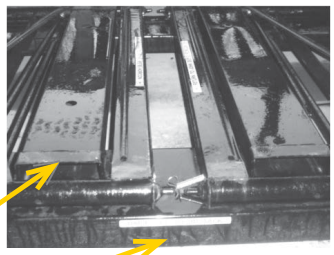
STEP 2

Fold down both end gates.

Large E-Crate end gates will fold and lie flat, nested between the fork channels.



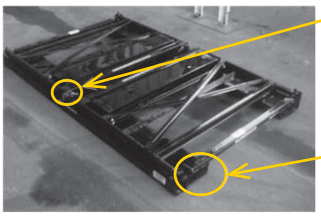
Small E-Crate end gates will need to be extended to nest flat between fork channels.

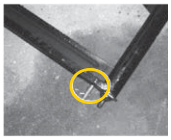


STEP 3

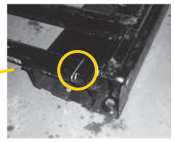
Secure all pins and clips to crate

Small E-Crate



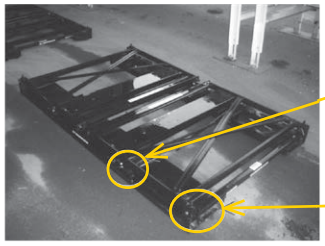


Angle Bar Pin Location – Place pin in top of end gate. Secure with spring clip.



Stacking Pin Clip Location – Place clip above fork channel

Large E-Crate







STEP 4

Stack crates and load trailer.



Stacking and Storing:

- Both large and small EMPTY E-Crates can be stacked and stored 32 crates high.
- Do NOT mix large and small E-Crates in a stack. They are not designed for mixed stacking.
- Crates should stack neatly, and stacking pins should be seated in receiver cap
- Do NOT pin crates together with spring clips.

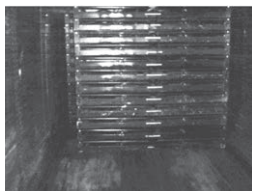
Loading Trailer:

Small E-Crates (180 lbs.)



- Stack 16 crates high
- Load 14 stacks in 53 ft. trailer
- Load side by side in a 53 ft. trailer
- Total 224 small E-Crates/53 ft. trailer

Large E-Crates (225 lbs.)



- Stack 12 crates high
- Load 12 stacks in 53 ft. trailer
- Load sideways, alternate stacks to left and right of trailer (for balance)
- Total 144 large E-Crates/53 ft. trailer

Mixed Loads

- Large and small e-crates can be returned together.
- Can be shipped side by side in 53 ft. trailer or load small e-crate according to the directions on the previous page and fill the remainder of the trailer with large loaded according to the above directions.
- Do NOT pin E-Crates together for return.
- Do not exceed weight limit of trailer.

STEP 5

RTM Clerk stages E-Crates for return to RDC, FDC or LTL to John Deere factory

- Refer to the John Deere E-Crates Store List Routing Plan
- Stores should always ship any and all E-Crates on hand

CUSTOMER AND STORE OWNED UNITS

1. **RTM Clerk** logs repair need into the Lowe's Genesis system. This will generate a repair tag.
2. **RTM Clerk** will place the repair tag into a plastic sleeve and attach to the product. (A copy of the repair tag should stay with the product throughout the repair cycle.)
3. **Dealer** will receive notification through a dispatch in ServicePower. Dealer should contact the RTM the day prior to regularly scheduled weekly store visit to confirm pick-up. Dealer should maintain a store visit frequency of 1x per week.
4. **RTM Clerk** will scan the bar code from the repair tag located on the equipment. Bill of Lading (BOL) will be printed. BOL must be signed by the RTM and the Dealer at the time of pick-up. Both parties should keep a copy of the signed BOL. Dealer will remove product from store and transport to dealership for diagnosis.
5. **Dealer** performs diagnostic work on unit to determine repair costs. If repair costs exceed initial authorized amount, Dealer contact submits a preauthorization in ServicePower to request additional authorization. Wait for additional authorization approval prior to completing any repair work where the costs exceeds the initial authorization.
6. **Dealer** will return repaired unit to the store with the original repair tag still attached within the targeted 10 days after product receipt.
7. **RTM Clerk** will scan the bar code from the repair tag located on the equipment. Store and Dealer will sign the BOL transferring responsibility of the unit back to the store. Both parties should keep a copy of the signed BOL for proof of product return.
8. **Dealer** will process claim for payment through ServicePower.

Lowe's Protection Plans

If the Customer purchased Lowe's Extended Protection Plan ask the Customer to call Lowe's Service Support for all service and repair at 888-77-LOWES (888-775-6937).

Please note:

- Reconditioning for a returned unit, repairs due to damage, misuse or service of the unit are the responsibility of Lowe's store. Warranty repairs are the responsibility of the manufacturer.
- Reconditioning includes:
  - Service the unit
  - Sharpen or replace blades
  - Replace damaged or broken parts
  - Check all safety operation switches
  - Clean grass and debris from under mower deck
  - Bring unit to "like new" condition for proper resale.
- Pick-up and delivery are not covered under the manufacturer's warranty
- Returned units possess the remainder of the manufacturer's warranty, a new warranty period does not begin with the second purchase of the unit.

Payment Process For All Transactions:

1. Dealer processes Out For Repair (transportation, diagnostics and non-warranty) claims via ServicePower - Product warranty claims are filed via the John Deere Warranty System.
2. Dealer contacts Lowe's Service Support for unpaid non-warranty claims and payment disputes at 866-284-9158.

FREQUENTLY ASKED QUESTIONS

Are the tractors we sell the same as those sold through a John Deere dealership?
- Yes, you sell the same 100 Series Lawn Tractors and select ZTrak™ Mowers that are available to John Deere dealers.

Where are John Deere tractors made?
- 100 Series Lawn Tractors and ZTrak™ Mowers are built at a John Deere factory in Greeneville, TN, USA.

What is the John Deere Warranty time frame?
- Bumper-to-Bumper: 2-Year/120-Hour: all 100 Series Lawn Tractors
  3-Year/200-Hour: all Z3 Series ZTrak™ Mowers
  4-Year/300-Hour: Z515E and Z530M

Does a returned/reconditioned/resold tractor still have a warranty?
- Yes, the warranty time period begins with the first purchase. Remaining warranty transfers to the second owner.
- Warranty begins at the date of the first sale

What does the John Deere warranty cover?
- Covered - manufacturing defects
- Not Covered - transportation & normal wear from use

Will the PDI Dealer take care of a customer's concern?
- Yes, contact the store or a JD dealer to arrange a service call
- Pickup and delivery are not covered under warranty.

Why is warranty registration important?
- **Faster service.** Registering the purchase gives John Deere the information to meet service needs promptly and completely
- Investment protection. Receive product updates from John Deere
- **Extended warranty.** Be offered the option to extend your coverage before the standard warranty term expires.
- **Stay informed.** Be the first to know about new products and money-saving offers from John Deere.

What John Deere parts may I sell?
High volume maintenance parts (pages 17-18). Other parts for the 100 Series Tractors and ZTrak™ mowers may be purchased from the local John Deere dealers.

What John Deere models may we sell?
- John Deere 100 Series tractors and ZTrak™ zero turn mowers

How is the John Deere fuel system different?
- Designed to meet or exceed all EPA standards
- Gas tank is located away from a heat source (i.e. engine).
- Easy-to-read gas gauge.
- Wide spout tilted towards the customer prevents spilling
- Top draw fuel system ensures clean fuel entering the engine

How do I get my John Deere units Pre Delivery Inspected (PDI)?

- **Level 1 stores:** Submit a PDI request in Assembly Toolbox. Your request will be routed to your local John Deere dealer to schedule.
- **Level 2 stores:** Submit a PDI request to your store's third party assembly; team member must complete online PDI training and pass the certification test at https://johndeere.assemblycertification.com/.

What should be done if a customer returns their product?

- Have unit recertified by the dealer through the Out-For-Repair process to ensure the product is operating properly and ready to sell.
- John Deere does not do Returns nor Return Authorizations (RAs) for stores nor for customers.

What kind of fuel should be used in a John Deere Mower?

- Regular grade unleaded fuel - octane rating of 87 or higher. Fuel blends containing up to 10% ethanol or up to 15% MTBE reformulated fuel are acceptable.
- Use fresh, clean fuel and add fuel stabilizer.

What is the process for damaged product?

- Concealed Damage not evident before uncrating the tractor. Lowe's should file a shipping damage claim with your carrier. Then follow the OFR process for repair by the store assigned John Deere Dealer only, at Lowe's expense.
- Handling / Damage is any damage that occurred outside of the carrier (ex. Fork lift, kids climbing on tractors damage). Follow the OFR process for repair by the store assigned John Deere Dealer only, at Lowe's expense.

Z370R ELECTRIC FREQUENTLY ASKED QUESTIONS

Where is the Z370R Electric assembled?

The Z370R Electric is assembled by John Deere at our factory in Greeneville, TN.

What does a battery rating of IP66 mean?

A rating of IP66 means that the fully sealed li-ion battery used in the Z370R Electric is dust tight and highly water resistant. Customers can wash their mower with a hose, store their mower outside, and not worry about getting caught in wet or rainy conditions.

Will the Z370R Electric ship with a special charger?

No. A grounded extension cord and standard 120V electrical outlet is all that is needed to charge the Z370R. A grounded extension cord is not included with purchase of Z370R Electric.

What is the average charge time on the Z370R Electric?

Average charge time for the Z370R Electric will be six hours on a standard 120v outlet depending on the initial state of charge.

What is the projected run time on the Z370R Electric?

The Z370R Electric has been designed to mow up to two acres on a single charge; expect less when bagging and in heavier grass conditions. As with all batteries, runtime is influenced by several factors including operating conditions such as hills and thick or wet grass, number of implements and the power demands of each, as well as ambient temperature.

Can the Z370R battery operate at cold and hot temperatures?
Yes. Operating temperatures will be outlined in operators' manuals. Extreme cold or hot temperatures have the potential to reduce run time and extend charge time. Thermal protection will also be built in the product design to ensure safe operation.

How long will the battery in the Z370R Electric last?
The length of the standard factory warranty on the Z370R Electric battery will be 5 years or 200 hours, whichever comes first.

Will the factory warranty on the Z370R Electric be pro-rated?
No, warranty claims on the li-ion battery will not be pro-rated. The factory warranty on the battery is 5 years or 200 hours, whichever comes first.

Is the Accel Deep deck used on the Z370R Electric the same as is used for Z300 gas models?
Yes. It is the same base 42" Accel Deep deck shell as the gas Z300 mowers. It will be available as a service part if replacement is required. It will be a different service part number from the gas machines because it does not require the same brackets for the belt drive.

Will the Z370R Electric work with the same attachments as the gas models Z300 Series lineup?
Our most popular attachments from the Z300 Series will fit the Z370R Electric such as Material Collection System, MulchControl™, boarding step, rear bumper, and foot pegs.

JOHN DEERE

THE BOOK OF KNOWLEDGE 2024

This literature has been compiled for worldwide circulation. While general information, pictures and descriptions are provided, some illustrations and text may include finance, credit, insurance, product options and accessories NOT AVAILABLE in all countries or regions, and in some countries products and accessories may require modifications or additions to ensure compliance with the local regulations of those countries. PLEASE CONTACT YOUR LOCAL DEALER FOR DETAILS. John Deere reserves the right to change specifications, design and price of products described in the literature without notice. John Deere, the leaping deer symbol, and John Deere's green and yellow trade dress are the trademarks of Deere & Company.

[†]Built with global and domestic parts.

JOHN DEERE