

December 18th 2020

For the attention of the Dealer Principal, Sales and Service Managers and Service Admin

We are pleased to inform you of some important changes in how Kubota Care is applied and administered for all Tractor and Groundcare products, commencing from the 1st January 2021.

The changes have been made to allow for an easier and more efficient management of purchasing and invoicing of Kubota Care contracts.

The most important change is that you will now select the level of cover in K-net when warranty registering the product. A simple Yes or No tick box is selected for the product regarding Kubota Care cover, followed by hour cover options in a drop-down menu if you select Yes.

Once the product registration is completed, the system will automatically update the warranty end date along with generating the invoice for the selected cover.

Once the invoice is produced, you as a dealer will have 30 days to query the cover adopted and the invoice value. This query should be made to kuk_g.service@kubota.com. After this time we will not be able to amend or change either the cover or the charge.

The Kubota Care agreement is still to be completed by the dealer, including signatures and names from both the installer and the customer. Rather than sending a copy to Kubota UK, the document should be retained by the dealer, along with the Warranty Certificate. This Kubota Care agreement should be available within your dealerships for auditing purposes by Kubota UK staff.

This audit will also be included in the 'Machine Document Control' section of the Kubota Service Excellence programme.

Please see the 'Kubota Care Administrative Guide' for full instructions of this new process.

At this moment in time, all CE machines must continue with the former process of sending the Kubota Care agreement to Kubota UK for manual processing and invoicing. However, we are working on implementing the improved process via K-net for CE machines and will inform you in due course of this change.

We feel certain that you will appreciate the improvements to this process and that the changes will make it easier and more efficient for you to apply Kubota Care to retailed machines.

A transition period of 30 days will be in place for Kubota UK to accept paper Kubota Care agreements for processing.

From the 1st February 2021, Kubota Care agreements will not be accepted for manual processing and Kubota Care is only to be purchased using the new K-net process.

Kubota Service and Warranty Department