

WHAT ABOUT SERVICE?

Many folks are concerned about service when buying a product direct from the factory, which is certainly understandable. "What about service?" they ask.

The fact is our Troy-Bilt Roto Tiller-Power Composters have very few service problems. We've been making rear-end rotary tillers since 1932. Everything we've learned in this time is devoted to building the best possible tiller for professional and home garden use, at the lowest possible cost.

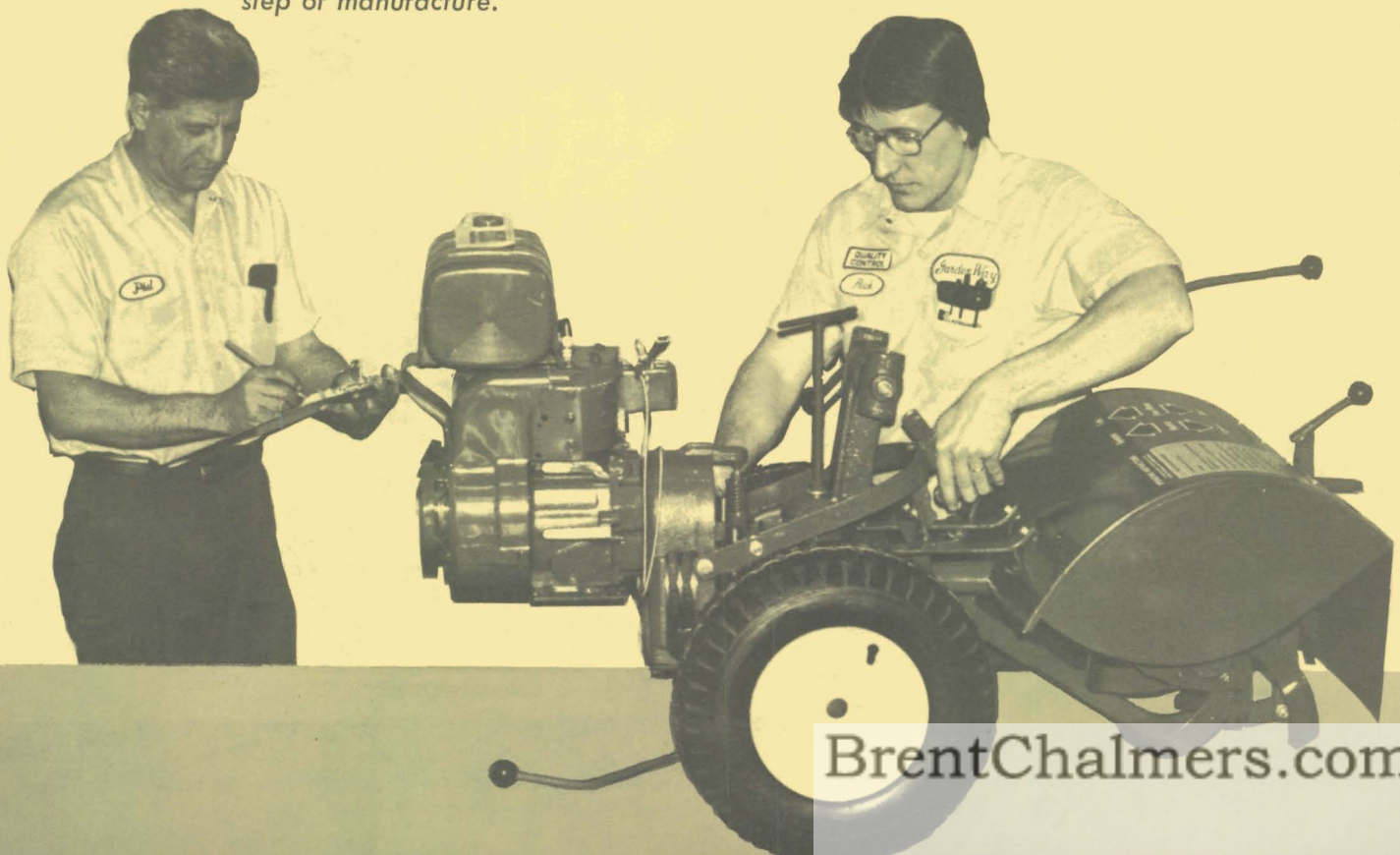
The Troy-Bilt design is based on a simple, rugged automotive-type transmission. Inside the cast-iron transmission housing is a drive shaft and worm gear assembly set in tapered roller bearings, revolving in a bath of oil.

Every part of a Troy-Bilt is top quality by the best standards and most are machined right here at the factory to equally high standards. There are more than 600 quality control checks! That's why service problems are so few and far between with our rear-end Troy-Bilt Tillers.

All machinery, of course, needs to be maintained on a regular basis to see that it stays in first-class operating condition. With a Troy-Bilt, you simply follow the easy-to-read instructions found in the Owner's Manual that comes with each machine.

please turn the page . . .

Service problems are few because your Troy-Bilt is so ruggedly built and carefully inspected at each step of manufacture.

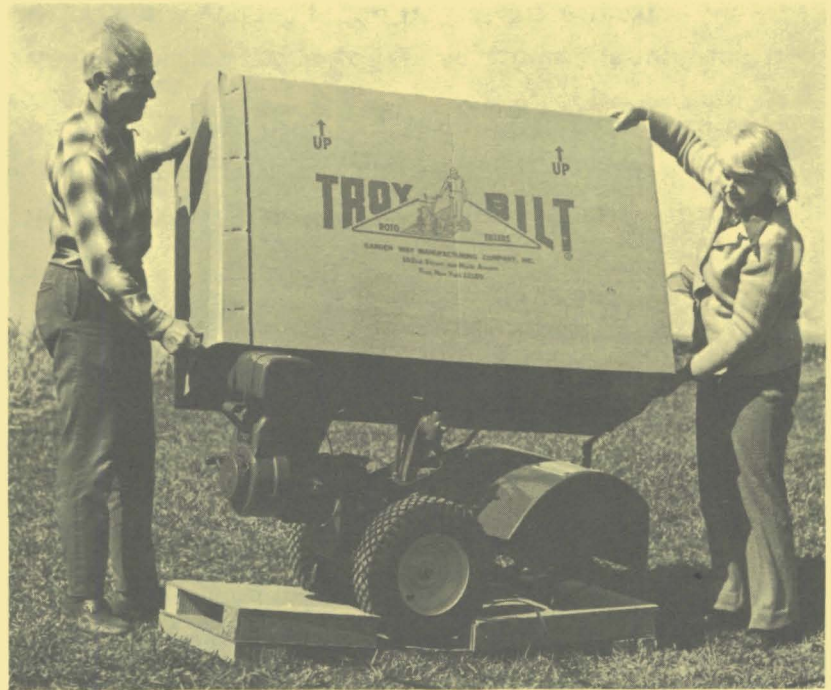


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Your New Troy-Bilt Is Practically Ready To Go When It Arrives

Imagine for a minute you've bought a new Troy-Bilt Roto Tiller-Power Composter direct from the factory (and most likely saved at least \$125.00 over what you'd pay through a local dealer). It's just been delivered. Now you're opening the heavy-duty protective shipping container as shown here.

Packed right along with your Tiller is your Owner's Manual (see picture below). It's easy to read, uncommonly helpful and is loaded with valuable information and directions concerning your Troy-Bilt . . . and about gardening the so-much-better Troy-Bilt way.



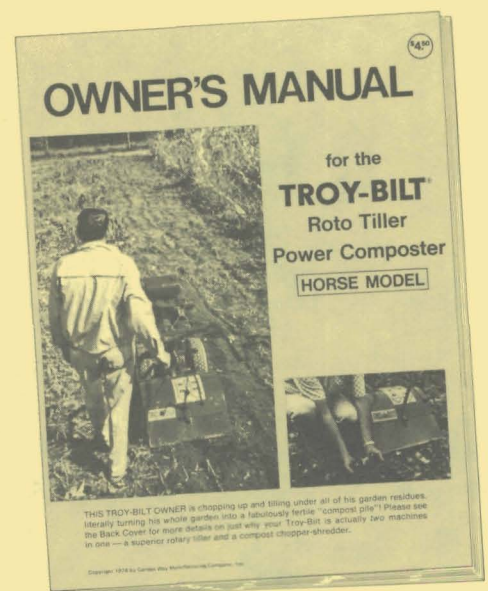
Assembling your new Troy-Bilt takes only about 45 minutes.

One of the first things you'll discover is how quickly your new Troy-Bilt is ready to go. All you do is read the easy-to-follow steps in the Owner's Manual that show you how to . . .

- Add gear oil to the transmission
- Add motor oil to the engine
- Attach the clutch lever
- Fasten the handlebars
- Attach the throttle cable
- Add electrolyte to the battery (if your new Troy-Bilt is electric starting)

That's all there is to it — six simple steps, taking only about 45 minutes. Once you've read the simple Tiller and engine controls instructions, and then have added gasoline, you're ready for the garden.

Before we ship your Tiller to you, we send you all the information you need to be ready when your Tiller arrives, including what kind of motor oil and gear oil to get and where to get it.



You'll find plenty of helpful Tiller and gardening information in the 184 pages and over 400 pictures and sketches in the Troy-Bilt "Horse" Model Owner's Manual.

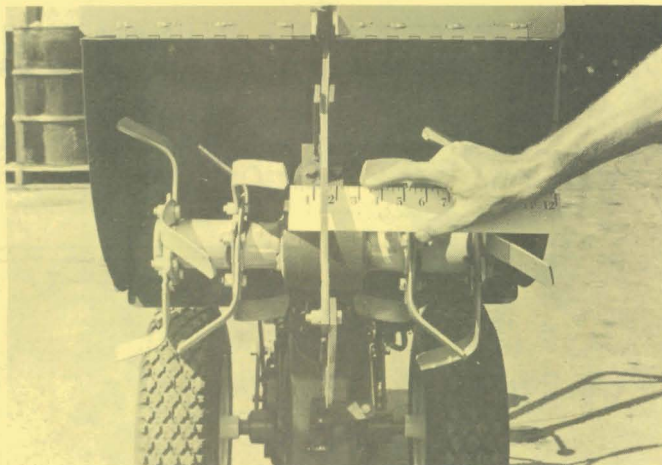
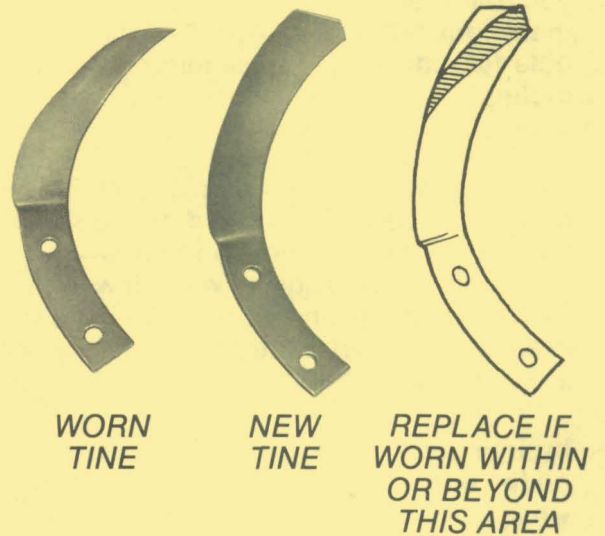
For lots more about service see inside!
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How to check Bolo Tine wear:

Because no one can say for sure how long it will take for your Bolo Tines to wear out, it is a good practice to periodically check the tines for wear. The rate of wear depends on how much you use your tiller and the soil conditions present. Sandy or stony soil for example, will cause tines to wear much more quickly than clay soils.

Look for Pointed, Narrow Tines

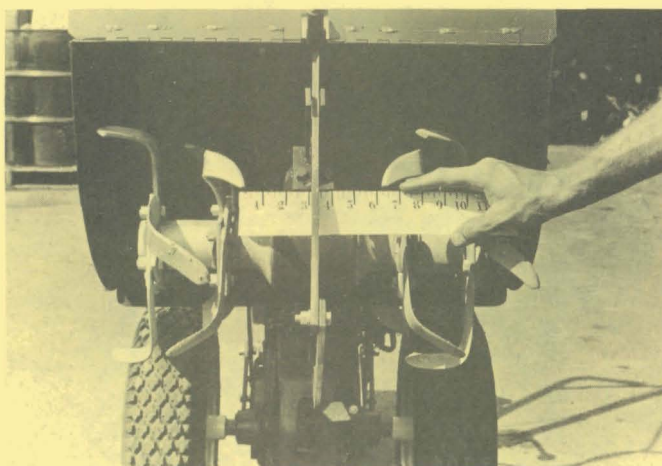
Examine your tines, and compare the picture (at right) of a worn down tine with the picture of a new one. Which do your tines look like? As tines gradually become shorter, narrower, and more pointed, they eventually reach a stage where they are almost totally useless. If your tines have worn within the shaded area shown in the sketch, you should order a new set now. Don't wait until Spring tilling to discover that your tiller can't handle the job!



The gap between the *new* Bolo Tines is only 3 inches.

Measure the Gap

Here's another good way to see if your tines need replacing. Tip your Troy-Bilt up, use a ruler, and measure the gap between the *inner* tines. The gap between new Bolo Tines is 3 inches (top photo at left). As the tines wear shorter, the gap widens. **IT'S TIME TO REPLACE YOUR WORN-DOWN TINES WHEN THE GAP WIDENS TO 5 OR 6 INCHES** (see bottom photo).



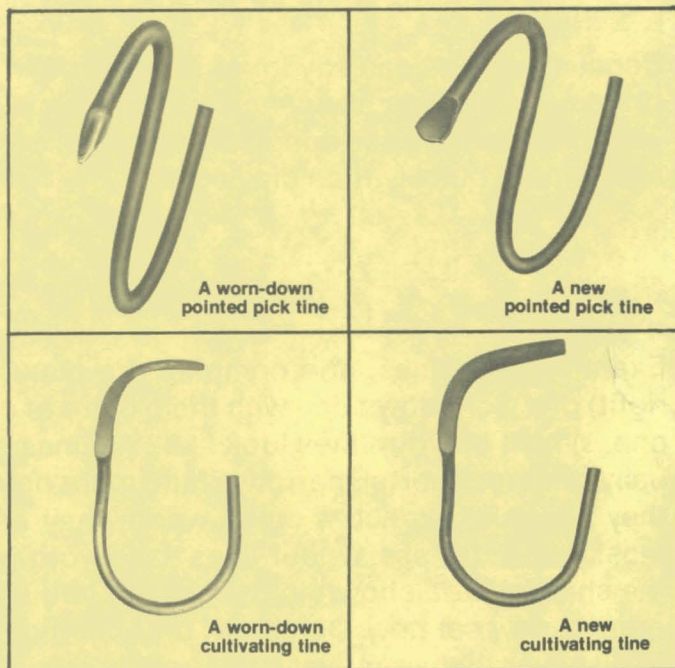
It's time to replace your worn-down Bolo Tines when the gap widens to 5 or 6 inches. Don't let your tines get this wide!

Even if your tines are only partially worn down now, it might be a good idea to order a new set ahead of time. If you wait until your tines are completely shot, you'll then have to wait while we rush new tines out to you (and you'll lose all that good gardening time). Please use your Owner Order Form for Tillers and Attachments to order your set of tines today.

Here's How To Measure Wear on Special Purpose Tines

POINTED PICK TINES

These tines are used for hard-packed, or very rocky soil conditions. When a Pointed Pick tine becomes worn, its head will wear to a point. In extreme cases, the tine will be worn shorter. A good example of a worn tine is shown at right. As you can see by comparing it to the new one at far right, it has lost a great deal of its digging capacity. As it wears shorter, you will have to adjust the depth regulator to the maximum, and as with worn Bolo tines you will not be able to achieve the maximum depth of six to eight inches.



CULTIVATING TINES

When shallow tilling and close cultivating without danger to roots are required, these special purpose tines are most effective. However, when the knife-like edge of the tine becomes worn, it will lose its capacity to scoop up and turn over the earth. A good example of a worn Cultivating tine is shown at right, as compared to the new one, shown at far right.

In summary, no one can say for sure how long it will take for your tines to wear out. Tine wear greatly depends on the use you give your Tiller and the soil conditions. Sandy, stony soil will cause a great deal of tine wear, while some clay soils will have hardly any effect on tines after many hours of use.

For removal and installation of your tines and holders, see the "Owner's Manual". The manual was included in the Troy-Bilt owner's package, when you received your Tiller. Instructions for ordering the new tines are given in the Owner Order Form and the Parts Order Form.

Complete sets of tines, with or without the holders, or other attachments, such as a Hiller/Furrower or Dozer/Snow Blade, are sold at special attachment prices. Please see the Owner Order Form for more details.

A LETTER FROM A HAPPY OWNER WHO ORDERED NEW BOLO TINES

Dear Dean:

Thanks for the new Bolo Tines.

I tackled the job of installing them the very next day after I received them. I armed myself with wrenches, oil, hammer, pipe and about everything but a sledge. I propped up the Tiller and lo and behold the depth regulator gadget held the flap up just like you said. I put a couple of wrenches on a bolt, gave a yank and gosh it loosened right up. Tapped her a little with a hammer and the whole gang fell off just like nothing. The rest were just as easy and the installation of the new ones were just as easy. Took about 20 minutes.

Well, now try them out. I had a piece of ground that had not been touched this year and had a very heavy growth of grass. I intended to mow this piece and then till it. Well, maybe this was the place to try the new Bolos. I put the regulator in the fourth notch and waded in. Gosh, even I could hardly believe it. It really whacked up the grass. No wrapping. In fact it tills better than mowed grass. A block of weeds disappeared as if by magic.

Thanks again!
Sincerely,
Russell B. Schrecengost
Route 1
Kittanning, PA 16201

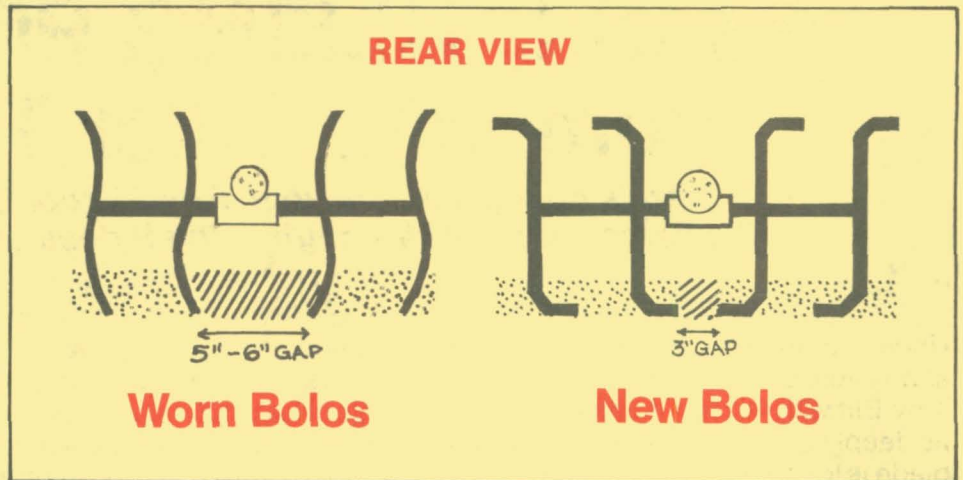
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Look How Much Wider New Bolos Till with Each Pass...

As the tines wear shorter, you also end up leaving an increasingly wider gap in the middle of the tilled row. A wider gap makes for needless extra work when you overlap your rows during tilling. A newly-mounted set of Bolo Tines (as shown on the right) will show a three-inch gap between the inner tines. Gradually this gap will widen through use and wear.

Once the gap between your inner tines widens past the "critical gap" of five inches, you are forced to overlap your previously tilled row by about three-quarters of the row to ensure good tillage. This leaves only one quarter of the tiller left to work untilled soil. This becomes a terrible waste of time! It will take you three times as long to do the same job you used to do with new Bolos.



Look How Much Better New Bolos Can Power Compost...

Probably the most important function of Bolo Tines and the Troy-Bilt are their wonderful ability to shred and bury crop residues, mulch, leaves, and similar organic matter. When Bolos are worn out, the leading edge of the tine becomes rounded off so that it becomes extremely difficult to break up tough vines, cornstalks and the like. Instead of hitting cornstalks (for example) with an abrupt cutting stroke, the rounded edge of a sadly worn Bolo tends to roll over tough vegetation. When your tines become pointed and worn, your Troy-Bilt Roto Tiller-Power Composter becomes only one half the efficient machine it is with new tines. Be sure that you've got a "full strength" Troy-Bilt working for you in your garden instead of a Troy-Bilt which can no longer efficiently till or power compost. Your crops will know the difference.



A row of beans past bearing that has just been tilled under with worn down Bolo Tines.



An adjacent row of the same crop tilled under with new Bolo Tines.

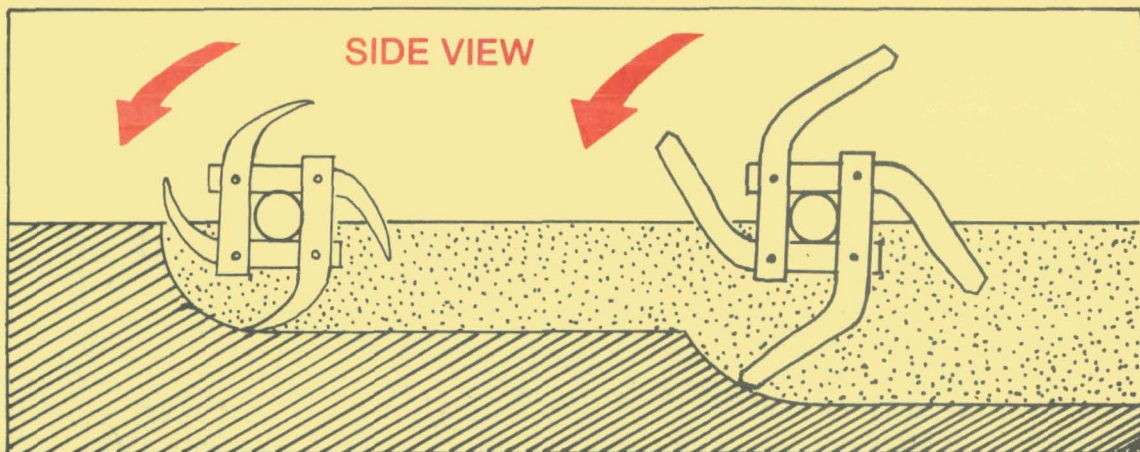
Are You Getting FULL TILLING POWER from Your Tiller Tines?

Here's how to be sure your Troy-Bilt[®] continues to give the same, fast and thorough tilling it does when brand new.

Under normal conditions, tines usually last about three to five years. But in especially tough, rocky or sandy soil, or when tilling other gardens for hire, tines may wear out sooner. If you are operating your Troy-Bilt with worn-out tines, you are probably cheating your soil. Worn tines simply will not till your soil as deeply or as thoroughly as new ones. For instance, the deep pulverizing action of a broad, new Bolo blade is lost when it becomes worn short, pointed, and narrow; it simply will not move as much soil. Most importantly, worn Bolos cannot shred organic matter as completely and bury it as deeply as new ones. So the end result is that you are forced to go over the same area more often with less than satisfactory results. You are unable to get your garden aerated properly or "fed" with enough well-chopped and buried organic matter. By cheating your soil this way, you are eventually hurting your harvest.

New Tines Makes a Big Difference!

LOOK HOW MUCH DEEPER NEW BOLOS CAN DIG...



Worn Bolos, on left, dig only 3" to 5" deep. New Bolos dig a full 6" to 8" deep.

You may begin to notice that your Troy-Bilt will not till to the same depth that it used to. This is a sure sign of worn tines. Normally, you can go down to a depth of six to eight inches with the Bolo Tines that come standard on your Troy-Bilt (as shown on the right). However, as your tines wear, they gradually get shorter. Because of this wear, your tines simply will not reach down as deep in the soil. Even with your depth regulator adjusted to the maximum, you won't be able to till nearly as far down as when the tines were new. Not only do the worn tines cost you tilling depth, the blades become narrower as they wear, and the amount of earth they scoop and turn over is greatly reduced. The deeply tilled, highly aerated garden which was so easy to obtain when your tines were new, suffers more and more each year.

FOR MORE INFORMATION SEE INSIDE ▶

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The famous Troy-Bilt no-time-limit promise to you . . .

LIMITED WARRANTY

NO-TIME-LIMIT

Your Troy-Bilt® Roto Tiller-Power Composter and all attachments will be carefully inspected and tested at the factory. We, or your Dealer, will at any time replace any part which is defective in materials or workmanship — (except for the engine which is warranted by the engine manufacturer for 1 year, write us for details.)

PLUS . . .

Please write or call us if you have any problems. If you are not entirely pleased and satisfied with your Troy-Bilt® Roto Tiller-Power Composter any time within 30 days after you first use it in your garden, you may notify us or your Dealer and return it for full refund less shipping costs.

Even after your first 30 days of use, if you ever have any problems, we will make good even if it means sending you a completely new machine or having you return machine, parts, or attachments for exchange, repair or full refund of purchase price, whichever you prefer . . . except for shipping costs and an allowance for normal wear and tear.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

What do Troy-Bilt Owners say about service?

"The Owner's Manual you sent me has been valuable beyond belief."

The Owner's Manual you sent me (for free, no less) has been valuable beyond belief and has a few greasy smudge prints to prove it. Your advice in the replacement of the Troy-Bilt's fork shoes this past summer, from friendly telephone assistance, to a repair package including a printed diagram, saved me time and money, both of which are dear. I now feel I know my roto-tiller better than any machine I've ever owned, and that I can keep it running and performing as well as it has for the past three years. I take every opportunity I can to brag about having the best roto-tiller built and feel it was worth every cent paid. Your thoughtful assistance is something I experience much too rarely, but I think it reflects a well-justified pride in the product you're selling. Thanks again.

Michael Cunningham
Route 1, McKenna Road
Hubbardstown, Michigan 48845

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over, please . . .

If you'd rather not service or repair your Tiller yourself . . .

We find that most Troy-Bilt owners are pretty self-sufficient folks who *like* to take care of their own service and repairs when needed, and the Troy-Bilt is really a simple, easy-to-work-on machine. But if you're too busy or just plain aren't handy with tools, we recommend you take the Tiller to your nearest reliable lawnmower repair shop. Ask them to get in touch with us for the information they'll need to get the service done. (Actually, if you'll give the serviceman the Owner's Manual and Master Parts Catalog that comes with your Tiller, these will answer almost every conceivable problem.)

Engines

As we said before, your Owner's Manual covers just about every simple question and problem, and if you can't find your answer there, you can always write or call us for an immediate reply.

Important: The engine is covered by the engine manufacturer's warranty for one full year after the date you receive your Tiller. During this time, any work should be performed by an *authorized* engine service dealer — if anyone else, including yourself, works on the engine, the first full year you own it, the warranty is voided.

There are thousands of *authorized* engine service dealers throughout the country. (You'll find yours by looking in the yellow pages of the phone book under "Engines-Gasoline," or you can check with us if you prefer.) We also carry a complete stock of engine parts, if you'd rather order from us.

TROY YELLOW PAGE:

Engines-Gasoline

TECUMSEH AIR-COOLED ENGINES & POWER TRAIN COMPONENTS

Precision Built Long Life Engines 2-16 H.P. Differentials, Transmissions, Transaxles - Gear Drives Hydrostatic Gear Reduction

- Factory Authorized Service
- Genuine Parts • Trained Mechanics

"FOR SERVICE CALL"

REGISTERED SERVICE DEALERS

JOHN'S EQUIPT CENTER
25-OntarioCohs ----- 237-3607

WISCONSIN ENGINES—
DISTRIBUTORS
SCOTIA MACHINE
8JohnScotia ----- 346-5049

Engines-Rebuilding & Evaluation

Engravers-Graphic
BROADWAY
Three Dimensions
Averill Park
Engravers
Two To Three
119 Remson
Tedy Shop 690
WEBB'S PRINTING
All Types Of Et
737-2ndAvN

Engravers-Photo
ROSENBERG
Producers Of Eff
Plates-Offset Neg
Prints-Mats
40BwayAlbany
1044BwayAlbat

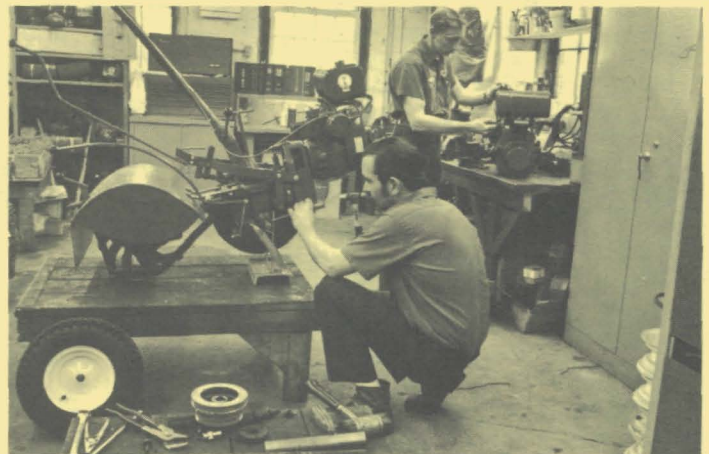
Engravers-Station

458-7795
664-6121
279-9826
793-4141
158-7795

You'll find authorized engine repair shops in the Yellow Pages of the telephone book, under "Engines-Gasoline."

Our own repair shop


Besides this, we maintain our own repair shop here at the Factory staffed by expert small engine and Tiller repair mechanics. Repair volume just isn't that high on our Troy-Bilts, so these good men are also kept busy servicing older-model Rototillers that were made in this factory going back to the 1930's. We also continue to make and sell parts for many of the older, original rear-end Rototillers that we've built here over the last 45 years.



If you think this is a small repair shop, you're right — we don't need a big one!

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please turn the page . . .

"The Troy-Bilt is not only solidly built, but it is possible for even me to understand how to take it apart."

This winter Jim decided to take it apart to clean it inside and out. The Troy-Bilt is not only solidly built but it is possible for even me to understand how to take it apart. (Although I am very glad Jim did it instead.) How very much we appreciate your Master Parts Catalog that tells exactly where every part goes. When Jim first disassembled the Tiller, a little metal sleeve (bushing  about this big) fell out and he didn't see where it came from. It took very little time to check the catalog to find out just where a part that looked like that belonged.

The only trouble we've had with our Tiller was two summers ago when our curious young boys decided to put a handful of dirt in the gas tank. Even a Troy-Bilt doesn't run well with dirt in its tank. The same year they fiddled with the carburetor adjustment and we had some difficulty getting the Tiller to start until we had it serviced at a local repair shop. (We have requested your literature on how to adjust the carburetor so next time we can do it ourselves.) Besides that, we hope our young men are becoming better behaved and less inclined to "fix" daddy's equipment.

We thank you for your honesty in producing a truly reliable product and advertising it accurately, and we thank you for being so helpful in making every effort to allow us to care for the Tiller ourselves instead of having to send it in for expensive service. All your literature is so encouraging and friendly—we feel like we know you, and feel like you care. Thank you for a machine that is well worth what we paid for it.

Jim, Sally, Dan and Doug Smith
5392 Riddle Road, Ravenna, Ohio 44266

"I have never been more satisfied."

Thank you for the extremely prompt and helpful letter regarding the problem I was having with the forward-reverse lever on my Troy-Bilt Tiller.

I used the replacement spring you sent as well as applying a liberal dose of grease to all the moving parts. The problem has been completely eliminated.

I have never been more satisfied with anything I have ever purchased than I have been with my Troy-Bilt Tiller. Your Owner's Manual is amazing. Your service support is outstanding. The overall quality of the product is impossible to beat.

Very truly yours,
Stuart Kinzler
356 Eden Road
Stamford, Connecticut 06907

Dear Friend in Gardening:

I hope these few pages have given you a fair idea of the service we provide Troy-Bilt owners. Our little business has grown and prospered because we have guided ourselves by the belief that the best salesman we could ever have is a satisfied and happy owner. That's why nothing is more important to us than giving prompt and expert service.

If you have any questions, please write or call me at the address and phone number shown below.

Hope you'll order a Troy-Bilt of your own real soon!

Very sincerely yours,

Dean Leith, Jr.

Dean Leith, Jr., Sales Manager for
Troy-Bilt Roto Tiller-Power Composters

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Keep your Troy-Bilt running like new

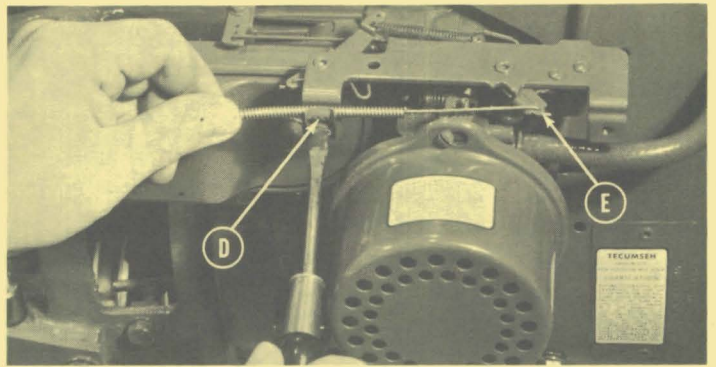
The Owner's Manual you receive with your new Troy-Bilt has 31 pages and 76 pictures and sketches on Tiller and Engine Maintenance *alone*. It's just common sense, of course — most of it will be well known to anyone who is at all mechanically-minded. But even if you're not, the Owner's Manual is easy to follow. It's designed that way!

Also, there are 57 more pages in the Owner's Manual on how to change tines, make certain basic repairs and on trouble-shooting to show what to do in a given problem.

There's even a 20-page section on how to use your Tiller to get the most out of gardening the so-much-easier Troy-Bilt way.

In addition, we send a generous amount of maintenance suggestions and "how-to-do-it" hints at least four times a year to every Troy-Bilt owner.

Finally, we're always at your disposal, whether it's to help you solve a Tiller problem or to answer a question about gardening itself.



Here's a typical illustration from the Owner's Manual, showing how to make a simple adjustment to the throttle cable.



We keep in touch with you — at least four times a year we send you news and notes from the Tiller Factory, including maintenance and gardening tips.

If you should need parts

A first-class letter will reach us here at the factory in Troy, New York from anywhere within a few days (normally 48 to 72 hours). Or, you may call us to save time.

We ship parts by parcel post or United Parcel Service, whichever is faster. This is probably quicker service than you can get on any Tiller you might buy locally . . . whether you go to a dealer you might have bought from, a lawnmower repair shop, or one of the big retail catalog stores. (So often, these people do not carry a complete stock of parts and must themselves order the parts you need from a distributor.)

In any emergency, you can call our Service Department. You'll get us in person during regular business hours — 8:00 A.M. to 4:30 P.M., Monday through Friday, and Saturdays 8:00 A.M. to 12 noon. If you call at any other time, a recording will take your message and we'll answer you promptly the following business day.



Here's one of our Troy-Bilt experts at the Tiller Factory. He'll take your parts orders and will answer all of your service-related letters and phone calls.

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