

## **SAFEGUARD CONNECT™ GROWS CONNECTED CAPABILITY OF HIGH HORSEPOWER CASE IH TRACTORS**

*Blends key services to minimise downtime and cost of ownership, maximise productivity, protect investment / Built around AFS Connect™ services / Enhanced dealer & manufacturer support plus operator training / Now available for Steiger, Quadtrac, Magnum™ and Optum tractors in addition to Axial-Flow® 250 series combines /*

**St. Valentin, November 7, 2022**

In addition to availability on Case IH Axial-Flow® 250 series combines, a new Safeguard Connect™ combination of added-value telemetry services grouped to encompass all aspects of service support is now also available for Steiger, Quadtrac, Magnum™ and Optum tractors. Complementing AFS Connect telemetry, it includes extended Safeguard warranty (standard/optional according to market), pre-season inspection, dealer remote support, MAXSERVICE 24/7 back-up, AFS Connect subscription and full operator training.

### **AFS Connect aids management and monitoring**

The AFS Connect Farm portal, which enables viewing, editing, management, analysis and utilisation of agronomic data collected by AFS Connect, also forms part of Safeguard Connect, enabling monitoring and management of machines and fleets via the portal through a PC or the AFS Connect Farm app. With permission, dealers can also monitor machines and provide support for any issues.

### **Operator training**

As part of Safeguard Connect, operators benefit from Case IH dealer training on all functions and capabilities, to extract maximum potential from full operating knowledge and exploitation of features.

### **Pre-season check provided**

Performed annually, a pre-season check is a further part of Safeguard Connect, with machines subject to a professional inspection developed specifically for Case IH models and performed according to official Case IH inspection lists by qualified dealer technicians. It covers over 200 checks, ensuring high-level maintenance and helping prevent downtime. Upon completion, the customer can decide whether to commit to any recommended repairs.

### **24/7 Case IH MAXSERVICE uptime support**

In partnership with dealers, Case IH MAXSERVICE 24/7 harvest season support includes phone and online back-up to connect the customer directly with Case IH should additional assistance be required,

to get machines with issues back to work as quickly as possible. Examples include 24/7 priority parts shipment as well as in-field support of dealer engineers by Case IH technicians.

#### **Proactive breakdown assistance**

Case IH control room technicians, who constantly monitor the statuses of connected Case IH machines, are quickly alerted to any issue with a machine, enabling proactive management and helping ensure resolution a problem occurs, maximising productivity and avoiding downtime.

#### **Safeguard warranty offering**

Safeguard warranty is Case IH's extended warranty programme. Standard in certain European markets and optional in others, Safeguard provides the same cover in the following two years as the standard first year. It is extendable up to five years/6,000hrs depending on model, insuring against unexpected repair costs, for peace of mind, controlled operating costs and protection of resale value.

#### **Next-level manufacturer and dealer support**

"Our core focus, like that of our dealers, is customer expectations of our products and services," says Benoît Gottrand, Director EMEA Services & Warranty.

"Making Safeguard Connect available on large Case IH tractors alongside Axial-Flow 250 series combines underlines the premium customer support that backs our equipment. Supporting machines once sold is integral to all we do, helping customers focus on farming by maximising machine reliability and productivity, to help ensure their businesses operate smoothly and run profitably."

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Press releases and photos: <http://mediacentre.caseiheurope.com>

*Case IH is the professionals' choice, drawing on more than 180 years of heritage and experience in the agricultural industry. A powerful range of tractors, combines and balers is supported by a global network of highly professional dealers dedicated to providing our customers with the superior support and performance solutions required to be productive and effective in the 21st century. More information on Case IH products and services can be found online at [www.caseih.com](http://www.caseih.com).*

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