



March 24, 2020

SB003-2020

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TO: ALL BOURGAULT DEALERS

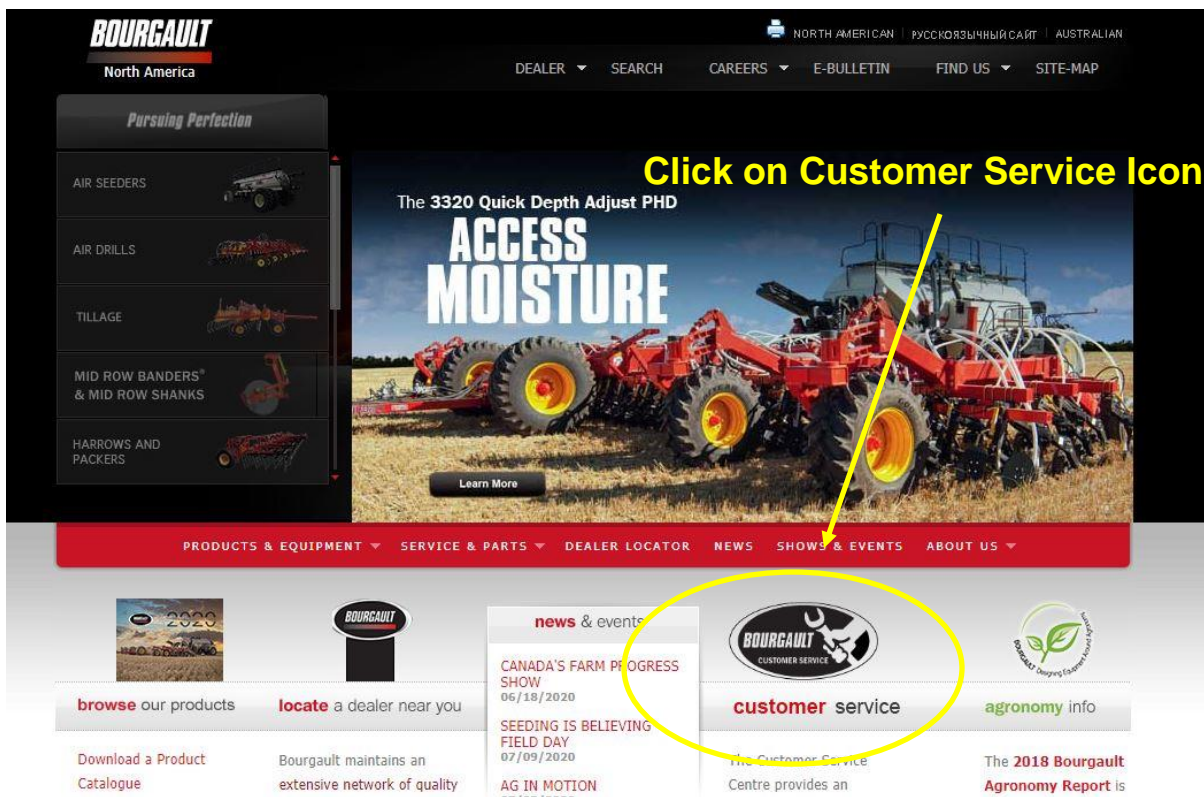
ATTN:

FROM:

SUBJECT: ONLINE CUSTOMER CLINIC

This spring our customer clinic season was interrupted by the COVID-19 pandemic. On March 16, 2020 we made the decision to suspend all remaining customer clinics and to also restrict travel of our sales and service team members. This was in response to the recommendations and restrictions put in place by provincial / state governments and health authorities.

As an alternative to the customer clinic, we have created an **online “virtual” Customer Clinic**, which consists of a vast selection of training material to assist your Bourgault customers to prepare themselves for the upcoming seeding season. This information can be accessed through the customer service portal of the Bourgault website. These resources offer a great self-learning opportunity for all customers who will not have the opportunity to attend a clinic this spring. It is also an excellent follow-up review for customers who did attend a clinic prior to March 16<sup>th</sup>.





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**Bourgault Customer Service Centre**

The Bourgault Customer Service Centre is a library of information covering the operation, installation, or update of a range of Bourgault seeding systems. Regardless if you are a first time Bourgault owner, a seasoned operator, or even a service technician, you will find valuable information to help prepare you for the critical seeding operation.

**Know Before You Grow**

Just like prepping your equipment prior to the busy season, learning all you can about the equipment and how to set and use the various functions ahead of time will help you gain the benefits of the industry leading features that are on your Bourgault seeding implement.

**Bourgault Resources**

**Spring 2020 On-Line Customer Clinic** - Bourgault offers the Spring 2020 Customer Clinic training in an on-line format to help you prepare for spring seeding.

Click on "Spring 2020 On-line Customer Clinic"

**Bourgault Customer Clinic - 2020**

Due to the effects of the COVID-19 pandemic, Bourgault has cancelled all Spring 2020 Customer Clinics. In response to the lost opportunity to conduct in-person training with you at your dealership, the Bourgault Service Team has created an online tutorial that covers most of the planned material.

The material below is applicable for new equipment for the 2020 model year, but would also be a good refresher for those operating near-current equipment.

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**1 - X35 Setup**

**Bourgault Apollo X35 Set Up Presentation** This video provides a complete explanation of