



JOHN DEERE

OPERATOR'S MANUAL

Thatcherator

1018304-B
06 / 18 / 2018
English

Introduction

Using Your Operator's Manual

Read this entire operator's manual, especially the safety information, before operating.

This manual is an important part of your machine. Keep all manuals in a convenient location so they can be accessed easily.

Use the safety and operating information in the attachment operator's manual, along with the machine operator's manual, to operate and service the attachment safely and correctly.

If your attachment manual has a section called Preparing the Machine, it means that you will have to do something to your tractor or vehicle before you can install the attachment. The Assembly and Installation sections of this manual provide information to assemble and install the attachment to your tractor or vehicle. Use the Service section to make any needed adjustments and routine service to your attachment.

If you have any questions or concerns with the assembly, installation, or operation of this attachment, see your local John Deere dealer.

Warranty information on this John Deere attachment can be found in the warranty statement included in this manual.

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Product Compatibility

Compatible with Lawn and Garden Tractors

Original instructions. All information, illustrations and specifications in this manual are based on the latest information available at the time of publication.

The right is reserved to make changes at any time without notice.

Safety Labels

Understanding The Machine Safety Labels

The machine safety labels shown in this section are placed in important areas on your machine to draw attention to potential safety hazards.

On your machine safety labels, the words **DANGER**, **WARNING**, and **CAUTION** are used with this safety-alert symbol. **DANGER** identifies the most serious hazards.

The operator's manual also explains any potential safety hazards whenever necessary in special safety messages that are identified with the word, CAUTION, and the safety-alert symbol.

Replace missing or damaged safety labels. Use this operator's manual for correct safety label placement.

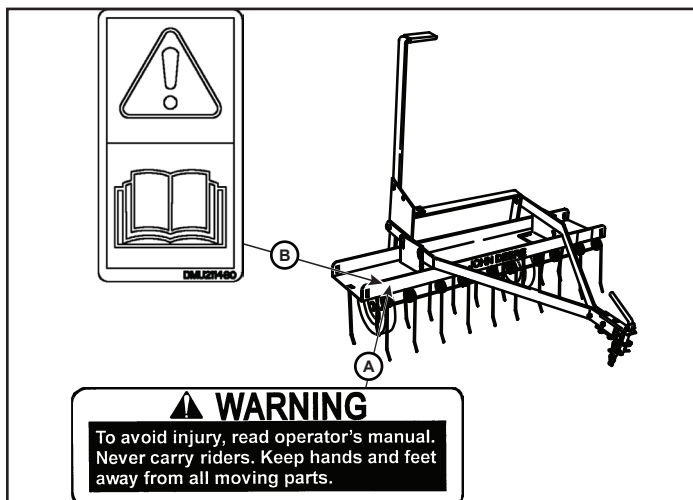
There can be more safety information contained on parts and components sourced from suppliers that is not reproduced in this operator's manual.

French or Spanish Safety Labels and Operator's Manual



Operator's manuals and safety labels with content in French or Spanish are available for this machine through authorized John Deere dealers. See your John Deere dealer.

WARNING



NOTE: Use label number listed in table below to locate complete text of safety label message following this illustration. No text labels are required for certain regions of the world. Your product may not be equipped with all these labels.

A - Warning - M133767

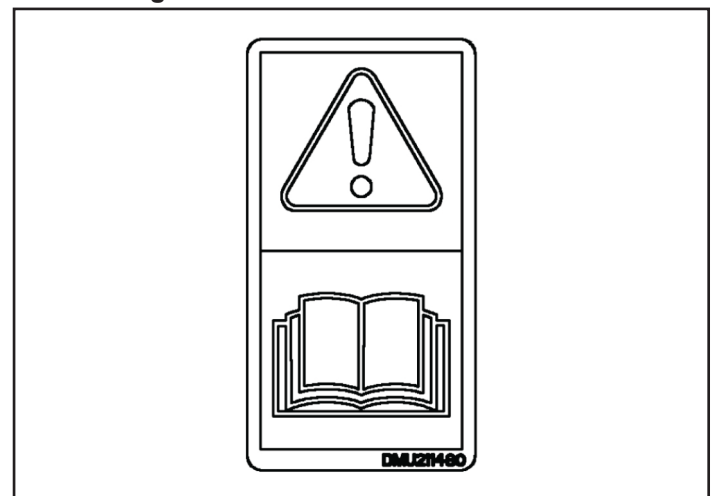
B - Warning - DMU211480

A - Warning - M133767



To avoid injury, read operator's manual. Never carry riders. Keep hands and feet away from all moving parts.

B - Warning - DMU211480



This operator's manual contains important information necessary for safe machine operation. Observe all safety rules to avoid accidents.

Safety

Safety

Read the general safety operating precautions in your machine operator's manual for additional safety information.

Operate Safely

- Know your controls and how to stop quickly. Read your machine Operator's Manual.
- Keep hands and feet away from all moving parts.
- To avoid possible personal injury and/or equipment damage, never exceed the recommended operating speed range of 5 to 8 km/hr (3 to 5 mph).
- DO NOT attempt to disconnect attachment from tractor with weight remaining in the attachment.
- Tines have extremely sharp points. Wear gloves and handle with care.
- Store attachment with tines against wall or floor to avoid accidental contact.
- Watch out for traffic when crossing or near roadways.
- Only tow your attachment behind machines for which it was designed. See your John Deere dealer for product information.
- Inspect machine and attachment before you operate. Be sure hardware is tight. Repair or replace damaged, badly worn, or missing parts. Be sure guards and shields are in good condition and fastened in place. Make any necessary adjustments before you operate.
- Clear work area of objects that might be thrown or struck. Keep people and pets out of the work area. Stop machine if anyone enters the area.
- If you hit an object, stop and inspect machine and attachment. Make repairs before you operate. Keep machine and attachment properly maintained and in good working order.
- DO NOT leave machine unattended when it is running.
- Only operate during daylight or with good artificial light.
- Do not wear radio or music headphones while operating the machine. Safe operation requires your full attention.
- Do not let anyone, especially children, ride on machine or attachment. Riders are subject to injury such as being struck by foreign objects and being thrown off. Riders may also obstruct the operator's view, resulting in the machine being operated in an unsafe manner.

- This attachment is intended for use in lawn care and home applications. Do not tow behind a vehicle on a highway or in any high speed application.
- Check machine brake action before you operate. Adjust or service brakes as necessary.
- Do not operate machine at high speeds when you tow. Travel slowly over rough ground.
- Keep all parts in good condition and properly installed. Fix damage immediately. Replace worn or broken parts. Replace all worn or damaged safety and instruction decals.
- Do not modify machine or safety devices. Unauthorized modifications to the machine or attachment may impair its function and safety.

Towing Loads Safely

- Stopping distance increases with speed and weight of towed load. Travel slowly and allow extra time and distance to stop.
- Total towed weight must not exceed limits specified in towing vehicle operator's manual.
- Excessive towed load can cause loss of traction and loss of control on slopes. Reduce towed weight when operating on slopes.
- Never allow children or others in or on towed equipment.
- Use only approved hitches. Tow only with a machine that has a hitch designed for towing. Do not attach towed equipment except at the approved hitch point.
- Follow the manufacturer's recommendations for weight limits for towed equipment and towing on slopes. Use counterweights or wheel weights as described in the machine operator's manual.
- Do not turn sharply. Use additional caution when turning or operating under adverse surface conditions. Use care when reversing.
- Do not shift to neutral and coast downhill.

Safety

Protect Bystanders

- Keep bystanders away when you operate.
- Before you back machine and attachment, look carefully behind attachment for bystanders.

Keep Feet From Under Drawbar

Before you disconnect attachment from machine hitch plate:

- Unload attachment.
- Stop attachment on level ground.
- Stop engine.
- Lock park brake.
- Block attachment wheels.
- Make sure feet are not under drawbar.

Wear Appropriate Clothing



- Always wear eye protection when operating the machine.
- Wear close fitting clothing and safety equipment appropriate for the job.
- While operating this machine, always wear substantial footwear and long trousers. Do not operate the equipment when barefoot or wearing open sandals.
- Wear a suitable protective device such as earplugs. Loud noise can cause impairment or loss of hearing.

Practice Safe Maintenance

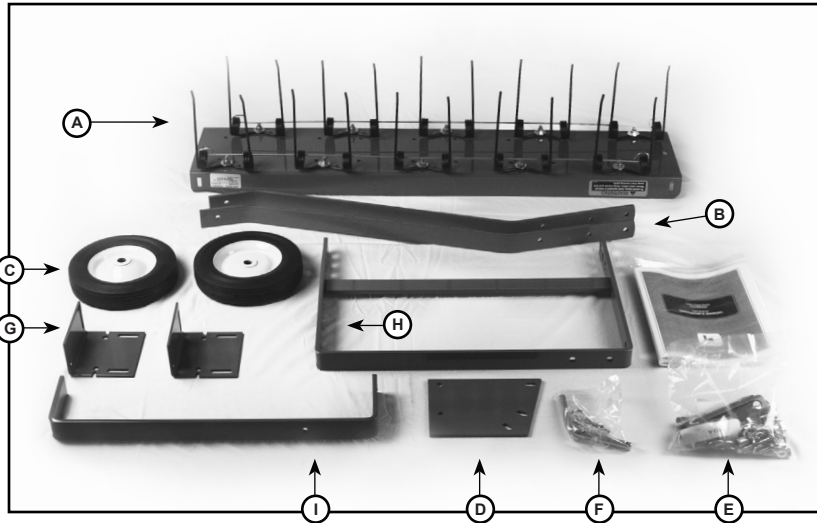
- Understand service procedure before doing work. Keep area clean and dry.
- Remove all weight and/or material from attachment before disconnecting unit from tractor.
- Never lubricate, service, or adjust machine while it is moving. Keep safety devices in place and in working condition. Keep hardware tight.
- Keep hands, feet, clothing, jewelry, and long hair away from any moving parts, to prevent them from getting caught.
- Lower attachments to the ground before servicing machine. Disengage all power and stop the engine. Lock park brake and remove the key. Let machine cool.
- Keep all parts in good condition and properly installed. Fix damage immediately. Replace worn or broken parts. Replace all worn or damaged safety and instruction decals.

Parking Safely

1. Stop machine on a level surface, not on a slope.
2. Disengage mower blades.
3. Lower attachments to the ground.
4. Lock the park brake.
5. Stop the engine.
6. Remove the key.
7. Wait for engine and all moving parts to stop before you leave the operator's seat.
8. Close fuel shut-off valve, if your machine is equipped.

Assembly

Parts



Parts in Box

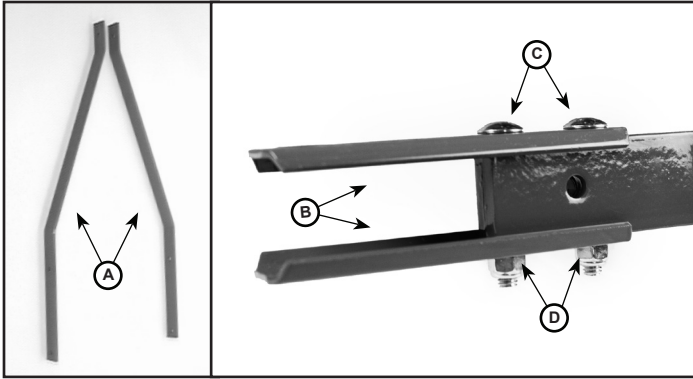
Tray Assembly (A)	1
Tow Bar (B)	2
Wheel Assembly (C)	2
Lock Plate (D)	1
Bag of Parts (E)	1
Tethered Pin Assembly (F)	1
Mounting Bracket (G)	2
Carriage Frame (H)	1
Lift Handle (I)	1

Bag of Parts

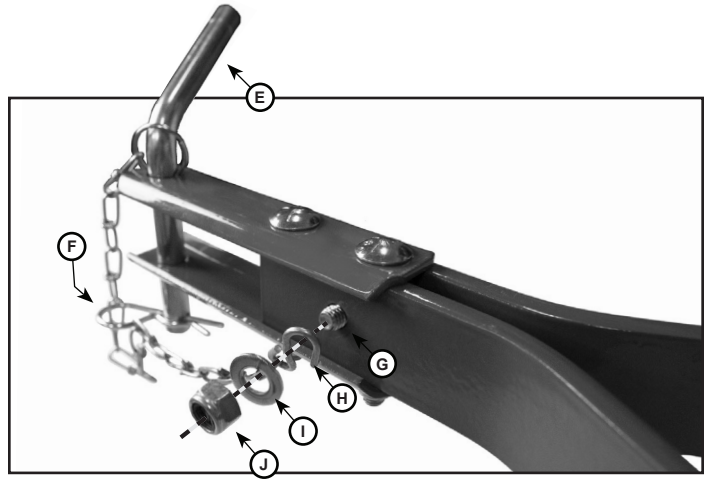
Vinyl Handle Grip	1
Plated Pivot Bushing, 3/8 in.	2
Painted Clevis	2
Spring	1
Carriage Bolt, 5/16 x 1-1/4 in.	2
Hex Bolt, 5/16 x 1-1/2 in.	1
Carriage Bolt, 5/16 x 2 in.	1
Carriage Bolt, 5/16 x 2-1/4 in.	2
Hex Bolt, 3/8 x 1-1/4 in.	1
Hex Bolt, 3/8 x 1-1/2 in.	1
Hex Bolt, 5/8 x 3-1/4 in.	2
Hex Nut, 5/8 in.	4
Lockwasher, 5/8 in.	2
Flat Washer, 5/16 in.	2
Flat Washer, 3/8 in.	2
Flat Washer, 5/8 in.	4
Hex Locknut, 3/8 in.	2
Hex Nut, 5/16 in.	1
Lockwasher, 5/16 in.	1
Lift Lock Pin	1
Carriage Bolt, 5/16 x 1 in.	7
Hex Nuts w/Nylon Insert, 5/16 in.	13

Assembly

Step 1. Assemble Tow Bars

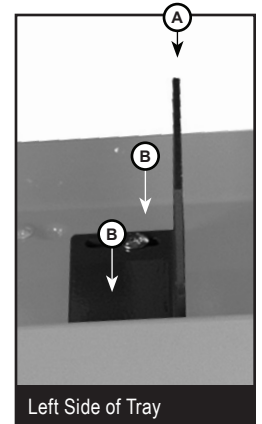
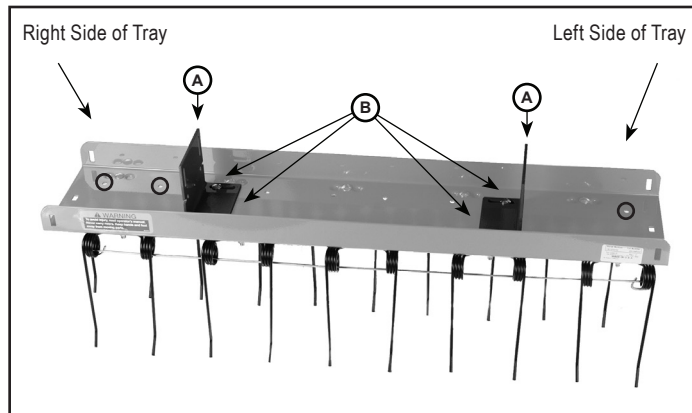
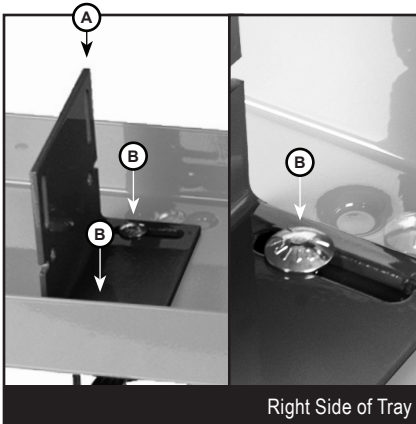


1. Align tow bars (A) as shown.
2. Assemble two clevis straps (B) to front of tow bars using two 5/16 x 2-1/4 in. carriage bolts (C) and two locknuts (D). **Hand tighten only.**
3. Slide clevis assembly forward until front carriage bolt is within 6 mm (1/4 in.) from the end of tow bars.



4. Install hitch pin (E) in clevis and fasten with spring locking pin (F) through chain loop.
5. Install 5/16 x 1-1/2 in. cross hex bolt (G). Place chain hook (H) around bolt and secure with 5/16 in. flat washer (I) and locknut (J).
6. Align tow bars & clevis. Tighten nuts (D) completely.
7. Tighten nylock nut (J) while holding chain hook forward and centered between clevis halves.

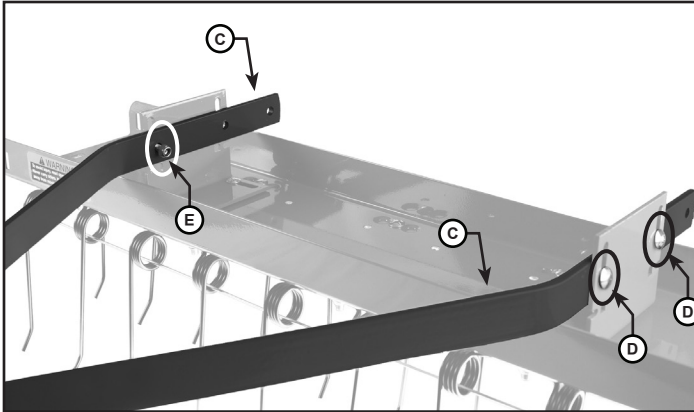
Step 2-A. Install Tow Bars to Tray Assembly



1. Using the third set of holes on right side of tray, fasten one mounting bracket (A) to the tine tray with the small flange resting on the tray surface and facing inward. Secure with two 5/16 x 1 in. carriage bolts and hex nuts (B). **Hand tighten only.**
2. Using the second set of holes on left side of tray, fasten one mounting bracket (A) to the tine tray with the small flange resting on the tray surface and facing inward. Secure with two 5/16 x 1 in. carriage bolts and hex nuts (B). **Hand tighten only.**

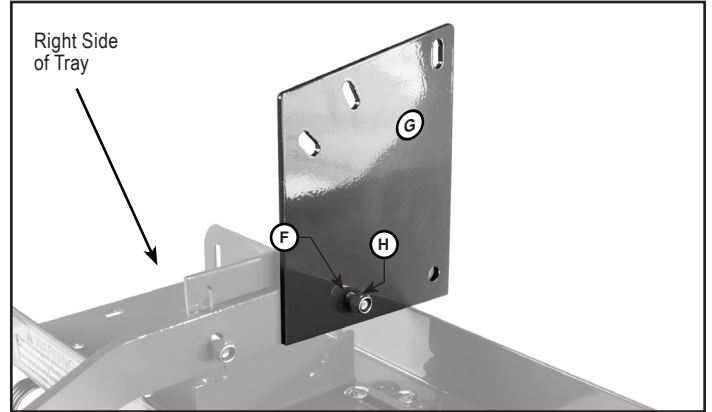
Assembly

Step 2-B. Install Tow Bars to Tray Assembly



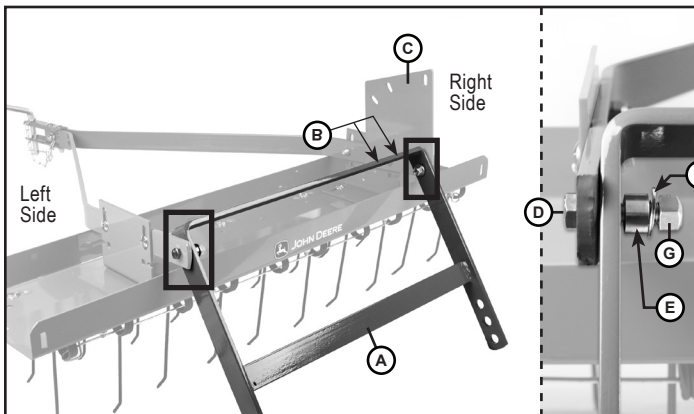
2. Attach tow bars (C) to the inside surfaces of mounting brackets using three 5/16 x 1 in. carriage bolts (D) and locknuts (E). **Hand tighten only.**

Step 2-C. Install Tow Bars to Tray Assembly



3. Align hole (F) in the lift lock plate (G) with holes in the right tow bar and mounting bracket. Attach the lift lock plate to the inside of the tow bar with a 5/16 x 1-1/4 in. carriage bolt and locknut (H). **Hand tighten only.**

Step 3-A. Install Carriage Frame Assembly & Lift Handle

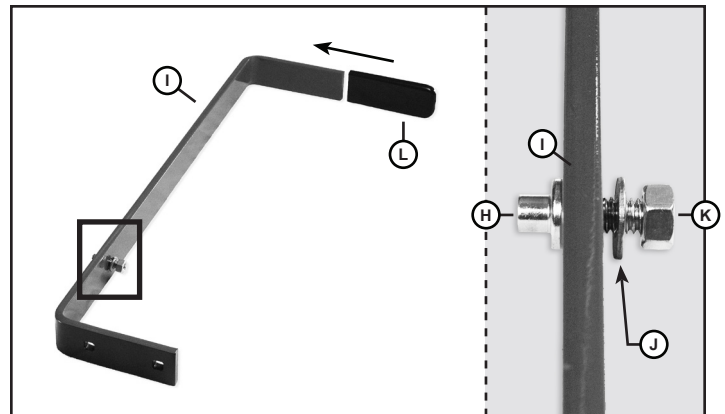


1. Attach carriage frame assembly (A) (side with two holes (B) should be next to lift lock plate) to rear holes in tow bars and lift lock plate at right side (C).

Secure with (D) 3/8 x 1-1/4 in. hex bolt (left side) and 3/8 x 1-1/2 in. (right side lift lock plate), 3/8 in. bushings (E), 3/8 in. flat washers (F), and fasten with 3/8 in. locknuts (G). **Tighten so bar is secure but free to pivot.**

Tighten all hardware completely.

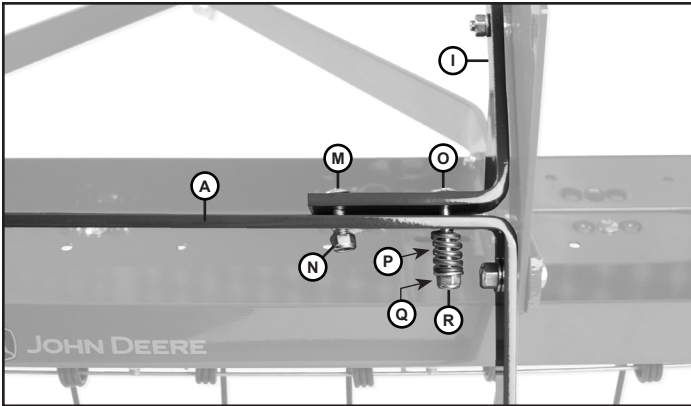
Step 3-B. Install Carriage Frame Assembly & Lift Handle



2. Pre-assemble lift lock pin (H) into hole in lift handle (I) with pin extending away from bend in lift handle. Secure with 5/16 in. lockwasher (J) and 5/16 in. hex nut (K). **Tighten securely.**
3. Slide vinyl handle grip (L) over end of lift handle.

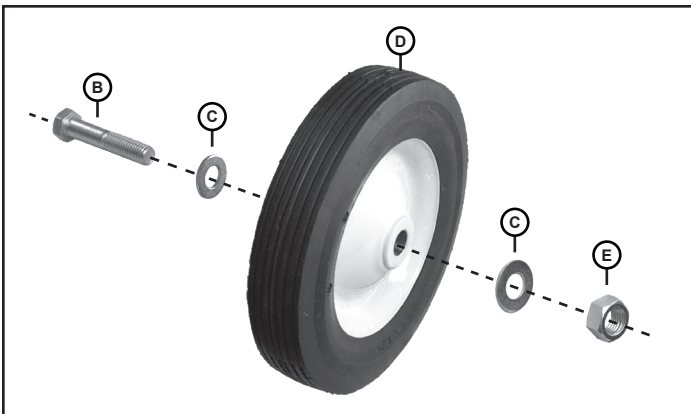
Assembly

Step 3-C. Install Carriage Frame Assembly & Lift Handle



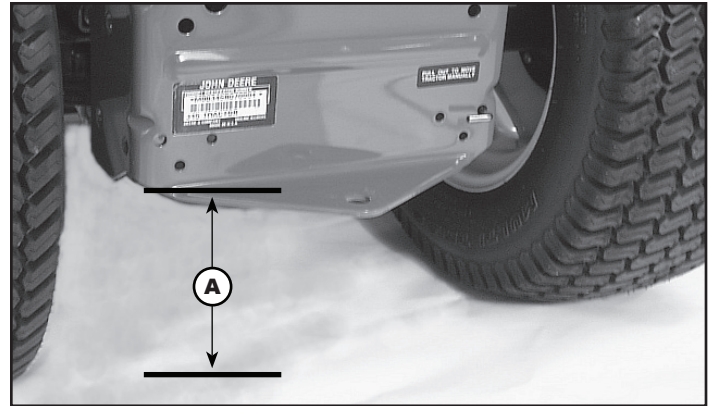
4. Attach the lift handle (I) to holes on the top of carriage frame (A) using one 5/16 x 1-1/4 in. carriage bolt (M) and locknut (N).
Add one 5/16 x 2 in. carriage bolt (O), spring (P), flat washer (Q), and locknut (R).
5. Push the lift handle against lift lock plate and tighten bolts until locknuts have two bolt threads exposed.

Step 4-B. Install Wheels



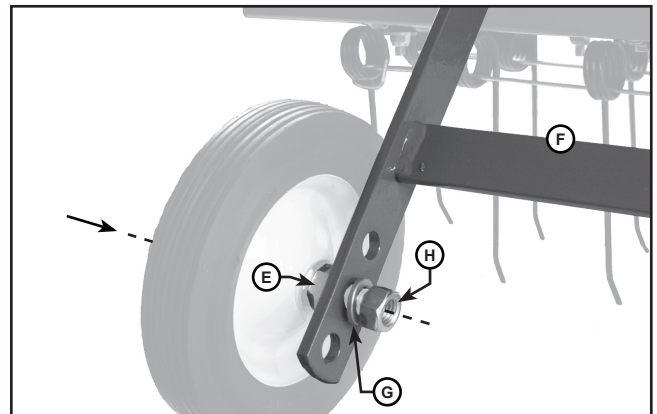
2. Install one 5/8 in. flat washer (C) onto 5/8 x 3 in. hex bolt (B).
3. Slide wheel (D) onto bolt (B) so side with flat hub surface (not rounded) is seated against washer and bolt head.
4. Install 5/8 in. flat washer (C) and 5/8 in. hex nut (E) onto threaded end of bolt. Tighten nut enough so the wheel can still spin freely.

Step 4-A. Install Wheels



1. Measure length (A) from ground to top of hitch plate with tractor parked on a level surface.

Step 4-C. Install Wheels



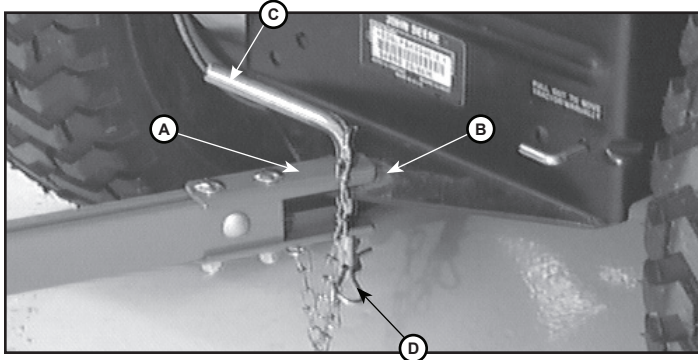
NOTE: If length (A) is 22.9 cm (9 in.) or more, wheel is attached at middle hole shown in wheel strap (F). Use lower hole if length is less.

5. Install wheel assembly to outside of wheel strap (F). Secure with lockwasher (G) and 5/8 in. hex nut (H).
6. Hold a wrench on nut (E) and tighten nut (H) completely.
7. Repeat for other wheel assembly.

Installing and Operation

Installing Tow-Behind Attachment

1. Park tractor safely. (See Parking Safely in the SAFETY section.)
2. Place the attachment behind the tractor.



3. Place clevis (A) onto tractor hitch plate (B). Align the hitch pin holes.
4. Install hitch pin (C) through holes in clevis and hitch plate.
5. Secure spring locking pin (D) through hole in hitch pin.

Step 2-A. Selecting the Operating Positions

CAUTION: Avoid injury! Do not operate lift handle unless attachment is installed to tractor.

Lift handle is under tension when using ballast in weight tray, Use caution when moving handle into different positions.

Keep hands and feet away from tines when lowering to the ground.

1. Park tractor safely. (See Parking Safely in the SAFETY section.)
2. Install thatcherator to tractor.

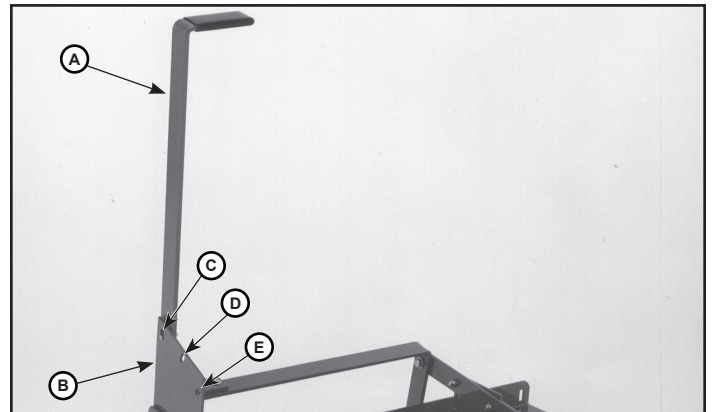
Step 1. When to Use the Thatcherator

The best times to dethatch are spring and fall. Grass should be less than 76 mm (3 in.) high for proper tine action.

Spring dethatching gives the grass a chance to grow strong before summer takes its toll, while a fall treatment will prevent pests from finding a fertile breeding ground in your lawn.

Use John Deere's tow-behind thatcherator to pull up excess thatch.

Step 2-B. Selecting the Operating Positions



3. Push lift handle (A) toward left side of machine, away from lift lock plate (B).
4. Move handle forward or rearward to engage lock pin into desired position:
 - TRANSPORT (C) - Use top hole to raise tines so unit can be towed without tine contracting the ground.
 - DETHATCH (D) - Use center hole for general dethatching.
 - SCARIFY (E) - Use bottom hole to scarify a seed bed.

Operation

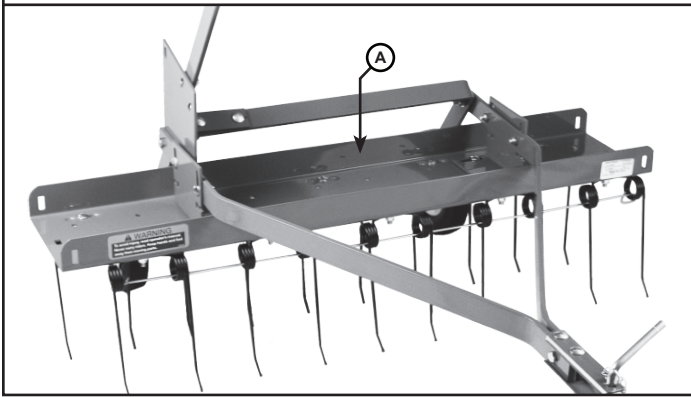
Step 3-A. Using the Weight Tray



CAUTION: Avoid injury! Never add weight to tray unless attachment is installed to tractor.

1. Install thatcherator to tractor.
2. Place lift handle in top hole for transport position.

IMPORTANT: Avoid damage! Never exceed the weight tray capacity of 45 kg (100 lb).



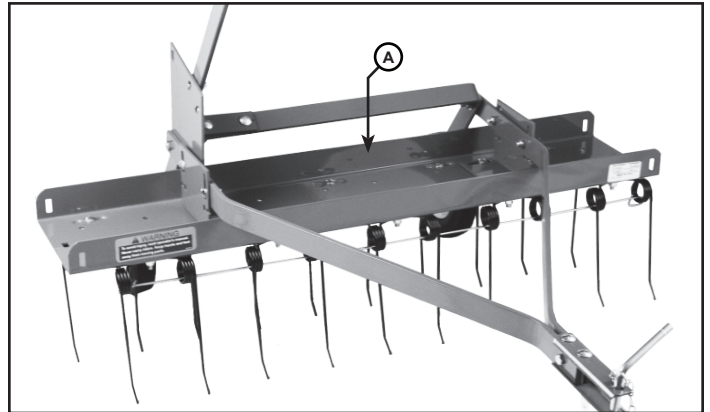
Step 4-A. Checking for Proper Tine Action

Grass should be less than 76 mm (3 in.) high for proper tine action during dethatching. The lift handle must be in the DETHATCH (center) position.

When in use, all tines on the thatcherator should deflect back and “flip” the thatch forward. If tines seem to drag without flipping forward, the tine tray is too low and should be raised. If all the tines stay in the free position, the tray should be lowered.

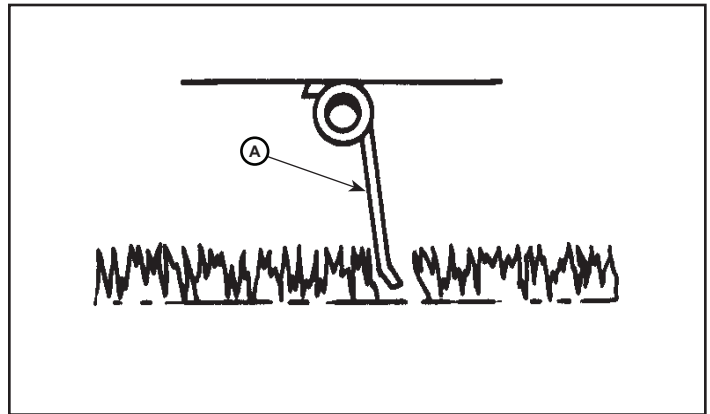
If the tines are not moving through the full range of motion, make up or down adjustments as required.

Step 3-B. Using the Weight Tray



3. Add sand bags, concrete blocks, or other type of weight to weight tray (A). Do not exceed 45 kg (100 lb) of weight. Distribute weight evenly across tray to ensure equal tine pressure.
4. If necessary, secure weight in tray using straps.

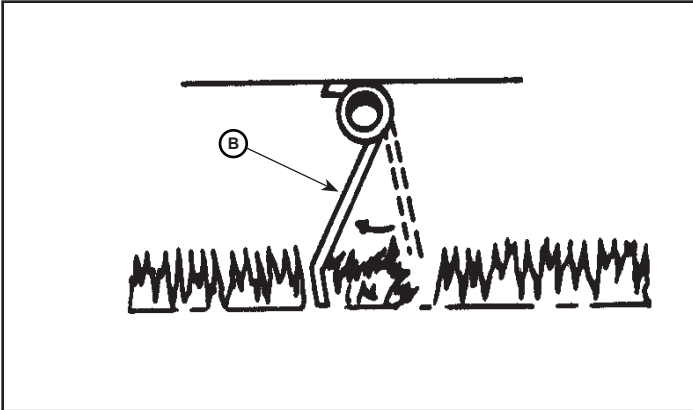
Step 4-B. Checking for Proper Tine Action



In free position (A), tines are relaxed and not working.

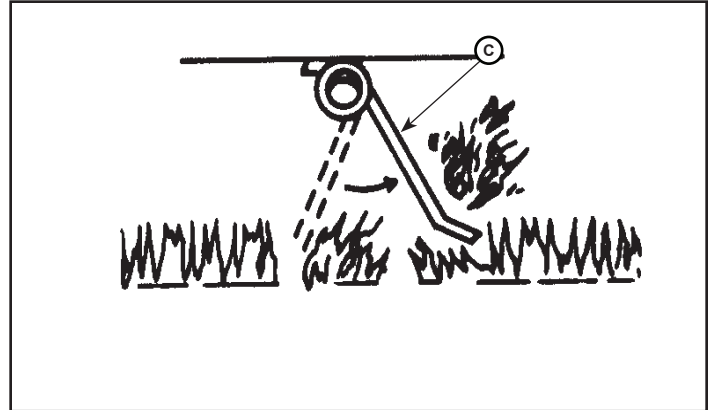
Operation

Step 4-C. Checking for Proper Tine Action



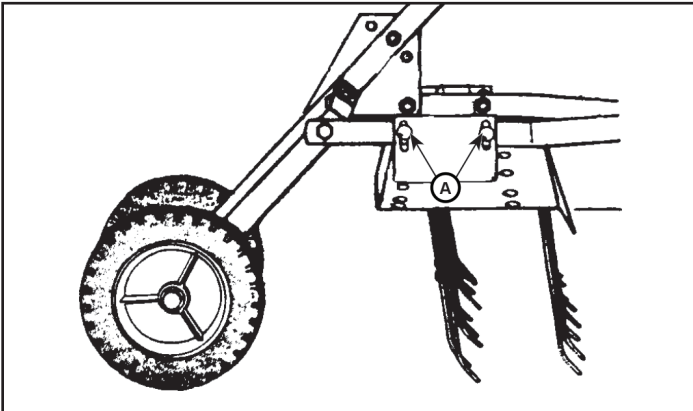
In position (B), tines are under tension and working.

Step 4-D. Checking for Proper Tine Action



In position (C), tines are released and flipping thatch upward.

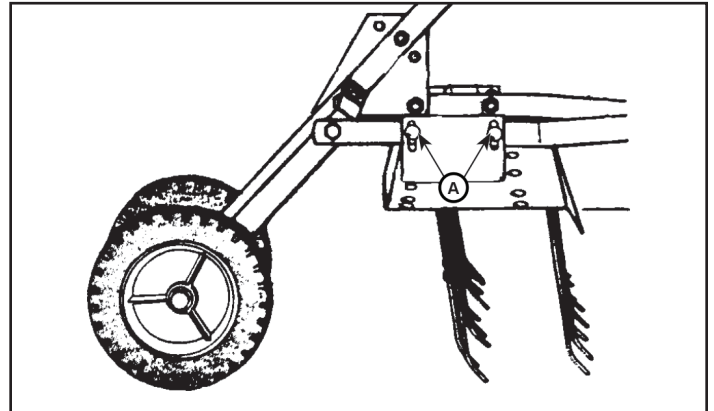
Step 5-A. Adjusting for Proper Tine Action



NOTE: Make up or down adjustments by no more than 6.4 mm (1/4 in.) each time, until proper results are achieved.

1. Install thatcherator to tractor.
2. Add recommended weight to weight tray.
3. Tow thatcherator to a level concrete or asphalt surface.
4. Park tractor safely. (See Parking Safely in the SAFETY section.)

Step 5-B. Adjusting for Proper Tine Action



5. Place lift handle in center hole for detaching position.
6. Loosen bolts (A) on each side of weight tray mounting brackets.
7. Raise or lower weight tray to place tine tips about 13 mm (1/2 in.) above ground surface.
8. Tighten the weight tray bolts completely.
9. Push tines rearward to check adjustment. Tine tips should touch ground surface. If not, repeat the adjustment.

Operation

Step 6. Tractor Ground Speed

- Check ground speed in an open area.
- Measure a test area that is 30.5 m (100 ft) in length.
- Operate the tractor at wide open throttle. Operate tractor at a low speed and drive the tractor the test distance. Record the time needed to travel that distance.
- Make three passes, recording the time for each pass. The average time should be 14 to 23 seconds to achieve the recommended operating speed range:
 - at 4.8 km/h (3 mph), the average time traveling the test distance should be 23 seconds.
 - at 8 km/h (5 mph), the average time traveling the test distance should be 14 seconds.
- Adjust speed accordingly to achieve the recommended speed range.

Step 7-B. Operating Thatcherator

1. Park tractor safely. (See Parking Safely in the SAFETY section.)
2. Install thatcherator to tractor.
3. Place unit in transport position.
4. Add recommended weight to weight tray.
5. Place unit in desired operating position.
6. Adjust unit to proper depth.
7. Place unit in transport position.
8. Drive to work area.
9. Park tractor safely.
(See *Parking Safely in the SAFETY section.*)
10. Place thatcherator in desired operating position.
11. Start machine.
12. Tow thatcherator at 5 to 8 km/hr (3 to 5 mph) for safe and effective operation.
13. Check for proper tine action. Park tractor safely before making any adjustments.

Step 7-A. Operating Thatcherator



CAUTION: Avoid injury! Keep hands and feet away from all moving parts. Never carry riders.

IMPORTANT: Avoid damage! Never exceed the weight tray capacity of 45 kg (100 lb).

Never operate with broken tines or without the safety wires installed through all tine sets.

Engage wheels to transport position when crossing concrete or asphalt surfaces.

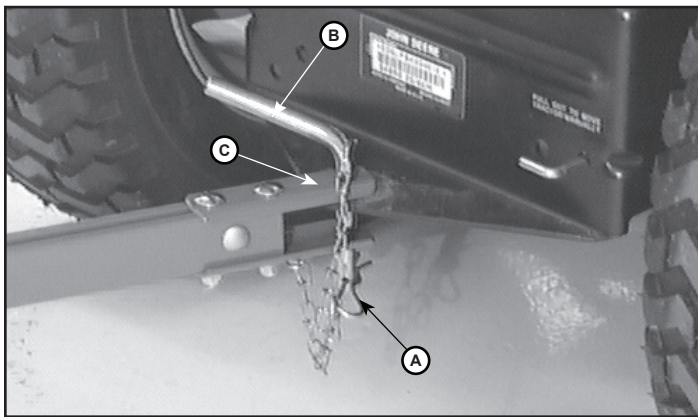
Always back carefully in a straight line to avoid jackknifing the attachment.

Removing and Storing

Removing Tow-Behind Attachment

1. Park tractor safely.
(See *Parking Safely* in the **SAFETY** section.)

CAUTION: Avoid injury! Do not attempt to disconnect attachment from tractor with weight or spreading material remaining in the unit. Attachment could become unstable causing injury.



2. Remove all weight and/or material from attachment.
3. Remove spring locking pin (A).
4. Remove hitch pin (B).
5. Move attachment off tractor hitch plate.
6. Install hitch pin and spring locking pin to clevis (C) for storage.

Storing the Attachment

CAUTION: Avoid injury! Tines are sharp. Wear gloves and handle with care. Store attachment so sharp parts are shielded from contact.

1. Park tractor safely. (See *Parking Safely* in the **SAFETY** section.)
2. Remove all weight and/or material from attachment.
3. Remove attachment from tractor.
4. Wash attachment thoroughly. Allow to dry completely.
5. Replace all worn, damaged, or missing parts.
6. Sand any rusted areas lightly and paint with enamel.
7. Lubricate moving parts.
8. Apply a light coverage of oil to all tines and plugging spoons to prevent rust.
9. Store attachment in a dry area with tines against wall or floor to avoid accidental contact.
10. Block up attachment off the ground to prevent contact with moisture and take weight off the tires.
11. Wash attachment thoroughly. Allow to dry completely.

Removing the Attachment from Storage


CAUTION: Avoid injury! Tines are sharp. Wear gloves and handle with care. Store attachment so sharp parts are shielded from contact.

1. Wash the attachment if necessary. Allow to dry completely.
2. Inspect tires for deterioration.
3. Make sure all parts are in place and hardware is secure.

Specifications and Service

Part Description	Thatcherator
Width	101.6 cm (40 in.)
Number of Tines	20, spring-loaded
Weight Tray Capacity	45 kg (100 lb)
Empty Mass	26.8 kg (59 lb)

Servicing the Attachment

 **CAUTION: Avoid injury! Tines are sharp. Wear gloves and handle with care. Shield sharp parts during service work.**

Stop engine.

Set parking brake before performing any maintenance.

To prevent or eliminate rust on tines, apply a light oil on them after each use.

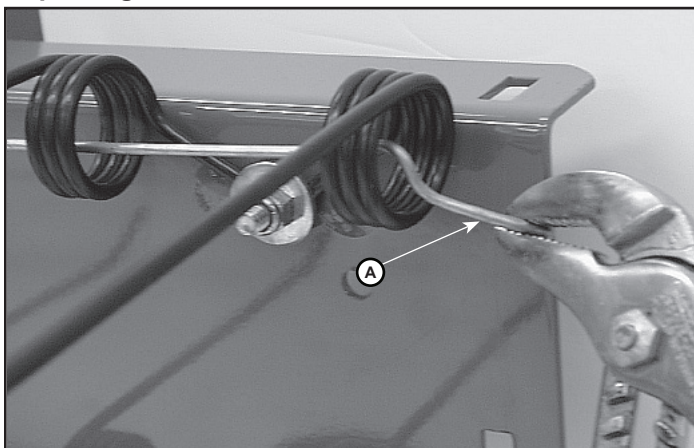
For rust appearing on any part of your attachment, sand lightly and coat with enamel.

Apply a drop of lubricating oil to each nylon/tine bearing assembly, axles, and working areas before each use.

Periodically check the aerating tines. Remove any debris that might build up and restrict their action.

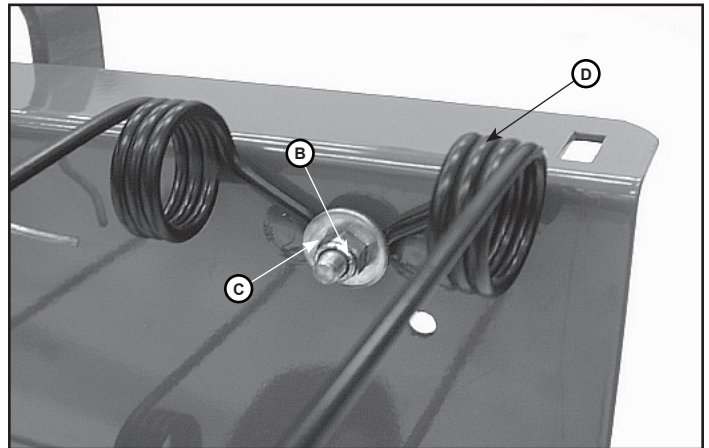
Periodically check tightness of all fasteners.

Replacing Thatcherator Tines



1. Straighten end of retention safety wire (A) with pliers.
2. Remove safety wire from damaged tine set.

This product was manufactured by Brinly-Hardy Co., a John Deere Licensee, located at 3230 Industrial Pkwy, Jeffersonville, IN 47130. If you have any questions or concerns with the assembly, installation or operation of this attachment see your local John Deere Dealer or call Brinly-Hardy Co. at 866-218-8622 for assistance.



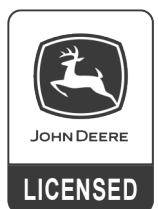
3. Remove and retain locknut (B) and washer (C). Then remove and discard the damaged tine set.
4. Install new tine set making sure tine tips are pointed in same direction as the other tines on the unit. Secure with original hardware.
5. Slide safety wire through all tine coils. Bend ends of safety wire over last coil (D) at each end of unit.

John Deere Quality Continues with Quality Service

John Deere provides a process to handle your questions or problems, should they arise, to ensure that product quality continues with quality parts and service support.

Follow the steps below to get answers to any questions you may have about your product.

1. Refer to your attachment and machine operator manuals.
2. In North America or Canada, call Brinly-Hardy Co. Customer Service at 1-866-218-8622 and provide product serial number (if available) and model number.



Warranty

Limited Warranty for New John Deere Licensed Products

A. General Provisions – The warranties described below are provided by manufacturer, Brinly Hardy Company, on John Deere Licensed products to the original purchaser of new Lawn and Garden attachments from authorized John Deere Dealers & Retailers. Under these warranties, the manufacturer will repair or replace, at its option, any covered part found to be defective in material or workmanship during the applicable warranty term. The purchaser will be responsible, however, for any service call and / or transportation of product to and from the dealer's place of business, for any premium charged for overtime labor requested by the purchaser, and for any service and/or maintenance not directly related to any defect covered under the warranties below.

B. What is warranted – All parts of any new John Deere Licensed product, are warranted for the number of months specified below. When you call please have the serial number, if applicable, and model number.

C. What is not warranted – 1) Used products; (2) Any product that has been altered or modified in ways not approved by the manufacturer; (3) Depreciation or damage caused by normal wear, lack of reasonable and proper maintenance, failure to follow operating instructions, misuse, lack of proper protection during storage, or accident; (4) normal maintenance parts and service.

D. Securing Warranty Service – To secure warranty service, the purchaser must (1) report the product defect to an authorized dealer, or to the manufacturer by calling 866-218-8622, and request repair within the applicable

warranty term, (2) present evidence of the warranty start date, and (3) make the product available to the dealer or service center within a reasonable period of time.

E. Limitation of implied warranties and other remedies – To the extent permitted by law, neither John Deere nor any company affiliated with it makes any warranties, representations or promises as to the quality, performance or freedom from defect of the equipment covered by this warranty. Implied warranties of merchantability and fitness for a particular purpose, to the extent applicable, shall be limited in duration to the applicable period of warranty set forth on this page. The purchaser's only remedies in connection with the breach or performance of any warranty on the John Deere Lawn and Garden attachments are those set forth on this page. In no event will the Dealer, John Deere or the manufacturer be liable for incidental or consequential damages. (Note: Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages so the above limitations and exclusions may not apply to you.) This warranty gives you specific legal right, and you may also have other rights, which vary from state to state.

F. No Dealer Warranty – The selling Dealer makes no warranty of its own and the Dealer has no authority to make any representation or promise on the behalf of John Deere or the manufacturer to modify the terms or limitations of the warranty in any way.

Manufacturer's Lawn & Garden Attachments	*Warranty Term
Steel Frame	2 Years
Transmission (gearbox)	2 Years
Poly Hoppers & Beds	2 Years
Wheels	1 Year
Hydraulics	1 Year
Drive Gears	1 Year
Other normal wear parts	1 Year

**Each Warranty Term begins on the date of product delivery to the purchaser.*

Register your John Deere Licensed Product by completing & mailing in the enclosed Warranty Registration Card.
For Customer Service: Please call 866-218-8622