



Maximise your investment, protect your assets and get total support for your Central Control with the Rain Bird Global Service Plan (GSP)

GSP provides you with comprehensive back-up and support for your Central Control system, exclusive discounts on other Rain Bird services and the peace-of-mind that Rain Bird GSP will be there when you need it.



Global Service Plan for IQ², Site Control, Maxicom² & Golf Central Controls

- A comprehensive annual check-up and written report of your Central Control System ensures optimum watering efficiency

A qualified Rain Bird GSP technician shall call you at least once a year to review operation and perform routine maintenance to optimize your system where required. A concise report of the system check, findings and recommendations is provided to you.

- Extended Warranty for peace-of-mind throughout your GSP

Extended Warranty covers your Central Control GSP components: hardware, software, peripherals (Freedom) and interface.

Central control components will be repaired or replaced at no charge while covered under GSP. *The extended warranty does not cover damage sustained to the system as a result of owner/operator misuse, electrical power interruption, lightning, fire, theft, or acts of God.*

- Minimise downtime with 48 hour hardware replacement

If any component of your Central Control hardware covered under the GSP becomes inoperable, a loan unit shall be delivered within 2 business days (to most regional centres) while your equipment is being repaired.

Components covered under GSP include, PC (monitor-keypad-tower) and direct connected components in MIM, MIM-X, TWI, MDI, LDI, SDI, line termination box, also CCU, & Freedom where applicable. Freedom components may take slightly longer due to programming requirements to match site radio frequency.

- Get professional diagnosis and assistance with toll-free phone support and direct on-line access to your system

Qualified Rain Bird GSP technicians are available to answer and resolve central control* issues over the phone. With your permission, your Rain Bird technician can also access your Central Control Computer to remotely to diagnose problems. Remote access facilities can be supplied at no charge.

Telephone or remote diagnostic support is available from 9am to 5pm (AEST). After-hours support is available through Rain Bird's world-wide support team.

GSP toll free hotline is 1800 225 512.

- Rapid response on-site assistance when needed

For issues and/or components that cannot be resolved remotely, a Rain Bird authorised technician can be sent for priority on-site assistance.

**service call charges may apply*

- A Rain Bird GSP specification Central Control PC at no charge

All new GSP's shall have a Rain Bird GSP specification computer with standard operating system ensuring performance and seamless product support. Existing systems may require computer upgrade for GSP. IQ systems require Rain Bird GSP specification computer to receive full GSP options, setup and training support. Refer Rain Bird Australia for current GSP computer specifications.

- A new Central Control PC and monitor every 3 years at no charge

The PC will be upgraded with a new version upon renewal of the GSP contract after every three years of continuous GSP renewals at no extra charge; guaranteeing your hardware and operating system maintain peak performance and efficiency.



• The latest Central Control & software service packs at no charge

You automatically receive the latest central control software and service packs at no charge.

• Exclusive Central Control Software version upgrade &/or module discounts

When it comes time to grow Central Control system capacity or add advanced software modules, GSP customers will receive 15% discount off.

• Database backup hardware at no charge

Rain Bird GSP specification computer comes standard with backup facilities to allow routine backup of valuable data files for your Central Control system.

• Exclusive discounts on advanced training

GSP customers automatically receive a discount for Rain Bird Academy training courses, which offers up to Level 3 certification for those that want the most from their system in performance and efficiency by utilizing advanced features.

• Flexible payment options to suit your needs

GSP commences with a 1 year agreement, provides substantial discount for a 3 year agreement, both with the flexibility of annual or quarterly payments.

Global Service Plan (GSP)	GSP Classic	GSP Pro	GSP Elite
Technology Guarantee to keep your system up to date			
Rain Bird GSP Spec central control PC & monitor	✓		
Upgraded Rain Bird central control PC & larger monitor		✓	✓
New PC and monitor every 3 years	✓	✓	✓
An Apple iPad pre-configured for remote access			✓
Central Control software upgrades & service packs*	✓	✓	✓
Technical Support if things go wrong			
Remote access trouble-shooting *	✓	✓	✓
Up to 8 hours toll free GSP phone support every year *	✓		
Up to 16 hours toll-free GSP phone support every year *		✓	
Unlimited toll free GSP phone support every year *			✓
Priority on-site GSP support when req'd	✓		
Up to 8 hours per annum on-site GSP support when req'd *		✓	
Up to 40 hours per annum on-site GSP support when req'd *			✓
48 Hour hardware replacement *	✓	✓	
24 Hour hardware replacement *			✓
Technical Services Alerts	✓	✓	✓
System Integrity to ensure things don't go wrong			
Annual Central Control check-up & written report *	✓	✓	✓
Database back-up hardware	✓	✓	✓
Annual off-site database back-up service *	✓		
6 monthly off-site database back-up service *		✓	
3 monthly off-site database back-up service *			✓
Extended Warranty for peace of mind			
12 month extended standard warranty *	✓	✓	
Double extended standard warranty *			✓
Exclusive Discounts to save you more			
15% discount on Central Control & Module upgrades	✓	✓	✓
15% discount on Rain Bird Training	✓		
20% discount on Rain Bird Training		✓	
25% discount on Rain Bird Training			✓
20% off Rain Bird merchandise		✓	
25% off Rain Bird merchandise			✓

*For further details, please refer to the Summary Terms & Conditions over the page and the GSP Warranty & Service Agreement.

• Sharpen your knowledge and stay up to date with the latest technical training and news

Exclusive to GSP subscribers, receive news on technical updates when they happen and participate in scheduled skill development webinars designed to

sharpen the practical knowledge of you and your team so you get the most out of your Rain Bird system.

**Conditions apply : Summary Terms and Conditions as below and refer to GSP Support Warranty & Service Agreement*

GSP support and service provides technical fault diagnosis and fault rectification of Rain Bird Central Control software and hardware components under normal and manufacturer recommended use and conditions. System operations training and consultancy is not considered as fault diagnosis or fault rectification under a GSP subscription. Central Control hardware components covered by GSP include: PC monitor/tower/ keyboard, MIM, MIM-X, TWI, MDI, LDI, SDI, Line termination box, CCU at central control location only and Freedom where applicable.

It is the customer's responsibility to provide a phone line or internet connection to allow support of Central Control products. Additional service costs may be incurred by the customer where access to a Central Control is not available, or permissible.

Extended warranty applies to central control products where GSP has been continuously maintained since product purchase. The extended warranty does not cover damage sustained to the system as a result of owner/

operator misuse, electrical power interruption, lightning, fire, theft, or acts of God.

No-charge Central Control software upgrades and service packs applies where GSP has been continuously maintained since product purchase. Software upgrades required on systems that pre-date the start of a GSP subscription may be subject to a charge.

24 and 48 hour Hardware Replacement to most capital cities and major regional destinations throughout Australia. Some regional or remote areas may be subject to delays due to courier delivery timetables. In these cases, rapid delivery will be made on a best-effort basis.

On-site service calls for GSP Pro and GSP Elite support are not subject to hourly consulting rates but may be subject to the recovery travel and accommodation expenses associated with the service call.

Due to Rain Bird's ongoing commitment to product development, specifications are subject to change at any time without notice.

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