

## RAIN BIRD AUSTRALIA

# Rain Bird® GSP Australia Global Service Plan Total Support for your Central Control – No Worries!

### Rain Bird Total Support for your Central Control – No Worries!

How do you improve on the smartest, most user-friendly central control system in the industry? Offer a comprehensive service support plan that covers central control components.

Rain Bird, the company that pioneered computer-based central control systems, offers a series of service plans designed to provide extended warranty service and technical support exclusively for Rain Bird control systems and your peace of mind.

**Table Notes:** - Standard GSP inclusions, additional items may be available for select products upon request, POA.

One year standard GSP, 3 year Optional. Refer below for product definitions & inclusions chart.

| GSP MATRIX FOR CENTRAL CONTROL PRODUCTS |     |    |              |                      |          |
|---|-----|----|--------------|----------------------|----------|
| SERVICE                                 | MDC | IQ | SITE CONTROL | MAXICOM <sup>2</sup> | GOLF CCS |
| RB 'P' Spec office computer             |     |    | •            | •                    | •        |
| New PC Hard drive every 3 years         |     |    | •            | •                    | •        |
| Toll free phone support                 | •   | •  | •            | •                    | •        |
| pcANYWHERE™ Remote diagnosis            |     |    | •            | •                    | •        |
| Disc backup hardware                    |     |    | •            | •                    | •        |
| 48hr hardware replacement               |     | •  | •            | •                    | •        |
| 48hr on-site support                    |     |    | •            | •                    | •        |
| Extended warranty                       |     | •  | •            | •                    | •        |
| Software service packs                  |     | •  | •            | •                    | •        |
| GSP software enhancements               |     | •  | •            | •                    | •        |
| Advanced Training discounts             | •   | •  | •            | •                    | •        |
| CCS upgrade/Module discounts            | •   | •  | •            | •                    | •        |
| Annual CCS check up                     |     |    | •            | •                    | •        |
| Technical Services Newsletters          | •   | •  | •            | •                    | •        |

### GSP Features

For industry leaders who want to get the most from their system, and want to stay at the forefront of technological advancement, GSP offers the following features:

- **Rain Bird 'P' specification computer**

All new GSP's shall have a Rain Bird 'P' 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 'P' specification computer for full GSP options, setup and training support. Refer Rain Bird Australia for current 'P' computer specifications.

- **New PC hard drive every 3 years**

The CPU 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

- **Toll Free Phone Support**

A Rain Bird GSP technician is just a toll free phone call away to answer and resolve central control\* questions from 9am to 5pm (AEST), with after hours support available through Rain Bird's world wide support team.

GSP toll free hotline is 1800 225 512.

- **pcAnywhere™ Remote Diagnosis**

Rain Bird GSP technicians can, with your permission, access your Central Control computer to help resolve questions\*\* and facilitate on-line training demonstrations

- **Disc backup hardware**

Rain Bird 'P' specification computer comes standard with backup disc hardware and software to allow routine backup of valuable data files for your Central Control system.

- **48 hour hardware replacement**

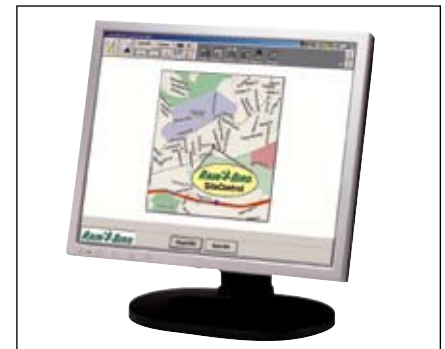
If any component of your Central Control hardware covered under the GSP becomes inoperable, a loan replacement shall be delivered within 48 hours to most regional centres while your equipment is being repaired to minimize potential downtime.

Components covered under GSP include: PC (monitor-keypad-tower), MIM, MIM-X, MDI, LDI, SDI, Line termination box, CCU, & Freedom where applicable.

Freedom components may take slightly longer due to programming requirements to match site radio frequency.

- **48 hour on-site support**

For GSP issues and/or components covered under GSP, that cannot be resolved remotely a Rain Bird authorised technician can be on-site within 48 hours to most regional areas.



SiteControl



MDC-200 Controller



**RAIN BIRD AUSTRALIA**

**• Extended Warranty**

Covers your Central Control GSP components: hardware, software, peripherals (Freedom) and interface - whilst GSP contract is maintained†.

Central control components will be repaired or replaced at no charge while covered under GSP, except in the case of lightning or surge damage.

**• Software service packs**

Automatically offers you the latest central control service packs at no charge.

**• GSP software enhancements**

GSP software enhancements, periodically available offering improved functionality and new features at no extra charge

**• Advanced training discounts**

GSP customers automatically receive a 15% 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.

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

When it comes time to grow CCS system capacity or add advanced software modules, GSP customers will receive an additional 15% discount off software, exceptional value!

**• Annual CCS checkup**

Rain Bird GSP technician shall call you at least once a year to review operation with you, plus perform routine maintenance to optimize your system where required.

**• Technical Services newsletter**



*The Intelligent Use of Water™* Technical Services newsletter shall be distributed to you seasonally at no extra charge. This newsletter is totally focused on GSP user requirements and shares useful technical

information at grass roots level:

- Advanced user instructions – Tech Talk
- Seasonal maintenance tips and advice
- Update of software upgrades and enhancements
- Upcoming training events
- Rain Bird Australia technical services features
- New product advancements
- Newsworthy industry articles, priority topics include: water conservation & environmental issues

This is essential reading for those who want to get to & stay on top.



**Further Technical Services**

Rain Bird Australia offers an extensive range of technical services to cater for the evolving requirements of our customers.

Rain Bird Technical Services also offers Certified Start-up & Basic Training on-site by an accredited Rain Bird technician with all new Central Control products purchased. (Refer Rain Bird Australia 'Certified Start-up for Central Control products' Technical Specification sheet.)

Plus some of the GSP options and associated technical services include:

| GSP Options & Associated Technical Services |  |
|---|--|
| 3 year GSP                                  | Certified Start-up                                 |
| Advanced Training                           | Hardware repairs                                   |
| Advanced setup                              | Map setup  |
| GPS site survey                             | Radio survey                                       |
| Utility module setup                        | Wiring layout & design advice                      |
| On-site service                             | Pre-construction certified wiring layout approvals |
| Troubleshooting                             | System audits                                      |
| Pump Station service &/or audit             | Weather Station service                            |
| Board exchange program                      | Water use & cost assessment                        |
| Additional setup (IQ/MC >10)                | Water analysis & evaluation                        |

**GSP - your Customer Satisfaction Guarantee!**

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The Intelligent Use of Water™ -- Visit www.rainbird.com to learn about our efforts

Conditions apply:

\* GSP support and service is limited to central control software and hardware components. Central control hardware components include: PC (monitor/tower/keyboard), MIM, MIM-X, MDI, LDI, SDI, Line termination box, CCU at central control location only, & Freedom where applicable.

\*\* It is the customer's responsibility to provide a phone line connection to allow pcAnywhere™ support of Central Control products. Additional service costs may be incurred by the customer where pcAnywhere support is not available, or permissible, to remotely resolve issues.

† Extended warranty applies to central control products where GSP has been continuously maintained since purchase or Rain Bird approved hardware certification. Due to Rain Bird's ongoing commitment to product development, specifications are subject to change at any time without notice.

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RBA-TS-GSP-07A