

Golf Global Service Plans

We're Here For You.

As a Rain Bird GSP member, you can take advantage of members' only benefits to help you maintain the health of your central control system, maximize your system's performance, and use water intelligently. Choose from a one, three, or five year plan with the option to include a Dell™ desktop irrigation computer equipped with Intel® technology and Rain Bird software installed, tested and ready to use.

Annual and monthly payments may be available in some areas, but please check with your local Rain Bird Golf Distributor for availability.

Global Service Plan Features and Benefits

- **Remotely Secured Database Back-Up Service.** Securely store your Rain Bird irrigation files with GSP and reduce or even eliminate the time needed to reprogram system settings and schedules should a loss of data occur. One call to GSP will have a copy of your irrigation files sent via next business day delivery service or uploaded via GSP's remote access software.
- **GSP Webinars.** Enhance your knowledge of central control features, learn tips, tricks, and programming short cuts, or take advantage of the Q&A session with Rain Bird Product Experts and GSP Engineers provided at the end of each webinar. All from your remote location!
- **Rain Bird Central Control Certified Start-Up.** At the time of the initial start-up of your Rain Bird irrigation system, an authorized Rain Bird service person will conduct an on-site, thorough inspection to certify that your central control system installation meets Rain Bird specifications.
- **Complimentary MI Series Mobile Controller Software.** One Professional and one Advance License is included with your GSP Membership. This software runs on your central control computer to provide remote irrigation control via a web-enabled cell phone or tablet.
- **Toll-Free Remote Technical Support. 8 a.m. to 5 p.m.** Local business hours, Monday – Friday, normal business days. Get answers, instruction, or assistance from a team of industry certified GSP Engineers to help you maximize your central control



system's features and capabilities. Save time and solve irrigation problems while you're on the green with a toll-free call to Rain Bird's GSP Team. Bilingual support is also available!

- **24-Hour Emergency Paging Service.*** When an urgent service situation arises, you don't have to wait until standard business hours to get help from our GSP Team. We're available nights, weekends, and holidays to help you solve your emergency irrigation issues.
- **GoToAssist™ and Symantec™ pcAnywhere Remote System Diagnostics.** GSP Engineers can remotely access your central control computer when issues can't be resolved over the phone and get your irrigation system functioning properly.
- **Free Software Service Packs and Point Releases.** Keep your central control software current with the latest enhancements at no extra charge.
- **Customer Satisfaction Policy.**** Extend the life of your irrigation system without purchasing new equipment. The GSP warranty covers the Rain Bird irrigation computer, ICI, MIM™, MIM-X, The FREEDOM System™ repeater, MDI™, LDI, SDI, and the Line Termination Box.

- **Next Business Day Hardware Replacement.** If any Rain Bird central control hardware component covered under the GSP warranty becomes inoperable, a loaner will be delivered to your course the next business day.
- **Board Exchange Program or Next Business Day Programmed Decoder Replacement Service Discounts.** Replacing circuit boards or decoders is easy and affordable with our Board Exchange Program and our NBD Programmed Decoder Replacement Service. As a Global Service Plan customer, you will receive a discount on all Board Exchange Program orders.
- **Central Control Software Upgrade Discounts.** As a Global Service Plan customer, you will be eligible for special discount pricing if you choose to upgrade your system and increase your system's functionality.

* Note: The term emergency is used to define a situation where a user is experiencing an inoperable central control system.

** Note: Rain Bird's standard and extended warranty is to repair or replace the covered items that fail in normal use. It does not cover lightning, surge damage, theft or misuse. This commitment to repair or replace is our sole and total warranty. Rain Bird will not, under any circumstances, be liable for the incidental or consequential damages, no matter how they occur. You can, however, take advantage of the loaner program for replacement equipment while your equipment is being repaired.