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## 3G to 4G LTE IQ Cellular Cartridge Customer Exchange Program

Cellular communication for irrigation controllers is a powerful solution to provide central control communication with consistency and ease. 3G cellular communication is being phased out in the United States and is set to be discontinued in late February 2022. As 3G service is discontinued over the subsequent months, customers with 3G cartridges will experience outages including permanent loss of communication.

Customers with a Rain Bird 3G cellular cartridge will need to upgrade to the 4G LTE cellular cartridge before the 3G network is shutdown in order to maintain connectivity. Rain Bird is offering a program that allows customers to trade in their 3G cellular cartridges for 4G LTE cellular cartridges at a significantly discounted price.

There are two versions of the 4G LTE cartridge, one with an internal 4G LTE antenna and one with an external 4G LTE antenna. Because the existing 3G antenna will no longer work, all 3G cartridges should be exchanged for the same type of antenna (internal or external). The order form below shows the part number and price for each.

### How can you take advantage of this?

**Option 1:** Orders can be placed through an authorized Rain Bird distributor of your choice using model numbers **M04614B** (4G LTE cartridge with an internal antenna) and **M04614BEXT** (4G LTE cartridge with an external antenna). Your Rain Bird distributor can quote your price for either or both of these model numbers. Your distributor can contact us if they have any questions by sending an email to [IQ4GExchange@rainbird.com](mailto:IQ4GExchange@rainbird.com) or by calling 520-434-6288.

**Option 2:** On the Exchange Form, complete the address fields where the replacements should be shipped. Specify how many cartridges/antennas you are ordering, and record the 3G IP address(es) for the 3G cartridge(s) being exchanged in Appendix A. Email the Exchange Form and Appendix A to [IQ4GExchange@rainbird.com](mailto:IQ4GExchange@rainbird.com). Once the order details are confirmed and the 4G LTE replacement cartridges are shipped, an invoice will be sent via email. State and local taxes will be applied to the invoice depending on the user's location. The invoice can be paid by credit card, check or money order.

For both options, total turn-around time is 4-6 weeks from receipt of the order including shipping, depending on availability. The 3G cartridge(s) must be returned within 30 days of receiving the 4G LTE cartridge(s). Please mail to the following address:

**Rain Bird Corporation**  
**Attn: Production Service Center (3G-4GExchange)**  
**6991 East Southpoint Road**  
**Tucson, AZ 85756**

## Customer Exchange Form:

All information below is required unless otherwise noted. If any information is missing, it will increase the order processing time.

Name:		Date:
Attention: (optional)		
Street Address:		
City:		State:   Zip:
Email:		Phone:

Replacement Option	Product ID	Model Number	Trade-in Price	List Price	Trade-in QTY
4G Cartridge, Internal Antenna with 1-Year of USA Cellular Service	<b>IQ4614B-INT</b>	<b>M04614B</b>	\$800.00*	\$4,264.00	
4G Cartridge, External Antenna with 1-Year of USA Cellular Service	<b>IQ4614B-EXT</b>	<b>M04614BEXT</b>	\$875.00*	\$4,475.00	

\* The Trade-In price is per cartridge. Applicable state and local sales tax will be added to the exchange invoice.

### Program Conditions:

- The 4G LTE Cartridge available in this program is only compatible in United States.
- Cartridges and antennas must be returned for a 1 for 1 replacement. If the 3G cartridge is not returned within 30 days, the following charges will apply:

Product	List Price	End Customer Trade-in Price	Customer bill if 3G not returned
4G (614B)	\$4,264	\$800	\$3,464
4G with ext antenna	\$4,475	\$875	\$3,600

- Only the cartridge(s) and antenna(s) must be returned. New 4G LTE antenna(s) and cable(s) will be provided.
- Valid contact and billing information (address, phone/email) must be provided in the form or your request will be returned.
- If you have any questions about your order or any special requests, please contact your Rain Bird GSP representative at 520-434-6288 or [IQ4GExchange@rainbird.com](mailto:IQ4GExchange@rainbird.com).

- Please note, the absence of an IQ cartridge does not prevent irrigation, only remote management.

**Appendix A:** Required for all 3G to 4G LTE IQ cartridge trade-ins.

SIM card details are required for activation of new data plans on the 4G LTE network. The IP address is listed on a sticker on the back of the 3G cartridge.

IP Address to Deactivate (Completed by Customer)	IP Address to Activate (To Be Completed by Rain Bird)

**Rain Bird Corporation**

## **Appendix B: Frequently Asked Questions (FAQ)**

1. Does the new 4G LTE cartridge come with data preloaded on it?
  - **Answer** – Yes, the new 4G LTE cartridge comes with 1 year of data preloaded.
2. What happens to any remaining data service on a 3G cartridge?
  - **Answer** – Rain Bird will migrate any leftover data onto the new cartridge. The exchange form requires 3G cartridge IP address information, along with customer information. We will identify and transfer the remaining data service plan from the 3G cartridge to the new 4G cartridge. This amount will be added to the 12 months already included with the new 4G cartridge.
3. Why do I need to provide the IP addresses from the 3G cartridges?
  - **Answer** – Some of the 3G cartridges will have an available data plan that hasn't yet expired. By providing the 3G cartridge IP address in advance of shipping the 4G cartridge, we can transfer any remaining balance of the unused data plan to the new 4G cartridge. We will also need to discontinue the 3G IP address in the IQ system.
4. What if I can't get the 3G IP address off of the exchange cartridge for some reason?
  - **Answer** – Please contact your Rain Bird GSP representative at 520-434-6288 or [IQ4GExchange@rainbird.com](mailto:IQ4GExchange@rainbird.com) for other options.
5. How long is 4G service expected to last?
  - **Answer** – Cellular carriers expect 4G LTE to remain viable for at least another 10 years. LTE, which stands for Long Term Evolution, is a technology that has been proven in both consumer and commercial applications. 4G LTE will effectively share spectrum with 5G networks as they grow, with many devices over time being developed with both 4G and 5G functionality (5G was not designed to replace 4G).
6. Will the customer have to pay for the return shipping of the 3G cartridges to Rain Bird?
  - **Answer** – No, a prepaid return shipping label will be provided for the 3G cartridge(s) and antenna(s).
7. What happens if the customer doesn't return the 3G cartridge after they have received a 4G cartridge via the exchange program?
  - **Answer** – Cartridges and antennas must be returned for a 1 for 1 replacement. If the 3G cartridge is not returned within 30 days, Rain Bird will invoice the customer for the LIST price difference between a new IQ4G cartridge and the trade-in IQ4G price as indicated in the table on the Exchange Form.
8. Can I use my existing IQ3G SIM card in my new IQ4G cartridge?
  - **Answer** – No, the IQ4G cartridge will come with a new SIM card; the previous 3G SIM card will be discarded. Upon receipt of the new IQ4G cartridge, the new IP address will be indicated on a sticker on the back of the cartridge. The customer can then update the IP address in their IQ3 or IQ4 account by editing the controller configuration. Contact [IQCloudSupport@rainbird.com](mailto:IQCloudSupport@rainbird.com) or 800-396-5166 if we can assist the customer.
9. Who do I contact with questions or if I need special assistance?
  - **Answer** - Please contact your Rain Bird GSP representative at 520-434-6288 or [IQ4GExchange@rainbird.com](mailto:IQ4GExchange@rainbird.com).

### **Rain Bird Corporation**

6991 E. Southpoint Road, Tucson, AZ 85756

Phone (520) 741-6100 □ Fax (520) 7416146