



TECHNICAL SERVICES

## Controller Support Services

**Netafim Australia provides Irrigation Controller Support Services through its Technical Services Division, in conjunction with its dealers. These services are aimed at ensuring the efficient and sustained operation of the automation system as an integral part of the overall irrigation system.**

**Netafim offers two flexible options for controller support - an annual agreement to monitor a system over a year, or on an as-needed, hourly rate basis.**

**An annual agreement includes regular site visits by a fully trained Technical Services technician, which assists in identifying issues early and avoiding untimely breakdowns.**





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# Controller Support Services

The following forms of support are provided under an annual agreement:

### Site Visits

Three structured visits by a fully trained Technical Services representative designed to keep the control system in peak operating condition. These visits focus on testing the following aspects of the control system:

- General inspection
- General Fault Finding Techniques
- Software Training
- Equipment Breakdown Review and Analysis.

### Reporting

After each inspection, the representative will present a written report summarising the performance of each aspect of the system. If any problems are identified, the report will detail the action required to bring the system to the desired performance level.

### Technical Support.

The irrigation controller user has access to immediate support, including:

- one direct on-site service call
- phone calls to the Automation Help Desk including on-line PC Anywhere support

### Accreditation

Irrigation Controller Support Services can only be conducted by Netafim Australia's Technical Services personnel, or dealers formally accredited by Netafim Australia.

As a global company, Netafim has the resources and knowledge of the latest controller technologies to support your irrigation system.

This knowledge is passed onto Technical Services personnel and selected dealers through its international training program. Netafim's Controller Support Services provides managers growers with access to these rare skills to assist in managing and maintaining their properties.

### Pricing

Netafim's flexible pricing allows the client to choose a package that matches the level of support required.

The client can enter into an Irrigation Controller Support Agreement for an annual fee to receive the above services. Additional service and support calls will be charged at a pre-determined hourly rate. These prices are listed in the current Netafim Australia - Price Catalogue.

If the client chooses not to enter into an annual agreement, all service and support will be charged at the applicable hourly rate.

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