



Precision Ag Service Plans:

HTS Ag has been providing on-your-farm and phone support precision ag service plans for several years. The success of the program has been excellent with a majority of service plan customers not having any down time during the season.

Service Plan Benefits

▪ Troubleshooting Support

- No charge for phone support, including after-hours phone support
- 7am to 10pm Monday through Saturday, Noon to 6pm on Sunday
- Free 2 week rental of service units while repairs are being made
- \$25 per hour discount on hourly service labor

▪ Free admission to the HTS Ag customer training sessions

- Customer is responsible for attending at least 1 training event per year
- Unlimited attendance to events hosted throughout the year

We have a three different service plans to choose from. We have a yearly phone support only plan as well as a Spring Visit Plan or Spring and Fall Visit Plan along with the yearly phone support. You can choose one that fits your needs.

Grain Management Service Plans:

HTS Ag has also been providing Grain Management Service Plans for our Grain Management customers.

HTS Ag Grain Management Service Plan includes:

Grain monitoring - With our basic plan, alerts are sent to you for remediation.

With our Service Plan, alerts are sent to our team who will take care of any issues remotely, before you knew there was a problem. We do not respond to high temp or rate of change alarms. These indicate grain condition problems which are outside the scope of our service.



Annual Deep Diagnostic Check – We will do a deep diagnostic check of your system remotely including weather station check for calibration

Integris Customer Care – Software Maintenance, Technical Support, and On-going Grain Management and Software Training

Unlimited Phone Support – No charge for unlimited phone support

Discounted Labor Rate – If we would need to do any work for you that wouldn't be warranty work, as a service plan customer you get a \$25 per hour discount on our labor rate.

The option for an on-site preventative system maintenance is also available.

This would include: RTU and Enclosure Check, Radio Communication, Cable Read Inspection, Conduit and Cable Inspection, System wellness check.

These checks will be performed in August of the active year of your service plan.

For information about our service plans, please call one of our Precision Ag or Grain Management Advisors at 1-800-741-3305 or email sales@htsag.com and we would be glad to talk to you about our service plan offerings.