



NCC 3G to NCC 4G Exchange Program Process

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 by December 2021. Current customers with 3G cartridges may experience outages as 3G is discontinued.

Customers who have purchased 3G cellular cartridges from Rain Bird will need to upgrade to the recently released 4G cellular cartridge before the 3G network is shut-down in their area. Rain Bird is offering a program that allows customers to trade in their 3G cellular cartridges for 4G cellular cartridges for an upgrade fee, direct from Rain Bird.

There are two versions of the 4G Cartridge available, one with a 4G Internal Antenna and one with a 4G External Antenna. All 3G cartridges should be exchanged with a like-antenna (internal for internal, external for external). The order form below shows the part number and price for each. The 4G Cartridges require a 4G-specific Antenna (internal or external) and will not work with a 3G Antenna. The 4G Cartridges with the External Antenna will be available in November 2020. Rain Bird is pleased to announce the deployment of a program to update NCC 3G cartridges to NCC 4G cartridges via an exchange program. The process to utilize this program is as follows:

<input checked="" type="checkbox"/>	Action Description
	1. Determine how many cartridges you wish to exchange
	2. Gather the NCC 3G cartridges and antennas from your controllers
	3. Prepare them for shipping
	4. Complete the Order Form: a. Fill out the address where the replacements should ship b. Indicate how many cartridges/antennas are being exchanged c. Any missing information will delay the order process time.
	5. Send the order form with the cartridges and antennas that you are upgrading to the following address: Rain Bird Corporation Attn: Production Service Center (3G to 4G Upgrade) 6991 East Southpoint Road Tucson, AZ 85756

1. Orders will be received starting Thursday, August 31, 2020
2. When the cartridges are received, the order details will be confirmed and an invoice sent via email. State and local taxes will be applied to the invoice depending on the user's location
3. The invoice can be paid by credit card, Distributor PO, check or money order
4. Total turn-around time is 2 weeks from receipt of the cartridges including shipping.
5. Questions? Call David Craig at (520) 806-5615 or Rick Malkin at (520) 741 6104

**Rain Bird Corporation –
Landscape Irrigation Division**

6991 E. Southpoint Road, Tucson, AZ 85756
Phone (520) 741-6100 ☐ Fax (520) 741-6146