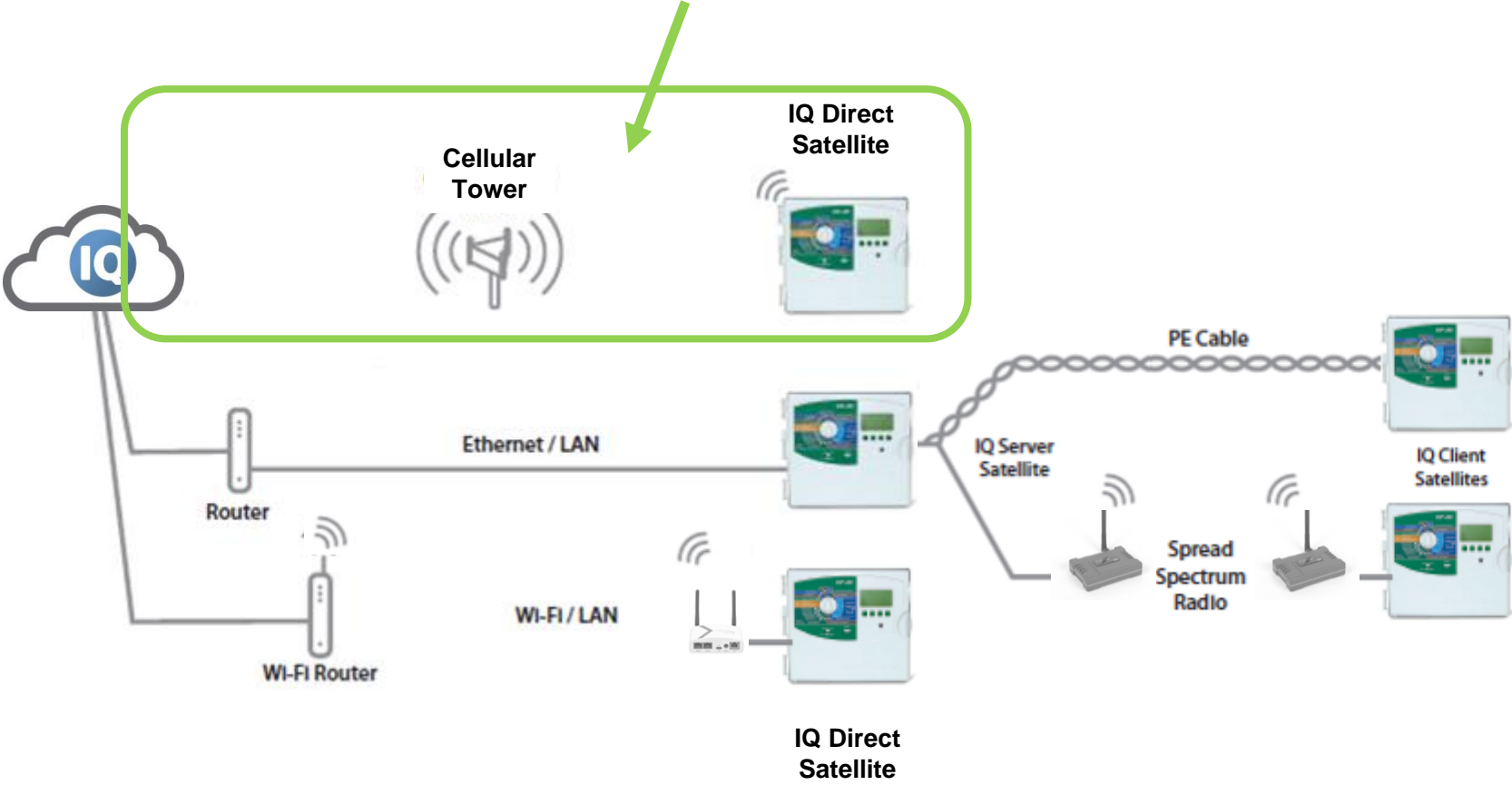




# IQ 4G Cartridge 3G to 4G Exchange Program

The Intelligent Use of Water.™

# 4G Cartridge



# 4G Cartridge

- **The IQ Cellular Network Communication Cartridge (NCC) provides easy remote access to ESP-LX irrigation controllers**
- **Since 2006, Rain Bird has offered a 3G Cellular Cartridge which allows the IQ Platform to communicate with ESP-LXME, ESP-LXD and ESP-LX-IVM commercial controllers.**

# 4G Cartridge

- **The official statement from AT&T (cellular supplier) is that the 3G network will remain on until at least December 2021 however AT&T has started deactivating 3G towers in certain markets**
- **Rain Bird has developed a cartridge with 4G-LTE communication capability**
- **The new 4G-LTE Cellular Cartridge launched in June 2020**

# 4G Cartridge

- **Customers can continue to use the 3G Cellular Cartridge as long as the 3G network is active in their area**
- **The IQ Platform and ESP-LX controllers will support both the 3G and 4G-LTE Cellular Cartridges**
- **There is an exchange program to upgrade existing 3G cartridges to 4G cartridges**

# 4G Cartridge Exchange Program

- **A cartridge exchange program will start August 31, 2020 for existing 3G cartridges**
  - Fill out the address where the replacements should ship and indicate how many cartridges/antennas you would like to receive in the table on the bottom of the page. Send the order form with the cartridges/antennas that you are upgrading to the following address:  
**Rain Bird Corporation**  
**Attn: Production Service Center (3G to 4G Exchange)**  
**6991 East Southpoint Road**  
**Tucson, AZ 85756**
  - When the cartridges/antennas are received, the order details will be confirmed and an invoice sent via email. The invoice can be paid by credit card, Distributor PO, check or money order.
  - Total turn-around time is 2 weeks from receipt of the cartridges including shipping. All information on the form is required unless noted. If any information is missing, it will delay the order process time

# 4G Cartridge Exchange Program

- The exchange program includes:
  - 4G cartridge with internal antenna plus 1-year of cellular service (with new SIM card)
  - 4G cartridge with external antenna plus 1-year of cellular service (with new SIM card)

Replacement Options	Part Number	Price	Number traded-in
4G Cartridge, Internal Antenna with 1-Year Of USA Cellular Service	IQ4614B -INT	\$805.00*	
4G Cartridge, External Antenna with 1-Year of USA Cellular Service (Available November 2020)	IQ4614B -EXT	\$890.00*	

\* Applicable state and local sales tax will be added in the exchange invoice

# 4G Cartridge Exchange Program

- **Program Restrictions:**
  - **The 4G Cartridge available in this program is only compatible in United States.**
  - **Cartridges and antennas must be returned with order form and 1 for 1 replacement will be made.**
  - **Only the cartridge(s) and antenna(s) needs to be returned. New 4G antenna and cables will be provided.**
  - **Valid contact information (phone or email) must be provided or your request will be returned.**
  - **Allow for a 2 week turnaround time from the receipt of your cartridges at Rain Bird to the date you receive replacements.**



# 4G Cartridge Exchange Program

## Additional notes:

- AT&T has moved up the deactivation of the 3G network to December 2021. This is the final date of 3G service. However, they will be removing 3G service from selected cellular towers as other technologies become more popular. Current 3G customers may experience connection disruptions starting immediately depending on AT&T's process. We strongly encourage customers to upgrade to 4G as soon as possible to reduce the possibility of having service discontinued in their area
- If you are in urgent need to upgrade your existing equipment and are unable to incur 2 weeks without IQ communication, please contact your Rain Bird GSP representative at 520 434 6288 or [IQ4Upgrades@rainbird.com](mailto:IQ4Upgrades@rainbird.com) for other options.

# 4G Cartridge Exchange Program

## Additional notes:

- If a customer has a defective 3G cartridge out of warranty, they can still utilize this program.
- If a customer has a defective 3G cartridge within warranty, they can still utilize this program but the fee IS NOT waived
- Please note, the absence of an IQ cartridge does not prevent irrigation, only remote management.
- 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 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.

# FREQUENTLY ASKED QUESTIONS

# FAQs

- **Q: What if I have a subscription on my NCC 3G cartridge that has not expired?**
- **A: Contact GSP and the remaining time will be added to the NCC 4G cartridge subscription**