

GSP Overview

Customer:

Sun City Lincoln Hills
Homeowner Association,
Lincoln, California

Description:

Active adult community with
over 6,800 residences

Service Area:

32 irrigation sites over 200 acres
of commons areas

Central Control:

Maxicom²

Landscape Supervisor:

Paula Horsley

Global Support Plan Level:

Platinum Plus

Satisfied GSP Customer Since: 2003



Rain Bird Global Support Plans Offer Commercial Central Control Customers Convenience and Peace of Mind

California community keeps landscapes in tip-top shape with the help of its Rain Bird GSP

A beautifully planned community in Lincoln, California, Sun City Lincoln Hills is just a short drive from both the vineyards of Napa Valley and the tumbling waves of the Pacific Ocean. Designed specifically for active adults, the development features over 6,800 residences, miles of picturesque trails and approximately 200 acres of manicured streetscapes, parks and commons areas. With such a large area to maintain, Paula Horsley, landscape supervisor for Sun City Lincoln Hills, has no trouble staying busy.

“As the landscape supervisor for the Sun City Lincoln Hills Homeowners Association, I’m responsible for interfacing with our landscape contractor and our residents,” Horsley said. “It’s my job to make sure that our contractor is keeping the community looking its best. I define the contractor’s priorities, check maintenance schedules and follow up to make sure the work is up to our standards.”

Horsley’s job also entails staying on top of the housing development’s 101 irrigation controllers spread over a total of thirty-two irrigation sites. After taking the landscape supervisor position for Sun City Lincoln Hills seven years ago, Horsley began managing those irrigation sites using Rain Bird’s Maxicom²® central control system. “I inherited the Maxicom² system from my predecessor, but I couldn’t be happier with it if I’d chosen it myself,” Horsley said. “It really is the Cadillac of the industry. Maxicom² gives me the reliability I need to stay up and running plus the flexibility to control specific areas as needed.”





When Horsley had been with Sun City Lincoln Hills for about a year, her Rain Bird sales representative suggested that Sun City Lincoln Hills invest in a Global Support Plan. These inclusive plans are designed to support Rain Bird's commercial central control customers by covering services like software and hardware troubleshooting, remote software assistance, discounted replacement hardware and the newest central control service packs. Customers using Maxicom² or SiteControl central controls can choose from three

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scalable support plans—Gold, Platinum or Platinum Plus—to match exactly the level of support they need. Users of Rain Bird's IQ and MDC2 central controls can also benefit from a Global Support Plan designed specifically for their unique needs.

Even though she had been very satisfied with the overall quality and reliability of her irrigation systems, Horsley agreed that a Rain Bird Global Support Plan was a good investment for the Sun City Lincoln Hills community and signed up immediately. "When you're dealing with a site as large as ours, you really can't afford any of those systems to be down for very long," Horsley said. "The Global Support Plan is like having insurance that protects us in the rare instance that something does go wrong. And considering that we have electronic irrigation equipment housed outdoors, there's a chance something might malfunction or fall prey to vandalism; you just never know. Our Global Support Plan gives me peace of mind knowing that if we do have an equipment or software-related issue, I can simply call a fully-trained Rain Bird central control expert who can help me quickly resolve just about any situation."

On one extremely hot day in the summer of 2008, Horsley came to truly appreciate the value of her Rain Bird Global Support Plan. "It was the absolute hottest day of the summer, and our central computer went down," Horsley recalled. "We invest thousands of dollars in our landscaping, and in that kind of heat, it doesn't take long for flowers, shrubs and turf to start showing the effects of too little water."

Horsley immediately picked up the phone and called the Global Support Plan's toll-free technical support line. After assessing the situation, Rain Bird advisors shipped a new computer to Horsley overnight, fully loaded with the software she needed to pick right back up where she'd left off. "Luckily, the people I work with at Rain Bird had emphasized the importance of backing up my schedules onto a data storage device, so all I had to do was load those schedules up into the new computer after it arrived. All my irrigation systems were back up and running as quickly as possible."

What would the consequences have been if Horsley hadn't had the benefit of Rain Bird's Global Support Plan on that blistering summer day? "I'd have had to leave my office to purchase a new computer and all the software programs and then taken the time to



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load those programs one by one,” Horsley said. “My technicians would’ve been required to visit each and every one of the thirty-two sites and manually program about a hundred controllers. Needless to say, that scenario would’ve added up to a lot of wasted money, time and energy.”

Horsley feels that she definitely gets her money’s worth from her Rain Bird Global Support Plan. “It’s really an excellent value, especially when you consider the fast, knowledgeable support and thorough problem resolution,” Horsley said. “Plus, in addition to resolving potentially catastrophic issues like our computer failure last summer, our Global Support Plan also covers the replacement of CCUs (cluster control units). Just the fact that our plan pays for that expense makes it a good value—the cost of one CCU more than makes up for the overall cost of the plan.”

However, in Horsley’s opinion, the most important benefits of a Rain Bird Global Support Plan are the convenience and peace of mind it gives her. “First and foremost, I like knowing that I can pick up a phone and talk to a real, live technical support person who knows all about Maxicom² whenever the need arises,” Horsley said. “I’ve had such excellent service from the folks at Rain Bird’s technical support line; I really can’t say enough good things about them. From answering a simple question about Maxicom² to helping us quickly recover from a system failure, they’ve consistently come through for me when I needed them.”

When asked what advice she would offer to someone considering signing up for a Rain Bird Global Support Plan, Horsley had an immediate answer: “I’d simply say this—if you’re managing a large irrigation site or multiple irrigation sites and you can’t afford system downtime, then you definitely shouldn’t be without a Rain Bird Global Support Plan.”



GLOBAL SUPPORT PLANS

Offered by Rain Bird Corporation for
Commercial Central Control Systems



Preserve Your Investment in Rain Bird Commercial Central Control

Whether you have a simple question about the performance and function of your central control system or you are facing a challenge that requires immediate attention, you want to know there is someone you can rely on to provide you the answers you need.

At times like this, you want quick help from people who know the answers and can assist you in a timely and efficient manner to maximize your system's performance.

Rain Bird, the company that pioneered commercial computer based central control systems, offers a series of scalable support plans designed to provide priority technical support, training, and hardware replacement exclusively for subscribing Rain Bird central control system users.

Choose the Global Support Plan that best fits your situation and needs.

- i. Gold (1, 2 or 3 years)
- ii. Platinum (2 or 3 years)
- iii. Platinum Plus (3 years)

Maxicom²® and SiteControl Support Plans

Gold Level Support Plan

- **Software and Hardware Troubleshooting**
 - Toll-Free Support, 8am - 5pm, local business hours, normal business days. Rain Bird's support engineers are just a toll-free call away to answer questions and resolve central control issues.

- **Remote Software Assistance Support**
 - Symantec pcAnywhere® allows support engineers to remotely access your central control system when issues can not be resolved over the phone.
- **Discounted Board Exchange**
 - Provides you with the opportunity to obtain selected replacement hardware at a discounted price.
- **Software Point Releases**
 - Provides you with the newest central control service packs for your level of service at no extra charge!
- **Basic Training or OnSite Support Rebates**
 - Rebates are available for the purchase of training courses or on-site support by an authorized Rain Bird Service Provider.

Platinum Level Support Plan

All of the features of the Gold Service Plan plus:

- **Software Enhancements and Major New Releases**
 - Reduces the expense of adding new features and functions and upgrading your system to the newest versions of your central control software.
- **Hardware Loaner Program***
 - Ensures that if any Rain Bird central control hardware component covered under the Global Support Plan becomes inoperable, a loaner will be shipped to your site within 3 business days.

Platinum Plus Level Support Plan

All of the features of the Platinum Service Plan plus:

- **PC Upgrade**
 - Reduces the expense of upgrading your system to the latest Rain Bird central control computer system.

Additional Global Support Plan Offerings

Rain Bird also offers support for the IQ Central Control System and the MDC Decoder Control System.

IQ & MDC2

- Hardware Loaner Program*
- Software Enhancements and Major New Releases
- Software Point Releases
- Basic Training or OnSite Support Rebates
- GSP Software and Hardware Troubleshooting

**Note: Hardware Loaner Program requires you to obtain a Rain Bird central control installation verification audit. Platinum and Platinum Plus loaner programs are limited to 5 initial sites (based on Maxicom² CCU's or SiteControl TWI's/LDI's/SDI's). Loaner privileges for additional sites may be purchased for an additional fee.*

See your Rain Bird Central Control Distributor or local Rain Bird representative for details.

Rain Bird Corporation

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