

# Central Control System Service Plans



## Global Service Plan

Getting the most from a sophisticated irrigation system can be a challenging task, but Rain Bird helps you every step of the way. Our Global Service Plans enable you to stay in control, optimising performance, controlling costs, and preventing downtime. They provide the tools you need to secure your system, keeping it up to date and running smoothly 24/7. Our dedicated team of engineers delivers remote maintenance and technical support when you need it. All plans renew automatically giving you continuous cover and complete peace of mind.



### Help

- Emergency telephone support from Rain Bird engineers during business hours
- Multilingual chat and member exclusive email service for non-urgent matters
- Remote support for PC set-up



### Security

- GSP Alert to keep you notified and protected
- Critical daily automatic cloud back-up of your system
- Remote system maintenance



### Technology

- GSP software update to latest Central Control version
- Full Rain Bird configuration Plug and Play PC
- Unlimited remote control application for your PC
- Full interface exchange in the event of hardware failure
- Emergency 30 day loan PC to keep your system online



## Select your plan

					
<b>GSP Auto Cloud Back-Up</b> - Automatic daily back-up of your Central Control database	•	•	•	•	•
<b>GSP Remote</b> - Remote maintenance of your PC	•	•	•	•	•
<b>GSP Chat</b> - Multilingual support from Rain Bird engineers during business hours	•	•	•	•	•
<b>GSP Support</b> - Member exclusive 48 hour email support for non-urgent assistance	-	•	•	•	•
<b>GSP Phone</b> - Emergency help during business hours (currently available in English, French and Spanish)	-	•	•	•	•
<b>GSP MI</b> - 2 x flow managed real-time mobile users	-	•	•	•	•
<b>GSP Maintenance</b> – Pre-booked annual remote maintenance of your Central Control	-	•	•	•	•
<b>GSP Loan</b> - Emergency 30 day loan PC shipped from Rain Bird Europe within 48 hours of request	-	•	•	•	•
<b>GSP Interface Exchange</b> - Full interface exchange shipped from Rain Bird Europe within 48 hours of request (maximum 1 per year without charge)	-	-	•	•	•
<b>GSP Connect</b> - Unlimited remote control application for your PC	-	-	•	•	•
<b>GSP Alert</b> - Automatic alerts to you, your distributor and Rain Bird should your Control System or PC encounter an issue	-	-	•	•	•
<b>GSP Software Update</b> - to Golf Central Control v8, Maxicom <sup>2</sup> v4, IQ v3 or SiteControl v5 x 1	-	-	-	•	•
<b>GSP Plug and Play PC</b> - Full Rain Bird specification preconfigured PC	-	-	-	•	•
<b>GSP PC Setting</b> - Pre-booked remote support to guide on-site team	-	-	-	•	•
<b>GSP On-site PC Setting</b> - 1 x pre-booked on-site support from an Approved Service Provider (travel costs not included)	-	-	-	-	•

## Extension options

- **GSP - 1 MI Advanced temporary licence** – per year
- **GSP 24/7 - EMERGENCY** support by phone to cover your critical period or event – per week



For complete peace of mind, visit [www.rainbird.com/service](http://www.rainbird.com/service) or contact your Rain Bird distributor to put your plan in place today.