



Renewal Options

Extended Central Control System Support & Warranty

NSN [®] SALES

WE KEEP YOUR IRRIGATION CONTROL SYSTEM WORKING.

If you are responsible for maintaining your turf in top condition, the last thing you need is irrigation system downtime. NSN brings you peace of mind knowing that your system will never be down long enough to harm your turf or compromise your professional relationships and responsibilities. One call and we're here ready to answer your irrigation questions, troubleshoot your system, and solve problems 24/7/365, so you don't waste valuable time and resources. We offer flexible renewal options for the exact support and investment protection you need.

Renewal Options Plan Comparison Extended Central Control System Support for Existing Domestic NSN Subscribers

RENEWAL PLANS:	Ultimate	Optimum	Premium Tower	Classic 36	Standard Tower	Essentials	Annual	NSN On-Call
NSN is a Microsoft® Certified Partner								
Unlimited 24-Hr Toll-Free Support by Licensed Irrigators	✓	✓	✓	✓	✓	✓	✓	✓
24/7/365 Emergency Paging Service	✓	✓	✓	✓	✓	✓	✓	✓
Extended Warranty Fulfilled by Qualified Toro Technicians	✓	✓	✓	✓	✓	✓	✓	
Free Controller Software Service Packs & Discounted Enhancements	✓	✓	✓	✓	✓	✓	✓	
24-Hr Hardware Replacement	✓	✓	✓	✓	✓	✓	✓	
NSN Regional 2-day Training Class Tuition, GCSAA-Accredited	✓	✓		✓				
NSN Connect for remote connection	✓	✓	✓	✓	✓	✓	✓	✓
TORO® Standard Computer*				✓				
TORO® Standard Tower Only**					✓			
TORO® Premium Computer*	✓	✓						
TORO® Premium Tower Only**			✓					
Uninterruptible Pwr. Supply (UPS)	✓	✓		✓				
NSN Portal with NSN Online Account	✓	✓	✓	✓	✓	✓	✓	
Microsoft® Office	✓							
Plan Term	60 months	36 months	36 months	36 months	36 months	60 months	12 months	24 months
Lump-sum Pricing (USD)	\$13,360	\$9,629	\$7,439	\$8,359	\$6,959	\$8,389	\$2,369	\$2,099
Monthly Pricing (USD)	\$1,000 + \$239 60 mos.	\$500 + \$274 36 mos.	\$229 36 mos.	\$500 + \$239 36 mos.	\$208 36 mos.	\$155 60 mos.	n/a	\$106 24 mos.

* These plans cover your most-current NSN computer & provide one new computer for irrigation/other office use (continuous warranty required).

** These plans cover your new tower and most-current NSN components (continuous warranty required for Tower Plans)

Plan pricing effective May 1, 2016. All pricing subject to sales tax where applicable. This publication supersedes all previous price lists. Prices and specifications are subject to change without notice. Availability and pricing of NSN products and services may vary by international region.

**For more information, contact NSN Sales (888) 676-8676, press 1 or 3
Toro NSN, P. O. Box 3339, Abilene, TX 79604 Fax (325) 673-8765 www.toronsn.com**



NSN® Frequently-Asked NSN Renewal Questions

- 1. Why should I renew?** NSN strives to provide the best possible service for its customers in order to keep their irrigation central control systems working and turf in top condition. For over a decade, our support services have been successfully and effectively keeping even the most complex systems operating. Without NSN, replacement, repairs and service costs associated with just one incident can easily exceed the cost of an NSN renewal plan. Additionally, our trained and licensed irrigator support technicians are available around-the-clock to assist you in problem-solving and in maximizing your irrigation programs so that you can get the most out of your TORO irrigation investment and better manage valuable water resources.
- 2. If I have any questions about renewal options, my current service agreement or its expiration date, or need help deciding which plan is best for me, whom do I call?** NSN Sales at 1-888-676-8676, press 1 for Mark Stockdale or 3 for Malissa Lambert.
- 3. Where can I find current TORO central controller/computer specifications?** www.toronsn.com/service
- 4. Why should I spend the extra money on a Premium TORO computer over a Standard?** Premium computers are designed to give you greater computing power for software such as TMap® that require greater system resources. And equally important, because technology changes constantly, buying as powerful technology as you can today extends the value of your investment for years to come, providing assurance that your computing needs will be met over a longer period of time.
- 5. When I renew, why should I get a TORO computer/central controller rather than an “off-the-shelf” computer that could cost less?** First, be sure you are comparing feature-to-feature and warranty-to-warranty; TORO-configured computers are priced competitively with retail models. As a Microsoft® Certified Partner, we configure the Windows® operating system residing on the TORO computer to integrate most effectively with TORO irrigation software. That means your central control system will run as smoothly as possible with the least number of software conflicts. Second, we know that your work environment is not a typical office environment, so we design the TORO controller to function optimally in maintenance sheds and other similar facilities. We are perpetually looking for better ways to protect your TORO controller from the extremes of heat and cold and from the influence of dust and dirt. Most importantly, only TORO computers are eligible for NSN’s 24-hour replacement service — not a loaner, but a replacement. That means that if your system does fail to operate effectively, you will be back up and running as quickly as possible, with minimum disruption. Using a retail computer may mean watering manually for days or even weeks while the hardware or software problem is diagnosed and waiting for subsequent repair or replacement. One call to NSN solves the finger-pointing that can accompany computer problems of this nature. It is important to remember that your central control system is an investment which includes components other than the computer. A large part of your consideration should be costs related to replacement of interface devices and peripherals that will not be covered by a retail warranty.
- 6. I have found a plan I want, what do I need to do next?** Call NSN Sales at 1-888-676-8676 (1 for Mark Stockdale or 3 for Malissa Lambert) to request the plan you want. Please leave the following information if you get voice mail: contact name and email address; desired plan name; and, desired payment terms. The service agreement and invoice for initial payment will be sent to you as you requested.
- 7. Is sales tax charged on the plan purchase?** Your local sales tax is charged, if required, on the equipment portion of the plan, and is due with the initial payment. Some states also require sales tax to be charged on the service portion of the plan.
- 8. Can I pay by credit card?** Toro NSN accepts American Express, VISA® and MasterCard®. It is preferred that on the signature page of the service agreement, you print the card type, expiration date of the card, card number, name on the card, and what you want charged to the card.
- 9. How long does it take to process my renewal?** The signed service agreement and initial payment due must be received by Toro NSN to begin processing your renewal. Upon receipt of those items, it usually takes 10-15 business day to process the order.
- 10. After I’ve sent in my check and signed service agreement, how soon can I expect my TORO computer?** NSN strives to provide the fastest possible turnaround time for new computers. As soon as we receive your payment and signed service agreement, your order will be processed, and your computer will be custom-built and shipped to you via three-day courier service. As a convenience, the shipment tracking can be monitored on spectoro.com. To ensure rapid service, please be sure that both your check and signed service agreement are sent to NSN at the same time.
- 11. When does my NSN coverage begin?** When you call NSN Support to receive the unlock code to activate your computer, or when your distributor installs your computer and activates it for you, your coverage begins. When you renew, your NSN coverage begins either at the end of the current support plan cycle, or when your payment and signed service agreement are received by NSN (whichever comes first).
- 12. What happens if I don’t renew my plan now, and later want to get back on NSN?** If it has been over 120-days since your NSN service was current, your distributor will first need to do an on-site inspection of your equipment to verify its serviceability. After verification, you can renew with NSN as long as you choose a plan that includes a new computer. This policy is in place to ensure that the covered equipment is in good condition and does not need extensive repairs.