

TORO[®] NSN | RENEWAL OPTIONS

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. Just call or text and you'll be connected with a NSN technician ready to answer your irrigation questions, troubleshoot your system, and support you and your team 24/7/365. We offer flexible renewal options for the support and investment protection you need.



Contact NSN Sales for more information

Call: **(888) 676-8676**

Email: **NSNsales@toro.com**

NSN Renewal Options

Plan Comparison Chart

Extended Central Control System Support
for Existing Domestic NSN Subscribers

RENEWAL PLANS with:	Service Only Plans		Equipment & Service Plans			
	Annual	Essentials	*Lynx [®] Smart Tower	**Classic - 36	**Ultimate 60	**Ace 36
24/7/365 Irrigation Support (Call/Text)	✓	✓	✓	✓	✓	✓
Extended Equipment Warranty	✓	✓	✓	✓	✓	✓
24 Hour Hardware Replacement	✓	✓	✓	✓	✓	✓
IntelliDash [®] Dashboard and Service	✓	✓	✓	✓	✓	✓
Mobile App Access (Lynx & NSN Connect)	✓	✓	✓	✓	✓	✓
Irrigation Software Upgrades	✓	✓	✓	✓	✓	✓
Regional 2-day GCSAA Irrigation Training Tuition (GCSAA-Accredited)				✓	✓	✓
Lynx Smart Tower (Central Controller)			✓	✓	✓	✓
Controller Accessories				✓		✓
Controller Accessories Plus+					✓	
Virus Protection License	✓	✓	✓	✓	✓	✓
Auto Renew Feature						✓
Plan Term	12 months	36 months	36 months	36 months	60 months	36 months
Additional Items Offered:						
Microsoft [®] Office+			✓	✓	✓	✓
27" Monitor	✓	✓	✓	✓	✓	✓
32" Monitor	✓	✓	✓	✓	✓	✓
Training Tuition	✓	✓	✓	✓	✓	✓

* These plans cover your new tower and most-current NSN Accessories (continuous NSN subscription required).

** These plans cover your most-current NSN tower and accessories & provide coverage on one existing tower (continuous NSN subscription required).

*** All additional items added will be added to the initial payment and will be invoiced separately from the monthly cost.

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EQUIPMENT AND SERVICE

PLAN COMPARISON



Ultimate Plan

- 5 Years of NSN Support and Service
- Lynx Smart Tower + Accessories
- Qty 2 – 27" Monitors
- Qty 2 – GCSAA Training Tuitions



Classic 36

- 3 Years of NSN Support and Service
- Lynx Smart Tower + Accessories
- Qty 1 – 32" Monitor
- Qty 1 – GCSAA Training Tuition



Lynx Smart Tower

- 3 Years of NSN Support and Service
- Lynx Smart Tower only



ACE 36

- 3 Years of NSN Support and Service (re-occurring, never expire)
- Lynx Smart Tower + Accessories
- Qty 1 – 32" Monitor
- Qty 1 – GCSAA Training Tuition

KNOWLEDGE IS POWER.

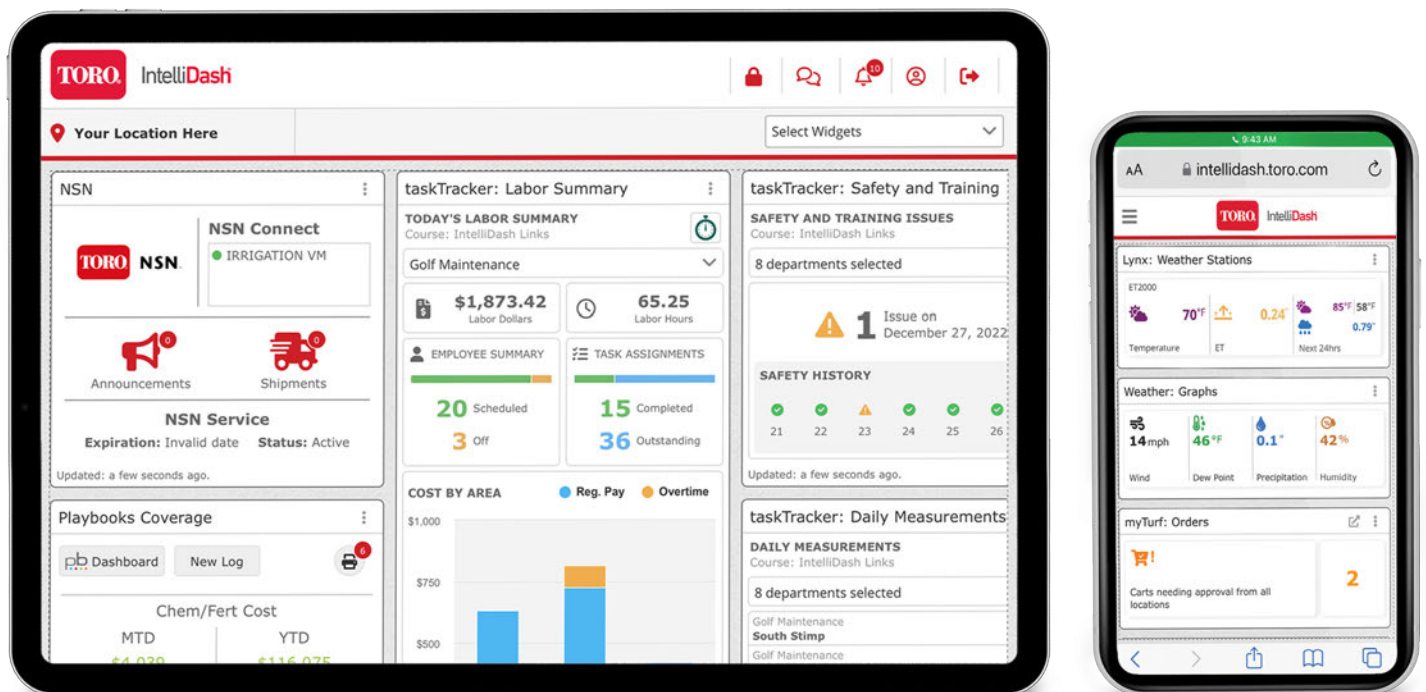
TAKE BOTH TO THE NEXT LEVEL.

Weather. Labor. Asset Location. Equipment Health.

See it all in real time on your custom dashboard. Turn on the widgets you need and arrange them any way you want so you can keep an eye on what's important and manage resources with maximum efficiency.

IntelliDash* The intelligence you need. All in one place.

- Simplify course operations
- Gain efficiencies
- Better allocate resources
- Keep an eye on what's important anywhere. Anytime.



Display information from Lynx® Central Control, myTurf® Pro, taskTracker™, Playbooks™, Turf Guard® sensors and more.

TORO® NSN | RENEWAL OPTIONS

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 quarter century, 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. Lastly, for continued access of Toro mobile applications, such as Lynx app and NSN Connect, you will need to have an active service subscription with NSN.

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 (extension 1)** or NSNSales@toro.com.

Where can I find current Toro central controller/computer specifications? www.toro.com/nsn

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. We use Windows® 10 IoT LTSB/LTSC, a version of Windows® 10 designed for long term use and stability. This is the version businesses use in banking, healthcare, hospitality, manufacturing, and retail. It has 10 years of support, unlike the three (3) years that retail versions include. 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 build the Lynx Smart Tower on an industrial platform, designed for sustained use in a wide variety of environments (hot metal buildings, humidity, sandy, dusty, etc.). We select components, hardware, and operating systems that are built to last and designed for performance you can depend on. Most importantly, only Toro central controllers are eligible for NSN's 24-hour replacement service — not a loaner, but a complete replacement. That means that if your system does fail to operate effectively, you will be back up and running as quickly as possible, with minimal 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.

I have found a plan I want, what do I need to do next? Call NSN Sales at **1-888-676-8676** or email NSNSales@Toro.com to request the plan you want. Please leave the following information if you get voicemail: 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 via Conga® Sign.

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.

Can I pay by credit card or make ACH payments? Toro NSN accepts AMEX®, VISA® and MasterCard®. The card can be scheduled to auto-debit monthly, making payments much more convenient. Toro NSN can also accept monthly ACH payments. Please reach out to NSN Sales or NSN Billing at NSNBilling@toro.com for more information regarding scheduling ACH payments.

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 days to process the order.

After I've made my initial payment 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. As a convenience, the shipment tracking can be monitored on the NSN Portal.

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 Tower and Accessories (not valid for Tower only plans). Additional hardware may be required for purchase from your distributor to get back on NSN service.

What are the benefits of the Ace-36 auto renew plan? The Ace-36 plan provides the convenience and assurance that your facility will never lapse in support and will have continued access to mobile platforms and NSN services. At the end of the three-year term, NSN will send a notice that your plan will auto renew at the new monthly rate. No action is required from the customer and the new three year term will begin. Updated equipment will be sent to the facility and the current and existing equipment will be covered under the NSN extended warranty. If changes are required, please provide NSN thirty (30) days' notice before or after the expiration of the existing plan to modify.

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