



HarvestMaster
by Juniper Systems, Inc.

Premium Support Plan Description



The Premium Support Plan provides preferred service options. It ensures both hardware and software update notices. If you have an issue that interrupts your harvest, this plan minimizes downtime in the field. With this plan, we can have your system operating in less than 24 hours.

Applications

Service Plan
On-Site Service
Maintenance Option

Advantages

Short downtime
Update Notifications
Loaner Equipment
Personalized Training
Maintaining Equipment

Overview

The contract is renewed on a year-by-year basis. It is a good idea to renew it at the beginning of each year to avoid additional charges or delays during the busy harvest season. A 50% discount is applied if signed up by May 1. To sign up, visit www.harvestmaster.com or contact a service representative at (435) 753-1881.

Service Plan

When a problem occurs, contact our Customer Service Department to talk to a technician to diagnose the problem. If the problem is hardware related, your equipment will need to be returned and loaner equipment will be authorized and sent to you. We will repair or replace your equipment and return it as soon as possible. Check the functionality of the repaired equipment before returning the loaner equipment.

On-Site Service

With the Juniper Systems On-Site Service an authorized service technician visits your facility and focuses on your individual requirements. This training gives the opportunity for one or more individuals to learn to operate, troubleshoot, and maintain the Plot Harvest Data System.

The cost varies on location and timing of the visit. To aid with the calibration of the Plot Harvest Data System we recommend the following:

Plant some early hybrids. This will allow you to have grain for calibrating before the harvest season.

Register at least 30 days in advance of the requested services.

Coordinate as a company to involve other locations since there are no additional costs for including more people.



Wearable Parts may include

- Cylinder
- Vent
- Gasket
- Solenoid
- Bumper
- Brush
- Filter

For a complete list of wearable parts visit www.harvestmaster.com



Premium Support Plan for

Both HCGG, Classic GrainGage

NEW!

Maintenance Option (save over \$200)

When you register for the Premium Support Plan, you also have the option to sign up to have us maintain your Harvest Data equipment during an on-site visit. It is suggested that maintenance is performed every 3–5 years. We will perform maintenance on any of your:

- HCGG Twin
- HCGG Single
- Classic GrainGage

When performing maintenance we

- replace wearable parts
- check condition of main power
- adjust air compressor efficiency
- check for air leaks
- adjust air-flow to cylinders
- test and adjust limit switches
- adjust lubricator (too much oil can cause damage)
- check load cell condition and overload protection
- check mechanical linkage to ensure proper operation with minimal wear
- perform required software and hardware updates as needed
- full system check

Emergency On-Site Visits

If there are problems during harvest that cannot be resolved within 24 business hours of first contact, then you can request an emergency on-site visit. We will remain on site until the problem is resolved. Contact Juniper Systems for pricing and details.

Software Updates

Signing up ensures that you are notified of Plot Harvest Data software updates shortly after each release during the calendar year.



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Plot Harvest Data Systems
Field Research Software
Rugged Field Computers
Mobile Agriculture GIS

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