

Service Bulletin:

20/20 Component Repair Program

February 26, 2010



Repairs for most 20/20 electronic components will be completed by InSource – the company that manufactures the components for Precision Planting.

To initiate repair services

Dealers and customers can contact Precision Planting in order to determine if repairs are covered under warranty. Precision Planting can help determine the possible source of the problem and provide help in troubleshooting.

If the issue is covered by warranty, the customer will be provided a warranty claim number and will send the product to Precision Planting for repair or replacement.

If the product is not under warranty, the dealer/customer will be directed to InSource.

The repair phone number is 877-800-3838. InSource will collect the necessary customer repair information including contact information, shipping information, part number, serial number, and problem experienced. The customer will then choose from the various service options and present credit card information. InSource will issue RMA # and provide shipping information.

Repair Options

- **Evaluation/Standard Repair** – A standard repair fee will be charged that will cover all repairs (with the exception of a broken SeedSense LCD screen). During the season (defined as February 1 – June 30), standard repairs will be performed and shipped from InSource within 3 business days of receipt.
- **Expedited Swap** – InSource will ship a rebuilt unit the same day. For expedited repairs, customers will be initially charged the full refurbished price which is equal to the list price for the item. The customer will be instructed to ship the broken item back to InSource. Once received by InSource, the customer will be credited back the value of the core, resulting in a net repair price shown in the price list below.

If a component requires additional, non-standard repairs, you will be contacted by InSource to review and approve any additional costs. If additional charges are necessary, you can choose to have the unit scrapped, returned via UPS ground, repaired per the recommendation, or swapped for a rebuilt unit.

For harness repair, pricing will include 1 hour of testing, diagnostics, and simple repairs. All additional repairs will be estimated.

Repair Services Price List

P/N	Description	Standard*	Special	Rebuilt Price	Core Credit
725257	Display Unit	\$275	+\$662 Display **	\$3750	\$2750 (Net \$1000)
725201	Smart Connector	\$184		\$825	\$585 (Net \$240)
726085	AFM	\$123		\$265	\$85 (Net \$180)
727001	RFM	\$183		\$1000	\$760 (Net \$240)
727002	In-Cab Module	\$161		\$700	\$480 (Net \$220)
310100	Meter Max	\$281		\$600	\$260 (Net \$340)
All	Harness	\$104	+ \$55 per hour		

* Return shipping (via UPS ground) is included in the standard repair price. Shipping upgrades are available.

** If the repair requires the replacement of the display screen, an additional \$662 will be charged.

Repair Warranty

All rebuilt/repared units will include a 30 day warranty. For units repaired and shipped between Jan 1 and April 1, the 30 day warranty begins on April 1. For units repaired and shipped between April 1 and May 31, the 30 days begins on the delivery date. All repairs shipped after the 2010 planting season will carry a warranty until the following May 1.

Credit card payments will be the exclusive payment option.