



Customer Support Policy

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Our Service Commitment

At Argus, we know the control of various complex horticultural systems, and how they impact the plant production process. We don't expect our customers to become instant expert in instrumentation and process controls engineering after receiving their Argus Control System. However, we do expect our customers to know a lot about their monitoring and control objectives, and how best to achieve them. We try to make our systems easy to understand while allowing our customers maximum latitude for making their own routine adjustments and modifications. When help is required, our service team will work with you to get the most from your Argus control system.

Phone and email support

Phone and email support are provided to all customers *"in good standing"* (current License agreement and current accounts) for the Argus control system and the original configuration and application of that system. (Toll free in USA & Canada) *This coverage includes telephone and email support of the Argus supplied equipment in its original intended application. Equipment not supplied by Argus, or changes to the system outside of the warranty period are subject to fees. Contact Argus for more details.*

Hours of Service

Our standard hours for routine support issues are from Monday to Friday, 8:00 AM to 4:30 PM Pacific Time. If support is required outside of our normal times a specific time can be schedule with our service staff, and additional service charges may apply.

After-Hours Emergency Support

We provide 24-hour EMERGENCY service, which is intended for **emergencies that threaten your equipment, structures, or crops**. During after-hours service, every effort will be made to restore normal system operations, however shipping of emergency replacement parts will be limited by external factors such as courier schedules, and limited access to resources while "on-call" such as entry to the warehouse, or access to the internet.

Calls to the emergency service line for non-emergency needs, such as training, commissioning, or installation related issues, cannot be addressed as our emergency service personnel are not equipped to handle these routine tasks. Please contact Argus during regular business hours to schedule a technician for these types of issues.

Installation and Start-Up

The purchase agreement price of an Argus control system will normally include remote configuration, commissioning, and training services provided by Argus during the installation process. During this time an Argus technician, working from the Argus factory, will answer your technical questions, assist you with installation advice, and check for proper operation of each system component and control function. On-site visits for installation or commissioning are only included when specified in the purchase agreement or if purchased separately. Before we can provide our standard on-line support, you must ensure that we can access your system using the remote access features of the Argus Operator Program. To accomplish this you may need to make some configuration changes to your network or network router (see the document: Connecting your Argus System to the Internet, supplied with your system or upon request). Please note that additional support charges apply if we are unable to access your system remotely via the Argus Operator Program or a third-party VPN/Remote Access software (i.e. TeamViewer, Remote Desktop Protocol).

Design and Configuration Charges

A significant portion of the total cost of an Argus control system is allocated to the design, configuration, and documentation of a custom control system to match your needs. Whenever an expansion to a system occurs, or there are significant changes made, there will be additional design and configuration fees charged to cover the incremental cost of providing these services. A quotation for the changes that you specify, including parts, labor, and the design and configuration charges for re-commissioning, will be provided by our sales staff. If changes to the system are made by the end-user without the technical support of an Argus technician, and these changes then require additional support, we will provide a quotation for that service as well.

Training

Once your system is operational, telephone training will be provided for your primary system operator. An Argus support technician will go on-line with your system operator to help familiarize them with the system screens and control functions. Should additional training above the original training provided with the system be required, a quotation for this service will be provided. Argus can provide training services over the telephone, arrange a site visit, or provide for individual or group training at our Surrey, BC headquarters. On-site visits and onsite training are only included when specified in the purchase agreement, or purchased separately. In most cases they are not required.

Service Contracts and Fees-for-Service

Custom service contracts or other fee-for-service arrangements are available to provide specific support services after the initial installation training and warranty period. Most Argus customers do not require ongoing service contracts, instead opting to pay for services as they are needed. Argus does not charge for occasional support as long as the site license is current, there are no outstanding invoices, and the nature of that support:



- Does not require reconfiguration of your system (i.e. where design and configuration charges would apply)
- Is reasonably infrequent in nature

Argus will inform you beforehand of any charges that will apply for the additional services listed:

- On-site service visits
- Configuration charges for the addition of new hardware, sensors, or parts
- Reconfiguration of inputs and/or outputs
- Changes to operational sequences and control logic beyond the initial startup phase
- Telephone training requests beyond the initial startup phase

Service Event Program

Service Events are defined as any instance where a customer with an existing system requires replacement parts, whether due to damage, failure or other circumstances. Argus inventories a wide array of typical parts and assemblies required for support purposes. Through the Service Event program, our service technicians will endeavor to diagnose the fault and deliver the appropriate parts or components to get the Argus control system up and running, as soon as possible.

The following three options are available under the Service Event Program:

1. Warranty

New parts shipped as soon as possible, with a 15 day return policy on the failed parts being returned. If failed parts are not returned in 15 days, Argus may invoice full list price for the new part shipped. If failed parts are returned after the 15 day time period, a credit memo will be issued, with a 15% handling fee withheld. Argus will cover freight costs going to and from Argus for parts covered under warranty.

2. New Replacement Parts

Replacement parts not covered under the warranty program are shipped as soon as possible.

3. Refurbished Replacement Parts

Discounted refurbished replacement parts (subject to availability) are shipped as soon as possible.

Either a purchase order or credit card must be supplied when the order is taken. A verbal PO is acceptable with the requestor's full name.