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# Technical Support for Classic Systems

# Technical Support

Argus Control systems are designed for seamless technical support via the Internet. Regardless of your location, our team remotely works with you effectively and efficiently to troubleshoot and help you get the most out of your Argus system.

To reach our Service Team, contact us at:

[service@arguscontrols.com](mailto:service@arguscontrols.com)

## Crop Threatening Emergency Support

In North America, Argus Controls offers a 24/7 service line for crop threatening emergencies that occur outside of standard business hours. A crop threatening emergency is an event that has immediate threat to equipment, structures, or crops that must be addressed and cannot wait until the next business day. Every effort will be made by the Service Team during this event to restore normal system operations, but shipment of emergency replacement parts may be limited by external factors. Calls to the 24/7 service line for non-emergencies such as installation, commissioning, training, and any other issues are to be addressed during regular business hours.

Crop Threatening Support

1-888-667-2091

## Technical Support for Classic Systems

Area	Description	Service Fees
Software	<b>Access Issues</b> – Remote assistance with connectivity issues to the Argus software and account management such as lost passwords. <b>Minor Configuration Issues</b> – Remote assistance with troubleshooting minor logic sequencing for existing equipment in the Argus Classic Operator program.	Minimum 2 Hour Charge: \$125/h After 2 Hours: \$200/h
	<b>Minor Configuration Issues</b> – Remote assistance with troubleshooting minor logic sequencing for existing equipment in the Argus Classic Operator program.	
	<b>Software Updates</b> – Updating the Argus Classic Operator program to Build 72F, which was the last software release for Classic systems.	\$500 (Fixed Rate)
	<b>Server PC Transfer</b> – Remote assistance with the migration of the existing Argus server to a new PC.	\$1000 (Fixed Rate)
Hardware	<b>Limited Electrical Troubleshooting</b> – Remote assistance with troubleshooting electrical issues with the MD100, EX16, and SM12.	Minimum 2 Hour Charge: \$125/h After 2 Hours: \$200/h
Miscellaneous	<b>Documentation Requests</b> – Request for drawings, technical datasheets, manuals, and guides may be provided on request if available.	No Charge

Classic replacement parts and repairs are no longer available. It is highly recommended by the Service Team that the customer contact [sales@arguscontrols.com](mailto:sales@arguscontrols.com) to discuss Classic to Titan upgrade options.