



Technical Support Guidelines for TITAN Systems

ARGUS[®]
CONTROLS



Technical Support

Argus TITAN is 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.

Comprehensive on-line support and service diagnostics help reduce your on-going support costs and maximize your uptime.

Remote technical support can be augmented by on-site spare parts and overnight courier service deliveries to provide parts as required. All Argus system components are designed to be installed or replaced by the client with only minimal input from Argus – helping you resume normal operations quickly and stay up and running.

To reach our Service Team, contact us at:

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 After Hours Support
(4:30 pm – 8:00 am PST)**

1-888-667-2091



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Area	Description	Warranty Period	Expired Warranty	Contact
Software	<p>Access Issues – Remote assistance with connectivity issues to the Argus software and account management such as lost passwords or user customization.</p> <p>Configuration Issues – Remote assistance with troubleshooting logic sequencing for existing equipment in the Argus TITAN Operator program.</p> <p>Updates – Remote assistance with the installation of the Argus software and patches. Support with new software releases.</p>	No Charge	\$250/h	service@arguscontrols.com
	<p>Controller Firmware – Remote assistance for upgrading firmware on the controllers for the Argus TITAN System.</p> <p>Server PC Transfer – Remote assistance with the migration of the existing Argus server to a new PC.</p>	Flat Rate \$500		
Hardware	<p>Electrical Troubleshooting – Remote assistance with troubleshooting electrical issues with Argus equipment.</p> <p>Part Installation – Remote assistance with installation of replacement parts for the Argus TITAN System.</p> <p>Nutrient Troubleshooting – Remote assistance with troubleshooting the Argus Nutrient System.</p> <p>Warranty Requests - Parts under standard or extended warranties (14 Months) may be replaced free of charge but require a Return Merchandise Authorization (RMA) to be issued by Service during the process.</p>	No Charge	\$250/h	service@arguscontrols.com
Training	<p>Online Courses – Argus offers training resources via Argus LMS. This free web-based course is ideal for beginners looking for an introduction to the Argus TITAN System.</p> <p>Personalized Training – Available to be purchased via the GroGuardian program or based on an hourly rate.</p>	No Charge		amservices@arguscontrols.com
Miscellaneous	<p>Documentation Requests – Request for drawings, technical datasheets, manuals, and guides may be provided on request if available.</p> <p>Sensor Compatibility Testing – Argus may assist with testing a third-party sensor for compatibility with the Argus TITAN System. Customer required to provide sample to Argus.</p>	No Charge	Flat Rate \$500	service@arguscontrols.com
	<p>Block of Hours Contract – A purchased block of time that allows for advanced remote assistance for the Argus TITAN System.</p> <ul style="list-style-type: none"> - New Program Configurations - Graphical User Screen Customization - System Optimization - Control Loop Tuning - Personalized Training 	N/A		
Advanced Support with GroGuardian	<p>System Audits – A detailed analysis of the Argus system conducted remotely with a written report of the results and recommendations for system improvements.</p> <ul style="list-style-type: none"> - Preliminary System Audit - Indoor Greenhouse Audit - Outdoor Greenhouse Audit - Nutrient System Audit 	N/A		amservices@arguscontrols.com