



July 26, 2010

Valued SRES customer,

We hope that your season is going well. We'd like to let you know of some upcoming changes for next year's service plan agreements. All service plan agreements must be purchased no later than **August 31, 2010** to be in effect for next year's planting season. This ensures that you may have a loaner part while your part is being repaired or replaced, it also yields varying levels of benefit depending on your plan choice. You may choose to have simply the Premium Service Agreement, or if you are needing additional services, the Silver, Gold, or Platinum Service Plans. They are described below in detail.

SRES Service Plans

Silver Service Plan

- Premium Service Agreement
- 118pt. Inspection
- 10% off parts
- \$1845

This is the entry level service plan. By performing the 118 pt. inspection, we can greatly reduce down time by catching problems in the off season by somebody with a trained eye. By scheduling the inspection shortly after planting any problems that occurred with the planter will be fresh in your mind and the weather has a better chance of cooperating if field testing is required.

Gold Service Plan

- Premium Service Agreement
- 18pt. Inspection
- 10% Parts Discount
- 10%Service Call Discount
- \$2000

This is the mid level service plan. We offer this plan with everything in the Silver package plus 10% off of service calls.

Platinum Service Plan

- Premium Service Agreement
- 118pt. inspection
- 10% Parts Discount
- 10% Service Call Discount
- 1 Training
- \$2995

This is the most extensive service plan that SRES offers. This package is everything included in the Silver and Gold packages plus training. Training covers details how the planter works, how to operate the planter, how to maintain the planter, and troubleshooting. Training can be done in the field for the best results, weather permitting.

Service Plan Component Details

Premium Service Agreement

- If a part breaks down or quits working, we guarantee a replacement or loaner will be sent overnight.
- Refer to the operator's manual for standard warranty information.
- Customers must call in parts orders by 4pm Monday through Friday for overnight delivery.
- All calls after 4pm Monday through Friday will be processed the following business day.
- Parts needing repaired should be sent to SRES immediately, and the parts that were received as loaner should be returned as soon as you receive the repaired part to avoid being invoiced for the loaner part.
- Service plans will be active from August 31st through August 30th of the following year.
- Confirmation with SRES of the service plan purchase should be made before August 31st

118pt Inspection

- Inspections are done on location
- SRES service technicians will work with the planter operators to ensure that no details are missed.
- Inspections should be scheduled soon after planting season is over, and at least 30 days in advance.
- March-May is reserved for new planter setups and emergencies
- Tractor must be supplied, hooked up and ready to go.

Service Calls

- Service includes troubleshooting and repairs.
- Onsite calls eliminates high priced shipping costs and headaches
- Almost any repair can be done on location.
- The amount of work to be done on the planter should be closely evaluated and discussed with an SRES representative to determine if shipping the planter to SRES or an onsite repair is more cost effective
- Open dates for service are taken on a first come first serve basis, and March through May is reserved for new planter setup and training.

Training

- All training will be done onsite.
- Trainings are 1 day, working in the morning with controls and hands on training on the planter in the afternoon.
- The planter should be ready to go before the training (tractor PTO and hydraulics hooked up)
- Trainings should be scheduled at least 30 days in advance.

- March through May is reserved for new planter set ups and training.

Payments

- SRES invoices customers after the work is complete.
- Large custom jobs will require a down payment of 25% upon scheduling.

Price List (without Service Plan)

- Premium Service Agreement- \$395
- 118pt. Inspection - \$1450
- Service Calls - \$650 Service Base + \$125/hour, 29 days or less notice \$225/hour
- Training - \$1400

Frequently asked Questions

Q: When does the Service plan take effect and how long is it effective for?

A: All of the SRES service plans go into effect August 31 and end August 30th of the following year.

Q: When do I need to pay for my service plan in order for it to go into effect?

A: You need to have all payments made to SRES by August 31.

Q: If I decide after August that I would like to purchase the service plan is that possible?

A: Arrangements must be made no later than August 31st.

Q: What if I decide I would like to upgrade my plan After August 31st?

A: After August 31st, service plans will be honored following the guidelines set by the original purchase.

Q: Are there any dates that can't be scheduled for an inspection or training?

A: SRES reserves the months of March-May for new planter set up and training.

Q: What is covered under the 10% parts discount?

A: Any SRES repair part is covered in the parts discount; upgrades are not included.

Q: What are the main benefits to the service plan?

A: SRES has created the service plan to be proactive in scheduling and organization. We feel that we will better serve our customers through early planning and scheduling ensuring your planter is ready for the field when you are. As a benefit to the customer we are giving a free 10% parts discount with each level of service.

Q: How is the scheduling done?

A: All scheduling is done on a first come first serve basis. We will work with you to try and find the best available date for your needs.

Q: How do I get signed up?

A: You can contact SRES at

Phone: 620-728-1280

Email: adam@sresweb.com

Have your planter's serial # ready. The serial # is located on the tool bar above the #1 row unit.