

## Worry-free Wireless Warranty – FAQs

### **What is the Worry-free Wireless Warranty™?**

HydroPoint® has enhanced the existing warranty on WeatherTRAK® irrigation controllers to include a new Worry-free Wireless Warranty. This new program ensures that our customers' controllers will be able to connect to the cloud even when carriers discontinue older cellular data technologies (for example, 2G and, in the future, 3G). The new program is designed as an enhancement to the standard controller warranty and is included with all new controllers at no extra charge.

HydroPoint recognizes that cell carriers continue to upgrade their communications standards; 2G evolved to 3G, for example, and now LTE is becoming widely adopted. HydroPoint controllers follow this migration to new standards, but only when there is sufficient, nationwide coverage to ensure our controllers can connect reliably over time.

Carriers typically take several years to cross over to new technologies, but they eventually obsolete the older version, as AT&T did with 2G in 2017 and as Verizon will also do in 2020. The same will happen at some point for 3G coverage, although carriers have made no specific announcements at this time.

### **What does this warranty enhancement cover?**

This Worry-free Wireless Warranty is designed to ensure that HydroPoint controllers maintain their cellular data connection to the cloud before support for older cell communications standards is discontinued.

Before the specific cellular service carrier used for a WeatherTRAK controller shuts down local coverage as part of such a transition, HydroPoint will provide – at no additional cost – updated communications of at least equivalent performance, which provides connectivity to one of the new standards. For example, a WeatherTRAK controller with 3G support will receive a free update to LTE coverage before 3G is no longer available.

Please note that this warranty does not include installation or labor costs for the new modem and antenna, nor for continued coverage if a carrier moves or eliminates a cell tower.

### **Which controllers receive this warranty?**

All WeatherTRAK LC/LC+, WeatherTRAK ET Pro3, and WeatherTRAK OptiFlow® XR controllers activated on or after December 1, 2017 are eligible for this enhanced warranty, as long as they are also covered by their original warranty or an extension. It is automatically included with the standard warranty for new purchases. You can find a copy of the HydroPoint warranty in the WeatherTRAK Product Catalog and on the HydroPoint web site.

**What if I upgrade from a WeatherTRAK ET Pro2 to a newer model?**

When a WeatherTRAK ET Pro2 is updated to a WeatherTRAK ET Pro3 or WeatherTRAK OptiFlow® XR controller, the warranty on the upgraded controller is reset to five years and it automatically receives the enhanced level of coverage.

**How can I find out if my controller is affected by a change to cellular coverage?**

We expect 3G coverage to be available for WeatherTRAK controllers for at least another three years; AT&T, our carrier, has made no announcements of discontinuance to date. When a change in their policy is announced, HydroPoint will make the information available through WeatherTRAK Central.

**What if a controller was activated before December 1, 2017?**

For controllers activated prior to that date, customers can purchase an add-on version of the Worry-free Wireless Warranty for either a 5- or 10-year term. This add-on warranty covers the controller’s modem and antenna but not optional installation or labor costs.

The add-on warranty is available in both 5- and 10-year terms.

<u>SKU</u>	<u>Duration</u>	<u>List Price</u>
XTDWAR-COMM-05	5-year extension	\$125.00
XTDWAR-COMM-10	10-year extension	\$225.00

**How does the length of the Worry-free Wireless Warranty relate to the controller’s hardware warranty?**

The term of the Worry-free Wireless Warranty is independent of the length of the controller’s original or extended warranty, when purchased as an enhancement for older controllers activated before December 1, 2017. However, the controller must have an active subscription to WeatherTRAK Central.

**How does this apply to extended warranties?**

If an extended warranty is purchased for a qualifying controller activated after December 1, 2017, then the Worry-free Wireless Warranty is automatically extended for the same period of time. If it was activated before this date, one of the add-on warranties must also be purchased.

**What does HydroPoint provide with the Worry-free Wireless Warranty coverage?**

HydroPoint will provide a new modem and, if required, a compatible antenna. For the next several years, as 3G cells start to be decommissioned, this means that an LTE modem and antenna will be provided. These can be upgraded in the field but require the services of a HydroPoint-certified installer.

**Are there any costs for the communications upgrade?**

There are no additional costs for a cellular technology upgrade, as long as the controller is still covered by its standard or extended warranty and has the Worry-free Wireless Warranty enhancement.

**Does this include WeatherTRAK Pro2 controllers?**

No, the enhanced warranty doesn't apply to WeatherTRAK Pro2 controllers. Its design does not allow for this type of modem upgrade. Instead, the upgrade path is to a WeatherTRAK Pro3, which then includes the Worry-free Wireless Warranty.

**Does this include Baseline irrigation controllers?**

No, the enhanced warranty doesn't apply to Baseline products.

**Does this include WaterCompass flow monitors?**

The enhanced warranty doesn't apply to WaterCompass FM100 or FM200 flow monitors. However, WaterCompass is provided as a service, which means that the flow monitors and their communication components will always be maintained at their current level, at no additional cost.

**When do I get the communication upgrade? For example, do I get an upgrade when LTE is added to my area?**

HydroPoint will provide connectivity to the latest generation of cellular data technology when support for the earlier version is about to be discontinued locally; typically this will be within three months of when it is scheduled to be shut down. A rollout of LTE in an area, for example, doesn't mean that HydroPoint will provide an upgrade; but a definitive shutoff of 3G certainly would.

**What about issues with cell tower signal strength?**

This warranty enhancement does not provide for continued coverage when a carrier has moved or eliminated a cell tower or provides a signal which is either intermittent or of insufficient strength.

**Will this cover an upgrade to 5G?**

Yes, when the time eventually comes that LTE service is discontinued in a service area and is replaced by 5G, this warranty enhancement provides the upgraded modem and antenna for continued coverage at no additional cost.

**What if I want to buy the upgraded modem, either because I don't qualify for the enhanced warranty, or want to move to the new technology more quickly?**

Communications upgrades for WeatherTRAK LC, WeatherTRAK ET Pro3, and WeatherTRAK OptiFlow XR controllers are planned to be available; details will be announced in August 2018. These upgrades will include both a modem and compatible antenna, with an LTE Cat1 version available in August. An LTE-M version is planned to be available by February 2019, concurrent with when AT&T anticipates having completed its nationwide rollout of LTE-M coverage.