



3RIVE 3D Loaner Process

Loaner parts are available for use if needed while a customer returns their part to MTS for repair. Loaners are limited to electronic devices where field troubleshooting or repair is problematic. Extension cables, fittings and other “bits and pieces” components are not supplied under the loaner program.

- Growers contact FMC Point of Contact (POC), which are RTR's, RMM's and “Top-Tier” STAR Retailers as determined by FMC
- POC determines if a loaner is necessary and determines parts required (if unit is under warranty see 3RIVER 3D Warranty Process)
 - POC accesses FMC website or MTS secure web portal (<https://micro-trak.com/support/support-login>), or user documentation for parts diagrams and part numbers
 - POC contacts MTS (Shawn Grant at 270-316-8803 or 3RIVE3Dservice@micro-trak.com) for assistance in troubleshooting and solving problem. If loaner is required, Shawn will assist in determining correct part number(s) to order
- POC completes Loaner Request Form (“LRF”) available on MTS secure web portal (<https://micro-trak.com/support/support-login>) and via email link on LRF the request is emailed to MTS (loaner@micro-trak.com)
- MTS receives and processes loaner for same-day shipping from MTS (if received no later than 4:00 PM central time)
- Loaner parts are direct-shipped to grower per UPS delivery selection
- Grower is invoiced and their credit card is charged for loaner part (retail price) and delivery
 - Grower returns loaner prepaid freight to MTS when repair or warranty are completed
 - Grower receives credit for loaner when they are returned to MTS
 - Grower does not receive credit for delivery charges

Special Notes:

- MTS to develop LRF in electronic format
- LRF posted to FMC website and MTS secure web portal (<https://micro-trak.com/support/support-login>)
- LRF to be completed online with email link to MTS (loaner@micro-trak.com)
- LRF minimum required data includes:
 - FMC POC (RTR, RMM or “Top-Tier” STAR Retailer) contact name, address and phone number
 - Grower name, UPS shipping address and phone number
 - Part number(s) for loaner items being ordered
 - UPS delivery selection (Next Day, 2nd Day, 3rd Day, standard, etc.)
 - Credit Card number, expiration and 3-digit code information for loaner charges and freight charges (where applicable)