



3RIVE 3D Installation and Replacement Parts Process

FMC “Top-Tier” STAR Retailers will handle installation services and orders for extra installation parts and replacement parts.

During the transition period from MTS 3RIVE 3D Dealer sales and support to FMC-based sales and support, extra installation parts and replacement parts can also be ordered from a MTS reseller.

- MTS resellers will not have parts in stock
- MTS does not stock parts on a consignment basis at reseller locations
- MTS will notify MTS resellers of 3RIVE 3D parts and retail pricing
- FMC has option to stock parts with FMC Point of Contact (POC), which are RTR’s, RMM’s and “Top-Tier” STAR Retailers as determined by FMC

MTS supports FMC POC’s as needed to support grower.

- FMC POC’s are the lead contact for the grower
- Growers contact FMC POC’s for support and troubleshooting assistance
 - FMC POC’s contact MTS (Rob Hoehn) for assistance as needed – as always toll-free at 800-328-9613 or 3RIVE3Dsales@micro-trak.com
 - This provides the fastest path to FMC POC’s gaining system knowledge and becoming the expert and valued resource to the grower.

Working with the grower the FMC POC determines the parts needed for installation or repair. The grower then places a parts order with a “Top-Tier” STAR Retailer (or MTS reseller during transition), The FMC POC’s assist grower with this process.

- MTS receives and processes parts order.
 - Grower will prepay for parts and shipping with credit card unless grower already has an account with the “Top-Tier” STAR Retailer or MTS reseller
 - Expedited shipping is available by request at grower’s expense
 - Parts are typically shipped directly to grower
- FMC POC’s can access the FMC website or the MTS secure web portal (<https://micro-trak.com/support/support-login>) for parts diagrams and part numbers, and to locate a MTS reseller.
 - FMC POC’s contact MTS (Rob Hoehn) if assistance is needed in determining part numbers

Special Notes:

MTS will provide on-site sales training for FMC POC’s

- Group training sessions are preferred – MTS will travel to in-territory locations
- Outline standard parts included with Freedom Pass applicator kits
- Outline common replacement parts needed
- MTS secure web portal (<https://micro-trak.com/support/support-login>)