



3RIVE 3D Installation and Support Process

3RIVE 3D applicators are manufactured and packaged for ease of installation by the grower. FMC will establish Regional Technical Representative (RTR) positions to serve as 3RIVE 3D equipment specialists. During the transition period while FMC establishes the RTR staff MTS will support RMM's and "Top-Tier" STAR Retailers to support grower's needs.

Once RTR's are in place they become the primary technical support resource for FMC and 3RIVE 3D growers. MTS will support FMC Point-of-Contact (POC), which RTR's, RMM's and "Top-Tier" STAR Retailers as determined by FMC.

- FMC POC's are the lead contact
- Growers contact FMC POC's for support and troubleshooting assistance
- FMC POC's contact MTS (Shawn Grant at 270-316-8803 or 3RIVE3Dservice@micro-trak.com) for additional support as needed
- Shawn will involve other MTS resources, if required, to support FMC personnel.
- Available on the MTS secure web portal (<https://micro-trak.com/support/support-login>):
 - FAQ's for installation and troubleshooting
 - Manuals for download in PDF format
 - 3RIVE 3D Retail Price Book
 - 3RIVE 3D parts diagrams / lists
 - Equipment Repair Form (ERP)
 - Loaner Request Form (LRF)
 - Warranty Claim Form (WCF)

Special Notes:

- MTS to develop ERP in electronic format
- ERP posted to FMC website and MTS secure web portal (<https://micro-trak.com/support/support-login>)
- ERP to be completed online for printing with label for UPS shipping to MTS for repair

MTS will provide on-site support training for FMC (RMM, RTR or STAR Retailer)

- Group training sessions are preferred – MTS will travel to in-territory locations
- System overview and standard troubleshooting techniques
- Answer tree approach to troubleshooting
- 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>)