

## :: AMS SUPPORT PACKAGES

### PLATINUM SUPPORT PACKAGE

Includes:

**1 Scheduled Pre-season On-Farm Visit including:**

- Ensure proper operation of AMS components
- Setup machine and display for spring or fall. (We will not save data to the card from APEX, this requires an APEX One-on-One Training.)
- Reconfigure display if moving from combine, tractor, etc. Installation of current AMS software update.
- **Free admission to AMS training sessions\*.**
- **AMS Update newsletter**
- **Email alerts for in-season issues that arise.**
- **Customer receives basic phone support.**

**Package prices:**

- 1 System - \$200
  - 2 Systems - \$300
  - 3+ Systems - \$350
- Program duration is 6 months;  
Feb. 1 - July 31 or  
Aug. 1 - Jan. 31.**

*Deadline for sign-up: Feb. 1 for Spring Session, Aug. 1 for Fall Session*

### GOLD SUPPORT PACKAGE

Includes:

- **Free admission to AMS training sessions\*.**
- **AMS Update newsletter**
- **Email alerts for in-season issues that arise.**
- **Customer receives basic phone support for setup/operation questions.**

**Total Package price \$50**

**Program duration is 6 months;  
Feb. 1 - July 31 or  
Aug. 1 - Jan. 31.**



*\*AMS training sessions will be focused on the most current and advanced AMS products and will be in a group setting.*

### EXPLANATION OF SERVICES PROVIDED BY AMS SUPPORT PACKAGES

- On-Farm visits do not include troubleshooting any mechanical, electrical, or physical issues with AMS components. (AMS components include but are not limited to GreenStar displays, StarFire receivers, AutoTrac Universal kits, RTK radios, Rate Controllers, and GreenStar light bars.) Standard labor rates apply.
- Mechanical components on a machine include the EH steering valve, wheel angle sensors, flow meters, harnesses, moisture sensors, etc. These are not AMS components and problems/failures with these mechanical components are handled by the service shop.
- Problems resulting from misuse, improper use, improper installation, modifications, alterations, or other changes to original equipment are not covered.
- AMS software updates are provided by John Deere to enhance functionality and improve system performance before spring and fall seasons.
- Setup of data card with farms, fields, seed varieties, etc. with APEX software is not included in a support package. This requires an APEX One-on-One Training.
- Number of systems is determined from the number of StarFire receivers owned.

## :: ADDITIONAL SERVICES

### APEX ONE-ON-ONE TRAINING

- Hands-on training at your farm with your data.
- One-on-one training to help you better understand the use of APEX software.
- Learn how to download soil maps and create variety maps for use in the field with your GreenStar display.
- Learn how to setup crops, seed varieties, chemicals, tank mixes, planting prescriptions, etc. and save them to your display.
- Learn how to view and utilize maps and reports.
- Learn how to edit and post calibrate field data to fix errors and adjust yield data to match scale tickets.

**Price: \$200**

*This one-day, single session will last approx. 3 hours.*

### ON-FARM TRAINING

- Hands-on preseason training on your farm with your system covering anything you would like.
- Targeted as a refresher to help you setup your system for the planting or harvest season.
- Any system can be covered from an Original GreenStar to a GS3 2630 display.
- This service does not include updating software, moving components, or setting up the data card. It is solely for training you how to set up and operate your system before season at your farm.

**Price: \$100**

*This one-day, single session will last approximately 1.5 hours.*

### IN-FIELD OPTIMIZATION VISIT

- An optimization visit allows the AMS Consultant to visit you on the farm and observe your practices in the field to help provide recommendations to utilize your AMS investment to its fullest potential.
- Learn how to use additional advanced features you may not be using like flags, boundaries, notes, etc.
- Common items potentially enhanced include homepage layouts, background map settings, and documentation settings.
- Learn tips to improve performance and ease of use.
- Learn how to view/analyze data in the field with the display.
- A great way to better understand your system.

**Price: \$200**

*This one-day, single session will last approx. 3 hours.*

*\*APEX One-on-One Trainings, On-Farm Trainings and In-Field Optimization Visits will be scheduled by the AMS Consultant as his/her schedule allows.*

*\*Due to in-season time constraints for the consultant and customer In-Field Optimization Visits may not be able to be performed and the customer will not be billed.*

### FREQUENTLY ASKED QUESTIONS

**Will you move components back and forth during an on-farm visit to update software, etc. as part of the Platinum Package?**

*We will move displays & receivers from vehicle to vehicle, but secured items like ATUs or rate controllers will not be moved without an additional charge.*

**Will you set up my Swath Control for my sprayer and planter?**

*We will enter measurements and recommended turn ON/OFF times, but ensuring the system performs as expected will require an Optimization Visit.*

**What are your hours of service for phone support?**

*We have no official calling hours, but we ask that you consider our employees' personal schedules for after normal store hours support and call back.*

**What time of year will Platinum Package visits be scheduled?**

*Visits in anticipation of planting season will be scheduled in March while visits before the fall season will be in September.*



### Koenig AMS Support Package Sign-Up

*Upon sign-up for an AMS support package you will continue to be enrolled every six months unless we are notified to cancel enrollment. APEX One-on-One Trainings, On Farm Trainings, and In Field Optimization Visits will need to be rescheduled every six months if desired.*

#### AMS Support Packages

Platinum Package \_\_\_ No. of systems \_\_\_

Gold Package \_\_\_

#### I choose to forgo an AMS Support Package

Opt Out \_\_\_ \*Customer charged for phone support and \$50/AMS Training Session\*

#### Additional Services

APEX One-on-One Training \_\_\_ On-Farm Training \_\_\_ In-Field Optimization Visit \_\_\_

#### Customer Information

AMS Components: \_\_\_\_\_ Store: \_\_\_\_\_

Name: \_\_\_\_\_ Salesman \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SEND IN TODAY!**

For More Information Call 937-638-8197

