



2022 Residential Irrigation Maintenance Subscription Frequently Asked Questions

(rev.3/10/2022)

Why are you changing your maintenance approach?

We are changing our residential maintenance to help you affordably take advantage of technology aimed at making your life easier and using resources more efficiently while still enjoying a healthy landscape.

What's in this for IBD?

Our July 7, 2021 open letter on our website [2021 Pricing Change letter - IBD \(irrigationbydesign.com\)](#) outlines many of the business challenges we've faced. Thinking positively, we've updated our residential landscape irrigation services and packaged positively impactful features into a practical, easy to use and budget subscription. IBD benefits from more efficient routing, better service to you and better opportunity to operate a successful business.

Can I keep my old 3-visit program?

No, our 25-year-old three and four visit residential programs are no longer available.

Can I just call IBD for time-and-material or occasional service?

IBD now only offers residential repairs, amendments, improvements, etc. to residential subscription clients. Subscription-based clients can request work in addition to their routine maintenance visits.

Can I use the SMART controller I bought or received from a city-sponsored give away?

Maybe. The SMART controller we use is professional-series technology that includes provision for us to furnish professional, password protected remote-control services.

Why do I need a new controller when my current unit works fine?

Time marches on. Technology improves. Today's best irrigation controllers have been proven better and more efficient to save resources and save you money over the long run. The US EPA WaterSense® labeled SMART controllers we use are excellent and warranted against failure while you are our client.

How did you arrive at the subscription base pricing?

Maintenance visits are based on the average time needed to conduct residential maintenance on a well-installed, well maintained irrigation system. We've discounted the subscription maintenance hourly rate basis to help make the subscription affordable.

Can I prepay my subscription?

Maybe. The pay-as-you-go subscription helps assure accountability and good record-keeping.

Why a three-year subscription? What happens after three years?

There is no free lunch but, there is an affordable lunch! We're investing in your property, and we need your good-faith commitment to us. After three-years, you can continue your subscription year-to-year. If you end your subscription, IBD will remove IBD-owned items, reprogram your SMART controller without remote-control and leave you with an operating irrigation system and a controller that is better than your old unit.

What happens if I choose to end the subscription within the initial three years?

If you end your subscription early, you pay us an early termination fee, mostly associated with the remaining unpaid technology and the cost to detune your controller and remove IBD-owned goods. We may leave behind the detuned SMART controller or, re-install your previous controller but, our intent is to leave you with an operational irrigation system.

What happens if I sell my home?

In the event our client sells the property in which the subscription is in its first three-year term, the subscription may be transferred to the buyer based on approval of all parties. Should the buyer decline to continue the subscription, no early termination fee will be applied to the seller or the buyer and at IBD's discretion, some or all the affected equipment may be removed and/or exchanged for conventional equipment, leaving the buyer with a conventionally operated landscape irrigation system.

How does the remote water valve actuator work?

For city water or well water irrigation systems, IBD intends to install and plug-in to an available outlet, an IBD-owned remote valve actuator to enable us to turn-on and turn-off irrigation water without entering your home or you having to be home. Each actuator has a unique identity that is only "seen" by a matching password-protected 900Mhz handheld remote that operates the valve and records events whenever the valve is operated.

Is a plumber needed to add the remote water valve actuator?

No plumber is needed to add the actuator but, a plumber may be needed if you have the wrong type of water valve or if the valve location must be adjusted. The remote actuator is not a requirement but if installed, will add great convenience and efficiency by removing the need for you to be home for some services.

How will you conduct repairs?

"Routine" repairs like a sprinkler replacement will be conducted and charged automatically as part of our duty to keep your system operating properly. Records are kept for your review. Unusual or unexpected repairs will be discussed with you before proceeding, preferably, while we are at your property. Some repairs may require a separately scheduled visit.

What happens if my system needs updating or repair?

We will present you a proposal and budget to complete necessary work. If you are a new client and your system is deficient, updates will be required to continue as an IBD residential

maintenance subscription client. We will discuss with you before proceeding. If you are already an IBD client, we will inform you and work may be scheduled immediately or later, depending on the nature of the work.

What is EPA WaterSense? ([ww.epa.gov/watersense](http://www.epa.gov/watersense))

Introduced in 2007, the United States Environmental Protection Agency rolled-out the WaterSense program to build awareness of water resources and the importance of practicing water-efficiency indoors and outside. Most Americans can save at least 20% of water waste by employing new practices or technologies without negatively affecting their day-to-day. You may commonly think of water-efficient toilets and plumbing fixtures but, Irrigation efficiency is one of the lowest hanging fruits when choosing to improve water use efficiency. Certain professional credentials in landscape irrigation qualify an individual to be a WaterSense **Partner**. IBD promotes professional accreditation among its staff and is proud to employ the highest number of credentialed professionals in Minnesota!

How does a good SMART controller work?

An EPA WaterSense labeled SMART controller conforms to certain product performance standards that prove water savings when properly used. The controller will be programmed with information specific to your property and weather data is collected by the on-site weather station. The SMART controller makes daily changes to irrigation schedules to properly supplement rainfall and apply only the water needed based on current weather conditions.

Why does IBD need remote control of my irrigation system?

We've practiced remote control at large properties to enable IBD to efficiently monitor and adjust irrigation systems without always having to send a technician, reducing resource consumption and saving money for clients. Examples of remote-control actions include schedule adjustments to water-in new plants, event delays, reacting to system alarms, etc. IBD's residential maintenance subscription now makes remote management features affordable to our residential clients.

Explain the IBD SMART controller warranty.

Enroll in our residential irrigation maintenance subscription and we will install a US EPA WaterSense-labeled SMART irrigation controller, weather station and remote-control module. Continue an uninterrupted subscription and IBD will warrant the items against defects in materials or workmanship for as long as you are our client.