



TORGERSON'S SERVICE REPAIR GUIDE



TORGERSON'S CAN HELP!



TORGERSON'S
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OUR 5 POINT COMMITMENT TO YOU!

Right to Repair has been around for a LONG TIME. It is not a new concept. But as equipment becomes more complicated and intricate, working with a skilled and knowledgeable Service Technician can help you maintain EPA Emission Compliance and make sure your equipment meets the HIGHEST of SAFETY standards.

Torgerson's understands what Right to Repair means and that's why we have taken the steps to make repairs on your equipment easy.

We have put together a 5 point system to make sure customers are getting the service and help they need, and more importantly deserve.

"Torgerson's continues to offer support and the tools necessary for our Farmers and Ranchers in not only Manuals and Tools but also a customer focused Customer Service Tool. We will walk you through the process to acquire a comfortable level of self-support."



1 DEDICATED personnel at every location to answer your questions.

- ✓ Torgerson's is on call 24/7 to answer any and all questions.
- ✓ Remote Access on many newer models.



5 CUSTOMER SERVICE TOOL purchase available. Or Bring your own electronic equipment.

- ✓ May require purchase of laptop with specific hardware requirements if personal equipment does not meet hardware specifications.*
- ✓ May require purchase of software licensing package to service your particular model or ALL models.**



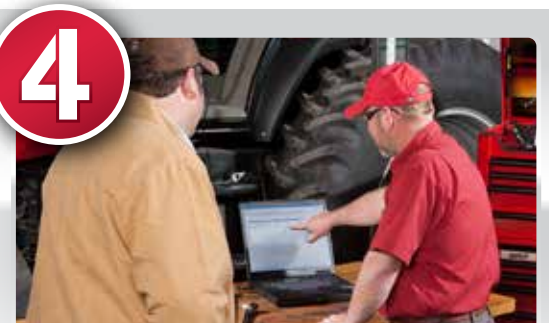
2 You always have free access to parts information and online ordering.

- ✓ Check out MyCaseIH.com, CaseCe.com or MyNewHolland.com



3 You always have access to purchase OEM special tools for your repair.

- ✓ We will be happy to help you find the tools that are needed for your repair. Just ask!



4 You always have access to purchase service and repair manuals.

- ✓ Available at your local Torgerson's dealership.
- ✓ Check out MyCaseIH.com, CaseCe.com or MyNewHolland.com

Basic Package

- ✓ Yearly fee
- ✓ Fee per machine series/per brand - Licenses are invoiced per brand
- ✓ eTIM GO included for the requested series
- ✓ Dealer charge is mandatory
- ✓ Customer charge will be invoiced via a part number

EST License	Customer Charge
Yearly	\$300.00
Per Series	\$25.00

Basic Individual Licensing is a software program specific to your make and model of equipment.

Premium Package

- ✓ All machines - all series, per brand - Licenses are invoiced per brand
- ✓ eTIM GO included with license price
- ✓ Dealer charge is mandatory
- ✓ Customer charge will be invoiced via part number

1 YEAR
EST LICENSE
NOW
\$1500

Premium Licensing is a software program containing information on ALL models within product line.

*Can purchase hardware called "TOUGH BOOK". Ask your Torgerson's Service Manager about purchasing.

**Can purchase Premium Licensing Package or Basic Individual Licensing Package. Ask your Torgerson's Service Technician about what is right for you.

CUSTOMER ELECTRONIC SERVICE TOOL

HARDWARE: USE YOUR OWN OR PURCHASE NEW?



- ➔ Set-up and licensing software an additional charge. *(not included)*
- ➔ Consult service department for instructions on how to purchase and all set up fees.

If your equipment meets minimum requirements, check with your service department representative about how you can purchase this software.

SOFTWARE PACKAGES



- ➔ Dealership software setup and 2 hours of training for \$495 with your purchase of either the Basic or Premium packages.
- ➔ All tech support comes through the dealer and to be charged at shop rate.
- ➔ All updates MUST be purchased through the dealer.

Before purchasing, consult with Service Department representative on the RIGHT package for your needs.

CHOOSE FROM 2 OPTIONS:



Use Your Own Laptop

- ✓ Must meet minimum requirements. *(See minimum spec chart below)*
- ✓ Must purchase DPA5 adapter



Purchase a CNH Laptop Kit

- ✓ Panasonic Tough Book
- ✓ DPA5 Adapter
- ✓ Hard Case

MINIMUM COMPUTER SPECIFICATIONS

Processor: Intel Core i5 Processor or higher
RAM: 8 GB or greater
Windows OS: Windows 10 64-bit
Hard Drive: 250 GB or greater
Solid State Drive (SSD) is recommended
Pointing Device: windows compatible mouse, touchpad or touchscreen

Display:

- SXGA (1280x1024 or higher resolution)
- 65535 Color or better *(Active or Dual Scan)*

NOTE: Be sure to verify that the display quality is acceptable in direct sunlight

Ports:

- Two USB ports
- Ethernet port
- WiFi 802.11b/g
- Bluetooth
- Mobile Wireless - Recommended

Notes

- EST performs a system verification test to confirm the necessary requirements
- Message will be displayed to the user if the PC does not meet the requirements
- Customer EST will no longer install on a 32-bit OS

CHOOSE FROM 2 OPTIONS:

Basic

- ✓ Purchase your SPECIFIC MODEL.
- ✓ Customer information on SPECIFIC MACHINE ONLY.
- ✓ Will require additional fee for every series needed within a particular machine.
- ✓ Formatted for future "remote" connectivity on all compatible machines with eTIM Connected Services.

Premium

- ✓ COVERS ALL MAKES AND MODELS.
- ✓ Customer information on ALL possible machines.
- ✓ Covers ALL series/generations of each model.
- ✓ Formatted for future "remote" connectivity on all compatible machines with eTIM Connected Services.

1 YEAR
EST LICENSE
NOW \$300
PLUS \$25 PER
SERIES

1 YEAR
EST LICENSE
NOW \$1500

**OUR TEAM IS COMMITTED
TO KEEPING YOU IN THE FIELD OR ON THE SITE!**

**A MESSAGE FROM THE
TORGERSON FAMILY**

 **24/7 SERVICE & SUPPORT**



WE ARE HERE WHEN YOU NEED US!



Since the start of Torgerson's in 1912, many things have changed, yet many things have stayed the same.

Torgerson's is one of the few family-owned equipment businesses remaining in Montana. Starting on our 5th Generation, we have now grown into a team of over 300 families across the state supporting our customers regardless of the time of year. We take pride in keeping customers in the field, keeping their livestock fed and construction sites going.

Torgerson's understands equipment repair is paramount in keeping machines productive. With our recent acquisition of the four Titan Machinery Case Construction dealerships in Billings, Belgrade, Missoula and Great Falls, MT, and one dealership in Gillette, WY, we are here to help in any capacity for Agricultural and Construction equipment, whether it is helping customers make repairs themselves or having our trained service technicians handling the work.

We absolutely support the customers' right to repair their own equipment.

Our main OEMs, Case IH, New Holland and CASE Construction, support this cause and have provided us with the tools to assist our customers.

Both technology and regulations have rapidly evolved over recent years. Hence the right to modify is completely different from the right to repair.

Modifying equipment has a direct impact on the regulations put on the Agriculture and Construction Industries as well as potentially catastrophic issues.

Through all the ambiguity and comments in the media on "right to repair", Torgerson's is here to provide you what is needed for you to maintain, diagnose and repair your equipment without government involvement.

If you have questions about right to repair, please reach out to your local Torgerson's branch.

We appreciate our partnership with you and commit our brand of excellence in helping you maintain and service your equipment for years to come.

Brian Torgerson

**TORGERSON'S
 CAN HELP!**



Now **14 LOCATIONS ACROSS
 MONTANA & WYOMING!**

BELGRADE, MT
 5900 JACKRABBIT LANE
 BELGRADE, MT 59714
406-388-8500

BILLINGS, MT
 5022 LAUREL ROAD
 BILLINGS, MT 59101
406-252-8614

BILLINGS, MT
 1728 OLD HARDIN RD
 BILLINGS, MT 59101
406-259-5500

DENTON, MT
 622 BROADWAY
 DENTON, MT 59430
406-567-2221

ETHRIDGE, MT
 1/4 MILE N OF HWY 2
 ETHRIDGE, MT 59435
406-434-2222

GILLETTE, WY
 4802 S GARNER LAKE RD
 GILLETTE, WY 82718
307-682-9742

GLASGOW, MT
 54321 US HWY 2
 GLASGOW, MT 59230
406-228-4311

GREAT FALLS, MT
 4701 RIVER DR. NORTH
 GREAT FALLS, MT 59405
406-453-1453

HAVRE, MT
 4180 US HWY 2
 HAVRE, MT 59501
406-265-5887

HYSHAM, MT
 4 OLD HWY 10
 HYSHAM, MT 59038
406-342-5571

KALISPELL, MT
 3245 HWY 93 S
 KALISPELL, MT 59901
406-407-7230

LEWISTOWN, MT
 90 COTTONWOOD CREEK RD
 LEWISTOWN, MT 59457
406-538-8795

MISSOULA, MT
 7580 HWY 10 WEST
 MISSOULA, MT 59808
406-543-7782

POWELL, WY
 736 LANE 9 1/2
 POWELL, WY 82435
307-271-1112

