

Finger Meter Return Reminder

In February we let you know about an issue with finger meters. See below for full details.

As a reminder, any affected finger sets and individual fingers need to be returned to Precision Planting by next Monday, July 1 to avoid being charged for the replacement finger sets and/or individual fingers shipped to you as replacements. RMAs and call tags were issued in February for you to send these parts back. If you have not already done so, please complete this process in the next few days.

Remember that you should not return whole meters, only finger sets as described below.

Finger Meter Warranty Program

The Problem

A quality control issue has been identified that allowed fingers that do not meet spec to be shipped. Meters with these fingers will have significantly lower performance. This issue affects complete meters (343022, 343025, 343030, 343050, 343051, 343071, 343072, 343099), finger sets (343029, 343053), and individual fingers (343084) shipped between April 1, 2018 and January 9, 2019. Fingers that are stamped A18 on the flag are not affected but all other 2018 production fingers (B18 through I18) are suspect.

Specialty finger sets and meters are not affected.

The Solution

New finger sets equal in number to any complete meters and finger sets shipped during the affected time period will be shipped to you. These finger sets should be installed in place of any of the B18 or later 2018 finger sets currently installed or in inventory. If you ordered separate fingers during this period, you will also receive a number of replacements equal to the number you ordered.

An order for new finger sets and separate fingers will be placed on your account with a payment due date of July 1, 2019. An RMA and call tags will also be entered for you to return the finger sets as they are replaced. Once we receive the finger sets back through the RMA process by July 1, your account will be credited so that you will not be charged for the replacements. You will not be charged shipping for these orders.

Note: For complete meters, you will receive replacement finger sets rather than complete replacement meters. Replace the finger set in the meter and return the finger set only.

We apologize for this error. If you have any questions, please contact our Product Support team.

Please contact Precision Planting Product Support through the ticket system or by email at support@precisionplanting.com if you have any questions about the content of this newsletter.

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