



SERVICE & SUPPORT

Our success is based solely on the success of our customers. Calsense is dedicated to providing superior service and first-class support to our partners to eliminate liability, reduce costs, and maintain your competitive edge. We are there every step of the way during the development process and long after installation is complete.



What We Offer

Project Planning

We work side by side with our partners to develop a strategy tailored to your specific goals. We provide long-term value, putting your interests first and working with landscape architects, irrigation contractors, and maintenance staff to uphold the Calsense model.

Site Analysis

Site analysis is fundamental to creating a well-designed project. A careful and complete analysis of site conditions is conducted to determine which technology and equipment is best suited for your project goals.

Radio Site Survey

Our HUB controllers utilize Local and Spread-Spectrum Radio frequencies as a secondary communication link between controllers. Our team carries out site by site evaluations to identify which frequency offers the best signal, and the right type of antenna for each controller location. Additionally, we assist with any FCC licensing requirements.

Project Quality Inspections

Quality inspections are administered at the end of the installation process, paying close attention to details, certifying all equipment reflects our company standards and delivers the best results possible. Clients receive turn-key, quality projects according to design specifications before the installation contractor signs off on the project.

Product & Software Training

Our factory-direct field service representatives provide comprehensive, on-site training so maintenance staff have the technical skills and knowledge necessary to effectively operate the equipment. Structured training modules teach functionality such as flow monitoring and management, weather-based irrigation, reporting and analytics, cloud software, as well as trouble shooting skills.

Technical Phone Support

No charge phone support is available to all clients by our internal product support team to quickly diagnose and resolve technical issues and answer any programming questions.

Field Service

Calsense service vans are equipped with electronic components, communication devices, antennas, spare controller panels, and more to provide on-site support when needed. Customers are supported by professional and knowledgeable representatives at no additional charge with quick response time. Repairs are sent directly to the factory and returned by the representative when completed, with loaner equipment provided whenever necessary so that operations continue.

