

## **CLIENT SERVICES**

# **WHAT TO EXPECT WHEN YOU PURCHASE A GREENERY™**

### **Speakers**

**David Harris**  
*Director of Client Services*

**Sam Grant**  
*Client Services Specialist*



## Getting Started

On-boarding

Training

Delivery

First Harvest

---

## Ongoing Support

Digital Resources

Technical Support and Troubleshooting

Maintenance & Tuneups

Farmhand Demo





## Getting Started

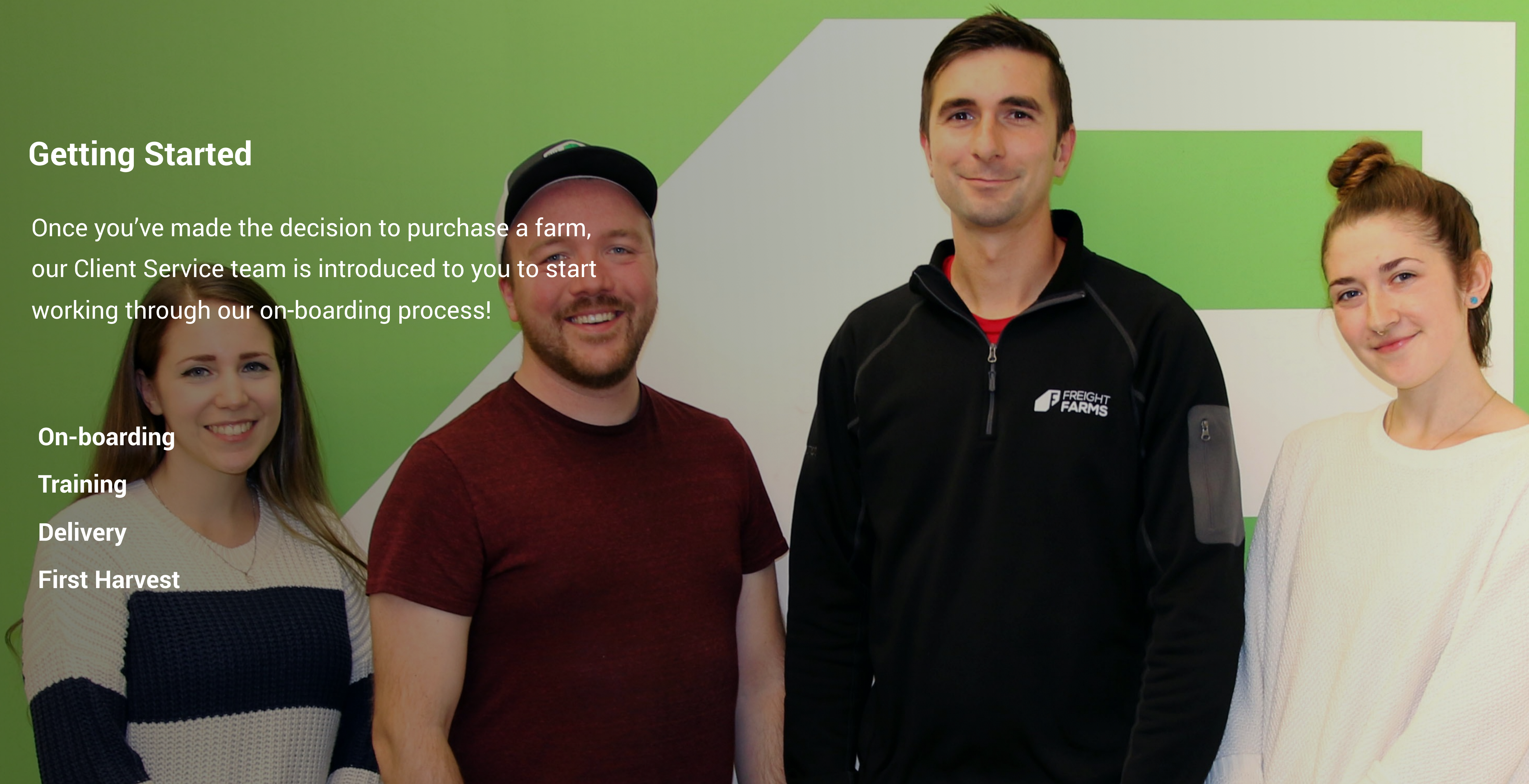
Once you've made the decision to purchase a farm, our Client Service team is introduced to you to start working through our on-boarding process!

On-boarding

Training

Delivery

First Harvest





## Getting Started | **On-boarding**

### **Introductory Call**

Your Account Executive will work with you to coordinate an introductory call with the Client Services member who will be assisting in your on-boarding process!

This is an opportunity for other teams to get to know you more and understand your journey to becoming a Freight Farmer.

- **Delivery Logistics**
- **Scheduling Farm Camp Training**
- **Understand Your Goals**
- **Immediate Questions Answered**





# Getting Started | On-boarding

## Prepare your farm site

### Farm Site

Place the Greenery on a flat, unobstructed plot measuring 50'x10'. The site surface must support the Greenery's 8-ton gross weight. Asphalt, trap rock, railroad ties, sonotubes, or a concrete pad are all adequate.

### Electricity

The Greenery requires a 100 amp, 120 volt split-phase connection (120/208 volt three phase is also acceptable.)

### Water

The site should have water access within 50 feet; alternatively, operators can schedule regular water deliveries. Water should be tested before you start growing.

### WIFI

A WiFi signal is necessary for farmhand® connectivity. Farmhand® will use about 1 GB per month per farm.

### Approval

Send us your delivery checklist & water test results.







## Getting Started | Training

Go through hands-on training to become a certified Freight Farmer. Training will cover all farming and maintenance activities.

- Crop Selection and Scheduling
- Food Safety and Best Practices
- Component Identification
- Automating and Programming the Farm
- Farm Sensor Calibration
- Farm Maintenance
- Farmhand Account Setup



## Getting Started | Training at FFHQ

### Certified Operator Training at HQ

#### Hands-on Experience

We combine in-farm working sessions to get hands-on learning in our Greenery with in-classroom sessions where you'll explore more conceptual workflows, like Food Safety and best practices.

#### Small Group Learning

We cap it at 10 attendees! This group size is perfect for building community while not taking away from the learning experience.

#### Get to Know the Team

Get to know our Client Services team personally—they're the ones that will support your entire journey as a new Freight Farmer.





## Getting Started | On-Site Launch

### **Certified Operator Training at Your Location with Farm Launch**

#### **We Come To You**

A Freight Farms client services professional will come to your location anywhere in the world to train you in person and help launch your farm.

#### **Unbox Your Farm**

We will “unbox” your farm and ensure utility connections are functional, and full calibration/setup and programming of your farm.

#### **Training in Your Farm**

We apply the same learning modules, just at your location.





## Getting Started | **Delivery**

The Greenery™ is compact and mobile. It needs only a few simple site requirements to make it operational, meaning it can be placed in a variety of urban, commercial, or residential locations.

- **Farm Delivery Coordination**
- **Farm Delivery Day**
- **Supplies & Subscriptions**

FREIGHT  
FARMS



## Getting Started | Delivery

### Farm Delivery Coordination

#### Freight Farms Coordinates

Our client service team will work with you to make arrangements for your farm delivery based on your location and farm delivery checklist. We hire a crew to make sure your farm is delivered successfully!

#### Customer Coordinates

If you choose to arrange the delivery of your farm, you'll need to hire a freight forwarder to transport the container, select a crane operator or rigging crew, and coordinate the dates with the Freight Farms team.





# Getting Started | Delivery

## Farm Delivery Day

### Show up and take pictures

Finally! After all this time your farm arrives at your location. Meet the farm at your site on the day/time of delivery, and don't forget...take pictures and video!

### Unbox your farm

It's time to put your training to good use, unpack and setup your farm to get ready to seed your first crop!





# Getting Started | Supplies

## Supplies and Subscriptions

### Grow Supply Kit

This kit is convenient for first-time hydroponics farmers as well as seasoned farmers that need to restock on essentials! Supplies will last approximately 3 months. Includes nutrients, pH solution, credit for seeds, gloves and other supplies. You should have this before your farm arrives! Subscription ships out quarterly.

### Professional Kit

Want to become a pro farmer? We have all the supplies you need to succeed in this kit! Includes handheld calibration pH and EC sensors, calibration solution, air and water thermometer, camera, and CO2 regulator.

### Operations Kit

In this kit you can find all the tools and gadgets you need to run your hydroponic farm. Includes cleaning supplies, to day-to-day tools you'll need in the farm.

### farmhand® shop

Purchase everything you need on our farmhand shop. We offer seeds, nutrients, grow supplies, replacement parts, and more.





# Getting Started | First Harvest

Once you have seeded your first crops, we will be working with you to ensure a successful first harvest, approximately 7 weeks after your farm launch.



Seed  
First Crop

----- 3 weeks -----

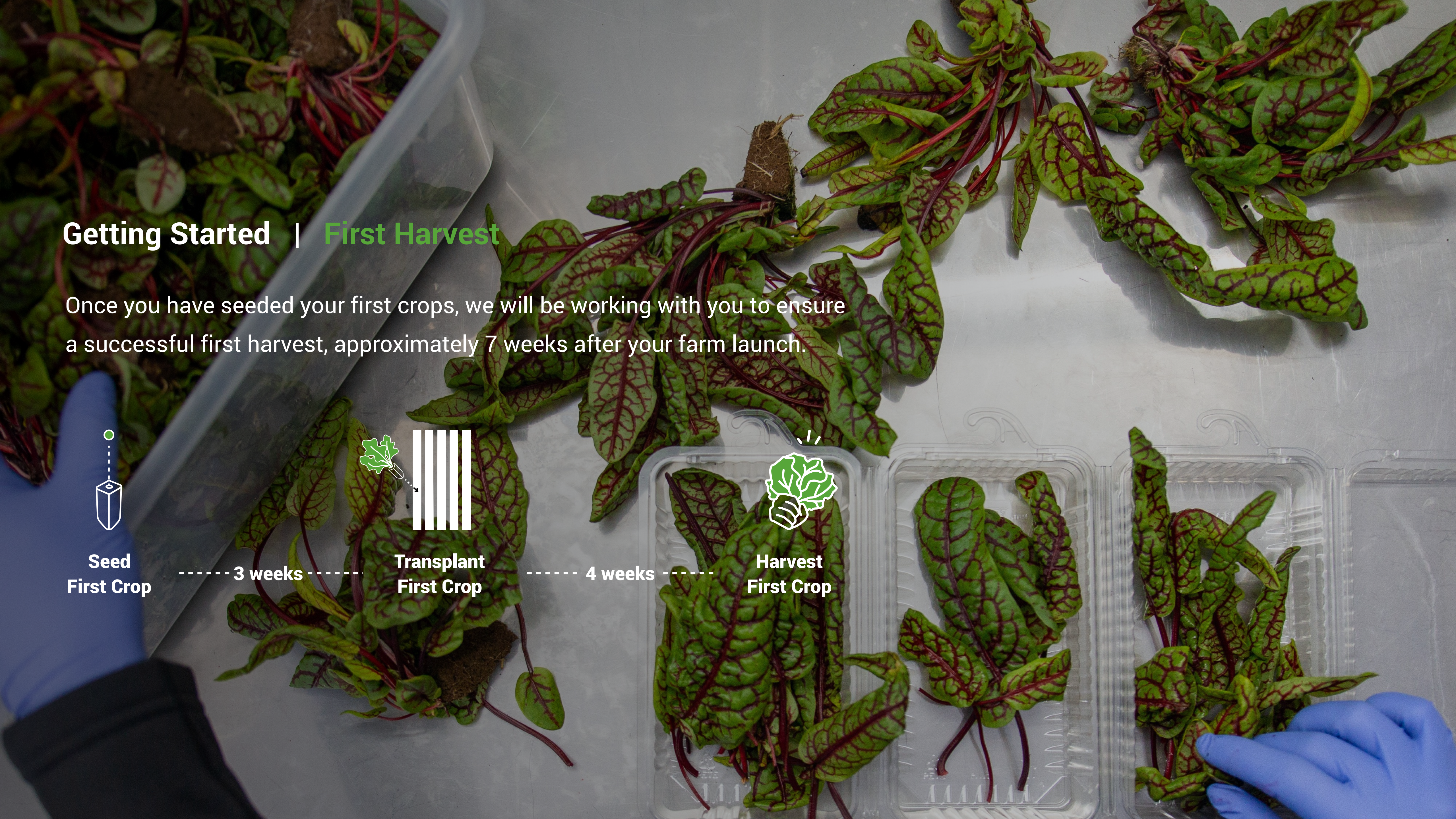


Transplant  
First Crop

----- 4 weeks -----



Harvest  
First Crop





## Ongoing Support

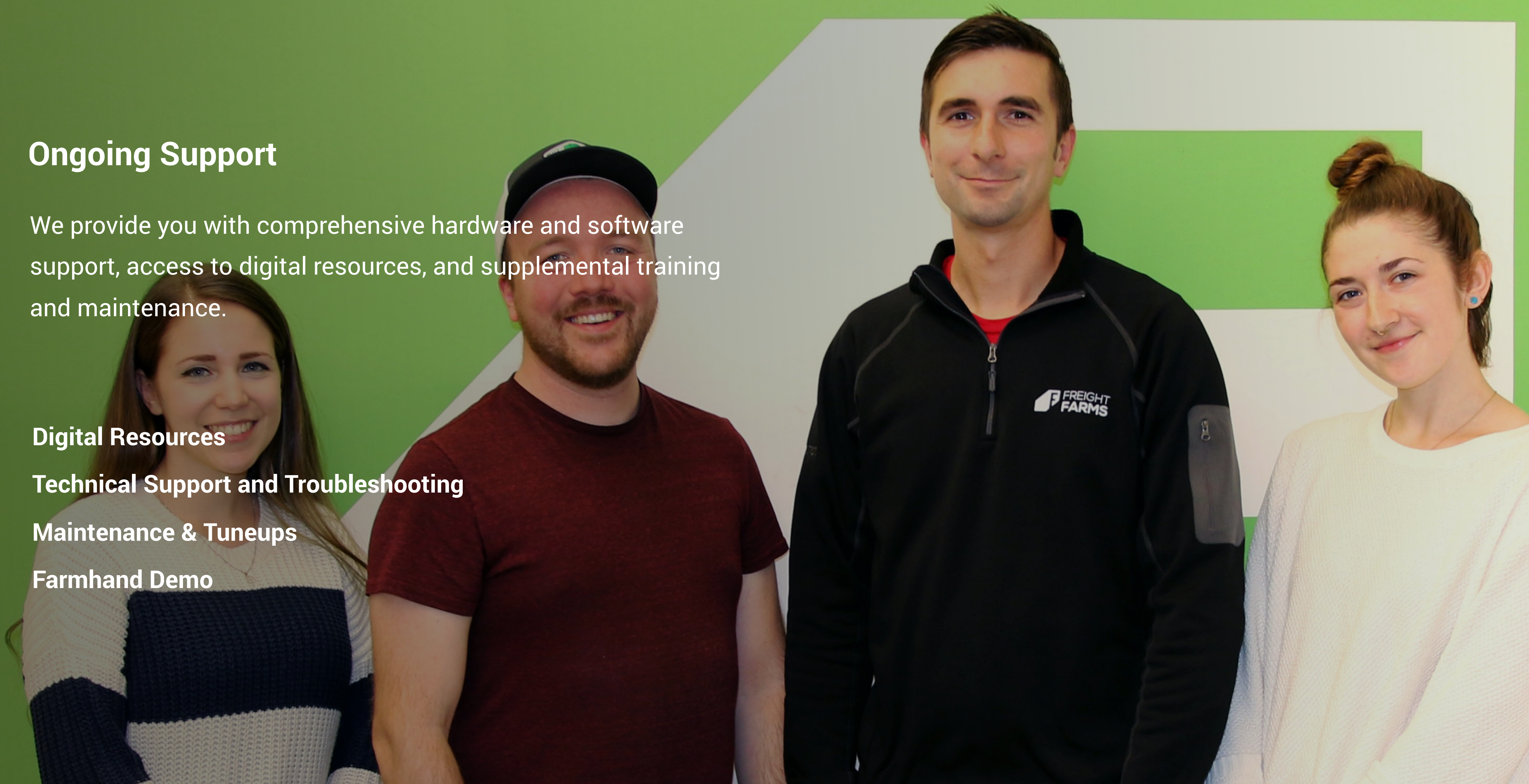
We provide you with comprehensive hardware and software support, access to digital resources, and supplemental training and maintenance.

Digital Resources

Technical Support and Troubleshooting

Maintenance & Tuneups

Farmhand Demo





# Ongoing Support | Digital Resources

## Knowledge Base

Our knowledge base has hundreds of articles about the best practices for container farming, food safety, operations, business development, and more! Our regularly-updated content is available 24/7 on the farmhand® mobile app or web browser.

## farmhand® Academy

farmhand® Academy is an interactive online training course that takes farmers through the entire training process with helpful articles and videos. Check-points and quizzes ensure a smooth learning process.

## Farmer Forum

This online community allows you to connect with farmers to ask questions, share information, showcase your progress, and celebrate accomplishments. Tap into the collective knowledge of hundreds of fellow Freight Farmers!



Greenery

Onboarding

Web Farm Camp

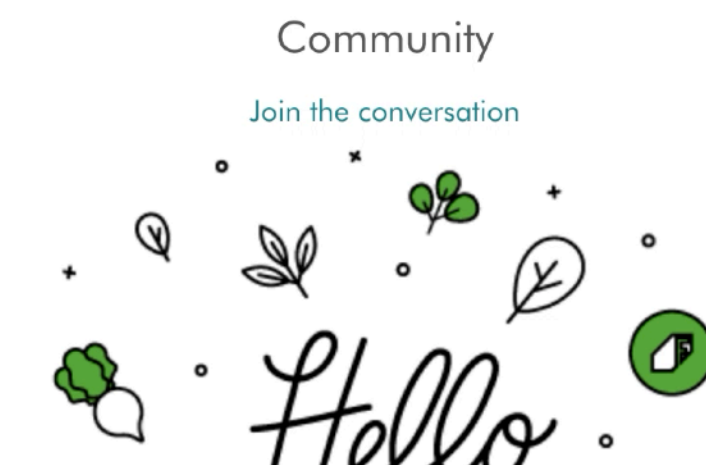
Crop Support

Farm Tech Support

Business Support

### Promoted articles

The Client Services Team [Calibration Overview & Instructions Through the Agrowtek Touchscreen](#)





## Ongoing Support | **Technical Support**

### Troubleshooting

Our team is available to help understand any issues you may be experiencing. We can use farmhand to analyze the data of the conditions inside your farm and work together to solve the problem.

### Email & Phone Support

When something comes up and you need help, the team is here for you. You can reach out to us via email at any time, or call us.





[REDACTED]  
Oct 31, 00:20 EDT

I'm hoping you can help me troubleshoot my pH and EC. The nutrients and pH down don't seem to be dosing at all. I've checked the sensors (replaced the pH sensor), checked the tanks (recirculators are working), lines are not blocked (I can manually let nutrients, pH down into the tank), programming, calibrated etc. I've gone through this whole list: <https://freightfarms.zendesk.com/hc/en-us/articles/225791828-EC-Troubleshooting> <<https://freightfarms.zendesk.com/hc/en-us/articles/225791828-EC-Troubleshooting>> On #8, I did swap the EC sensors from one side to the other, but since the issue seems to be happening on both sides I'm not sure if this is appropriate.

Not knowing how old the sensors are in the unit, I did replace the pH sensor and plan to change the EC sensor as well (but the one I have doesn't seem to fit appropriately), so I'm working on that as well. But the issues seems to be that the nutrients and pH down aren't dosing automatically at all.

I've attached some screenshots of the programming and stats that are consistently off. Any advise on what it could be and what else to check?

Also, I just replaced the Ec sensors and they don't Calibrate anywhere near the 2.77 Ec solution. See photos. And now the ec readings are just jumping around all over the place mostly the main dosers. And nothing seems to be changing with the automatic dosing that's set up. Any ideas?



**dave** (Freight Farms)

Nov 1, 13:46 EDT

Hi [REDACTED]

A couple of follow up questions and thoughts on what could be causing these issues:

- When you calibrate your sensors, do you have the "Reset all to Factory" button above the sensors? If so, pushing this button will remove any previously stored values and should help significantly with aligning the EC values displayed on your touchscreen. My unit does not have the "Reset all to Factory" button.
- Thank you for the photos of the touchscreen, these are very helpful. The one photo I didn't see was of the Dosing parts for Zone 1, just Zone 2. Can you confirm that the dosing parts for Zone 1 are set to Part 1: Output 18, Part 2: Output 19 and then the dosing amounts in the upper box should be somewhere between 20 and 40 ml. Confirmed for Zone 1 at 40 ml
- Lastly, the actual outputs that have been assigned to turn on (5,6,7, 18, 19, 20) should be set to AUTO in the I/O screen. Confirmed that these are on Auto.

Once you've confirmed all of these things, you can test to see if your programming is set correctly by going to Menu>Controls>Dosing>Nutrient>Auto Dosing>Advanced Settings (Zone 1) and change the Auto Dwell setting from 1200 seconds (20 minutes) to 0. This setting controls how long the farm will wait between doses to allow the nutrients to mix within the tank. By turning this to 0, the nutrient dosers should turn on immediately if everything is set correctly. If they do not turn on immediately then there is something else going on that we will need to look into further. When I did this step, it did not seem to turn on the dosers.

After you've tested this to see if the pumps turn on immediately, set the Auto Dwell back to 1200.

Once you've completed all of these steps, please shut down breaker CB6 for 30 seconds which will restart your controller and ensure there are no software issues. I did do this step with no changes.

Please let me know if you're still not seeing the farm auto dosing after making these changes.

Best,  
David



## Ongoing Support | **Additional Services**

### Maintenance Visit

You can purchase a maintenance visit at any time and a Freight Farms technician will visit your farm to conduct routine maintenance and perform a tune up.

- Full diagnosis and replacement/repair on any broken parts.
- Calibration and cleaning of components
- New set of pH sensors and saturation strips
- Additional hour of operator troubleshooting and continued education

### Optional Additions to a Maintenance Visit

- Operator Workshop
- Deep Clean of the Farm







**THANK YOU!**