

TORO®

National Support Network (NSN®)



The Toro logo, consisting of the word "TORO" in white, bold, sans-serif capital letters inside a red rounded rectangle.

NATIONAL SUPPORT NETWORK (NSN®)



In 1991, Toro introduced an innovative service to the irrigation industry that today serves as the benchmark for dedicated technical support for computer-based central control systems worldwide. Twenty seven years later, that pioneering service, Toro NSN, provides expert assistance to over 5,000 customers! This success is largely due to the quality of customer service delivered to Toro customers through the partnership of Toro distributors and NSN.



Our purpose is to help our customers enrich the beauty, productivity and sustainability of the land. This is our legacy, our purpose, our commitment to both the customers we serve and the generations to come.

NSN[®] TOOLS & EXPERTISE

For Your Peace of Mind

NSN is designed to be there to support your concerns and ensure that you are getting the most from your Toro[®] Irrigation System. Every NSN service and offering serves to ultimately provide you with superior customer service and peace of mind so that you feel confident in your decision to select Toro as your irrigation solutions partner.



Lynx[®] Apps

Control your irrigation system from your smart phone or tablet. Lynx Mobile Apps offer map and numeric based interfaces for manual irrigation, as well as an easy way to enter or edit Lynx Smart Module addresses.



NSN Connect

Access your irrigation controller from anywhere – simply and securely! You can access your Lynx, SitePro, or Sentinel Control System (including all program, files, and email) at home or on the road from the app.



Training

The right mix of training opportunities to help you get the most out of your Lynx or SitePro central control system. Toro professional Field Trainers teach hands-on, GCSAA accredited multi-day classes in locations around the country.



NSN Portal

A web-based tool to support your NSN relationship which includes NSN Connect, software upgrades and patches, shipment details, and status of your NSN renewal. We continue to invest in this tool and release new features and benefits every 60-90 days.



Hardware Replacement

Next business day replacement - we maintain legacy up to the most recent equipment, providing an extended warranty to ensure you are able to irrigate with minimal down time. Our qualified Toro technicians manufacture, source, and repair the majority of our equipment in our facilities.



24/7 Support (1-800-ASK-TORO)

Our team of dedicated support technicians are available to support you around the clock, and provide you with peace of mind. Experienced on current and legacy Toro software and hardware, as well as licensed irrigators, the team will troubleshoot and resolve your support needs quickly and effectively.

HERE TO SUPPORT YOU 24/7/365 DAYS A YEAR

We are your team of
dedicated technical
support specialists!

1-800-ASK-TORO
1-800-275-8676



LICENSED IRRIGATOR

David Smith

Manager, Customer Support



LICENSED IRRIGATOR

Daniel Kaufmann

Supervisor, Customer Support



LICENSED IRRIGATOR

Shaun Bowles

Specialist, Sr. Customer Support



LICENSED IRRIGATOR

Kenneth Nettles

Specialist, Sr. Customer Support



LICENSED IRRIGATOR

Armando Martinez

Specialist, Sr. Customer Support



LICENSED IRRIGATOR

Ralph Chapman

Specialist, Customer Support



LICENSED IRRIGATOR

Donnie Strickland

Specialist, Customer Support



LICENSED IRRIGATOR

Nathan Hopper

Specialist, Customer Support



LICENSED IRRIGATOR

Justin Hertel

Specialist, Customer Support



Leo Bersosa

Specialist, Customer Support



Phillip Pipkin

Specialist, Customer Support



John White

Specialist, Customer Support



Hector Gutierrez

Specialist, Customer Support



Adolfo Almaraz

Specialist, Customer Support



LICENSED IRRIGATOR

Amit Bhakta

Supervisor, Hardware



LICENSED IRRIGATOR

Jeanette Myers

Coordinator, Purchasing



Jill George

Coordinator, Inventory Control



LICENSED IRRIGATOR

Jonathan Leggett

Technician, Hardware



Vernon Tyler

Technician, Hardware

The Toro Company

www.toro.com/golf

5825 Jasmine St, Riverside, CA 92504-1183

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Toro National Support Network (NSN')

For assistance call or visit:

www.toronsn.com

1-800-ASK-TORO (1-800-275-8676)

For renewals, training or other questions:

1-888-676-8676

500 Chestnut St. Suite 400, Abilene TX 79602

PO Box 3339, Abilene, TX 79604