
Service Overview

12 Months Comprehensive Hardware & Software Support in accordance with the enclosed terms and conditions.

Main Support Package Benefits:

- **Priority service over non-contracted customers**
- **Access to a Customer Help Line Facility** - Diagnostics and technical assistance over the telephone available from 9:00am to 5:00pm, Monday to Friday on 0845 225 3105. Excludes Boxing Day, Christmas Day & New Year's Day.
- **Software Updates** - New editions of our software may be issued and with Software Support we provide updates on request, free of charge by CD or Email
- **Annual Preventative Maintenance Visit** including the following:
 - A full inspection of all the equipment stated above, checking for exterior damage and secure mounting of the Fuel Dispensing System
 - A full inspection of the interior of the equipment and testing, checking that all wiring connections and plugs are secure. Checks will also be made to ensure that the display reads clearly, no digits/segments are missing, the keys in the key pad are fully operational, clean the Key Reader with spirit and test the operation by drawing fuel, leaving the Fuel Controller ready for the customers use

Use of the Help Line will enable most faults to be diagnosed and rectified over the telephone. If necessary, we will despatch an Engineer to assist you, but in these instances we require a written Purchase Order from you and there will be a fixed and limited charge per incident and per site of £95.00.

Exclusions

The following are not covered by this contract and will need to be the subject of a written Purchase Order:

- Significant faults which existed prior to the start of the Service Contract
- Repairs as a result of accidental damage, vandalism or negligence
- Simple user-level repairs or procedures, e.g. replacement of fuses, operation of switches etc. We will give clear advice on the diagnosis and completion of such work
- Fuel tanks, pipe work or other equipment connected to the fuel pump unless specifically included in this schedule
- Removal of water from pumps, dispensers or tanks and any resultant damage
- Priming of dispensers due to fuel level depletion
- Damage caused by lightning strikes or power surges.
- On-site service not on the UK mainland, except by special arrangement
- Costs, direct or indirect incurred by the customer, as a result of any malfunction or failure of the equipment or the software associated with it
- Rectification of systems or significant faults following technical access to the equipment by other than DataTrack nominated engineers.

QF17 V3 11/16

Contract Provisions

Before the equipment is taken into contract DataTrack reserves the right to inspect it and report to the user any deficiencies found. These are to be rectified by DataTrack prior to acceptance of the contract and are to be carried out against a written Purchase Order. After the Annual Maintenance Visit an Engineer Site Visit Report will be issued.

Our charges for this Service Contract are subject to VAT and our Standard Terms of Trade apply, which are available upon request. Please feel free to contact us if you require quotations for any other work such as relocation, improved systems, accident repairs or new equipment.

This contract will provide cover for a full 12 month period. Prior to its expiry we will send you a renewal quotation, although the rates applicable may change. Payment should be made with your order following which you will be sent a receipt. Customers who have an existing account will be invoiced on 30 day payment terms.

QF17 V3 11/16