

The Triscan Group I Pump Support Service Level Agreement



Service Overview

Contract term: 12, 24 or 36 months from date of acceptance

Annual Charge: £382 per pump (paid annually in advance)

Pump service and calibration is an annual maintenance contract which entitles the holder(s) to receive unlimited support and technical assistance on their fuel pump(s).

This contract does not cover the cost of replacing any item or accessories that are intended to be replaceable (detailed in exclusions), and excludes repairs due to misuse, vandalism, accidental damage and failures caused by fuel contamination. Repairs to all other equipment will be charged at normal rates.

Annual Service and Calibration

We will arrange one visit per year to your fueling site to inspect your pump(s) and re-calibrate your equipment. This will ensure that your pump(s) is in optimum working condition and that your equipment is seamlessly integrated with your fuel management system.

The service will include:

- Inspection of hose condition
- Inspection of belts
- Inspection of seals
- Inspection of motor and bearings
- Operation of nozzle and shut off
- Inspection of the display
- Inspection of the nozzle switch
- Pump Calibration
- Cleaning of pump filters

If you have a breakdown before your annual service is due, we may calibrate your equipment and service your fuel pump(s) at the same time we visit to repair the breakdown to your system or appliance.

Target Response Times

Customers will have direct access to the technical support team. Triscan will attempt to diagnose and resolve problems over the phone. Upon determination that the hardware issue is related to malfunction of one of the related hardware components, a Triscan engineer will be sent out to identify and resolve the issue on site.

On-site target response times:

- Full Grade out of action - 8 working hours
- Other non-urgent calls - 16 working hours

Operating hours:

- The engineering team are available Monday - Friday from 09 :00 to 17:30 hours, excluding Bank Holidays.

Service Desk Contact Details

Telephone: 0845 225 3105

Email: servicecentre@triscansystems.com

Address: The Triscan Group, 4 Petre Court, Clayton Business Park, Accrington, BB5 5HY

Operating hours:

- The technical phone support team are available 7 days a week from 06:00 to 22:00 hours, excluding Boxing Day, Christmas Day and New Year 's Day.
- Out of hours an answering machine is in operation from 22:00- 06:00. Telephone messages left out of hours will be answered as a priority the next working day.

Information Required:

To allow us to assist you as quickly as possible, please have the following information available when contacting the service centre:

- Postcode of the site with the problem or existing service centre number
- Name of the site with the problem
- Customer's full name, telephone and where available email address and mobile number

Terms of contract

Cancellations:

This Agreement can be terminated by either party by giving six months notice of intention to terminate.

Call out and labour charges for work outside the contract terms:

- **Call out charge:** £60
- **Labour per hour on site:** £40
- **Materials:** Charged at Triscan's Rates

Exclusions

- Claims arising from the result of accidental damage, vandalism, theft, misuse or fuel contamination.
- Cosmetic damage such as damage to paintwork or dents or scratches to the Product including those due to rust, corrosion or water damage.
- The cost of replacing any item or accessory that is intended to be replaceable. These include but are not exclusive to:
 - Hoses
 - Fuses
 - Batteries
 - Light Bulbs
 - Filters
 - Attachments
 - Cables
 - Plugs
 - Light covers or rain covers
 - Fluorescent tubes and related starters
- Any equipment associated to but not an integral part of the equipment under contract
- Measure checking, calibration, and attending on Weights and Measures verifications not resulting from equipment failure.
- Payments of Weights and Measures verifications not resulting from equipment failure. Payments of any Weights and Measures inspection fees.
- Failures and damage due to power cuts or power fluctuations and lightning strikes. All cabling such as power supply or data cables.
- Hire of any safety equipment to gain access to carry out repairs - scaffolding, cherry pickers, and platforms whether required for Health and Safety or to meet with Health and Safety requirements.
- Power supplied external to the equipment under contract, including mains electricity distribution equipment.
- Modified equipment.
- Repairs that become necessary as a result of unauthorised modifications or repairs having being carried out by others.
- Removal of water or sludge from any part of the dispensing unit or any subsequent damage which may have been caused by water or debris ingress.
- Ingress of liquids onto or into equipment such as spillage or as a result of washing.
- Foreign objects in mechanisms.
- Failure of equipment due to overheating as a result of lack of ventilation.
- Loss of, or the input of any data from the control system though all precautions will be taken to minimise the risk of loss. Software, firmware or any upgrade.
- Modifications made necessary due to design or specification changes required by the manufacturer.
- Software Operator Training.

QF16 V3 11/16