

Site Service Management & Expanded Warranty Service

Veeder-Root is pleased to recommend and offer the development and hosting of a Web-based Fuel Management System for Customer (referred to as the "System"), to automate and supplement Customer's warranty management. This business model enables you to enroll your sites on a subscription basis to supplement your internal process and systems.

Site Service Management & Expanded Warranty Service

V-R will provide a range of services designed to help the customer minimize the administrative costs associated with service contractor management as well as help the customer establish a fixed cost budget for maintenance and replacement of V-R manufactured equipment.

Enrollment Process:

These services fall within the scope of Fuel Management Service, and as such require the customer to enter into a contractual relationship with Veeder-Root. The standard schedules used to facilitate data entry and changes to site or contract information will be used to support the delivery of these services. All services will use the FMS Schedules for contract administration and data entry into "the system".

Invoicing

- Service is priced on 3 years for Gold and 5 years for Platinum is invoiced up front

Service 1: Gold and Platinum Warranty Service: \$40/tank/mo

Veeder-Root will maintain Equipment in accordance with the written warranty provided with VR owned equipment. The warranty applies only when Equipment is installed in accordance with Veeder-Root's specifications. The warranty will not apply to any Equipment, which has been subjected to misuse, negligence or accident or misapplied; or used in violation with product manuals, instructions or warnings; or modified or repaired by unauthorized persons; or improperly installed. A Veeder-Root Fuel Management Services Contractor shall have free Site access during Customer's regular working hours to work on the Equipment. Veeder-Root has no obligation to monitor federal, state or local law, or modify the Equipment based on developments or changes in such laws. If Customer fails to adequately insure VR Owned Equipment against loss or damage, Veeder-Root may obtain such insurance and Customer shall promptly reimburse Veeder-Root for such cost, upon Veeder-Root's invoice. Customer bears the risk of any loss or damage (including acts of God) to VR Owned Equipment. Customer shall notify Veeder-Root of any problems with Equipment.

Procedure for Providing Maintenance

1. The standard Veeder-Root warranty dispatch procedures shall apply to all maintenance calls.
2. Each SASC responding to the call shall have appropriate replacement parts and tools to accomplish the required repairs on the FIRST trip. Multiple trips will be paid only in extenuating circumstances.
3. All parts MUST be returned to Veeder-Root. The SASC may return these parts directly to Veeder-Root or through an Authorized Veeder-Root Distributor for replacement.
4. Each part MUST be tagged with the Veeder-Root provided dispatch number ("S" number). The outside of the box must be marked with the Veeder-Root provided dispatch number (not the Notify number). Parts should be returned to:

Veeder-Root
6th Avenue at Burns Crossing
Altoona, PA 16603

6. Upon receipt, Veeder-Root will inspect the part. If there is no problem found, Veeder-Root reserves the right to reject the warranty claim at which time the Customer is responsible for payment of contractor invoice. Customer agrees to pay contractor invoices according to contractor’s standard payment terms.

The following equipment is eligible to be replaced or maintained under the Extended Warranty Service:

Consoles

848295-120	TLS-350R, 350 and 300 series Simplicity Console without printer
848295-122	TLS-350R 350 and 300 series Simplicity Console with printer

Software Enhancement Modules

330160-100	BIR
330160-102	CSLD
330160-110	PLLD/WPLLD: 0.1 & 0.2 GPH Line Tests

Probes

329356-002	Probe Module (supports 4 MAG 1 probes maximum)
847391-401	MAG 1 Probe: 4 Foot Length (Waste Oil Tank)
847390-107	MAG 1 Probe: 8 Foot Length
847390-109	MAG 1 Probe: 10 Foot Length
849600-000	4” Float Kit
849600-001	4” Float Kit: Diesel
849600-004	2” Float Kit: Alternative Fuels (Waste Oil Tank)
330020-282	4” Cap & Ring Kit

Sensors

794380-302	Dual Float Hydrostatic Sensor for Brine Filled Double Wall Tank
847490-102	8 Input Interstitial/Liquid Sensor Module
794380-321	Solid State Dispenser Pan Sensor
794380-351	Solid State Containment Sump Sensor
847490-105	8 Input Type A Sensor Interface Module
794390-407	Interstitial Sensor for Fiber Glass Tanks: 8' diameter tanks
794390-409	Interstitial Sensor for Fiber Glass Tanks: 10'-12' diameter tanks
749390-420	Interstitial Sensor for Steel Tanks: 16' Cable
749390-460	Interstitial Sensor for Steel Tanks: 30' Cable
330020-012	Universal Sensor Mounting Kit

PLLD: Supports Standard, X3 and Variable Speed

Pumps

848480-003	PLLD Sensor w/Swiftcheck Valve for Red Jacket & Tokheim Pumps
848480-001	PLLD Sensor w/o Checkvalve for FE Petro Pump
330374-001	3 Output PLLD Controller Module
330843-001	6 Input PLLD Interface Board

WPLLD: Supports Standard and X3 Pumps

849490-001	WPLLD: FE Petro Pumps
849490-002	WPLLD w/Swiftcheck Valve for Red Jacket Pumps
330874-001	WPLLD AC Interface Module
330883-001	WPLLD Communications Module
330841-001	WPLLD Controller Module
330020-063	Non-Vented Check Valve

Communications

331187-018	RS-232 Serial Port Satellite Board: 25' Cable
331187-019	RS-232 Serial Port Satellite Board: 50' Cable
331187-022	RS-232 Serial Port Satellite Board: 100' Cable
331187-023	RS-232 Serial Port Satellite Board: 150' Cable
331187-024	RS-232 Serial Port Satellite Board: 200' Cable
331186-001	RS-232 DB-9 Pin Adapter: 50' Cable and Under
331138-004	RS-232 DB-25 Pin Null Adapter: 50' Cable and Under
331186-002	RS-232 DB-9 Pin Adapter: Over 50' Cable
330149-001	SiteFax Modem
331187-001	Line Splitter Installation Kit: 50" Cable

Alarms

329359-001	Four Relay Output Interface Module
790091-001	Remote Overfill Alarm
790095-001	Remote Overfill Alarm Acknowledgement Switch

Dispenser Interface Modules (DIM): BIR

330280-201	Tokheim DIM (MEMS IV & MEMS V)
330404-020	Gilbarco DIM; T-11, T-12, T-12 (a-g), TCR-14, TCR-G, TCR-G2, TS-1000
330280-401	Gilbarco DIM: G-Site only
330404-010	Wayne DIM: Supports any Wayne POS and Controller
330404-001	Schlumberger DIM: Micro-Max/Allied

DIM Installation Kits Must Specify Cable Length: Suffix: -010 = 10'; -025 = 25'; -050 = 50'

330408-xxx	Tokheim Kit
330163-xxx	Gilbarco G-Site Kit
330163-xxx	Gilbarco "transac" Kit
848703-xxx	Wayne Kit
848711-xxx	Schlumberger Kit

Warranty Exceptions. The following outline represents items not included under standard V-R warranty

- 1 Any acts of God (i.e. Lighting, Weather Related, etc...)
- 2 Power Interruption to TLS system
- 3 Submersible Pump Breakers off or Pump Housing cracked
- 4 Leaking Dispenser Components (i.e. Unions, nozzles, Solenoid valves)
- 5 Defective Functional Element. (CSLD Increase Rate Warnings, Static Test Result is Positive)
- 6 Brine Filled Double Wall Tank Fluctuation (High and Low Liquid Sensor Alarms)
- 7 Water in Tank.
- 8 Water in Containment Sump. (Sensor Fuel Alarm)
- 9 Any portion of the Pipeline system that is leaking.
- 10 ATG Fuses, Light Bulbs
- 11 No Problem found by Service Technician or V/R Testing Facility
- 12 Mis-Programmed ATG system
- 13 Wiring Connections (Terminations)
- 14 Moving Probes or Sensor to validate product reliability.
- 15 RAM Clearing to correct alarm condition
- 16 Preventive Maintenance for Probes, Sensors and Line leak components.
- 17 Annual Inspections- Tested performed without V-R knowledge
- 18 Phone Lines (disconnected, phone number changed)
- 19 Over exposed Discriminating sensors (Will not recover)
- 20 ATG accessories not connected or missing from system.
- 21 Hotel and overnight expense for second trip. (Exception Hawaii)
- 22 No Second Trips because of lack of parts except for Probes
- 23 Improper Troubleshooting by On-Site Technician

