



Safety-As-A-Service Safe Fleet (SAAS) Preventative Maintenance

for Transit Agencies

SAFE  FLEET

Driving Safety Forward™

Preventative Maintenance Program Overview

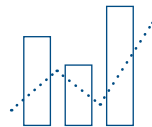
Trust in knowing your fleet safety systems are optimized regularly

Rely on Safe Fleet's team of safety service experts to help you:



MANAGE FLEET SAFETY SYSTEM MAINTENANCE

Keep your entire fleet optimized.



MINIMIZE VEHICLE DOWNTIME

Get more done with your fleet.



GAIN THE PEACE OF MIND

Know your system will perform when you need it the most.



MITIGATE RISK AND LIABILITY

Non-functioning equipment can result in a lack of critical evidence and increase your exposure to liability.



REDUCE OPERATIONAL COSTS

Vehicles are efficiently serviced, reducing the need to remove them from fleet operations for hours at a time.

What Preventative Maintenance Means for Your Fleet



LESS SYSTEM DOWNTIME:

A well-functioning system means less system downtime, fewer emergencies to handle and the peace of mind in knowing your system will be better positioned to perform when you need it most. Electronics can wear down over time, so proactively managing their effective service life and overall system health will help you continue to deliver on your fleet safety goals.

Some elements of your fleet safety system may experience more wear and tear than other

components in your system – exterior cameras or vehicle interface and sensors, for example. Other elements, such as RFID systems and sensors, may not be customer-facing and can oftentimes be overlooked. A Safe Fleet certified technician is trained to conduct a thorough investigation of all your covered fleet safety system components, whether they be in plain view or hidden under or within your vehicle.

LESS VEHICLE DOWNTIME:

Typical safety system maintenance on a fleet vehicle has the vehicle removed from service for anywhere from three to eight hours. A mechanic or technician is booked to diagnose any issues, and once issues are identified, adjustments may be made and the vehicle is returned to service or parts are ordered and the vehicle is scheduled for a follow up service upon delivery of the appropriate parts. This process can be time-consuming and unproductive.

Safe Fleet's certified experts are trained specifically on your vehicles' Safe Fleet safety systems, to

effectively and efficiently service these systems so they run just as was intended at the time of original installation. For this reason, what might take a fleet mechanic or technician several hours to diagnose and repair might take a Safe Fleet technician less than an hour. And rather than work on one or two vehicles per day, our experts can service multiple vehicles in the space of one day. Our safety system experts can also be scheduled to service your fleet during off hours, or when your fleet may not be in heavy rotation. This all equates to less vehicle downtime and less operational expense for you and your fleet.

How it Works



A Certified Safe Fleet Technician will travel to your site to inspect the Safe Fleet-supplied and Safe Fleet-installed video equipment on your fleet vehicles, including to:

- Physically inspect each of the main solution components as well as associated cabling and mounts for signs of excessive wear and tear or damage due to other causes.
- Verify that each major system component is performing according to specifications.
- Inspect connections between the different system components.
- Verify data connections.
- Review overall health of the covered systems.
- Inspect the immediate area surrounding each component for any issues that may impair the proper functioning of the covered Fleet Safety Solution going forward.

What to Expect



Once you have selected your preferred service package and have completed your purchase of the service, a Safe Fleet service representative will contact you to determine a service schedule that works for you and your fleet. Scheduling dates are set a minimum of 30 days from the time of service program purchase.

The preventative maintenance contract begins once the related customer purchase order is received, accepted and acknowledged by Safe Fleet, Changes to the schedule must be confirmed by Safe Fleet following a request by the customer delivered at least 30 days in advance via email to PTLW-Service@safefleet.net to avoid change fees.

What the Program Covers



A certified Safe Fleet technician will travel to your site and conduct a complete, fleet-wide inspection of all Safe Fleet-supplied and Safe Fleet-installed video equipment. The objective of the inspection is to identify and repair/adjust all such equipment that may not be functioning according to original specifications.

The need for repairs, replacements and adjustments for parts still under warranty will be identified during inspection. All covered repairs for warranty parts will be conducted at the time of inspection, subject to part replacement timing as described under “Recommendation for Spare Parts” on page 6. Labor costs for these repairs will be included under the Safe Fleet Preventative Maintenance Program.

Out-of-warranty items requiring repair will also be identified during the inspection process. Repair of non-warranty parts will require payment of applicable additional labor and parts/material charges.

Freight charges for the necessary repair or replacement of covered parts determined during the inspection period will be covered by the Preventative Maintenance Program. Parts that fail outside of the inspection period, however, will be subject to the standard RMA process outlined in the product warranty.

Upon completion of the fleet-wide inspection and any subsequent repairs, you will receive a detailed status report outlining Safe Fleet’s assessment of the covered fleet safety system health status of each vehicle.

Recommendation for Spare Parts



Safe Fleet strongly recommends that customers purchase spares of swappable parts in numbers equal to 5% of the number of cameras, on-board computing or digital video recorder units deployed across their fleets.

This availability of spare parts to the Safe Fleet technician will ensure that if a faulty part is removed, it can be replaced in a timely manner. Customer's failure to provide a spare will result in the faulty part's removal without immediate replacement. It will be the customer's responsibility to replace the repaired part upon return from RMA (see below) and/or place this repaired/returned unit into the stock of spares. If the goal of 5% spare stock is not feasible for small fleets, Safe Fleet recommends that at least one (1) of each major component (e.g., CPU, touch screen display) be kept on hand.

How to Sign Up

To purchase, or for more information
contact your areas sales rep.



1.877.630.7366
sales@seon.com

RMA Procedures



Under the Preventative Maintenance Program, when Safe Fleet's on-site technician determines that a part repair requires a return merchandise authorization (RMA), the technician, in his or her discretion, will remove from the vehicle at the time of service any major components requiring repair but without extensive rewiring (e.g., CPU, display). Labor and parts for cabling or rewiring are not covered by the Preventative Maintenance Program. A price quotation for any additional labor and parts for cabling or rewiring will be submitted to the customer before that additional work is completed. For any RMA-required repair, the Safe Fleet technician will provide the customer with a written summary of the part, problem description, warranty status, and assigned RMA number at the time of service or within one (1) business day thereafter.

For warranty parts, Safe Fleet will cover the cost of (1) shipping the RMA-required part back to the authorized Safe Fleet service center for diagnosis and repair or replacement by Safe Fleet and (2) re-installing the repaired or replaced part in the vehicle (if no spare replacement part was installed at time of service) or placing the repaired or replaced part into the customer's stock of spare parts. The method of shipment will be at the discretion of Safe Fleet, and the customer will be responsible for ensuring the RMA-required part is forwarded to Safe Fleet's

specified carrier within Safe Fleet's specified timeframe. Non-warranty parts requiring RMA will be subject to shipping and diagnostics fees payable by the customer for Safe Fleet to generate a price quotation for the necessary repair or replacement. Such repair or replacement will occur after the customer's purchase order in response has been received, accepted and acknowledged by Safe Fleet. The Preventative Maintenance Program does not cover third-party products not purchased through Safe Fleet.



Safe Fleet has a vision to reduce preventable deaths and injuries in and around fleet vehicles with a goal of helping our customers achieve ZERO accidents. To that end, Safe Fleet's best-of-breed smart solutions form an integrated safety platform for fleets of every type.

With our broad portfolio of market-leading safety solutions, 1,700 employees, and 14 manufacturing locations across North America, also serving Europe, Asia and the rest of the globe, Safe Fleet continues to innovate and deliver the smart solutions that fleets will need to survive and thrive in a changing world — and ensure that drivers, passengers and pedestrians arrive home safely.

Safefleet.net

This brochure provides only a high-level summary of the Preventative Maintenance Program, the detailed business and legal terms and conditions of which are set forth in definitive contract documentation between Safe Fleet and each customer.

Completion of a Safe Fleet Preventative Maintenance Program inspection (an "Inspection") does not guarantee system performance, nor does it prevent all issues, including the need for further repairs, replacements or adjustment of parts. Safe Fleet does not warrant or guarantee that any given problem will be solved or that system components will be error-free. Normal deterioration of equipment and/or wear and tear will still occur, which can impact system performance or require the further repair, replacement or adjustment of parts. An Inspection also does not remove or replace the need for routine, regular maintenance and inspection of Safe Fleet parts and systems as specified in the applicable manuals and other materials made available for the subject parts or systems. Further, completion of an Inspection cannot prevent all incidents involving the subject vehicle. Human error and behavior by drivers, passengers, pedestrians, and other persons, weather, and other factors can impact system reliability and performance. Safe Fleet will under no circumstances be liable for special, indirect, incidental or consequential damages resulting from the performance of an Inspection.