



**FUELMASTER® Fuel Management System**  
**Limited Maintenance Agreement**

The FUELMASTER® Fuel Management Systems Extended Maintenance Agreement is made and entered into on this day of 05/22/2020 Tallahassee, Florida, by and between SYN-TECH SYSTEMS, INCORPORATED, (STS), a Florida Corporation having a principal place of business at 100 Four Points Way, Tallahassee, Florida 32305 and:

**Sauk County Highway Department**

This initial term of this agreement shall commence as of 05/22/2020 and shall continue for a term expiring 05/21/2021 at which time the services will be automatically renewed unless otherwise directed by the customer. Customer will have the option to accept or terminate the services when invoiced.

The FUELMASTER® Maintenance Agreement provides a means of extending the normal one-year warranty that all FUELMASTER® customers receive. Limited Maintenance provides a 10% discount on hardware parts, telephone support labor for all FUELMASTER® components, both software and hardware, and provides free updates software/firmware, upon request. Support hours are 8:00 AM – 5:00 PM local time, Monday through Friday, excluding New Year's Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, and Christmas Day.

Maintenance Level	FMU/Serial Number	Cost
Limited	FMU2500 S/N 9922	\$550
<b>TOTAL</b>		<b>\$550</b>

\*THERE IS A LATE FEE OF \$25.00 A MONTH PER UNIT UP TO SIX MONTHS OR A MAXIMUM OF \$150.00, AFTER SIX MONTHS. THERE IS AN AMNESTY FEE OF \$150.00 THAT INCLUDES VERIFICATION OF THE FUNCTIONALITY OF THE SYSTEM.- MULTIPLE YEARS OF MAINTENANCE MAY BE PURCHASED AT THE CURRENT RATE, BUT ALL YEARS MUST BE PURCHASED IN ADVANCE WITH ONE PAYMENT.

Syn-Tech Systems, Inc. will provide at no additional charge Certificates of Insurance naming your company as a Certificate Holder.

Syn-tech Systems, Inc. recognizes the confidentiality of each customer's software and database information, and will not disclose this information to any third party. Payment Industries Standards certify Syn-tech Systems, Inc. to PA-DSS requirements and all data must be securely maintained.

Organizations under maintenance contract are provided a toll free number and have access to FUELMASTER® technicians to assist in FUELMASTER® operations and diagnostics.

Software updates will be provided free of charge upon request. The exception to this is for those system operators with customized software. Each customized program will have to be quoted on an individual basis. Customers with Extended Maintenance will only pay for the customization. The customer can make the decision as to whether he prefers to maintain his current system or update to the new software/firmware. Changes in hardware are not covered by this agreement.

Under terms of this agreement, FUELMASTER® technicians will telephonically diagnose problems with the assistance of the customer to determine warrantable conditions, and possible problem solutions. Syn-Tech will provide a 10% discount to replace all defective parts and provide telephonic assistance to the customer for installation of replacement parts to allow the unit to be repaired as expeditiously as possible. Please note that FUELMASTER® was designed in a modular manner to provide easy and rapid exchange of parts, even by non-technical personnel. Other fuel management systems are not designed this way and consequently do not offer warranties comparable to FUELMASTER®. This agreement does not cover site visits by FUELMASTER® technicians for repair.

The parties of Syn-tech Systems, INC. and **Sauk County Highway Department** deem this agreement to be executed by their duly authorized representatives on the Agreement date.

SYN-TECH SYSTEMS, INCORPORATED:

(Signature)

(Date)



05/22/2020

(Name)

Sara D. Fletcher

(Title)

Marketing Operations Manager

CUSTOMER:

(Signature)

(Date)



5/22/20

(Name)

Math Uodak

(Title)

Support Technician Sauk County MIS

