



In North, Central and South America, Europe, and Middle East

Contact NCS directly:

By phone:

1-281-209-3900

Ask for FuelTrax support.

By facsimile:

1-281-209-3901

Put "FuelTrax support" in your subject line.

By email:

support@fueltrax.com

Did you purchase FuelTrax from one of our agents?

Please contact your local FuelTrax representative for assistance.

If necessary, our agent can escalate a support issue directly to NCS.

Extended Support Program Optimize Your FuelTrax Investment

You've entrusted FuelTrax to help you optimize your investment in fuel, vessels, and equipment across your fleet. Now trust the Extended Support Program (ESP) to help you maximize your investment in FuelTrax.

As a full service provider, Nautical Control Solutions (NCS) is committed to your success and we stand behind our products for the long term. That's why every FuelTrax purchase includes a one-year support policy at no additional charge. You can extend the program for additional years at your option.

With ESP, you know up front and with certainty how long your FuelTrax products will be supported. ESP delivers maximum value by providing you with rights to major product releases so you can take full advantage of the technology. FuelTrax and your marine fuel management improvement efforts move forward together.

What do I get with ESP?

As a FuelTrax customer, you can expect the best from the ESP program. It provides you with maintenance and support of your FuelTrax software for one (1) full year from the installation date. You receive:

- Technical and operational support via email or telephone Monday through Friday, 8:00 to 17:00 Central Standard Time North America; or local times if you purchased through one of our agents in your region.
- Periodic evaluation of your vessel's data to identify trends, failure points, or other operational issues that may affect fuel consumption and vessel performance.
- Software updates, fixes, critical patches, and security alerts.
- Twenty percent (20%) discount off the retail price on replacement parts, sensors, meters, and other hardware that you initially purchased through NCS.
- Open suggestion line for improvements to FuelTrax.

Customer Satisfaction Focus

Your Success is Our Success

NCS is committed to the marine industry and to your successful implementation of FuelTrax.

We actively solicit feedback from the industry and, more importantly, from our customers.

If you have suggestions for improving the ESP program or FuelTrax itself, please drop us a line at support@fueltrax.com.

Fuel Consumption

Tank Levels

Vessel Logistics

Fuel Optimization

FuelTrax Limited Hardware Warranty

Nautical Control Solutions, LP (NCS) warrants that the new or factory refurbished FuelTrax hardware will be free of defects in materials and workmanship for a period of twelve (12) months from the date of installation by an NCS Authorized Certified Marine Technician (CMT) or a Certified Factory Technician (CFT) on a vessel.

FuelTrax software is provided AS IS, without warranty. In no event does NCS warrant that the software is error free or that the Licensee will be able to operate the FuelTrax software without problems or interruptions. In addition, due to the continual development of new techniques for intruding upon and attacking wireless communications, NCS does not warrant that the FuelTrax software or any equipment or system on which the FuelTrax software is used will be free of vulnerability to intrusion or attack.

During the warranty period should warranty service be required, NCS will provide an initial service consultation via telephone or e-mail. If troubleshooting attempts fail to resolve covered problems, NCS will use commercially reasonable efforts to repair or replace, at its option, any part(s) that appear, to its satisfaction, to have been defective in material or workmanship. Services required to repair or replace hardware components by either a CMT and/or a CFT are at no charge to the customer during the Warranty Period.*

Restrictions and Limitations

This limited warranty does not apply if the FuelTrax system (a) has been altered, except by NCS; (b) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by NCS; (c) has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident, or (d) is not being operated under a current NCS license. This limited warranty is the only NCS warranty for the FuelTrax system.

The FuelTrax system is otherwise provided as is, without warranty of any kind, express or implied, including, but not limited to, warranties of performance, merchantability, fitness for a particular purpose, accuracy, omissions, completeness, or currentness.

As used herein "NCS Party" means NCS, its personnel and independent contractors, and the third parties involved in the design, production, and installation of a FuelTrax system.

Customer's exclusive remedy and the NCS parties' entire liability under this warranty or otherwise, whether in contract, tort, or otherwise and whether against any NCS party, is limited to the purchase price of FuelTrax system(s) (excluding installation services) actually paid by customer.

No NCS Party shall be liable for consequential or special damages or for any decision made or action taken or not taken in reliance on data, even if such NCS Party has been advised of the possibility of such damages. The internal laws of the State of Texas apply to this warranty.

This limited warranty is not an Extended Support agreement and therefore does not grant the customer any of the rights and privileges granted to customers whose FuelTrax system is under Extended Support. Please see Extended Support Program on the reverse of this document.

**Warranty related Certified Factory Technician services are provided at no charge within the continental United States. Outside the continental United States, charges for reasonable travel and living expenses plus travel time may apply. Please contact NCS or your local NCS approved sales agent for specific information on travel and living expenses.*



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