



Warranties and hardware fault incident reporting

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whitespace
work software

Whitespace Work Software

Hardware fault incident reporting

This procedure details the process to which all customers of Whitespace Work Software (Whitespace) must follow in order to repair or replace devices either under warranty, or outside of warranty.

For the avoidance of doubt, please note that 'hardware' is referred to as tablet devices, tracking units and associated components including cradle and mounts that are supplied by Whitespace. We will not support hardware you have purchased yourselves from other sources.

The agreed process for reporting faulty hardware is as follows:

- Customer will report all 'hardware' issues to Whitespace service desk <https://whitespacews.atlassian.net/servicedesk/customer/portals>.
- Specify what units are faulty / broken, providing device serial number or IMEI No.
- For hardware installed into vehicles which you can't reach then provide vehicle registration number and vehicle location.
- Whitespace will remote diagnose the issue where possible and if possible, guide the user through resolution options.
- If the issue cannot be resolved via the support desk the Whitespace will check date of purchase for Warranty purposes. Whitespace will then give you one of the below outcomes.

Outcome 1: Additional information needed

- Whitespace will contact the 3rd party providers to get feedback on possible causes, fixes and if applicable to authorise out of warranty claims.
- Response from third party will lead to Outcome 2 or 3 should they not provide a workable solution.

Outcome 2: Non tracking, removable items

- Should hardware be out of warranty then this would be the only step.
- Ask the customer to ship the device to Whitespace who will wipe, update and re-setup the device. This is chargeable.
- You must provide a note stating where the devices come from, where and who to return them to.
- Each device should have a note or post-it outlining the issue on it.

Outcome 3: Tracking and installation work

- Whitespace understands that an engineer call out is required. Once a purchase order is provided an engineer visit will be arranged.

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Warranty status

In warranty

- Whitespace will contact Webfleet / Masternaut and other relevant suppliers to obtain an RMA number
- RMA number is supplied and given to Whitespace
- Customer is to ship the faulty device(s) back to Whitespace
- If you are unable to remove devices yourself a Whitespace engineer would be needed to de-install them for you – this is chargeable.
- Replacement units are then sent to the customer but only on receipt of faulty devices.
- **Masternaut only:** A Masternaut engineer will come on-site with the replacement part and complete the installation.
- Whitespace will then setup the replacement device and ship to the customer. Customer will be required to pay for the shipping
- Again, if you are not able to install them yourself a Whitespace contractor will need to install them for you at the standard rate.

Out of warranty

- Customer will need to agree to the price of replacement units (prices vary) as well as de-installs, re-install costs if applicable.
- Shipments and visits will only be completed on receipt of a valid purchase order
- Replacements will either be shipped to Whitespace or to the customer in individual boxes (depending on requirement and setup needed)
- New units need to be removed from boxes and replaced by the broken / faulty ones. Inside the box are instructions on the return process to ship them back to Webfleet in Amsterdam for repair
- Whitespace accepts no responsibility for the condition of the devices during transportation to or from the customer. Customers outside of the service agreement are subject to price changes and additional service charges for any work carried out by Whitespace or its contractors including but not limited to shipping, installation and device setup.

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Terms and Conditions of Third-Party Products

Hardware warranties

Webfleet hardware (In-cab and Telematics device)

- 12 month warranty but only on faulty devices. Any defects would normally be spotted straight away upon visual inspection by Whitespace or the engineer.
- Any request from customers to replace hardware they claim is faulty would require the customer to send it to Whitespace for inspection.

Webfleet

- Two types of warranty each with different time frames and all require support calls to be raised to get an Incident number and forms will need to be completed.
 1. Fixed term warranty 12 months from purchase (by Whitespace):
 - ✓ Webfleet would provide a free device replacement for faulty units. Any physical damage and it's void.
 2. Out of warranty:
 - ✓ After 12 months we can get a reduce cost replacement on approval from Webfleet, price available on request.
 - ✓ This excludes any physical damage.

Apple

- 12 month warranty from the Whitespace 'date of purchase' and must be taken to an Apple authorised repair shop.

G-Force

- SIM cards provided from multiple suppliers so each may have their own terms.
- The ones listed below are a fair representation of what to expect.
- All SIMs will be replaced free of cost only once in the two year contract. Any replacements after this would be charged an admin fee.

Masternaut

- Masternaut have a two year warranty from date of shipment on all hardware.

Mounts and other hardware

- Samsung devices and other hardware come with standard 12 months warranty for faulty hardware.
- Any physical damage voids the warranty.
- Must be returned to Whitespace for inspection.

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Terms and Conditions of Third-Party Products

Installations warranties and cancellation terms

- All installers (AES, UTS, Masternaut) have a full three working day cancellation period.
- Any cancellations in this time will be charged at the cost of the install.
- Only vehicles booked will be completed. They can't be substituted unless pre-arranged with Whitespace.
- Should a vehicle booked for an install not be available when the engineer arrives then that booking cost is charged in full.
- Should a customer halt or stop work for any reason then the total number of installations booked that day will be billed, irrespective of the number of vehicles installed
- It is the customers responsibility to have someone on-site to tell the engineer if the position of the In-cab equipment is not appropriate. Engineers will try to install it as close as they can to the middle of the dashboard, space allowing. They will not install it where it obscures the windscreen.
- Customers pay for installs or fleets during projects. Should any of the above happen, installations will continue until the customer has ran out of purchased installations. Any outstanding vehicles that were cancelled or unavailable will need additional financial cover before work can recommence.
- Whitespace engineers will only certify their own work so should any customer alter, move or install the hardware provided by us, then we will class any repair work as a full 'de-reinstall'.
- Should a Masternaut engineer install a unit that stops working within 48 hours then they will schedule an engineer to revisit. Often, they will see the issue themselves and automatically book.

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Terms and Conditions of Third-Party Products

Licensing terms

All license and subscriptions have a three month advanced notice of cancellation. Please note that whilst this is applicable for annual contracts, where a customer is in a 'term agreement' with Whitespace, the Whitespace term will apply.

Customer renewal quotes are sent out 13-14 weeks in advance allowing the customer time to discuss changes with Whitespace.

Masternaut

- Three year contract, non-cancellable or transferable (longer terms are available).
- 12 month auto renewal afterwards.
- Three month cancellation period for us so customer need to provide at least 13 weeks' notice to give enough time to action.

Webfleet

- Two Year Contract, non-cancellable (longer terms are available).
- 12 Month auto renewal afterwards.
- Three month cancellation notice to end 12 month Contract.

SIM cards

- SIM contracts are fixed for two years, non-cancellable .
- 12 Month auto renewal afterwards.
- 40-day cancellation period.

Qlik dashboards

We have a perpetual license which means that access can only be given if the customer continues to pay support.

- Annual support contract.
- Non-cancellable.
- Doc calcs and names users can increase but not decreased.
- Non transferable.
- Must purchase minimum of five doc calcs at time of new server being purchased.
- 12 Month auto renewal afterwards.
- Three month cancellation notice to end 12 month contract.