

# Installation and servicing of your Rogers Fleet Complete system

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## Introduction

We, at Rogers Fleet Complete (**“FC”**), wish to thank you for purchasing Rogers Fleet Complete, our proprietary fleet and mobile resource operations management and tracking solution system (the “system”).

**IMPORTANT:** If you received a self-installation kit including the self-install guidebook, make sure you read these installation terms before you install your equipment. **THESE TERMS ARE BINDING CONTINGENT UPON INSTALLING THE EQUIPMENT. BY CHOOSING TO INSTALL THE EQUIPMENT YOURSELF, YOU TAKE SOLE RESPONSIBILITY FOR DOING SO CORRECTLY.** If you engage the services of a third party installer that is not a Rogers Fleet Complete certified technician to install Rogers Fleet Complete hardware, you are responsible for their actions.

Please contact Technical Support at 1-877-556-1091 for assistance with the installation of any hardware.

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## Installation of Equipment

The Rogers Fleet Complete Solution (the **“System”**) requires the installation of Hardware, provided by FC, in your vehicles and/or other mobile equipment. You have advised us that you wish to have your own installer(s) or other person(s), who are not FC Certified Installers own Client technicians, install the System and the Hardware in your vehicles and/or other mobile equipment, as well as to service the System and the Hardware when necessary.

To assist in the initial installation, please refer to the Rogers Fleet Complete Installation Manual for the System and the Hardware. FC also provides documentation for the System (the **“Documentation”**) as part of your license fees for the System. In order to ensure the proper functioning of the System and the Hardware, the initial installation must be completed by you or your installers in strict accordance with the steps, procedures and requirements of the Installation Manual and any further instructions, procedures and directions in the Documentation or as otherwise directed in writing by FC.

**FAILURE TO INSTALL THE HARDWARE AND SYSTEM IN ACCORDANCE WITH THE ROGERS FLEET COMPLETE INSTALLATION MANUAL AND DOCUMENTATION MAY RESULT IN THE VOIDING OF THE HARDWARE WARRANTY.**

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## **On-Site Installation and Other Services**

### **Initial installation**

In order to ensure the proper initial installation of the System and the Hardware and the on-going performance of the System and the Hardware in accordance with the Documentation, FC will provide you or your installer with reasonable telephone or online support during the initial installation process and/or provide telephone or online support to rectify any problems with the initial installation completed by the installer. If you are unable to install the equipment, FC will dispatch Rogers Fleet Complete Certified Installers to install the System and the Hardware subject to FC's then-current installation services fees.

### **Ongoing support**

FC will also provide you with reasonable telephone or online support for the System and the Hardware, which will include making FC's Installer Portal available.

### **Onsite services**

If you report problems with the initial installation, FC may, with your prior approval, dispatch FC's own Certified Installers to install, inspect and/or diagnose the problems with the initial installation. FC's standard installations fees and charges will apply to any onsite services provided by FC as a result of a faulty defective initial installation. If there is found to be an equipment or infrastructure fault caused by FC (faulty equipment), the service charges and replacement equipment are covered under warranty. By agreeing to self-install, you hereby authorize FC to invoice you for any installation services provided by FC through your telecommunications carrier's billing system. You also need to make the appropriate personnel available to FC to assist FC with troubleshooting and support of the Hardware and System.

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## Self-Install Agreement

### Waiver and release

By agreeing to the self-install terms and conditions, you release FC and its directors, officers, shareholders, partners, employees, related parties, representatives and successors (the “FC Group”) from and waive as against the FC Group any and all recourses, claims, causes of actions, losses and damages of any kind whatsoever, whether at law or in equity, whether direct, indirect or consequential, and howsoever caused, including negligence, gross negligence, willful act or omission, breach of contract or breach of any statutory, regulatory or other duty of care (collectively, “Claims”), in respect of any losses or damages suffered including death, injury, loss, damage, expense, property damage, loss of employment, economic or consequential loss or future loss of income howsoever caused (collectively, “Losses”), arising from or relating in any way to the installation of the equipment by you or your installer.

You also covenant not to make any Claims or pursue any proceedings against the FC Group, or any individual, corporation or other legal entity that might claim contribution or indemnity against the FC Group, whether under the provisions of any statute or otherwise, with respect to any issue arising from or relating in any way to your (or your installer’s) installation of the equipment.

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## Self-Install Agreement

### Indemnity

You agree to fully indemnify, hold and save harmless the FC Group, and each of them, from and against any and all liabilities, losses, damages, fines, costs, penalties or expenses (including legal fees and disbursements on a solicitor and own-client basis) that any of the FC Group may incur due to any claim made against any of them arising from or relating in any way to your (or your installer's) installation of the equipment.

Schedule A - fees

Services	USD	CAN
Installation	\$130.00	\$120.00
Onsite services	\$130.00	\$120.00
Travel per visit	\$75.00	\$85.00

# Certified installer guidebook

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## Introduction

We - Rogers Fleet Complete Team - pride ourselves on building strong lasting partnership with contractors and our customers. We have a dedicated team of Technical Support members and a strong Training Team here in Canada.

This guidebook is designed to outline our procedures, installation guides for a variety of products and basic troubleshooting information.

For in-depth Technical Support, please contact 1-877-556-1091.

## Installer's Toolbox

Most installations will require the following tools:

- Full compliment of various screw drivers
- Crimping tool for crimp connectors
- Wire cutters and strippers
- Quality heavy-duty or electrical tape
- Ring, spade, splice crimp connectors (red and blue)
- Small spools of red and black 18-20 gauge wire
- Digital multimeter
- Heavy-duty cable ties
- Silicone
- Rubber grommets
- Soldering iron and solder



## Dispatch

### New installer registration

Every installer must register for and use the Installer Portal in order to receive jobs.

### New install and service call requests

A request for a New Install or a Service Call will be dispatched through the installer portal and will appear in New Requests section. The installer can review and accept the terms of the job (work to be done and the price quote) or reject the request for further negotiations. The request will contain the description of the required work, customer's contact information, the Order number for New Installs and the Case number for Service Calls.

Upon completion of a Net New Install, installer

is responsible to enter the vehicle information (ODO reading, VIN number and additional sensor inputs - example Emergency Button) into the Asset's Details in the installer portal. The Portal is integrated with the Rogers Fleet Complete program and will transfer all the vehicle information into the application, as well as confirm that the device is reporting and working properly.

**Please Note:** *This step is recommended to be completed on-site at the completion of the installs. However, the installer has 24 hours after the installation to enter all serial numbers*

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## Troubleshooting On-Site

### Service call during net new install

If a technical issue with the hardware has been detected at the time of Net New Install, installer is to run basic troubleshooting steps outlined on page 21. If the issue persists, installer is to contact Rogers Fleet Complete Technical Support while on-site. Technical Support will open a CASE regarding the issue. Installer is to create a separate invoice for the Service Call and include the CASE number on the invoice.

### New service call

Installer is to perform the troubleshooting steps outlined in the Installer Portal Job Request while at customer's location. If the issue persists, installer is to contact Rogers Fleet Complete Technical Support while on-site. Installer is to provide the original CASE number supplied to the installer at the time of Service Call Dispatch to the Technical Support Agent.

Upon completion of the work, installer is to contact Rogers Fleet Complete Technical Support to confirm that the issue has been resolved. It is **Installer's responsibility to ensure the device is reporting properly before they leave the site.**

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## Invoicing

Installer is eligible to be reimbursed for the completed work as per the agreed upon price list in the Certified Installer Agreement or the Price Quote defined in the Installer Portal Job Request. Rogers Fleet Complete is responsible to pay the installer within 30 days of submission of the invoice only for the agreed upon charges.

Installer is to confirm the billable charges prior to completing any work. Installer is to address the invoices to Rogers Fleet Complete and email to **ci-install@fleetcomplete.com**. In case of Net New Installs, each invoice must include the ORDER number supplied to the installer at the time of Dispatch. In case of Service Calls, each invoice must include a CASE number supplied to the installer at the time of Dispatch.

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## FT1 Installation Guide

### Opening your FT1 device

- Insert plastic flat headed screw driver in between groove and press downwards while device is placed on flat surface
- Do not use metal screw drivers to open device this will brake the 8 PIN connector

### Molex cable

- Familiarize yourself with the 10 PIN Molex cable and 18 PIN Molex cable
- When you require connections such as 1-wire or digital output than the 18 Pin Molex cable should be plugged in as well
- The FT1 also has a 8 PIN port located on the side of the device

FT1 Installation Guide

FT1 - (8-PIN) cable colour table

PIN at board side	PIN definition	Colour
1	GND	BLACK
2	Relay1	ORANGE
3	BMCU_UART4_RX(TTL 1.8v)	GREEN
4	BMCU_UART4_TX(TTL 1.8v)	WHITE
5	BDCDC 5V output	PINK
6	1-Wire_line	YELLOW/RED
7	External_INT (1.8v)	GREY
8	Relay2	WHITE/BLUE

FT1 Installation Guide

Light Patterns & LED Error Codes

	Green	Blue	Red
ON	Modem OFF	GPS OFF	Device off or Sleeping
OFF	Connected to Cellular network	GPS has Location fix	System is awake
Medium Flash	Transferring Cellular Data	Receiving GPS Location	Telamatics Transferring Data (if equipped)
Rapid Flash	Searching for Cellular Network	Searching for Satellites	Device unlocked

## FT1 Installation Guide

### Light Patterns & LED Error Codes

LED	Flash Count	Error
Green	1	Sim Error
Green	2	No Network
Green	3	Unable to register with Network
Green	4	Service Unreachable
Green	5	Service Activation Error
Green	6	Service Sync failure
Blue	3	GPS Signal to Weak

## AT1 Installation Guide

### Overview

The AT1 provides you with ongoing visibility on the location of your high-value assets, thus giving you reassurance that they are safe and secure.

The AT1 asset tracker operates on the LTE-M (5G) network. It supports the following sensors:

- Temperature (ambient),
- Barometric Pressure (ambient),
- Light (ambient) and
- Humidity (ambient) reading.



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## AT1 Installation Guide

### AT1 device and key features

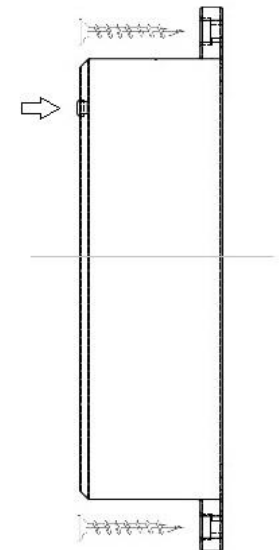
- There is an option to enable motion and set a motion interval in the Fleet Complete application via the Device Data Settings screen.
- Important: If an area does not cover 4G/5G there is no LTE coverage available. This means the device will not record or send positions.
- Runs on LTE-M, low power network
- One of the market's smallest and most affordable asset trackers
- Captures humidity, temperature, light and impact stats
- Applicable to any non-powered device
- Quick and easy install
- Easy to disguise and install covertly

## AT1 Installation Guide

### Installing the AT1

Model: B1-MIOT-NA

1. Determine optimal mounting location of device ensuring that it will not interfere with the regular operation of the asset.
2. For optimal GPS coverage the device should be mounted vertically on flat surface with the sensor opening on the upper side and a clear line of sight to sky.
3. Use two self-tapping screws to mount the device on a flat mounting surface.



#### Notes:

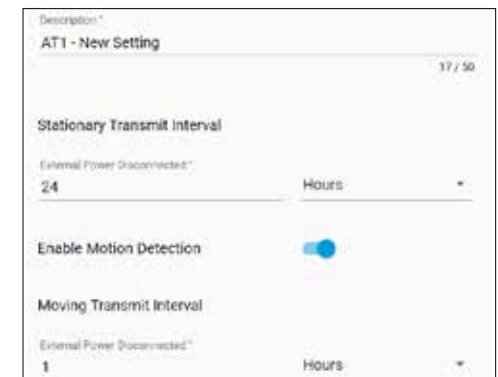
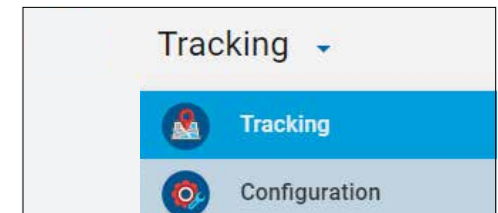
- Do not overtighten the self-tapping screws as they will crack the base.
- Avoid mounting the device under heavy metal as this will reduce range and effectiveness of GPS and cellular transmission.
- Zip ties or 3M double-backed tape can be used in interior or non-permanent installations

## AT1 Installation Guide

### Configuring device data settings

To configure the AT1 you can modify the Device Data settings (DDS). You can update the values in the application following sections Stationary Transmit Interval, Enable Motion Detection, and Moving Transmit Interval.

1. Log in to the application.
2. From the main toolbar, select Tracking / Configuration.
3. From the ribbon toolbar, select Device Data Settings.
4. To create a new DDS, click the Add button or To update an existing DDS from the left panel, click the name of the setting.
5. On the Device Data Settings screen update the following sections as necessary:
  - Stationary Transmit interval Default, set to one position every 24 hours.
  - If you want to capture motion detection
  - Slide the Enable Motion Detection bar to the right.
  - Update the Moving Transmit Interval fields. Default, set to one position every 1 hour.
6. Click Save & Close.



**AT1 Installation Guide**

**Recommended rules**

The following recommended rules are available in the FC Desktop application only and can be assigned to your AT1 device to notify you of any changes:

Temperature	Is used with a temperature sensor to inform you about when the temperate is outside of a specific range.
Distance	Is used to determine when an asset moves beyond a specified extent or amount of space.

**AT1 Installation Guide**

**Recommended reports**

The following recommend reports can be scheduled or generated on demand for your AT1 device to help you gather information from the field:

<b>Temperature report</b>	Provides the temperature readings within a given time period.
<b>Breadcrumb trail</b>	Is a summary that is available from the Tracking screen’s right-click menu for a specified asset.