

VISIONTRACK CCTV CAMERAS

Vehicle Changes – Truck Mini Fleet

IMPORTANT INFORMATION

Recap of Initial Camera Installation

- VT2000 cameras with separate panic buttons have been installed into all agreed HGV's by VisionTrack appointed engineers following your VAT payment.
- Each HGV registration is assigned a Recorder ID and is connected to either the:
 - FNOL Video Platform;
 - Full Tracking Platform (if applicable when extra monthly charge is paid).
- Cameras are "SIM connected" allowing you (via login) and VisionTrack to remotely view camera status, alerts and request footage without removing SD-cards from camera units.
- When applicable Risk Managers provide Camera Management Training at your premises.

Future Vehicle Changes

It's important to follow the correct processes as below. This ensures camera connectivity and viewing accuracy via the Video Platform are fully maintained.

Additional HGV's

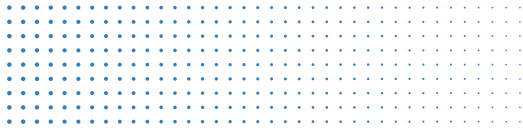
- Advise your broker in the normal way who will then ask TFP Schemes to add it to your fleet.
- VisionTrack will contact you to arrange VAT payment and arrange convenient installation.
- You'll then see the new HGV registration in the vehicle list when logged on to the Video Platform.

Swapping or Substituting HGV's

- Advise your broker who will then ask TFP Schemes to make the change to your fleet.
- VisionTrack will then contact you to arrange a:
 - De-installation of the camera and panic button from the old HGV;
 - Re-installation of this equipment to your new HGV which may take place on separate dates.
- The £80 cost (£40 de-install + £40 re-install) is funded however you will need to pay the £16 +VAT
- VisionTrack engineers also change what you see after logging into the Video Platform to ensure the correct vehicle is displayed.

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Urgent HGV Disposals

- If time doesn't allow for a de-install visit by a VisionTrack engineer cameras must be carefully removed. **Don't dispose of vehicles with cameras left in them.**
- Cameras have 95cm leads to their left (inside view).
- Uncouple camera with 95cm cable from joint with the longer power cable (this can be left in the HGV).
- **Do not remove the SD or SIM card from the camera.**
- The panic button and its lead can also be left in HGV.
- **Do not cut the 95cm cable** fixed to the camera itself as this will invalidate your camera warranty.
- **Ask your broker to update TFP Schemes who'll then advise VisionTrack to arrange re-installation only.**
- **TFP Schemes pay for a new power supply including power delay kit, panic button and sticky fixing pads.**
- **New equipment and re-installation costs £80 +VAT. You will need to pay £16 +VAT.**

Damaged Windscreen Changes

- It's important to check windscreen fitters have re-stuck your camera the correct way around.
- Power cables should be to the left of cameras (inside view) to avoid recording upside down!

Cancellation Charges – VisionTrack Installers Visit

- Cancellations with less than 1 working days notice to VisionTrack will incur a £40 + VAT charge.

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