

Site installation requirements, and what you should be prepared for when the Installer/Trainer shows up.

Mandatory site requirements:

Your site must have high-speed internet as our service and support is delivered either over the phone or via the internet.

You are responsible for cabling requirements for your store. If a cable is necessary and not present, the technician will lay one to complete installation, but it will not be buried. If you are a gas bar requesting pump control, you must have the wiring to the pumps in place. We will mount the interface device and plug it in for you, but you must have something to plug in to. We are not pump technicians, and will not directly touch your pumps, nor are we electricians, we don't do wiring beyond our technologies.

Appropriate counter space must be provided:

Our technicians are installers and trainers. They are not permitted to climb ladders, drill holes, or in anyway operate tools not considered a part of the install.

The installer only works from 8am to 5pm, with one half hour for lunch and two 15 minute breaks. If you interrupt his/her ability to complete the installation within the time allotted in your program, or keep him/her past 5:00pm, you will be charged overtime and possibly for additional travel time, lodging and meals for any return visit. Please be sure to accommodate the installer to insure a rapid installation and minimal down-time of your store.

Down Time:

You do not have to close your store, although truthfully you'll make it easier on yourself and the installer if you close the store at least while we get the equipment set up, which is generally around 4 hours. Whether you do or don't close down while we are on site, you will have a shut-down period of generally no more than one hour while we commission your pumps on our system.

Power Requirements:

Your program includes proper power conditioning and back-up, so you must have appropriate number of plugs.

Data from existing systems:

Wiz-Tec can retrieve your old data, however depending on the prior system, your current database might be encrypted. Make certain to ask your current provider for all of your passwords and we will ensure a relatively seamless transition. When we do our site survey we will ask for this information to facilitate the transfer. You are responsible for parsing the transferred data from your current POS provider.

Training:

All required training is done onsite "live", and a three day follow-up is done remotely where Wiz-Tec Technicians monitor and assist your staff. Please insure all staff that are to be trained are onsite at the time indicated by the installing Technician.

General labor charges and inventory data:

All labor for set-up, testing, installation, and training are provided. However, we do not build your inventory for you. If you do not have transferable data from a previous system, Wiz-Tec supplies an industry standard product/inventory database when doing installation. It is up to you to handle any additional entries or modifications. The Wiz-Tec Installer/Trainer will assist you on how to do that, but will not actually input your inventory for you. If you wish them to do it for you, please inform the site survey specialist as there will be a charge for this service.



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