



**FUELMASTER® Fuel Management System
 Super Extended Maintenance Agreement**

The FUELMASTER® Fuel Management Systems Extended Maintenance Agreement is made and entered into on this date of **05/07/2026** at Tallahassee, Florida, by and between SYN-TECH SYSTEMS, INCORPORATED, (STS), a Florida Corporation having a principal place of business at 100 Four Points Way, Tallahassee, Florida 32305 and:

Cleveland County - District 1

This initial term of this agreement shall commence as of **07/01/2026** and shall continue for a term expiring **06/30/2027**, at which time the services will be automatically renewed unless otherwise directed by the customer. Customer will have the option to accept or terminate the services when invoiced.

The FUELMASTER® Maintenance Agreement provides a means of extending the normal one-year warranty that all FUELMASTER® customers receive. It covers parts and support labor for all FUELMASTER® components, both software and hardware and provides free upgrades to software/firmware, as required.

Maintenance Level	FMU/Serial Number	Cost
Super	FMU3505 S/N 7343	\$2,650.00
Total		\$2,650.00

MULTIPLE YEARS OF MAINTENANCE MAY BE PURCHASED AT THE CURRENT RATE, BUT ALL YEARS MUST BE PURCHASED IN ADVANCE WITH ONE PAYMENT.

Syn-Tech Systems, Inc will provide at no additional charge Certificates of Insurance naming your company as a Certificate Holder.

Software updates will be provided free of charge upon request. The exception to this is for those systems operations with customized software. Each customized program will have to be quoted on an individual basis. Customers with Extended Maintenance program will only pay for the customization. The customer can make the decision as to whether he prefers to maintain his current system or upgrade to the new software/firmware. Changes in hardware are not covered by this agreement.

Organizations under a super maintenance contract will be provided an email address and phone number and have access to FUELMASTER® technicians to assist in FUELMASTER® operations and diagnostics 24 hours a day, 7 days a week. Service will include a Help Desk that allows the customer the ability to access FUELMASTER® technicians at all times. Please note that damage resulting from acts of God (including equipment failures due to electrical surges and lightning damage) will be covered under this agreement.

After expiration of any warranty / previous maintenance period, STS will use a three-tier maintenance support system.

Level One: Customer must report problem by telephone to STS. Calls received after normal business hours or on federal holidays, will be answered within 1 hour after notification. Syn-Tech's Product Support Team will analyze the problem within 62 minutes of contact. The Product Support Team will diagnose software and hardware remotely with telephonic diagnostic tools. Product Support will assist the customer to diagnose and/or give corrective actions. Seventy-five percent of the problems received by Product Support are resolved at this level. If level One is ineffective in resolving the problem, Syn-Tech Systems, Inc. will move to Level Two service.

Level Two: Syn-Tech Systems, Inc. will send replacement parts to customer by the most expeditious means in support of Level One Maintenance. The customer will install the replacement parts, with telephonic assistance and direction from STS, provided that the customer may install them without special tools and within an estimated 30 minutes. The customer will be provided a prepaid shipping container for return of the defective part(s). The defective parts(s) must be returned within seven business days.

Level Three: If Levels One and Two are ineffective in resolving the problem, Syn-Tech Systems, Inc. will dispatch a FUELMASTER® technician and spare parts to the customer's site to effect repairs as required. The customer's system must be repaired within three (3) working days in the customer's United States after seven (7) days outside the continental United States after notification that a site visit is required. Notification begins 8:00am on the first normal business day after Level Three assistance is determined. If this occurs on a normal business weekend or a federal holiday, the time starts on the next business day. If any types of clearances are necessary to access the site, notification time will not begin until the appropriate clearances are obtained.

Please note that damages from user abuse, negligence, accidents, faulty installation or operation is not covered under the agreement. This agreement specifically excludes any

indirect, special consequential damages to include, but not limited to, loss of product, profit, or litigation fees. Additionally, associated equipment including printer, personal computers, pumps, oilers, dispensers, and other items not manufactured by Syn-Tech Systems, Inc. are warranted only to the extent covered by the original manufacturer. Additionally, warranty is limited to approved locations and is not transferable except by written permission of Syn-Tech Systems, Inc.

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The parties of Syn-tech Systems, INC. and **Cleveland County - District 1** deem this agreement to be executed by their duly authorized representatives on the Agreement date.

SYN-TECH SYSTEMS, INCORPORATED:

(Signature)

(Date)

Taylor Fenior 05/07/2026

(Name)

Taylor Fenior

(Title)

Marketing Operations Manager

CUSTOMER:

(Signature)

(Date)

(Name)

(Title)
