



SITrack - Frequently Asked Questions

1. Who monitors the tracking software?

The customer's administrator will be responsible for monitoring devices through Trimble's Alltrak software.

2. Who has access to the tracking data and location of devices?

The customer and Trimble have an "ALL ACCESS" account to monitor and track devices.

3. Does SITECH provide access to the data or location?

We do at first, but our temporary account (to verify operations and registration) will be removed as the customer takes possession and can confirm the account is removed.

4. Is training provided on how to use the SITrack System?

Yes, SITECH can provide training as needed

5. Who is responsible if a device is missing?

The customer is responsible to notify the authorities and liable for the loss of equipment.

6. Is there any guarantee that I will be able to recover my device if lost or stolen?

No, the device is a way to help locate your device. It's up to the customer to work with the local authorities to obtain their equipment.

7. How long does the battery last?

60 days when set to report the location every 12 hours.

8. What happens when the battery dies?

The unit will stop reporting until it's reconnected with an external power source.

9. How often does the system transmit its location?

To conserve battery life, the devices are programmed to report every 12 hours. The devices can be tracked at any given time through Trimble's Alltrak software.

10. What is the Warranty Period? Standard warranty on SITrack and Trimble products is 12 months.

The devices are warranted from manufacturer defect.

11. How will I know when to renew my tracker?

The administrator of the account is notified **14 days** before the data service is set to expire.

By using SITrack, all customers agree to the Use Terms and Conditions set forth by Trimble Navigation.

These Terms and Conditions can be found on the SITECH South website at <http://sitechsouth.com/wp-content/uploads/2018/05/Trimble-Terms-of-Use-Alltrak.pdf>

www.sitechsouth.com