



Hernando County, FL

Sourcewell #081524-SYS

**FuelMaster FMLive Service Renewal
Effective 03/01/2026 – 02/28/2027**

Dear Valued Customer,

We value your investment in your fuel security and management platform and are committed to providing quality customer service. Syntech provides four customer service levels to choose from to continue your FMLive service:

FMLive Service at Every Level	Basic	Limited	Initial Warranty	Standard	Premium
Cloud Hosting with Cellular Connectivity	X	X	X	X	X
Free Software and Firmware Updates	X	X	X	X	X
Software ONLY Phone Support (8am – 8pm EST Mon. – Fri., Excluding Federal Holidays)	X	X	X	X	X
Software AND Hardware Phone Support with Diagnostics (8am – 8pm EST Mon. – Fri., Excluding Federal Holidays)		X	X	X	X
Free Repair Parts (Excluding Acts of God, Vandalism, User Abuse)			X	X	X
10% Discount on Replacement Parts		X			
Unlimited 24/7 Phone Support and Diagnostics Without Restriction					X
Free Certified Technician Site visits as required					X
Free Surge/Lightning Kits					X
Acts of God coverage					X
Annual Cost (4 FMUs and 2 TCMs)	\$8,880	\$10,255	Included the first year	\$14,530	\$20,030