



FREQUENTLY ASKED QUESTIONS

EZTrac™ | EZTrac Plus™ | EZTrac Solar™

Q. Can the battery be replaced in the EZTrac Plus?

A. No. There is a tamper seal that would void the warranty if broken. These devices and the batteries are designed to last 10 years. Even if the battery no longer accepts a charge the device would still report if connected to external power.

Q. Does the device let you know if it's been "unplugged" by a thief?

A. No. The EZTrac Plus has a tamper alert that would trigger if the device was removed and tilted over 45 degrees. If an alert is something more customers are interested in, we can do it with a loop in the harness.

Q. What if someone steals the device and attempts to put it on their own trailer?

A. With the covert install, it is highly unlikely that the hardware gets stolen. However, if it does, the user will be able to see where the device is, and they will have no ability to access the data unless you give them access to your account.

Q. Will the device tell you if it's been unplugged by a potential thief?

A. We will get a notification that the device has been unplugged from the ABS, but we will not know whether or not that was intentional or not.

Q. Who handles the monthly subscription?

A. The monthly subscription is a payment sent directly to the Geotab reseller.

Q. Can a customer cancel and resume the subscription at any time?

A. The terms of the contract are negotiated by the reseller and the end user.

Q. How long is the warranty on each device?

A. The warranty on each device starts after the product reports to the Geotab server and lasts for an entire calendar year.



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Q. How long does it take to set-up and activate a device?

A. The time will vary depending on how fast the internet is in your area, but after the EZTrac devices are installed, the activation will take 5 minutes or less.

Q. Are there additional resources to help with installation, activation, and association?

A. There are step by step installation and activation instructions provided on the PCT Marketplace page. Also, there are instructional videos available on our website for installation and activation.

Q. Will these units track miles between times dates?

A. EZTrac - No, EZTrac Plus - Yes, EZTrac Solar - Yes, total mileage (powered and unpowered). Even if a truck's AUX circuit is faulty, mileage will be tracked.

Q. I don't see my asset on the app or web portal, what do I do?

A. Make sure you have successfully activated and associated the asset with the Geotab. Also, if you don't have a strong internet connection, you might not be able to see your asset(s).

Q. Do I have to drill holes in the crossmember to install the EZTrac Plus?

A. Yes, the gateway must be secured on the crossmember or to the bottom of the floor.

Q. How far back will there be historical data from my assets?

A. From the day it's activated for 10 years.

Q. If I cancel my subscription, will I still be able to access my old asset reports?

A. You will need to contact Geotab support to recover.



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Q. Can I uninstall my EZTrac GPS or EZTrac Plus, can I reinstall on a new?

A. Yes, but asset details will need updated.

Q. What do all the lights indicate on my hardware?

A.

- Red - Cellular is locked
- Red blinking - Looking for cellular
- Green - Power is connected and receiving GPS lock
- Green blinking - Trying to lock on GPS
- Orange blinking twice a second - The device detects vibration (in general there is movement)
- Orange - Every 10 seconds means its relying on battery
- Orange - Every second - in trip mode
- Orange - Every 5 seconds - External Power - no trip no vibration
- Orange - Shipping mode: Every 25s

Q. Will my device stop working if it gets wet, cold, hot, etc.?

A. No, you can find the information for temperature restrictions for our product on the EZTrac Flyer.

Q. Will the system continue to work if I cross into Mexico or Canada?

A. Yes - all of our SIM's are compatible in North America (USA, Canada, Mexico).



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Q. If I am in an area with no service, what happens to the data collected during that time? Will it still show up on the map?

A. It will be held on the device until cellular service is available. All data collected out of the service area will be sent as soon as possible with correct date and time stamps of when data was collected.

Q. What is the IMEI?

A. International mobile equipment identity - unique identifier for the device.

Q. If I unplug my EZTrac GPS device and plug it back in, will I have to walk through the association process again?

A. No - you only have to update the asset information if you put the device on a different asset.

Q. Where is the antenna for the GPS unit - how is it communicating?

A. Internal.

Q. What is the amp draw from the auxiliary circuit?

A. .75 amps.