

TECHNICAL SUPPORT

TECHNICAL SUPPORT TEAM CONTACT NUMBER : [0556482202](tel:0556482202)

On the WEB page www.trackmaster.com.gh Customer's are provided a USERS GUIDE to enable Customer's to manage their own accounts and take control of their vehicles.

The Technical Support Team will provide training for the Vehicle Tracking Service on request by Phone .

A Customer has to take the decision of informing or not other users of the vehicle about the presence of the Vehicle Tracking Device .

A Customer is responsible for maintaining the secrecy of the username and password and any account information.

A Customer shall assume the responsibility if other person than the purchaser of the service is submitting the vehicle to install or service the Tracking Device .

A Customer is not to tamper with, or attempt to disable Tracking Device, any damage to equipment due to unqualified handling is at customer own liability and loss of warranty.

The Tracking Device units installed in vehicles have no serviceable parts. The Tracking Device have two years warranty in case the Device malfunctions , after the two years warranty, the customer will pay a full cost of the device in case it gets damage.

When a Vehicle is Stolen log into your account and call Ghana Police Service ...Crime Stoppers on MTN 18555 and give them directions where the car is moving, to enable the Ghana Police service to intercept the car.

When a Customer does not get reports on his vehicle (s) the 1st point of call is preferably the Technical Support - 0556482202.

The Technical Support makes the evaluation and if it is not a problem from the Software the Customer will be directed to a Installation Team (preferably where installations were made).

A Customer shall make available at the Certified Installation Teams, vehicles with Tracking Device requiring service during reasonable business hours (from 08.00h to 17.00h) and on assigned working days (Monday to Friday).

A Customer will go to the Installation Team and the following charges will be made

1. Installation fee is GHc 40.
2. Inspection of device for tampering and its connectivity GHc 20
3. Removal and reinstallation of the Tracking device for reconfiguration GHc 20
3. Changing the Tracking Device from vehicle been tracked to another vehicle shall pay to the installation team for a Removal and Installation cost of GHc 40.00
4. Clients will pay extra charges (extra wait time) for delayed servicing on devices ie if vehicle is not available at stipulated time.
5. Any Client who does not install their tracking device with an approved & certified Trackmaster Installer bears the cost of a new tracking device in case the device gets damaged/broken (even under warranty period).

A Customer has the option to request for the Installation team to come to customer's premises upon agreeing on a transportation cost with Installation Team .