

*Your Partner in  
Fueling Site Success:*

# Gasboy's Service Portfolio

Gasboy offers a complete range of service solutions designed to simplify installations, maximize uptime, and protect your fueling equipment investments. From dedicated project management and expert field engineering to 24/7 support and extended warranties, our services ensure efficient operations and peace of mind at every stage.





## Project Management Services

Project management offers clear communication and seamless coordination to keep your projects on track. **Key benefits include:**

- **Single Point of Contact:** Customers have a dedicated Service Project Manager, simplifying communication and ensuring accountability.
- **Comprehensive Coordination:** Gasboy Project Managers handle logistics such as site surveys, installation scheduling, and overseeing on-site installations, streamlining operations and reducing delays or miscommunications.
- **Efficient Equipment Logistics:** Coordinating equipment shipping ensures all necessary materials arrive on time, supporting a smooth installation process.
- **Regular Updates:** Project Managers facilitate regular status calls with customers, keeping them informed and involved throughout the project lifecycle, enhancing transparency and building trust.



## Field Engineering Services

Field engineering ensures expert installation, training, and rapid issue resolution to maximize uptime. **Key benefits include:**

- **Comprehensive Installation and Training:** Ensures 100% satisfaction by correctly setting up equipment and fully training users.
- **Increased Customer Uptime:** Minimizes downtime by quickly addressing issues on-site, keeping operations running smoothly.
- **Enhanced First-Time Fix Rates:** Expert knowledge improves the likelihood of resolving issues on the first attempt, saving time and reducing follow-up visits.





## Gasboy System Services

System services provide continuous support, remote diagnostics, and software updates for optimal system performance. **Key benefits include:**

- **Helpdesk Assistance (24/7/365):** Access to support any time, every day of the year, providing immediate assistance when issues or questions arise.
- **Remote Diagnostics & Issue Resolution:** Technicians can diagnose and fix problems remotely, leading to faster resolution and less downtime.
- **Software Upgrades:** Regular updates maintain system performance and security, ensuring optimal operation.

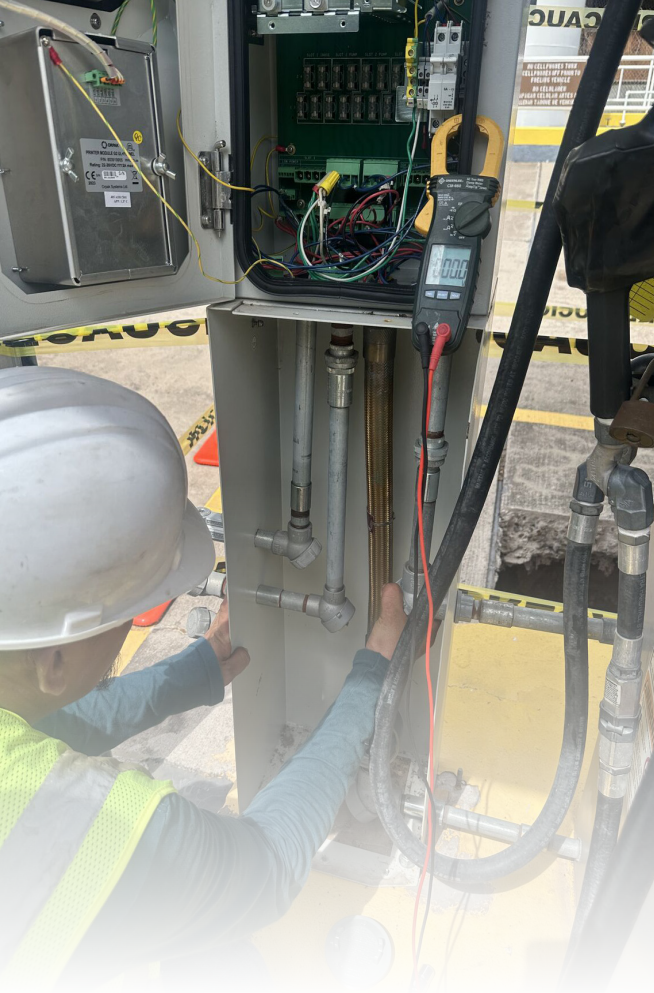


## Extended Warranty

Extended warranties reduce unexpected repair costs and extend protection for your critical equipment investments. **Key benefits include:**

- **Lower Unexpected Repair Costs and Budget Predictability:** Covers parts and labor to mitigate financial impact and allow for predictable budgeting.
- **Faster, More Convenient Servicing:** Enables quicker and more efficient repair processes.
- **Peace of Mind and Extended Protection:** Protects critical equipment investments beyond the standard warranty, offering security against future failures.





## Service and Repair Concierge Support

Concierge support streamlines vendor collaboration, invoice management, and equipment cost tracking for hassle-free repairs. **Key benefits include:**

- Collaboration with Vendors: Collects and stores all relevant materials (notes, documents, photos, artifacts) in EKOS to assist repair processes.
- Invoice Verification: Ensures vendor invoices accurately reflect rates, including trip charges and hourly fees.
- Consolidated Invoicing: Combines all service invoices into a single monthly invoice for client convenience after vendor payments.
- Equipment Cost Tracking: Updates each piece of equipment with detailed costs to support budgeting and lifecycle decisions.



## Turnkey Program

The turnkey program simplifies installations by completing key setup steps in advance, reducing field work and downtime. **Key benefits include:**

- Assembly, functional system testing, software site configuration, communications setup, software updates, database downloads, and registration are completed prior to shipping.
- EKOS on-site testing lab experts configure the software to manage site authorizations, number of dispensers, fueling positions, payments, and more.
- These upfront steps reduce field technician and service manager workload by 60%, enabling a "plug and play" controller installation at your site.



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