



Thank you very much for choosing us as your timing equipment provider. We are grateful for your business and will do everything in our power to make sure you have the best possible experience with us. To that end, here are some tips and instructions to help make your rental experience easier.

Contacting Us:

We are committed to providing the best customer service. If you have a problem or question do not hesitate to call us at 404-954-1499. That number is attended at all times even at night and on the weekend. Additionally, you can find a bunch of information on our website's download section including a zip file with dozens of AMB help files and training manuals for both Orbits 3 and Orbits 4.

Shipping:

Attached to this sheet is your return UPS label(s). Please keep all the packing materials that came with the shipment. When you are done, repack the equipment as it came to you. Place the attached label(s) over the label from the incoming shipment and remove or mark over all other stickers placed on the box by UPS. In accordance with your contract, you must have the equipment scanned into the UPS system at an authorized UPS facility by close of business on _____. Please obtain a shipping receipt from UPS when you drop off the equipment.

Protecting the Equipment:

As you know, you are responsible for all loss and damage to our equipment. However, the last thing we want is for you to have to replace equipment. Here are some tips to help prevent that occurrence.

First, the charging cases are expensive and full of electronics. They do not handle moisture or dirt well. Please charge the transponders in a safe, clean, dry place. Keep the charging cases in a locked, clean, dry place during the event to prevent loss or damage.

Also, please be careful when connecting the power cord to the charging case. Both the pins and the plug can be damaged if they are not aligned properly during connection. Be sure to connect them gently.

While transponders are damaged in crashes, they are far more likely to be damaged by having the plastic holding clip fall off the car onto the track. It is a good idea to have your tech or grid person check the security of the zip ties or other fasteners used to connect the clip to the car on each vehicle. Racers sometimes do a poor job of securing the clip to the car and a little quality control here goes a long way toward keeping you transponder replacement bill down.

The transponders are pretty durable with normal use. However, the tabs on the end of the transponders can be damaged or broken off do to rough handling. This usually occurs when someone tries to yank the transponder off the clip with the cotter pin still attached. Be sure to remove the transponders from the clips with care.

Avoiding Late Fees and Hassles

One of the biggest hassles to fix is when your customer leaves without returning a transponder. Remember, you are responsible for replacing all lost and damaged transponders no matter what the cause. Requiring each user to leave their driver's license as a deposit or sign a contract with a credit card number are both good protocols to insure returns. In addition, placing reminder signs at the exit of the speedway can help the absentminded.

As a confirmation, you have been shipped _____ transponders. Without a charging case it not as obvious that a transponder is missing because there isn't an assigned space for each transponder in the box. Please make sure you have accounted for all transponders before making the return shipment.

Below are speedometer stickers. They are intended to help make sure all of the transponders are returned at the end of the night and help you avoid late fees or lost transponder charges.

Give one to each racer who rents a transponder from you. Tell them to stick it on the speedometer or on the inside windshield of their tow vehicle to remind them to return the transponder before they leave the track.

We hope you have a successful event and thanks again for choosing GP Sports Timing!