PRODUCT DISCLOSURE SHEET (PDS)

Dear Customer,
This Product Disclosure Sheet (PDS) provides you with key information on your Radius Telematics Vehicle Tracking, Asset Management and Vehicle Camera products. Other customers have read this PDS and found it helpful; you should read it too.

Product information

Vehicle Tracking
Vehicle tracking helps you see where your fleet is in real time and understand journeys, idling, stops, driver behaviour etc. These insights help you monitor vehicle journeys and use, reduce fuel and operating costs, strengthen security and support safer driving, while keeping day-to-day fleet operations firmly under control.

Asset Management
Asset management helps you locate your assets, review location history and understand where it is being used. Geofences and movement alerts help protect against unauthorised use, loss or theft, while clearer visibility supports better deployment, higher utilisation, less downtime and more effective inventory planning across your operations.

Vehicle Cameras
Vehicle cameras combine vehicle tracking with video footage, all accessible through the telematics platform. Bringing together video, location, speed and driver performance data gives you a clearer view of journeys and incidents, helping you promote safer driving, establish fault, respond to disputed claims and potentially reduce accidents.

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Know your obligations

It is your responsibility to read these key terms:
Unless your Contract states that you have purchased the telematics hardware, such hardware is leased and shall remain the sole and exclusive property of Radius.

You acknowledge that the products include the real time tracking of assets and recording of video footage from cameras installed on vehicles. This may mean that the tracking and video footage also permits the identification of movements of individuals, such as employees, customers, contractors or other third parties. You understand that it is your responsibility to ensure that all Data Protection Laws are adhered to in their use of the Services.

Under some circumstances it will be necessary to adapt, adjust, amend or modify an asset or vehicle to install the products. You acknowledge that Radius will not be liable for any damage caused by such adaptation, adjustment, amendment or modification.

Fees and charges	Amount	When applied
Account charges		
Configuration Fee	RM100	New account setup
Kinesis Insight	RM10	A charge per vehicle tracking subscription per month
Direct Debit Bounce Fee	RM5	A Charge for a missed Direct Debit payment.
Out of Hours Surcharge (Weekend Fittings)	RM150	Additional charge per device fitted on weekends.
Missed Appointment / Late Cancellation	RM200	Installation appointment missed or cancelled

		without required notice period
No Fault Found Fee	RM100	Applicable when leased hardware is not returned after contract termination
Telematics charges per device		
Device Installation	RM200	Charge per device for the installation of a new or replacement tracking device.
Device Removal	RM200	Charge per device for the removal of a tracking device and leaving it with the customer.
De-install/Re-install	RM250	Charge per device for the removal of a tracking device from one vehicle and the same device installed on another vehicle at the same location at the same time.
Device Non-Return Fee	RM430-575	Applicable when leased hardware is not returned after contract termination
Camera charges per device		
Camera Installation (per device)	RM250	Charge per camera for the installation of a new or replacement camera for up to 5 cameras
Camera Removal	RM250	Charge per camera for the removal of a camera

		and leaving it with the customer
De-install/Re-install (De/Re)	RM300	Charge per camera for the removal of a camera from one vehicle and the same camera installed on another vehicle at the same location at the same time.
Camera Non-Return Fee	RM860	Applicable when leased hardware is not returned after contract termination

These charges are the minimum amounts only. Any custom/bespoke installation may incur an increased charge depending upon requirements.

Know your risks – Important

1. If you cancel early, you must still pay the charges for the rest of the minimum Contract term

2. GPS tracking performance may be affected by network coverage, signal obstruction or equipment failure.

3. Access to camera footage may depend on network connectivity and system availability.

Other key terms

1. Your Initial Term will be specified in your Sales Order and may vary depending on the products and services purchased.

2. You confirm you are entering into this Contract on a business-to-business basis and will use the Products and Services wholly or mainly for the purposes of your trade, business, craft or profession.

3. The device uses your vehicle battery. You should ensure the battery remains in good condition to support both the vehicle and the installed hardware.

4. Radius will provide 28 days advance notice of material changes to pricing, you will be notified of any changes by email.

5. If you experience payment or financial difficulties, please contact Radius immediately so that we can discuss available support options before charges become overdue.

6. From time to time Radius may update the Contract terms to reflect legal, operational, commercial, or product changes, these will be published on radius.com and you will be notified by email.

7. Unless terminated in accordance with its terms, the Contract will automatically renew for successive 12-month periods.

Contact

If you have any questions or require assistance with your products, you can:



Call us at
603 9212 6655



Visit us at
https://www.radius.com



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