

# TomTom PRO 2020 User Manual

# Contents

<b>Read me first</b>	<b>4</b>
Important safety notices and warnings.....	4
<b>Welcome</b>	<b>6</b>
<b>Get going</b>	<b>7</b>
What you can do with your PRO 2020 .....	7
Installing in your car .....	7
Positioning the device.....	7
Switching on and off .....	8
Setting up.....	8
Restarting the device.....	8
Caring for your PRO 2020 .....	8
Help .....	8
<b>What's on the screen</b>	<b>9</b>
Driving view.....	9
Advice and alerts.....	10
Navigation buttons .....	10
Active Driver Feedback and advice .....	11
Advice and alerts.....	12
Working time buttons.....	12
Logbook buttons .....	12
<b>Driver identification</b>	<b>14</b>
<b>Report working time</b>	<b>15</b>
About reporting working time .....	15
How to report working time.....	15
Working time buttons .....	15
How to check your report working time status .....	16
<b>Using the logbook</b>	<b>17</b>
Change logbook mode.....	17
Logbook buttons .....	17
<b>OptiDrive</b>	<b>18</b>
About OptiDrive.....	18
OptiDrive indicators .....	18

<b>Settings</b>	<b>20</b>
Language .....	20
Units .....	20
Audio.....	20
Backlight.....	20
<b>Considerations</b>	<b>21</b>
Considerations.....	21
<b>Getting Help</b>	<b>22</b>
Help .....	22
<b>Addendum</b>	<b>23</b>
<b>TomTom Telematics Limited Warranty</b>	<b>26</b>
<b>Copyright notices</b>	<b>28</b>

# Read me first

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**IMPORTANT:** To avoid any malfunction or damage, carefully read these instructions before turning on and using this device. Keep this document for future reference.

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## Important safety notices and warnings

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**Important:** Read the following safety instructions carefully. Read the instructions in this document carefully.

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TomTom Telematics accept no liability for damage that results from disregarding the safety instructions. This document is part of the product. Keep it in a safe place. If you pass the unit on to a new user, make sure you give them this document as well.

### Use with care

It is your responsibility to use best judgment, due care and attention when using this device. Don't allow interaction with this device to distract you while driving. Minimise the time spent looking at the device screen while driving. You are responsible for observing laws that limit or prohibit the use of mobile phones or other electronic devices, for example, the requirement to use hands-free options for making calls when driving. **Always obey applicable laws and road signs**, especially those relating to your vehicle's dimensions, weight and payload type. TomTom does not guarantee the error-free operation of this device and shall not be liable for any penalties arising from your failure to comply with applicable laws and regulations.

### Safety messages

Please read and take note of the following important safety advice:

- Check your tyre pressures regularly.
- Service your vehicle regularly.
- Medication can affect your riding or driving ability.
- Always use seat belts if available.
- Don't drink and drive.
- Most accidents happen less than 5 km / 3 miles from home.
- Obey the rules of the road.
- Always use your turn indicators.
- Every 2 hours, take a break for at least 10 minutes.
- Keep your seat belts on.
- Keep a safe distance from the vehicle in front.
- Before setting off on a motorbike, fasten your helmet correctly.
- When riding a motorbike, always wear protective clothing and equipment.
- When riding a motorbike, be extra vigilant and always ride defensively.

### **Use of this product is restricted in some areas**

The TomTom PRO 2020 may interfere with electrical devices such as cardiac pacemakers, hearing aids and aviation equipment. Interference with these devices may endanger the health or life of you or others. Pacemaker manufacturers recommend that a minimum of 15cm / 6 inches be maintained between the device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research.

### **Danger of explosion**

Parts of the TomTom PRO 2020 can cause sparks that can lead to explosions. This may endanger human health and life. Do not use the unit in areas with high risk of explosion. When using a TomTom PRO 2020 in a vehicle fuelled by liquefied gas, follow the safety regulations of the country in which the vehicle is operated.

### **Damage caused through improper installation**

The installation and initial operation of the unit must be performed by authorised personnel only, for example, a qualified radio dealer or an automotive electronics workshop.

### **Risk of injury in case of accidents**

Do not mount the unit or accessories in the inflation area of airbags or in the impact area for the head or knees. Choose an installation location that will avoid interference with displays, safety equipment and controls.

### **Damage to the chassis**

Make sure you do not drill into parts of the chassis that have structural or security-related functions. This is because you cannot be certain that they will function properly after modification.

### **Risk of fire**

Make sure you do not drill into covered wiring harnesses, fuel lines or similar components. Drilling into these can cause fire.

### **Repair and replacement**

Repairs must be carried out by authorised and qualified personnel only. Never replace damaged parts of the unit yourself. Send the defective unit to TomTom Telematics for repair. Only the qualified staff of TomTom Telematics are authorised to repair or replace parts.

### **Damage to the device**

Short-circuits inside the unit can be caused by contact with water or other liquids. The unit may be damaged by contact with water. Use and store the unit in an area protected from water.

# Welcome

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This User Manual explains all you need to know about your new TomTom PRO 2020 Driver Terminal.

If you want a quick read of the essentials, we recommend that you read the [Get going](#) chapter. This covers installation, switching on and setting up your TomTom PRO 2020.

For information about what you see on the device itself, go to [What's on the screen](#).

**Tip:** There are also frequently asked questions (FAQs) at [telematics.tomtom.com/support](https://telematics.tomtom.com/support). Select your product model from the list or enter a search term.

We hope you enjoy reading about and, most importantly, using your new Driver Terminal!

# Get going

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## What you can do with your PRO 2020

Using your TomTom PRO 2020 you can report working hours, keep a logbook and help improve your driving style:

- You can [identify yourself to the device](#) using your personal RFID card and therewith be assigned to the vehicle. With that, all trips you make will be associated to you as a driver.
- You can use your PRO 2020 to [report start, break and end of work](#) by using personal RFID cards. With that, one or more employees can use your PRO 2020 to report working hours.
- Using the PRO 2020 you can [easily maintain a mobile logbook](#). Report private, business and commute trips by simply tapping the display and all location based information that is required is taken from the TomTom LINK installed in your vehicle.
- Your PRO 2020 enables you to [drive safer and more eco-friendly](#). It gives you advice on idling, harsh braking and harsh steering. Additionally, it advises to shift up when you are over-revving. On the device you get immediate insight into your driving style and fuel consumption.

Note: You require a TomTom LINK 510 to connect to your TomTom PRO 2020. To make use of the full OptiDrive functionality you also require a TomTom LINK 105 installed in your vehicle and connected to the TomTom LINK 510.

## Installing in your car

Your TomTom PRO 2020 must be wired to a TomTom LINK device installed in your vehicle and fixed to the dashboard of your vehicle. For detailed installation instructions, please refer to the installation guide that you can find on [telematics.tomtom.com/support](https://telematics.tomtom.com/support).

Note: You may need an additional mount for your individual installation. You can find accessories for your TomTom PRO 2020 on [telematics.tomtom.com/accessories](https://telematics.tomtom.com/accessories).

## Positioning the device

Be careful where you install your PRO 2020. The PRO 2020 shouldn't block or interfere with any of the following:

- Your view of the road.
- The controls in your vehicle.
- Your rear-view mirrors.
- The airbags.

You should be able to reach your PRO 2020 easily without leaning or stretching. In a car, you can attach your PRO 2020 to an air vent, on the dashboard or affix it to the dashboard using an additional mount.

For detailed information on finding the right place and accessories for mounting your PRO 2020, please refer to the installation guide on [telematics.tomtom.com/support](https://telematics.tomtom.com/support).

## Switching on and off

### Turning on the display

To turn on the display, press the On/Off button on the top left of your PRO 2020 once or tap the display.

### Turning off the display

To turn off the display of your PRO 2020, press the On/Off button once.

**Note:** The display turns off automatically, when the ignition of the vehicle is switched off for more than 30 seconds.

## Setting up

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**Note:** The language you choose will be used for all text on the screen. You can always change the language later in the **Settings** menu.

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When you first switch on your TomTom PRO 2020, you have to answer a few questions to set it up. Answer the questions by touching the screen.

## Restarting the device

In rare cases, your TomTom PRO 2020 may not start correctly or may stop responding to your taps.

In those cases you can perform a reset. To do this, press and hold the On/Off button until your PRO 2020 begins to restart.

## Caring for your PRO 2020

It is important to take care of your device:

- Do not open the casing of your device under any circumstances. Doing so may be dangerous and will invalidate the warranty.
- Wipe or dry the screen of your device using a soft cloth. Do not use any liquid cleaners.

## Help

You can get help by going to [telematics.tomtom.com/support](https://telematics.tomtom.com/support).

For warranty and privacy information go to [telematics.tomtom.com/legal](https://telematics.tomtom.com/legal).

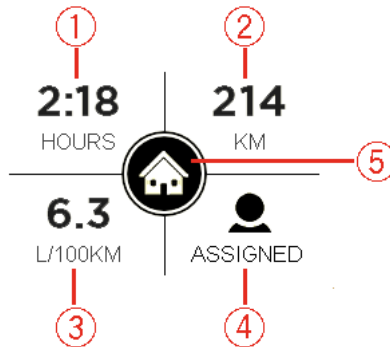


# What's on the screen

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## Driving view

The Driving view is shown when you are driving. In the Driving view you can see and do the following:



1. The duration driven during the current trip.
2. The distance driven during the current trip.
3. The average fuel consumption during the current trip.

This information is only available when you have a TomTom LINK 105 installed which is connected to a TomTom LINK 510 installed in your vehicle.

4. Icon to show if a driver is assigned to the vehicle.
5. The icon representing your current logbook mode. The following trip modes and states can be shown.



**Business** – You are on a business trip.



**Commute** – You are commuting.



**Private** – You are on a private trip.



Vehicle position is not shown



Logbook is disabled on your device

Tap the display to access the [main menu](#).

When you are in the [main menu](#) while you are driving and you do not use the device, the Driving view will be automatically shown after 30 seconds.

When you have stopped driving and turned off the ignition, the [main menu](#) will be shown.

## Advice and alerts

Alerts and advice to enable you to drive safer and more eco-friendly may be shown while you are driving. When such a driving event occurs, you will be notified with one of the following icons and a sound.

You can turn off the sound for **Driving event alerts** in the **Settings**.

The following alerts and advice are shown.



**Harsh braking** - you are braking too hard. The number of squares indicates the severity of the driving event.



**Harsh steering** - you are cornering too fast. The number of squares indicates the severity of the driving event.



**Idling** - the vehicle has been standing still with the engine running for longer than five minutes.

You require either a TomTom LINK 105 installed in your vehicle and connected with your LINK 510 or a specific input installation on the TomTom LINK 510.



**Shift up** - you are not driving in the optimal gear. Shift up to help protect the environment by saving fuel and carbon emissions.

You require a TomTom LINK 105 installed in your vehicle and connected with your LINK 510.

## Navigation buttons







The following navigation buttons are available in the main menu:

Note: Not all features are enabled on all devices.

**Driver**



Assign or un-assign driver - Select this button to [identify yourself as a driver](#) to the device using a personalised RFID card. If a driver is already assigned to the device, then you can un-assign the driver from the device here.

<p><b>Working times</b></p> 	<p>Report working times - Select this button to <a href="#">report working times</a> to the office.</p>
<p><b>Logbook</b></p> 	<p>Keep a mobile logbook - Select this button to report the mode of your trip to the office to keep a logbook.</p>
<p><b>OptiDrive</b></p> 	<p>Select this button to find statistics about your overall <a href="#">driving performance</a> and the individual key performance indicators for eco-friendly and safe driving.</p>
<p><b>Settings</b></p> 	<p>Select this button to make <a href="#">settings</a> such as to choose your language, set the units to be used on the device, make audio settings and more.</p>
<p><b>Scroll</b></p> 	<p>Select these buttons to scroll through the menu.</p>
<p><b>Back</b></p> 	<p>Select this button to return to the main menu.</p>

## Active Driver Feedback and advice

### About Active Driver Feedback and advice

Your TomTom PRO 2020 can help you to improve your driving behaviour. The symbols for Active Driver Feedback and advice in the [driving view](#) show real-time advice and alerts to remind you to drive in a safer and more eco-friendly way.

## Advice and alerts

Alerts and advice to enable you to drive safer and more eco-friendly may be shown while you are driving. When such a driving event occurs, you will be notified with one of the following icons and a sound.

You can turn off the sound for **Driving event alerts** in the **Settings**.

The following alerts and advice are shown.



**Harsh braking** - you are braking too hard. The number of squares indicates the severity of the driving event.



**Harsh steering** - you are cornering too fast. The number of squares indicates the severity of the driving event.



**Idling** - the vehicle has been standing still with the engine running for longer than five minutes.

You require either a TomTom LINK 105 installed in your vehicle and connected with your LINK 510 or a specific input installation on the TomTom LINK 510.



**Shift up** - you are not driving in the optimal gear. Shift up to help protect the environment by saving fuel and carbon emissions.

You require a TomTom LINK 105 installed in your vehicle and connected with your LINK 510.

## Working time buttons

Using the following buttons you can report your working hours.



**Start or resume work**



**Take a break**



**Finish work**

## Logbook buttons

Using the following buttons you can change the logbook mode.



### **Business**



### **Commute**

This menu item may be not available in some regions, but can be activated on request.



### **Private**

# Driver identification

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You can identify yourself to the device using your personal RFID card.

Note: You can use any RFID card or tag, that supports protocols compliant to ISO14443A, such as MIFARE Ultralight, MIFARE Classic, MIFARE SmartMX, MIFARE DESFire, MIFARE Plus, etc.

When you are assigned to the device the trip information will be associated to you as a driver. This information can be used for statistics, such as [OptiDrive](#).

To identify yourself to the device, do the following:

1. In the main menu tap **Driver**.



The LED for the RFID card reader turns on.

2. If you are asked to un-assign the previous driver, tap **Yes**.  
A confirmation screen will inform you that the driver has been un-assigned.  
Now tap **Driver** in the main menu again.
3. Hold your personal RFID card onto the area of the RFID card reader while the LED is on.  
A confirmation screen will inform you that you are now assigned as a driver.

Note: Depending on the settings in WEBFLEET made for the device, your PRO 2020 might start beeping if the driver does not identify to the device within few seconds after the ignition is turned on. The sound alert can be turned off by identifying a driver to the device using the personal RFID card. As soon as a driver is assigned to the device the sound alert will stop.

# Report working time

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## About reporting working time

You can report the time that you start and finish work, as well as the time you spend having breaks.

Note: In WEBFLEET, you can configure to have both [report working time](#) and [logbook](#) or only one of them available on your PRO 2020.

## How to report working time

To generate personalised work time reports, you need to identify yourself by holding your RFID card on to the RFID card reader.

To report the times you spend working to WEBFLEET, do the following:

1. In the main menu tap **Working times**.



1. Tap the appropriate button to change your work status.

The LED for the RFID card reader turns on.

2. Hold your RFID card onto the RFID card reader, while the LED is on.  
On the display you will shortly see a confirmation, which working time state you have reported.

## Working time buttons

Using the following buttons you can report your working hours.



**Start or resume work**



**Take a break**



**Finish work**

## How to check your report working time status

You can check what working status you have reported last and for how long.

To check your working status, do the following:

1. In the main menu tap **Working times**.



1. Tap the **Status Info**.

The LED for the RFID card reader starts flashing.

2. Hold your RFID card onto the RFID card reader, while the LED is flashing.

On the display you will shortly see which status you are currently in and for how long. You can also change the working status by pressing the corresponding icon.



# Using the logbook

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## Change logbook mode

You can generate a driver's logbook with your TomTom PRO 2020.

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**Important:** To use this functionality make sure that the odometer of your vehicle is correctly set in WEBFLEET.

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To change the logbook mode or type of trip, do the following:

1. In the main menu tap **Logbook**.



2. Select the appropriate logbook mode.

Note: If a Logbook mode has been already set, then the corresponding icon will be highlighted

## Logbook buttons

Using the following buttons you can change the logbook mode.



**Business**



**Commute**

This menu item may be not available in some regions, but can be activated on request.



**Private**

# OptiDrive

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## About OptiDrive



OptiDrive enables you to drive safer and more eco-friendly by providing historical and in-trip statistical information about your driving style and giving background information about your driving performance.

You need to be [assigned as driver](#) to be able to see statistics on your driving performance.

To show OptiDrive information for your driver, do the following:

1. Tap **OptiDrive** in the main menu.
2. Identify yourself to the device by holding your personal RFID card onto the RFID card reader while it is on.

This is not required, if you are already [assigned](#).

3. In the OptiDrive menu you can scroll through the various OptiDrive indicators.

The information shown here is taken from the trips you have made during the last seven days, while the current trip is not included.

## OptiDrive indicators

In the OptiDrive view, you can see the values for the different OptiDrive indicators that represent the average performance for your trips of the last seven days. First you are shown an overall score to give you a general impression how safe and eco-friendly you have driven during the last seven days. The overall score is calculated based on the scores of all OptiDrive indicators.

Note: The number of OptiDrive indicators used for the calculation of the OptiDrive score can be less if indicated in the WEBFLEET account settings.

Key performance indicators are:

- **Speeding**
- **Idling**
- **Green Speed**
- **Coasting \***
- **Driving Events**
- **Fuel Consumption**
- **Constant Speed**
- **Gear Shifting**

\* Coasting means keeping the car moving, without accelerating whilst the car remains in gear. You should not travel whilst the car is out of gear or with the clutch depressed. This is dangerous as it reduces driver control.

Your performance per indicator ranges from 0 to 10. Here is a guideline how to understand the values shown:

- **Excellent = 10**
- **Good = 7.5**
- **Satisfactory = 5**
- **Poor = 2.5**
- **Very poor = 0**

# Settings

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## Language

Select **Settings** in the main menu, then select **Language**.



You can see your currently selected language on this screen. Select this setting to change the language used for all buttons and messages that you see on your PRO 2020.

## Units

Select **Settings** in the main menu, then select **Units**.



Select this setting to choose the units used on your device for distances and fuel consumption.

## Audio

Select **Settings** in the main menu, then select **Audio**.



Select this setting to enable or disable sounds for when you tap the display or driving event alerts during a trip.

## Backlight

Select **Settings** in the main menu, then select **Backlight**.



Select this setting to change the light intensity of the display. With that you can increase or decrease the readability under difficult light conditions.

# Considerations

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## Considerations

This section contains important considerations for the use of your TomTom PRO 2020 together with the TomTom LINK and/or WEBFLEET.

### Configuration from the office

There may be some configuration that can only be made by the office, such as the selection between **Logbook** and **Report work time**, Active Driver feedback and alerts, etc.

# Getting Help

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## Help

You can get help by going to [telematics.tomtom.com/support](https://telematics.tomtom.com/support).

For warranty and privacy information go to [telematics.tomtom.com/legal](https://telematics.tomtom.com/legal).

# Addendum

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## CE marking

C €0681

This equipment complies with the requirements for CE marking when used in a residential, commercial, vehicular or light industrial environment, achieving all the appropriate provisions of the relevant legislation in the EU.

You can find the relevant documents at [telematics.tomtom.com/legal](https://telematics.tomtom.com/legal)

## Model names

TomTom PRO 2020: PRO202

## R&TTE directive

Hereby, TomTom declares that TomTom products and accessories are in compliance with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC. The declaration of conformity can be found here: [tomtom.com/legal](https://tomtom.com/legal).

## WEEE directive

The wheellie bin symbol on the product or its packaging indicates that this product shall not be treated as household waste. In line with EU Directive 2012/19/EU for waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. Please dispose of this product by returning it to the point of sale or to your local municipal collection point for recycling. By doing this you will help conserve the environment.



## How TomTom uses your information

Information regarding the use of personal information can be found at:

[tomtom.com/privacy](https://tomtom.com/privacy).

## Triman logo



## FCC information for the user



THE DEVICE COMPLIES WITH PART 15 OF THE FCC RULES

### **Federal Communications Commission (FCC) Statement**

This equipment radiates radio frequency energy and if not used properly - that is, in strict accordance with the instructions in this manual - may cause interference to radio communications and television reception.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### **Important**

This equipment was tested for FCC compliance under conditions that included the use of shielded cables and connectors between it and the peripherals. It is important that you use shielded cable and connectors to reduce the possibility of causing radio and television interference. Shielded cables, suitable for the product range, can be obtained from an authorized dealer. If the user modifies the equipment or its peripherals in any way, and these modifications are not approved by TomTom, the FCC may withdraw the user's right to operate the equipment. For customers in the USA, the following booklet prepared by the Federal Communications Commission may be of help: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the US Government Printing Office, Washington, DC 20402. Stock No 004-000-00345-4.

FCC ID: 2AGPAPRO202

IC ID: 20911-PRO202

This device complies with Industry Canada's licence-exempt RSSs.



**FCC RF Radiation Exposure Statement**

The transmitters within this device must not be co-located or operating in conjunction with any other antenna or transmitter.

**FCC Country Code Selection**

The Country Code Selection feature is disabled for products marketed in the US or Canada. Per FCC regulations, all Wi-Fi products marketed in US must be fixed to US operation channels only.

**Location of FCC ID and IC ID information on your device**

The FCC ID and IC ID can be found on the label attached to the bottom side of your device.

**Operating temperature**

This device will remain fully operational within the following temperature range: -20 °C to +70 °C / -4 °F to +158 °F. Prolonged exposure to higher or lower temperatures can cause damage to your device and is therefore advised against.

**This document**

Great care was taken in preparing this document. Constant product development may mean that some information is not entirely up to date. The information in this document is subject to change without notice.

TomTom shall not be liable for technical or editorial errors or omissions contained herein, nor for incidental or consequential damages resulting from the performance or use of this document. This document contains information protected by copyright. No part of this document may be photocopied or reproduced in any form without prior written consent from TomTom N.V.

# TomTom Telematics Limited Warranty

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## WARRANTOR

Non-U.S. and non-Canadian purchases: If you have made your purchase outside the United States and Canada, this Limited Warranty is granted by and this Limitation of Liability is stipulated for the benefit of TomTom Telematics B.V., De Ruijterkade 154, 1011 AC Amsterdam, The Netherlands.

## WHAT THIS WARRANTY COVERS

1 TomTom Telematics B.V. (“TomTom”) warrants to you that the Hardware will be free from defects in workmanship and materials under normal use (“Defects”) for a period of one (1) year from the date that the Hardware was first purchased by you (“Warranty Period”). During the Warranty Period the Hardware will be repaired or replaced at TomTom’s choice (“Limited Warranty”) without charge to you for either parts or labour. This Limited Warranty covers the replacement of the Hardware only. If the Hardware is repaired after the Warranty Period has expired, the Warranty Period for the repair will expire six (6) months after the date of repair.

## WHAT THIS WARRANTY DOES NOT COVER

2 The Limited Warranty does not apply to normal wear and tear, does not apply when the Hardware is opened or repaired by someone not authorized by TomTom and does not cover repair or replacement of any Hardware or part thereof damaged by: misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the Hardware, neglect or misapplication. The Limited Warranty does not cover physical damage to the surface of the Hardware. This Limited Warranty does not cover any software that may accompany or be installed on the Hardware. The Limited Warranty does not cover the installation, removal or maintenance of the Hardware or any costs related herewith.

## HOW TO MAKE A WARRANTY CLAIM

3 In order to make a claim of a Defect, you must contact TomTom during the Warranty Period via [www.tomtom.com/telematics](http://www.tomtom.com/telematics) to explain the Defect and to obtain an RMA number (Return Materials Authorization) if necessary. You must return the Hardware during the Warranty Period, along with the RMA number provided by TomTom and an explanation of the Defect, to the address provided to you by TomTom. If a defect arises and a valid claim under this Limited Warranty is received by TomTom after the first one hundred and eighty (180) days of the Warranty Period, TomTom is entitled to charge you for any reasonable shipping and handling costs made in connection with the repair or replacement of the Hardware. You must comply with any other return procedures stipulated by TomTom, if any.

## YOUR LEGAL RIGHTS

4 Some countries may not allow the exclusion or limitation of damages. If any part of this Limited Warranty is held to be invalid or unenforceable, the remainder of the Limited Warranty shall nonetheless remain in full force and effect.

5 This Limited Warranty is the only express warranty made to you and is provided in lieu of any other express warranties or similar obligations (if any) created by any advertising, documentation, packaging, or other communications.

6 Except for the Limited Warranty and to the maximum extent permitted by applicable law, TomTom and its suppliers provide the Hardware "AS IS AND WITH ALL FAULTS", and hereby disclaim all other warranties and conditions, whether express, implied or statutory, including, but not limited to, any (if any) implied warranties, duties or conditions of satisfactory quality, of fitness for a particular purpose, of reliability or availability, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and of reasonable care and skill, all with regard to the Hardware, and the provision of or failure to provide support or other services, information, software, and related content through the Hardware or otherwise arising out of the use of the Hardware. Also, there is no warranty or condition of quiet enjoyment, quiet possession, or non-infringement with regard to the Hardware. This exclusion does not apply to

- (I) any implied condition as to title and
- (II) any implied warranty as to conformity with description.

7 This Limited Warranty does not affect any legal rights under applicable national legislation governing the sale of consumer goods.

8 This Limited Warranty cannot be transferred to any other person.

#### **LIMITATION OF LIABILITY**

9 Neither TomTom nor its suppliers shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise (including in each case, but not limited to, damages for the inability to use the equipment or access data, loss of data, loss of business, loss of profits, business interruption or the like) arising out of the use of or inability to use the Hardware even if TomTom has been advised of the possibility of such damages.

10 Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced herein and all direct or general damages in contract or anything else), the entire liability of TomTom and any of its suppliers shall be limited to the amount actually paid by you for the Hardware.

11 TomTom shall not be liable for

- (I) any fraud on the part of its employees and/or agents; or
- (II) any fraudulent misrepresentation on the part of its employees and/or agents.

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