

COMMONLY ASKED QUESTIONS

Q. What about storm damage?

A. Damage related to weather beyond the operator's control will be handled by the Landlord in conjunction with its insurance carrier.

Q. What about vandalism?

A. Vandalism is the operator's responsibility and should be included in the operator's insurance policy. If the Landlord elects to make a repair due to vandalism, the operator will be charged.

Q. What about damage due to negligence on the part of employees?

A. Negligence on the part of operator's, their employees and their customers is the operator's responsibility and should be covered in the operator's insurance policy. If the Landlord makes a repair, the operator will be charged.

Q. What happens if the operator does not have a service contract and lack of maintenance contributes to equipment failure with HVAC (heating, ventilation & air-conditioning) systems or walk-in coolers?

A. The operator is required to provide the preventive maintenance. Failure to do so will result in an operator charge.

Q. What should the operator do if he is not satisfied with the maintenance work done at his station?

A. Contact Operations Dept. at 727-573-4000, ext. 248.

Q. How are maintenance work orders prioritized?

A. Below is a guide indicating how we prioritize maintenance work orders. Our response times are based upon the time of day that your request is made, the critical nature of your request, and the resources we have available at the time of your request. Although we cannot guarantee response times, be assured we will respond as quickly as possible.

Q. How do you request maintenance?

A. Login at <http://e-maintenance.us> with the user name and password provided by your Rep. Fill out the form with as much information as necessary to communicate the problem including your phone number and date. Click on "Submit" at the bottom of the form. You will see a message "Thank you for your Request" if the form was complete. If you do not see the message after a few seconds, make sure you entered the date and try again. **For an emergency**, as defined in Table 1 below, on Saturday, Sunday and holidays, or before 8:00 am and after 4:00 pm on weekdays call the Adams Tank & Lift emergency number 727-540-0931.

Q. What happens when the Landlords property is damaged due to vehicular accident?

A. The operator is required to prepare and submit the Landlords Incident Report and include (1) the driver's name, address, license number, and insurance carrier (2) a copy of the police report, and (3) photographs of the damage, then the Landlord will assume responsibility for all costs.

TABLE 1

Priority Category	Examples	Estimated Response Time
Emergency	<ul style="list-style-type: none"> • Risk to anyone's health & safety. • Any petroleum spill. • Any grade of fuel is totally unavailable. 	4 hours any time of day. As soon as possible.
Critical	<ul style="list-style-type: none"> • Air Conditioning. • Anything which prevents the sale of a significant revenue generating item. • Any condition which impacts perishable nature of food. 	6 hours between 6:00 am and 8:00 pm.
Important	<ul style="list-style-type: none"> • Anything that significantly affects the Landlords image or the comfortable operation of our facilities. 	2 days as schedule permits.
Normal	<ul style="list-style-type: none"> • Any normal maintenance items such as 1 - 2 hoses/nozzles out of order. 	3 days as schedule permits.

EMERGENCY PROCEDURES

- Remember to follow your station emergency procedures and NEVER PUT YOURSELF AT PERSONAL RISK!
- Hit the red emergency STOP button at the station.
- Turn off all breakers on electric panels if there is a possibility of fire.
- Close impact valves at any affected dispenser if there is a leak.
- Call Maintenance to report the incident. Dial the Adams Tank & Lift number 727-540-0931 to report the emergency.
- Know your facility site I.D. number.