



Description of Full Service Agreement



TimeSpot 7

Brightec Time - Commitment

In connection with delivery and during the lifetime of the Punch Clocks, provided that the customer has this agreement active, the following applies:

1. The software used in the Time Clock is further developed by Brightec Time and maintained by correcting errors when they occur. **(License agreement)**
2. Updating the software in the Time Clock when needed. Exceptions are made in cases where the timekeeping programs from the system suppliers have undergone a major generation shift in terms of technical solution, such as a transition from a client solution to a web solution that affects the time clock's ability to interact with the timekeeping programs. **(License agreement)**
3. Repair of hardware if the need arises and the fault is not due to external circumstances such as lightning or physical damage. Opening the Punch Clock and breaking the seal is considered physical damage.
 - The Punch Clock must be sent to Brightec Time according to the procedure described on Brightec Time's website (<https://brightectime.com/support/service-rma/>)
 - Labor costs and parts are included in the agreement.
4. Program and technical questions are answered on weekdays during office hours, usually 8:30 AM - 4:30 PM (Swedish time). If changes occur, this will be announced on the website.
 - Notifications can be made 24 hours a day via e-mail: support.time@brightecgroup.com
5. Maintaining a spare parts inventory for older models of the Punch Clocks as long as there is a practical possibility of receiving deliveries from the respective subcontractor. In cases where a subcontractor announces so-called EoL (End of Life), this means a limitation on how long spare parts are available.
6. Providing exchange units at discounted prices.
7. Recycling and destruction of older discontinued TimeSpot Punch Clocks as this fee has been paid by Brightec Time to EL-Kretsen in connection with manufacturing.

Response Time

Brightec Time has its help-desk open by telephone at +46 8 522 046 60 during office hours, 8:30 AM - 4:30 PM. (Swedish time)

A case is started within 4 hours of it being reported. In cases where the case is reported outside of regular office hours, the response time is counted from 8:30 AM the next working day.

Punch Clocks that are sent in are returned in repaired condition within three working days of arrival unless otherwise notified.

Customer's Commitments

During the term of the agreement, the customer shall:

- Ensure that the Punch Clock is installed in accordance with the instructions received from Brightec Time.
- If necessary, send a faulty Punch Clock with the associated power adapter to Brightec Time in accordance with procedures described on Brightec Time's website.
- In connection with a Punch Clock being sent to Brightec Time for service, an RMA service order must be completed, which is both sent via e-mail to support.time@brightecgroup.com and printed out and sent together with the Punch Clock.
- As far as possible, report errors and problems via e-mail, support.time@brightecgroup.com
- In urgent situations, it is possible to call to report an error.