



## Support Agreement



## Punch clock

# TimeSpot 38

## 1. Contact information

Address:

Brightec Time AB  
Hammarbacken 4A  
191 49 Sollentuna  
SWEDEN

E-mail support:

support.time@brightecgroup.com

Phone: +46 8 522 046 60

## 2. Extent of this agreement

This agreement provides the customer with access to support as specified in this agreement. The agreement consists of this document and the IT and Telecom Companies' standard agreement for IT Maintenance. ([IT och Telekomföretagens standardavtal IT-Underhåll](#))

If there are any conflicting information between these documents, the interpretation of the agreement documents in the specified order applies.

1. This document
2. IT and Telecom Companies' standard agreement for IT Maintenance

## 3. Punsch clocks

The construction of Brightec Time's Punsch Clocks is of the same type as in a PC with electronic components adapted for industrial use. They have a touch screen and are connected to regular data networks.

The operating system is Linux. For more information see the product sheet or visit <https://www.brightectime.com/>.

Software development, design, manufacturing and support are carried out by Brightec Time AB.

## 4. Software

The software in the TimeSpot 38 Punsch Clock is based on the Linux operating system and a browser that has been optimized to be as efficient as possible in terms of both resource utilization and maintenance. The software has been parameterized to work together with the system suppliers' time stamping programs.

## 5. Brightec Time - commitment

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

1. The software used in the punch clock is further developed by Brightec Time and maintained by correcting errors as they occur.
2. Updating the software in the punch clock when needed. Exceptions in cases where the time stamping programs from the system suppliers have undergone a major generation shift regarding technical solutions, such as a transition from a client solution to a web solution that affects the punch clock's ability to interact with the time stamping programs.
3. Repair of hardware when needed and the error is not due to external circumstances such as lightning or physical damage. Opening the punch clock and breaking the seal is considered physical damage.

- a. The punch clock must be sent to Brightec Time according to the procedure described on Brightec Time's website (<https://brightectime.com/en/service-rma-eng/>). Labor costs and parts are included in the agreement.
4. Software and technical questions are answered on weekdays during office hours, usually 8:30 AM – 4:30 PM. If there is a change, this will be announced on the website.
  - a. Reports can be made 24 hours a day via email: [support.time@brightecgroup.com](mailto: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 sub-supplier. In cases where a sub-supplier announces so-called EoL (End of Life), this implies 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.

## 6. Response time

Brightec Time's help desk is open by phone at +46 8 522 046 60 during office hours, 8:30 AM – 4:30 PM.

A case will be started within 4 hours of 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 will be returned in repaired condition within three working days of arrival unless otherwise notified.

## 7. Customer commitments

Under avtalets giltighetstid skall kunden:

- Ensure that the punch clock is installed according to the instructions provided by Brightec Time.
- If necessary, send a faulty punch clock with the associated power adapter to Brightec Time according to the procedures described on Brightec Time's website.
- When a punch clock is sent to Brightec Time for service, an RMA service order must be completed, which is both sent via email to [support.time@brightecgroup.com](mailto:support.time@brightecgroup.com) and printed and sent along with the punch clock.
- As far as possible, report errors and problems via <https://brightectime.com/en/service-rma-eng/>.
- In urgent situations, it is possible to call in a report.

## 8. Contract period

This agreement is valid until further notice from the date the first punch clock was delivered to the customer. The agreement can be terminated in writing with three (3) months' notice, otherwise it will be automatically extended by twelve (12) months from the date of delivery. In connection with termination of this agreement, the customer forfeits the right to use the software in the punch clock.

## 9. Invoicing

The fee is invoiced by Brightec Time in advance for the next twelve-month period.

## 10. Acceptance of the agreement

The customer must actively approve this agreement. Approval can be via email, a purchase order or by otherwise approving the agreement. Paying an invoice for the agreement is considered an approval of this agreement. After approval from the customer, an agreement is posted in Brightec Times' business system, indicating which serial numbers the agreement applies to. This agreement number will be referenced on the agreement invoice.

## 11. Costt

Antal	TimeSpot 38
1 – 3 punch clocks	2 520 SEK / punch clock
4 – 10 punch clocks	1 980 SEK / punch clock
> 10 punch clocks	Special offer

In year 1, the customer receives a 75% discount on the above prices.

If the punch clock has been damaged by careless handling by the customer or by lightning, it will be repaired at an hourly rate of 920 SEK / hour plus the cost of any spare parts. For customers who do not sign this agreement, the hourly rate is 2,670 SEK / hour.

## 12. Övriga betalningsvillkor

Shipping and VAT are added to the stated prices

A loan punch clock can be offered for 300 SEK week 1 and then 200 SEK / week subsequent weeks.

Brightec Time has the right to adjust the prices before each new twelve-month period in accordance with changes according to AKI (Labor Cost Index).

The base period for calculation shall be the third quarter that ended before the conclusion of this agreement.

## 13. Återvinning

Recycling according to the Swedish Environmental Protection Agency's rules

Brightec Time is a member of EI-kretsen. We have thus committed ourselves to following the regulations for a green environment. The Swedish Environmental Protection Agency has entrusted EI-kretsen with monitoring the destruction of electronics, such as punch clocks. For this we pay an annual fee and an amount per installed timestamp clock. This guarantees final disposal according to the official environmental directives. The cost of this handling is included in the support agreement. In order to fulfill Brightec Time's commitment, it is desirable that older expired Timestamp clocks are sent to: Brightec Time AB, Hammarbacken 4A, 191 49 Sollentuna, for destruction at Hagby recycling station.



REPA is a similar organization under the supervision of the Swedish Environmental Protection Agency, but for the destruction of packaging material. We pay packaging fees and thereby take our producer responsibility for recycling packaging. Through the support agreement, this fee is also paid. Our customers can choose between sending the timestamp clock packaging to their local waste station or to Brightec Time at the address above.