

## Maintenance Service Terms & Conditions

Terms and Conditions for the maintenance service of this product comprise the following:

1. **TWO (2) maintenance services** within the warranty period of this product will be scheduled and carried out.
2. Inspection of product, product system and related aspects, such as network to ensure substantial conformity with product's operating specifications.
3. Testing and diagnosis (whether onsite or remotely) of any fault reported about the product.
4. Repairs, replacement of parts or adjustment as deemed necessary to remedy product fault.
5. Implementation of software updates for product if required.
6. Provision of online and e-mail support as deemed necessary.

