

EcoStruxure Manufacturing Compliance Advisor - SUPPORT POLICY

This Support Policy applies to EcoStruxure Manufacturing Compliance Advisor.

Terms and Conditions of 'EcoStruxure Manufacturing Compliance Advisor – Services' can be found at:
<https://eurotherm.com/ecostruxure-manufacturing-compliance-advisor/tos/>

Service Description of 'EcoStruxure Manufacturing Compliance Advisor – Services' can be found at:
<https://eurotherm.com/ecostruxure-manufacturing-compliance-advisor/tos/>

This Support Policy shall only apply to customers who have placed an order (either directly with Eurotherm, or through a Eurotherm sales agent) for 'EcoStruxure Manufacturing Compliance Advisor – Services'. The service must be used in accordance with the terms and conditions.

Service Support Hours

Customer support for the Services will be available during regular office hours:

Regular office hours: **[To be localised in each Eurotherm country – define here regular office hours]**
Extended hours: Only available upon request.

- Local language support outside regular office hours can available as part of a separate Service Level Agreement.

The point of contact for a Customer will be through the Eurotherm Service Helpdesk as below:

During regular office hours:

Phone: **[To be localised define here the telephone - +xx xxx xxxx]** or
E-mail: **[local support email address - local> @schneider-electric.com]**

During extended hours:

E-mail: Support.eurotherm.uk@schneider-electric.com

Messages received out-of-hours will typically be responded to within 24 hours of receipt, within normal working hours - all correspondence for extended support will be in English.

Any site visit or intervention requested by a Customer shall be charged by Eurotherm (at its discretion), including travel and accommodation expenses of Eurotherm representatives.

Electronic Notices

In accordance with its Data Privacy Policy, Eurotherm may occasionally provide a Customer with information and notices about its services electronically via email, or through the 'EcoStruxure Manufacturing Compliance Advisor – Services' portal.

Service Reviews

Reviews of the 'EcoStruxure Manufacturing Compliance Advisor – Services' will be conducted by Eurotherm Service Level Management in conjunction with the Customer at least once per calendar year and at any time after the release by Eurotherm of any major upgrade to 'EcoStruxure Manufacturing Compliance Advisor – Services'. 'EcoStruxure Manufacturing Compliance Advisor – Services' reviews will be carried out by email or via conference calls.

Software Installation

As part of the 'EcoStruxure Manufacturing Compliance Advisor – Services', Eurotherm grants access to Eurotherm's proprietary Software Program called 'EcoStruxure Manufacturing Compliance Advisor – Mobile' (including any program updates thereof provided by Eurotherm as part of the Services) that is a downloadable application which (i) Customer may install only in accordance with the installation instructions provided by Eurotherm via email or online in the above mentioned Services Description of 'EcoStruxure Manufacturing Compliance Advisor – Services', and (ii) Customer may use only in accordance with the terms of the end-user license agreement [EULA] accompanying 'EcoStruxure Manufacturing Compliance Advisor – Mobile' software program.

If the 'EcoStruxure Manufacturing Compliance Advisor – Mobile' Software Program does not have a valid license, its functionality may be limited. A Customer may only obtain updates or upgrades to the 'EcoStruxure Manufacturing Compliance Advisor – Mobile' Software Program from Eurotherm or authorized third-parties.