

EUROTHERM ONLINE SERVICES SUPPORT POLICY

This Support Policy applies to Eurotherm Online Services (EOS).

Terms and Conditions of EOS Services can be found at:

<http://www.eurotherm.co.uk/EOS/EOSToS>

Service Description of EOS Services can be found at:

<http://www.eurotherm.co.uk/EOS/EOSToS>

This Support Policy shall not apply to Customer until Customer places an Order of EOS Services with Eurotherm or Eurotherm Sales Agent to access to and use the EOS Services in accordance with the Terms and Conditions of EOS Services.

Service Support Hours

Customers can expect support for the Services to be available during regular office hours as well as extended hours set forth below.

Regular office hours: **[To be localised in each Eurotherm country – define here regular office hours]**

Extended hours: Only available by email.

Note: Local language support outside Regular Office Hours is available as a separate service level agreement.

The point of contact for Customer will be through 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.co.uk

On extended hours support, all messages received will be responded to within 24 hours of receipt, and all correspondence for extended support will be in English.

Any site visit or intervention requested by Customer shall be charged by Eurotherm, as well as travel and accommodation expenses of Eurotherm's representatives.

Electronic Notices

Eurotherm may provide Customer with information and notices about EOS Services electronically, including via email, through the portal for EOS Services. Notice is given as of the date said information are made available by Eurotherm.

Service Reviews

Reviews of the EOS 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 EOS Services. EOS Services reviews will be carried out by email or via conference calls.

Software Installation

As part of the EOS Services, Eurotherm grants access to Eurotherm's proprietary Software Program called eCAT™ (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 EOS Services, and (ii) Customer may use only in accordance with the terms of the end-user license agreement [EULA] accompanying eCAT™ Software Program.

Eurotherm may automatically check the version of its eCAT™ Software Program. Devices on which such Software Program will be installed may periodically provide information to enable Eurotherm to verify that such Software Program is properly licensed. This information includes the software version, and the internet protocol address of the device on which the eCAT™ Software Program is installed. If the eCAT™ Software Program is not properly licensed, its functionality will be affected. Customer may only obtain updates or upgrades of the eCAT™ Software Program from Eurotherm or third-parties duly authorized therefor by Eurotherm. Eurotherm may recommend by written notice to Customer to implement updates to Customer's devices or supplements to eCAT™ Software Program.