



SLA Service Level Agreement

Services makes a difference

Our comprehensive SLAs are designed to shift a portion of the responsibility from the customer to Pixii. The extent of this responsibility varies, ranging from partial (SLA Silver) to substantial (SLA Gold).

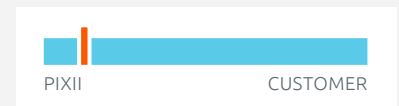
You are not obliged to enter into any SLA agreement.

Should you choose not to engage Pixii in any services, you will receive all necessary user manuals for tasks such as preparation, installation, commissioning, setup, calibration, etc. It will then be expected that you handle these tasks independently.

Contact your local sales representative for a complete and extended SLA document.

Responsibilities

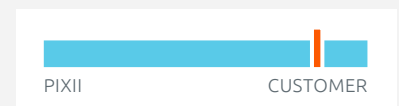
Gold SLA



Silver SLA



No SLA



Service Level Agreement	Silver	Gold
Comprehensive technical project management and complete documentation package prior to delivery	✓	✓
Commissioning based on application	✓	✓
Annual physical maintenance, software updates and condition reports	✓	✓
Periodic physical maintenance, software updates and condition reports		✓
Monthly (twice) system monitoring and proactive handling of any potential issues	✓	✓
Daily system monitoring and proactive handling of any potential issues		✓
Monthly battery calibration	✓	✓
Every 14 days battery calibration		✓
Three days technical support reaction time	✓	✓
One day technical support reaction time		✓
10 working days swap solution and critical spare parts availability	✓	✓
2 working days swap solution and critical spare parts availability		✓
Basic access to Pixii's self-monitoring dashboard tool	✓	✓
Advanced access to Pixii's self-monitoring dashboard tool		✓
4G-router and SIM-card	✓	✓

If you choose not to engage Pixii, the aforementioned responsibilities will rest solely with the customer. We will address warranty claims without an SLA, following standard escalation procedures and the RMA process.

While we always strive to respond promptly, Pixii is not obligated to reply within a specific time frame. Pixii will not undertake the commissioning, proactive maintenance, or monitoring of the system, nor will we perform calibration if an SLA is not in place. It is your responsibility to ensure the warranty remains valid.

However, you will receive the necessary documentation to manage this independently or through your preferred installation partner. If you seek assistance from Pixii for matters outlined in the user manual, consultancy hours will be applicable.