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TRUMPF Ltd

Services Description

For the benefit of clarity, the following machine types are classed by MT & LT as certain packages can only be provide for that specific technology:

MT.

- TruLaser (2D),
- TruPunch,
- TruMatic,
- TruBend (Including Bending Cells & Centre's),
- TruLaser Tube,
- TruArc,
- TruStore &
- STOPA.

LT.

- TruDiode,
- TruDisk (including TruDisk Pulse),
- TruFiber,
- TruMicro,
- TruPrint,
- TruPulse,
- TruFlow,
- TruLaser Cell,
- TruLaser Station,
- TruMark and
- TruMark Station.

The following contractual conditions apply to the TRUMPF service agreements Remote, Maintenance and Performance as well as the corresponding options that can additionally be requested.



1. Service components of the “Remote” package

1.1 Scope of agreement “Remote”

The service agreement “Remote” includes the following services for the machine(s) named on the order confirmation:

- Telephone troubleshooting
- Remote Support / Online remote diagnostics
- Technical Guides

1.2 Scope of services for “Telephone troubleshooting”

Diagnostics and correction of errors of the TRUMPF machine as well as support and preparation of service calls, in as far as this is possible by telephone. The standard response times of Technical Service: Monday to Thursday from 8:00 AM to 5:30 PM, 8:00AM to 5:00PM on Fridays and Saturdays 8:00AM to Midday via the Service App only, except for public holidays and business closure days.

1.3 Scope of services for “Remote Support / Online fault diagnostics”

1.3.1 Diagnostics and correction of errors of the TRUMPF machine as well as support and preparation of service calls, in as far as this is possible with the help of the Teleservice system.

1.3.2 The following individual access and intervention options are used:

a) Remote control

The remote control allows access to the applications and the operating system of the operator's computer. It is used to support the machine operator in the event of operation and input errors.

b) Remote diagnostics

Errors that are in the access area of the operator's computer are detected using remote diagnostics. That includes components of the NC, the PLC, the user interface and the operating system of the user interface.

c) Remote administration

The remote administration allows errors to be eliminated, sub-modules of the NC, PLC and user interface to be updated, configurations to be modified and updated and network configurations to be modified



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d) Data transfer

The data transfer enables the exchange of files. These include system files of the operating system, application data of the user interface, NC and PLC, as well as NC programs and customized data.

e) Dialog mode

If there is no voice connection by telephone, communication can take place via the integrated dialog mode of the remote diagnostics software.

1.3.3

Software updates are not included in the scope of performance.

1.4 Technical requirements for Remote Support

1.4.1 Remote Support via Modem:

The connection to the modem supplied with the TRUMPF machine is established during the setting up of the machine at the Customer. The following conditions must be met for this on the Customer side:

- a) A telephone connection via a telephone jack with analog interface in the setup area of the machine.
- b) It must be possible to directly dial the telephone connection and to offer a direct-outward dialing option.
- c) For machines outside of Germany the connection point must have international trunk line access rights.

1.4.2 Remote Support via Internet:

The TRUMPF machine must be prepared for Remote Support per Internet (hardware and software) and the following requirements must be met on the Customer side:

- a) The machine must be configured via TCP-IP to enable access to the Customer network.
- b) The machine (Telepresence Box) must be able to establish an online connection via the Customer network to the TRUMPF Telepresence portal. The connection is made via IPSec using standard ports UDP 500 and UDP 4500.
- c) The firewall access rules should not be automatically deactivated due to longer periods of non-use.

1.4.3

The Customer must transfer a detailed description of the fault to TRUMPF, in order that TRUMPF can decide whether a Teleservice call is advisable and feasible.



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1.5 Remote Support security

An important factor in using the Remote Support connection is security against unauthorized access.

1.5.1

The Customer activates the Remote Support software only after consulting with TRUMPF based on an error message according to item 1.4.3 or in another case of need.

1.5.2

Remote Support may be provided only by TRUMPF authorized personnel. The staff of the Customer must be trained and authorized to allow Remote Support and to operate the machine.

1.5.3

A user ID, a password and – for telephone-based Remote Support – a telephone number for the modem access are required to establish a Remote Support connection from the TRUMPF Service center to the Customer machine. The user ID and the password are assigned by TRUMPF. Information about the telephone number for the mode connection is supplied by the Customer. TRUMPF hereby bears the resulting telephone costs.

1.5.4

The Customer is not authorized to change the settings of the Remote Support software.

1.5.5

Depending on the state of the art, TRUMPF will take suitable precautions to prevent a penetration of viruses from the TRUMPF IT systems of the service center into the Customer's software. Nevertheless, should viruses enter the Customer's software through TRUMPF IT systems, TRUMPF will only be liable in cases of intentional misconduct or negligence.

1.5.6

The Customer must ensure that no viruses are transferred to TRUMPF IT systems. If viruses occur at the Customer which impair the activity of TRUMPF within the scope of the Remote Support or could be transferred during this Remote Support, the Customer is obliged to notify TRUMPF immediately in writing. If TRUMPF suffers losses due to the transfer of viruses from the Customer's software, the Customer is obliged to compensate for such losses to the extent that the Customer is responsible for these losses.

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1.6 Scope of services of "Technical Guides"

1.6.1

The Customer shall receive technical instructions on how to rectify a standardized error description independently. The Customer receives these instructions either from TRUMPF's Technical Service or when reporting the malfunction using the service app via the service app. When using the service app, the Customer will also receive the Technical Guides outside the Technical Service's standard response times. Technical guides are included in the Remote contract package.

1.6.2

The service app is available from the store on the Android or iOS device. A free MyTRUMPF account is required to use the service app. The login for the service app is the same as the login set up for the free MyTRUMPF account, therefore MyTRUMPF accounts must be set up in advance of using the Service app.

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2. Service components of the “Maintenance” package

2.1 The service agreement “Maintenance”

The service agreement “Maintenance” includes the following services for the machine(s) named on the order confirmation:

- All service components of the service agreement "Remote"
- regular maintenance according to the maintenance checklist with TRUMPF maintenance sticker.

2.2 Scope of services for "Regular maintenance according to the maintenance checklist with TRUMPF maintenance sticker"

2.2.1 The scope of the services which are rendered during the maintenance is set out in the TRUMPF maintenance checklist. It is part of each service agreement.

2.2.2 The number of maintenance jobs per year included in the service agreement is listed on the offer. If multiple maintenance jobs are carried out each year, these will be carried out at regular intervals in as far as possible. The maintenance jobs are carried out on business days during normal business hours. The maintenance dates are agreed between the Customer and TRUMPF, generally at least four weeks before the desired date. TRUMPF always strives to meet the Customer's desired date. However, there is no claim to a desired date.

2.2.3 TRUMPF Maintenance engineers must have full access to the machine for the duration of the maintenance visit; the machine will not be available for production operations during this period.

2.2.4. The Customer must ensure the following with a view to a TRUMPF maintenance call:

- Cleaning of the system (including suction system) before the start of the maintenance call, in order that the maintenance work is not delayed by cleaning work.
- Free access to the system for TRUMPF Service staff; in particular, no impairment of the maintenance call through material storage in the area of the machine.
- Punching machines must be in warmed up state. This is the case if the machine has been running for around one hour under production conditions.
- Provision of auxiliary staff and auxiliary material, in so far as required.

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2.2.5. No repair services are contained in the maintenance. These works must be separately commissioned and scheduled.

2.2.6 No spare parts or maintenance consumables are contained in the service agreement Maintenance.

2.2.7. It may be necessary to install attachment parts for which specialists and special tools are required for maintenance, such as an exhaust system, process cooler, conveyor belt or extinguisher system. The functionality of the attachment parts can therefore only be ensured by maintenance by the manufacturer. The components installed are subjected merely to visual inspection in the course of TRUMPF's maintenance. Our service engineer will inform you in the event of irregularities.



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3. Service components of the “Performance” Package

3.1 The service agreement “Performance”

The service agreement “Performance” includes the following service components for the machine(s) specified on the order confirmation:

- All service components of the service agreement “Maintenance” & “Remote”.
- Service missions for repairs
- Service parts (defined and generally known as “Spare parts”). Consumable and Long-Life product groups are not included.
- Service parts can only be supplied in conjunction with the “Performance contract” when ratified and ordered via the TRUMPF Ltd Technical Service Dept, therefore in conjunction with a service repair case.
- Provision of special tools

3.2 “Service missions for repairs” scope of services:

TRUMPF eliminates faults at the relevant machine (incl. malfunctions at the CNC control) without additional costs as follows:

3.2.1 Work and travel expenses in the context of service missions required for fault elimination are included in the scope of services and paid for via the “Performance” service fee.

3.2.2 Fault elimination at the CNC control is carried out by the manufacturer of the control or by TRUMPF. Service missions by the manufacturer of the control are always coordinated and assigned by TRUMPF. Service missions ordered directly by the customer are not covered by the service agreements.

3.2.3 To achieve fault elimination as promptly as possible, an attempt is generally made to localize the fault on the phone and have it eliminated with the assistance of the customer. If that is successful, a deployment of the customer service engineer is not required.

3.2.4 The use of genuine TRUMPF spare parts and consumables is required for fault elimination. If third-party components used cause a malfunction of the machine, the customer will be charged the costs for fault elimination in accordance with the current charge rates for TRUMPF services.

3.2.5 A prerequisite for the fault elimination and assumption of costs by TRUMPF is that the customer has verifiably carried out the maintenance work specified in the operator's manual for the respective machine.

3.2.6. The elimination of machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party is not included in the scope of services.



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3.3 "Service parts" scope of services:

Service parts are single parts or assemblies determined for replacing damaged single parts or assemblies of a higher-level unit in order to retain or restore the original function of the higher-level unit.

TRUMPF provides service parts required in the context of fault elimination without additional costs as follows:

3.3.1 All service parts required for fault elimination and their shipment (standard shipping) to the customer are included in the scope of services and paid for via the "Performance" service fee. However, TRUMPF is entitled to charge service parts separately that need to be replaced due to negligence by the customer or by failure to observe the operator's manual. The general terms of delivery of TRUMPF are valid for the delivery of spare parts.

3.3.2. The elimination of machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party is not included in the scope of services.

3.3.3 Replaced parts or parts not required are or become the property of TRUMPF. TRUMPF will normally arrange for their collection free of charge. If the collection of replaced parts or parts not required is made impossible by the customer, TRUMPF is entitled to invoice these parts.

3.3.4 If the customers send's in replaced parts or parts not required in agreement with TRUMPF, TRUMPF shall bear the costs for standard shipping; the customer shall bear the costs for other shipping types (e.g. courier service).

3.3.5 Long-lasting consumables and other consumables are not covered by the stipulations of this paragraph 4.3 and are charged separately. Consumables are parts subject to foreseeable consumption or wear due to operation or that will soon need to be replaced due to their technical attributes and their point of use. Long-lasting consumables are also subject to consumption or wear during operation, which is not foreseeable at short notice. The anticipated service life of these parts is reduced. Consumables and long-lasting consumables are not included.

3.4 "Provision of special tools" scope of services:

3.4.1 If special tools are required in the context of service missions, their provision incl. their delivery and collection (standard shipping in each case) is included in the scope of services and paid for via the "Performance" service fee.

3.4.2 The provision of special tools for the elimination of machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party is not included in the scope of services.

B) Service components of the options

1. Service components of the option “Visual Assistance”

The "Visual Assistance" option can be combined with all packages.

1.1 The "Visual Assistance" option includes the following services for the machine listed on the sales order confirmation.

- Visual Assistance

1.2 Scope of services of "Visual Assistance"

1.2.1 Visual Assistance facilitates better diagnosis and rectification of problems on TRUMPF machines. Within limits, Visual Assistance also provides support and helps you to prepare for service missions.

1.2.2 Visual Assistance features

a) Video calls

Once the Customer is at the machine with a device of their choice (e.g. smartphone, tablet or smart glasses), TRUMPF's In-house Service team can start a video call with the Customer.

During the video call, TRUMPF's In-house Service team can inspect the Customer's machine via the camera on the Customer's device. Another option is for TRUMPF's In-house Service team to activate the camera on their device to solve the problem, or even share their screen with the Customer.

b) Markings on a freeze frame

Everyone on the video call has the option of freezing the video and adding markings or text within the freeze frame.

c) Pictures and video calls

It is possible to capture images and videos during the video call. Once captured, the pictures can be saved while the video call continues. For videos, this option is also available after the video call has finished.

d) Chat

The chat function is as an alternative means of communication if it is too noisy in the machine hall and communication via Visual Assistance or telephone is not possible.

1.2.3 Updates of the Visual Assistance app are available free of charge from the relevant app store

1.3 "Visual Assistance" requirements

1.3.1 In order to use Visual Assistance, you have to install the Visual Assistance app on the end device (e.g. smartphone, tablet, smart glasses). For this purpose, TRUMPF shall ensure that the Customer can install the app (e.g. via the respective app stores). The system and compatibility requirements are available at <https://oculavis.de/de/kompatibilitaet/>.

1.3.2 TRUMPF shall make the app available for download in the app stores and send the Customer an email containing the access data for logging into the app.

1.3.3 The Customer must provide TRUMPF with a detailed description of the problem on the TRUMPF machine so that TRUMPF can decide whether it is worthwhile to use Visual Assistance.

1.3.4 A reliable Internet connection is required for uninterrupted video calls. The Customer must ensure the availability of a suitably fast Internet connection, either via WLAN or mobile Internet. The minimum and recommended bandwidths depend on the type of call and the number of participants. The Customer can obtain information on the required bandwidths from their contact person at TRUMPF.

1.4 Collection and storage of personal and non-personal data in Visual Assistance

In the course of providing services using Visual Assistance, TRUMPF collects data from the Customer. This can be personal data (e.g., image or video recordings) and non-personal data (e.g., recordings of the Customer's equipment, the Customer's end products).

When personal data is processed, it is stored and used to perform the contractually agreed service only.

TRUMPF will process and store the personal data solely for the purpose of providing the service through Visual Assistance. The data will not be used for any other purpose. The data will be retained to ensure the traceability of the services provided and will be deleted as soon as it is no longer required for the aforementioned purposes.

Find out more about data protection at:
https://www.trumpf.com/de_DE/meta/datenschutz/



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2. Service components of the option “Parts Discount”

The option “Parts Discount” can be combined with the “Maintenance” Package.

2.1 The option “Parts Discount” includes the following services for the machine(s) named on the order confirmation.

- Discount on service parts
- Discount on consumables and long-lasting consumables

2.2 “Discount on service parts” scope of services:

2.2.1 For all service parts (for definition, see chapter B) 3.3 paragraph 1) used for the machine(s) mentioned on the order confirmation, a discount of X% of the currently valid list price is granted.

2.2.2 The necessity of the replacement of the service parts is determined by Technical In-House Sales / Service or by Technical Field Sales.

2.2.3 If there is already a different discount agreement, the discounts are not added. The highest agreed discount is applied.

2.2.4 The discount on service parts is not granted if the machine malfunctions were caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party.

2.3 “Discount on consumables and long-lasting consumables” scope of services:

2.3.1 For all consumables and long-life consumables (for definition see chapter B) 3.3.5) used for the machine(s) mentioned on the order confirmation, a discount of X% of the currently valid list price is granted.

2.3.2 The necessity of the replacement of the long-life consumables is determined by Technical In-House Sales / Service or by Technical Field Sales.

2.3.3 The customer orders consumables as required from TRUMPF, stating the machine number. If no machine number is specified, the discount is not granted.

2.3.4 If there is already a different discount agreement, the discounts are not added. The highest agreed discount is applied.

2.3.5 The discount on consumables and long-life consumables is not granted if the machine malfunctions were caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party.



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3. Service components of the Option “Service Discount”

The option “Service Discount” can be combined with the “Maintenance” package.

3.1 The “Service Discount” option includes the following services for the machine(s) named on the order confirmation

- Discount on the hourly service rate
- Discount on the travel costs (Call out fee).

3.2 “Discount on the hourly service rate” scope of services

3.2.1 For all repair services / service missions carried out for the machine(s) mentioned on the order confirmation, a discount of X% of the currently valid list price is granted.

3.2.2 The discount is only granted for repair work / service missions carried out by TRUMPF service engineers or by partner companies authorized by TRUMPF.

3.2.3 If there is already a different discount agreement, the discounts are not added. The highest agreed discount is applied.

3.2.4 The discount on repair work / service missions is not granted if the machine malfunctions were caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party .

3.3 “Discount on the travel costs (Call out fee)” . scope of services

3.3.1 For all repair services / service missions carried out for the machine(s) mentioned on the order confirmation, a discount on the currently valid list price is granted.

3.3.2 The discount is only granted for traveling for repair work / service missions carried out by TRUMPF service engineers or by partner companies authorized by TRUMPF.

3.3.3 If there is already a different discount agreement, the discounts are not added. The highest agreed discount is applied.

3.3.4 The discount on traveling for repair work / service missions is not granted if the machine malfunctions were caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party.



4. Service components of the option “Remote Extension” (for MT only)

The “Remote Extension” option can be combined with the “Remote” package, the “Maintenance” package and the “Performance” package.

4.1 The “Remote Extension” option includes the following services for the machine specified on the order confirmation:

- Extended on-call service of Technical Service.
- Extended usage of remote support/online remote diagnostics

4.2 “Extended on-call service of Technical Service” scope of services

4.2.1 The following extended reaction times of Technical Service apply for the error correction by telephone in the event of a fault. Monday to Friday from 18:00 pm to 05:00 am, Saturday from Midday to 17:00 pm; Local and extended support facilities are not available during public holidays and business closures.

4.2.2 Upon the conclusion of the agreement, the customer shall receive a separate telephone number under which he can reach Technical Service outside the normal business hours. The regular service numbers apply during normal business hours.

4.3 “Extended usage of remote support/online remote diagnostics” scope of services

The following extended reaction times of Technical Service apply for the error correction by telephone in the event of a fault. Monday to Friday from 18:00 pm to 05:00 am, Saturday from Midday to 17:00 pm; Local and extended support facilities are not available during public holidays and business closures.

4.4 Prerequisite for the “Remote Extension” option

Since the services of the “Remote Extension” option are ensured by the different TRUMPF subsidiaries, support can be performed only in English outside the normal business hours. The customer must ensure that a qualified contact person with good English language skills is present.

If necessary, add further local prerequisites, e.g. participation in particular training courses etc.



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5 Service components of the option “Remote Extension 24/7” (for LT only)

The “Remote Extension 24/7” option can be combined with all packages.

5.1 The “Remote Extension 24/7” option includes the following services for the machine specified on the order confirmation

- Continuous on-call service of Technical Service
- Continuous usage of remote support/online remote diagnostics

5.2 “Continuous on-call service of Technical Service” scope of services

5.2.1 Technical Service is available Monday to Friday from 18:00 pm to 08:00 am, All day weekends. Local and 24/7 support facilities are not available during public holidays and business closures.

5.2.2 Upon the conclusion of the agreement, the customer shall receive a separate telephone number under which he can reach Technical Service outside the normal business hours. The regular service numbers apply during the normal business hours.

5.3 “Continuous usage of remote support/online remote diagnostics” scope of services

Technical Service is available Monday to Friday from 18:00 pm to 08:00 am, All day weekends. Local and 24/7 support facilities are not available during public holidays and business closures.

5.4 Prerequisite for the “Remote Extension 24/7” option

Since the services of the “Availability 24/7” option are ensured by the different TRUMPF subsidiaries, support can be performed only in English outside the normal business hours. The customer must ensure that a qualified contact person with good English language skills is present.

If necessary, add further local prerequisites, e.g. participation in particular training courses etc.



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6 Service components of the option “Team Maintenance”

The “Team Maintenance” option can be combined with the “Maintenance” package and the “Performance” package.

6.1 The “Team Maintenance” option includes the following services for the machine specified on the order confirmation

- Team Maintenance

6.2 “Team maintenance” scope of services

To reduce the plannable idle times of the machine(s) mentioned on the order confirmation to a minimum, for selected machines TRUMPF will carry out the maintenance service with 2 service engineers.

7 Weekend (Saturday Only) Maintenance option (LT Only)

The Weekend Maintenance option can be combined with the Maintenance or Performance packages.

7.1 The Weekend Maintenance option includes the following services for the machine listed on page 1 of this agreement under the LT option only

- Saturday Maintenance

7.2 Scope of service of Saturday Maintenance

7.2.1 Scheduled maintenance by a qualified TRUMPF service engineer will be performed on a Saturday.



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8 Service components of the option “Onsite Repair Coverage”

The “Onsite Repair Coverage” option can be combined with the “Maintenance” package.

8.1 The “Onsite Repair Coverage” option includes the following service components for the machine(s) specified on the order confirmation

- TRUMPF service missions for repairs

8.2 “Service missions for repairs” scope of services:

TRUMPF eliminates faults at the relevant machine (incl. malfunctions at the CNC control) without additional costs as follows:

8.2.1 Work and travel expenses in the context of TRUMPF Ltd service missions required for fault elimination are included in the scope of services and paid for via the option “On-Site Flat rate”.

8.2.2 Fault elimination at the CNC control is carried out by the manufacturer of the control or by TRUMPF. Service missions by the manufacturer of the control are always coordinated and assigned by TRUMPF. Service missions ordered directly by the customer are not covered by the service agreements.

8.2.3 To achieve fault elimination as promptly as possible, an attempt is generally made to localize the fault on the phone and have it eliminated with the assistance of the customer. If that is successful, a deployment of the customer service engineer is not required.

8.2.4 The use of genuine TRUMPF spare parts and consumables is required for fault elimination. If third-party components used cause a malfunction of the machine, the customer will be charged the costs for fault elimination in accordance with the current charge rates for TRUMPF services.

8.2.5 A prerequisite for the fault elimination and assumption of costs by TRUMPF is that the customer has verifiably carried out the maintenance work specified in the operator's manual for the respective machine.

8.2.6. The elimination of machine malfunctions caused by force majeure (fire, earthquake, flood, strike, etc.), by accidents or by improper operation / maintenance by the customer or third party is not included in the scope of services.

8.2.7 No spare parts are contained in the option “On-Site Flat rate”. The spare parts exchanged to repair the machine are calculated subject to verification

8.2.8 Fair usage exists, please refer to section “supply of Services” within the Terms and Conditions.



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8.2.9 “on-site flat rate” repair costs do not include third party manufacturer engineer visits. These are defined as “Third party” equipment such as STOPA / Chillers / exhaust systems and conveyors.



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9 Service components of the Service Technician Maintenance (MT Only)

The Service Technician Maintenance option can be combined with the Maintenance and Performance packages.

9.1 The "Service Technician Maintenance" option contains the following services for the machine mentioned on the order confirmation

- Service Technician Maintenance

9.1.1 In order to reduce the downtimes of the machine specified on the order confirmation to a minimum, TRUMPF will schedule a service technician to perform the maintenance and not a maintenance technician.

9.1.2 However, sudden illnesses or other sudden unforeseeable personal events affecting the scheduled service engineer (e.g. the birth of a child or death in the family, etc.) are excluded from this regulation. In this case, TRUMPF will try to find an adequate substitute. If this is not possible, TRUMPF will contact the customer immediately to arrange a new maintenance mission appointment.



10 The "Third-party components maintenance - *Exhaust*" option can be combined with the "Maintenance" or "Performance" packages. (MT Only)

10.1 The "Third-party components maintenance - Exhaust" option includes the following services for the machine listed on the sales order confirmation.

Advanced regular maintenance and LEV testing (TExT - Thorough examination and testing) *excluding filter and unit cleaning.

10.2 Scope of services of "Regular maintenance according to maintenance checklist "

10.2.1 It is possible that a TRUMPF supplied third-party exhaust system is installed on the machine listed on the sales order confirmation. TRUMPF provides maintenance of these third-party components. The scope of maintenance to be performed on third-party components is specified in the TRUMPF maintenance checklist. It is a component of the service agreement.

10.2.2 When concluding the service agreement, the Customer may choose whether to have third-party component maintenance performed on all or just some of the third-party components provided. Maintenance is performed only on the selected third-party components.

10.2.3. If the Customer decides against maintenance of the third-party components or opts for only some of the maintenance offered for third-party components, TRUMPF will only perform a visual inspection of the third-party components that are not part of the service agreement. Our service engineer will inform you of any anomalies.

10.2.4 Maintenance of third-party components is performed once a year, even if the machine maintenance is more frequent. Maintenance of the third-party components is carried out with the machine maintenance according to the conditions listed in Chapter B) 2.2.2.

10.2.5 TRUMPF service employee must have unrestricted access to the machine for the duration of the maintenance work; the machine is not available for production work during this time. Any waiting times resulting from this will be billed separately.

10.2.6 The Customer shall ensure the following with regard to a TRUMPF maintenance mission:

- **Cleaning of the system, Including emptying the Extractor Bin, prior to the start of the maintenance mission so that the maintenance work is not delayed by**



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cleaning work. Cleaning work is not part of the scope of services of a service agreement.

- **Unrestricted accessibility of the system for TRUMPF service employees. It is particularly important that the safety check is not impeded by materials stored in the vicinity of the machine.**

- **The Area around the Extraction system must have the required access and good ventilation.**

- **Provide support staff and auxiliary materials as required.**

- **Customer to remove all waste produced by this service.**

- **To carry out this testing it is required that the operative onsite drills into the ducting for testing purposes. A bung is then used to fill the hole and return the ducting to a working condition.**

10.2.7 Maintenance of third-party components does not include repair services. This work must be contracted and scheduled separately.

10.2.5 Alternative to 10.2.5/10.2.6/10.2.7:

Chapters 2.2.3, 2.2.4 and 2.2.5 apply analogously to the performance of maintenance on third-party components.

10.2.8 No “replacement” spare parts are included in the third-party component maintenance option.



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11 Service components of the option „E-Learning Coverage“

The option “E-Learning Coverage” can be combined with all packages.

- 11.1 The “E-Learning Coverage” option includes the following services for the machine(s) named on the order confirmation

- E-Learning Coverage

11.2 - "E-Learning Coverage" scope of services

11.2.1 The Customer shall receive free and unlimited access to all the available TRUMPF e-learning courses for the machine named in the order confirmation. These e-learning courses cover the topics of maintenance, operation, basics, options and installation. It should be noted that depending on the technology used, not all categories of e-learning may be available.

The E-Learning Coverage is available for the following technologies: Tru Laser, TruLaser Tube, TruLaser Weld, TruBend, and TruMatic/TruPunch.

11.2.2 The use of the E-Learning Coverage requires registration in the MyTRUMPF customer portal, which can be done using the following link:

https://www.trumpf.com/en_GB/mytrumpf

To access the e-learning courses, an individual MyTRUMPF account is also required for each training participant.

C) “SMART view MT ready”, “Condition Monitoring” and “Smart View Services” and “Industry 4.0 Starter package” service components

1. “SMART view ready” Smart View MT ready uses TRUMPF Connectivity to provide the necessary machine data to be presented visually in Smart View dashboard for Machine Tools via MyTRUMPF.

2. Service components of the "Condition Monitoring" option

The "Condition Monitoring" Service Agreement is available as both a stand-alone basic package and as an option in combination with the "Remote", "Maintenance" or "Performance" basic packages. As a basic package, it is designed to be used in conjunction with an existing service agreement. It is not possible to purchase the basic package without a supporting service agreement.

2.1 The "Condition Monitoring" option

The "Condition Monitoring" option, which identifies anomalies using machine data analysis, is available for selected machine types and includes the following services for the machine listed on the sales order confirmation:

- Proactive specialist contact by telephone
- Proactive recommendations for action by mail or in the service app
- Proactive problem solving by TRUMPF service engineers

2.2 Scope of services of "Proactive specialist contact by telephone"

Proactive specialist contact by telephone by TRUMPF Technical Service. The aim is to prevent unplanned machine downtimes as far as possible by proposing data-based solutions, insofar as this is possible on the basis of the available data. Contact times for technical service are listed within the Terms & Conditions for the supply of Services listed on the website.

2.3 Scope of services of "Proactive recommendations for action by mail or in the service app"

Automatic delivery of a message via service app or email with a specific recommendation for action (Technical Guide) for the Customer when the machine issues an error message, and provided that a solution can be determined on the basis of the available data. This service is available 24/7 (including public holidays).

2.4 Scope of services of "Proactive problem solving by TRUMPF technicians"

Identification of additional service tasks based on the machine data, which can be added to the service engineer's planned call-out. This can avoid unplanned repairs and reduce costs (e. g. travel costs) for additional service engineer call-outs, insofar as this can be determined on the basis of the available data.

Any additional expenses for repairs or the replacement of parts will be agreed after consultation and approval by the Customer and billed separately. If this content is covered by an existing service agreement, implementation will be carried out according to the said agreement.



Services Description

2.5 "SMART view MT ready" Service Agreement as a requirement

The availability of the free "SMART view MT ready " option is deemed to be the main requirement for using the "Condition Monitoring" option.

Smart View MT ready uses TRUMPF Connectivity to provide the necessary machine data to be presented visually in Smart View dashboard for Machine Tools via MyTRUMPF.

To view Smart View for Machine Tools, MyTRUMPF access is required. Registration is possible at the following link:

https://www.trumpf.com/de_INT/mytrumpf/meta/registrierung/

To ensure that all machine data is displayed completely, it is recommended to always have the latest software version on the machine.

By placing your order, you agree to the "Agreement concerning the transfer and use of standard data", which can be accessed via the link

<https://www.trumpf.com/s/TCadLT>

If you do not agree to this agreement, please expressly state this in your order. In this case, the Smart View MT ready product cannot be used.

Duration: The contract is concluded for an indefinite period of time and can be terminated by either party at the end of the following month.

If a machine for which Smart View MT ready was booked is no longer in the customer's possession (e.g. in the event of a sale), the customer and TRUMPF are entitled to terminate Smart View MT ready without notice. In this case, the customer is obliged to notify TRUMPF that the machine is no longer in its possession.

2.6 Data usage agreement as a requirement

By placing an order for the "**Condition Monitoring**" option, the Customer agrees to the terms of the "Agreement on the Transfer and Use of Data Standard", which can be accessed on this link: https://www.trumpf.com/de_AT/produkte/services/services-maschinen-systeme-und-laser/monitoring-analyse/datennutzungsvereinbarung/

If the Customer does not wish to accept the terms of the "Agreement on the Transmission and Use of Data", this must be stated explicitly. In this case, the "Condition Monitoring" option cannot be used.

2.7 Technical requirements for the "Condition Monitoring" option

2.7.1 Availability of machine connectivity



Services Description

Machine status data is used for the provision of the "Condition Monitoring" option. This data must be transmitted continuously from the TRUMPF machine to the TRUMPF data processing systems. Interruption or malfunction of the connectivity prevents proper provision of the product.

a) The availability of connectivity depends on the machine type, age and software version. TRUMPF Technical Service must perform a final check to clarify whether the Customer's machine(s) can be connected.

b) If the machine still uses a modem connection, retrofitting is required to be able to use an Internet connection. This may incur additional costs.

c) All relevant information on connectivity solutions for TRUMPF machines is listed in the document "Technical Information - Service Agreements SMART view MT ready and Condition Monitoring - Data Transmission".

2.7.2 Installing the TRUMPF service app and registering on the MyTRUMPF Customer portal

a) The recommended actions (Technical Guides) based on TRUMPF's expertise can be provided either by email or via the TRUMPF service app.

b) The service app is available via the corresponding app stores for Android or iOS devices.

c) Use of the TRUMPF service app requires registration on the MyTRUMPF Customer portal, which can be done by clicking on the link:

https://www.trumpf.com/de_AT/mytrumpf/meta/registrierung/

2.8 Machine connectivity safety

2.8.1 TRUMPF shall take reasonable state-of-the-art precautions to prevent viruses from getting into the Customer's software from the TRUMPF EDP systems in the service center. Nevertheless, should any viruses get into the Customer's software through TRUMPF's EDP systems, TRUMPF shall only be liable in the event of deliberate intent or gross negligence.

2.8.2 The Customer must ensure that no viruses are transferred to TRUMPF's EDP systems. In the event that viruses occur at the Customer's site that may adversely affect data transmission, or that may be transmitted, the Customer is obligated to notify TRUMPF in writing without delay. If TRUMPF suffers damage as a result of the transmission of viruses through the Customer's software, the Customer undertakes to compensate such damage, insofar as the Customer is at fault.



Services Description

2.9 Notification of one or more predictive contact person(s) in TRUMPF Technical Service

Technical Service requires details of a contact person (e.g.: maintenance personnel, machine operator), who will be contacted by TRUMPF in the event of technical queries or anomalies.

Reference Terms and Conditions for GDPR.

2.10 Notification of change of machine ownership

If a machine to which this option applies is no longer in the Customer's possession (e.g. in the event of a sale), the Customer undertakes to notify TRUMPF that the machine is no longer in its possession.



TRUMPF Ltd

Services Description

3. Smart View Services option (LT Only)

The Smart View Services option can be combined with all packages

3.1 Scope of service of Smart View Services

3.1.1 The scope of service includes the right to use the Smart View Services license.

3.2. Smart View Services terms

3.2.1 Detailed information on system requirements and network configurations can be viewed on the following link: www.trumpf.com/s/TCadLT

3.2.2. Detailed information on data protection can be viewed on the following link: www.trumpf.com/s/TCadLT

3.2.3. This requires permanent data transmission from the machine to TRUMPF at the specified intervals.



4. Industry 4.0 Starter Package option (LT Only)

The Industry 4.0 Starter Package option can be combined with all packages, or purchased individually.

4.1 The Industry 4.0 Starter Package option includes the following services for the machine listed on page 1 of this agreement:

- Production Report
- Condition Monitoring
- Condition Report

4.2. Scope of service of Production Report

4.2.1. The Production Report contains an overview of machine utilization and program runs, along with a comprehensive display of the causes of errors during downtime.

4.2.2. The Production Report is provided daily as part of the Industry 4.0 Starter Package option.

4.3. Scope of services of Condition Monitoring

4.3.1. Condition Monitoring involves monitoring of the machine and laser by algorithms and TRUMPF experts. This allows unplanned machine downtimes to be detected early and system availability to be increased. In addition, the planning and preparation of service missions can be optimized, and the frequency and costs of these missions can be reduced.

4.4. Scope of services of Condition Report

4.4.1. The Condition Report contains a detailed overview of the state of all machine components and an overview of weekly machine events and usage. This report can be used as a basis for working out separate optimization measures.

4.4.2. The Condition Report is provided weekly as part of the Industry 4.0 Starter Package option.

4.5. Industry 4.0 Starter Package terms

4.5.1. Detailed information on system requirements and network configurations can be viewed on the following www.trumpf.com/s/TCadLT

4.5.2. Detailed information on data protection can be viewed on the following link: www.trumpf.com/s/TCadLT

Services Description

4.5.3. This requires permanent data transmission from the machine to TRUMPF at the specified intervals.